

Snapshots from NIA

Provider Relations Satisfaction Survey for 2012

Each year, NIA conducts a survey to evaluate satisfaction among our network of imaging providers and assess key aspects of the service that network providers receive from us, such as communication, credentialing, and contracting process. This input is an essential component of our quality program and is one of our core performance measures. The survey is sent to NIA participating free-standing facilities that have been authorized to provide advanced radiology services to members during the survey period.



We would like to take this opportunity to thank you for completing our survey – your feedback is very valuable to us as we consistently seek ways to enhance and improve our performance and relationship with you.

NIA is pleased to announce that we have achieved an overall **93% Satisfaction Rate**. Here are some highlighted areas of positive satisfaction:

97.8%	Satisfied with the content of NIA's website www.RadMD.com
95.7%	Expressed ease in looking up authorizations for your facility
97.4%	Satisfied with the education materials provided to your facility
94.5%	Satisfied with the authorization call center
92%	Satisfied with the credentialing/re-credentialing process
93%	Satisfied with the contracting process
97%	Recommend other facilities to work with NIA

Last year, the provider community provided feedback that there were issues with knowing your assigned Provider Relations Managers and Area Contract Managers. To address your concern, we posted their names and responsible markets on RadMD and in our Provider Handbook. You may access them as follows:

1. <http://www1.radmd.com/media/562198/state-assignments-pr-and-acm-2013.pdf>

2. Imaging Provider Handbook: Appendix D entitled *State Assignments*; Pages 37-38.

If you would like a phone call or visit from your Provider Relations Manager or Area Contract Manager, please do not hesitate to reach out.

About Snapshots from Magellan/NIA

Snapshots from Magellan/NIA is a quarterly update from National Imaging Associates for our customers and business partners. You'll learn about new programs, tools and initiatives from NIA that can be helpful for your customers and plan members.

If you'd like to learn more about any of the topics in this newsletter, or about any other program or service from NIA, please send an email to niainfo@magellanhealth.com.

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(continued)

We sincerely hope that you will continue to assist us in our improvement efforts by completing this survey on an ongoing basis. The advanced radiology services that you have been providing on behalf of NIA contribute to the overall satisfaction of our health plan partners and their members, and for that we wish to thank you.

Authorization Process

We would like to take this opportunity to clarify our call-in authorization process for rendering providers. The following is a description of National Imaging Associates (NIA) process for initiating authorizations for rendering providers. NIA does not accept a complete authorization submission from a rendering provider. A rendering provider may initiate the authorization, but NIA will have to contact the referring provider to authenticate the referral and obtain the necessary clinical information.

NIA does not permit a rendering provider to contractually accept delegation of responsibility for the complete authorization submission from the referring provider. NIA also does not permit a rendering provider to represent themselves as a referring provider in order to obtain a complete authorization. These practices could implicate federal or state laws or terms and conditions of a provider contract or benefit plan. Therefore, NIA investigates all situations where this type of activity is suspected or reported.

NIA Representation at RSNA

Although NIA will not be exhibiting at the Radiological Society of North America (RSNA) conference this December in Chicago, there will be a representative from NIA Network Development attending. If you are attending and would like to schedule some time to meet our representative, please contact Wendy Hirn at 224-935-9805 or wjhirn@magellanhealth.com. For more information on the RSNA conference, please visit www.rsna.org.

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