

Member Bill of Rights

NIA UM Vision Statement: To facilitate the provision of high quality, clinically appropriate and cost efficient imaging services to the customer

Preamble: Health Plan Members are entitled to receive quality diagnostic imaging services delivered by the best available providers in a comfortable and pleasant environment free from unnecessary hazards. National Imaging Associates strives for following member rights:

Members have the right to receive imaging services free from fiscal incentives for over or under utilization.

Members have the right to be protected from unnecessary exposure to radiation.

Members have the right to continuity of imaging services and follow-up care.

Women have the right to state-of-the-art mammography and breast health services.

Members have the right to be protected from the discomfort and risks associated with inappropriate imaging procedures.

Members have the right to discuss the results of their studies with their imaging providers.

Members have the right to receive imaging services from providers whose services are continuously monitored for appropriateness and quality.

Members have the right to have their comments or complaints about their imaging studies addressed in a timely manner.

Members have the right to quality film reviews.

Members are entitled to have the confidentiality of their health information protected and their privacy maintained.