

# Imaging Update

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In this issue of *Imaging Update*, NIA highlights some of the helpful online tools available for provider use.

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## New Online Training Demos Now Available

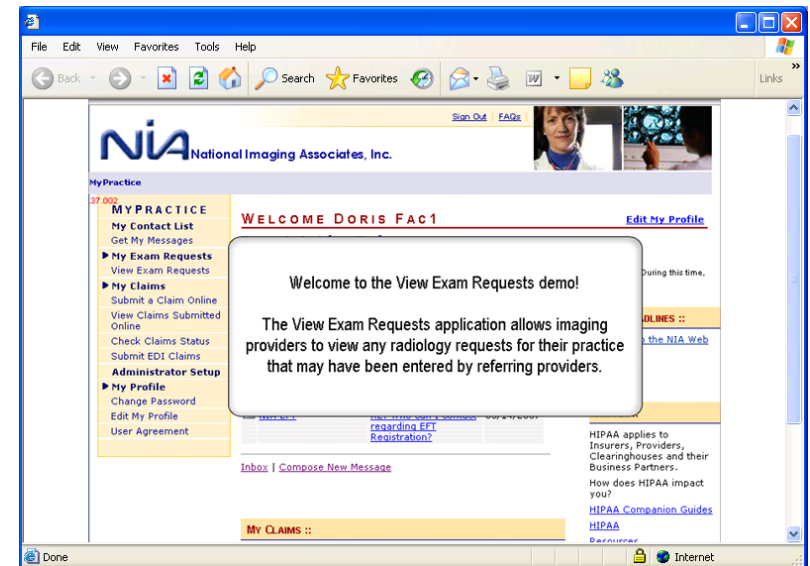
NIA is pleased to offer our imaging/rendering providers access to new training tools that include computer demonstrations of NIA's online functions such as authorizations (exam requests), claims, secure messaging, electronic transactions and more. The new demos cover:

- Administrator Setup
- Submitting Claims
- Correcting Claims
- Checking Claims
- EDI (submitting claims and other transactions via Electronic Data Interchange)
- My Messages
- My Practice
- My Profile
- Viewing Exams

Available on the NIA imaging provider Web site, these demos present online tours of the various transaction screens so you can learn 1) where on the site to access specific information, and 2) where to input your data. Pointers within the modules take the viewer directly to the necessary input fields in logical progression.

You can view the demos in a self-paced manner—with the ability to start, stop, pause or rewind the demos at

any time as needed. Also, you can navigate directly to a training module of interest instead of viewing the demos in any particular order.



The demos are accessible on [www.RadMD.com](http://www.RadMD.com) after provider secure login, i.e., with username and password, on the MyPractice page under *Resources/Web Tools*.

We hope NIA providers seeking to benefit from the ease of our electronic transactions will find the training modules a helpful resource.

## No 2009 CPT® Code Revisions Impact NIA Services

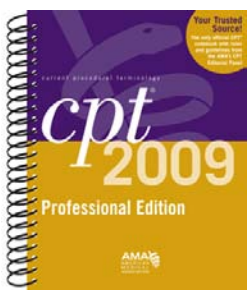
From the “no news is good news” category, NIA has completed its review of the Current Procedural Terminology (CPT®) codes pertaining to radiology for the year 2009, and we have found that none of the current revisions impact the

procedural codes we are managing for our many customers.

Each year the American Medical Association (AMA) updates its official list of

CPT codes and nomenclature. The revised document includes changes corresponding with significant updates in medical technology and practice. Revisions can dictate that the AMA add, modify and delete certain CPT codes. In all there are more than 7,000 five-digit codes that designate physician-performed procedures and services across many medical specialties.

The lack of radiology code alterations for 2009 means that NIA's existing code sets remain in effect for providers to use in requesting authorizations and submitting claims.



## Take Advantage of EDI Direct Submit for Claims

NIA is pleased to offer providers our EDI **Direct Submit** application, which is an electronic claims submission tool available at no cost to all NIA imaging providers for whom we pay claims. The tool is available on the NIA imaging provider Web site at [www.RadMD.com](http://www.RadMD.com), after provider secure login, i.e., with username and password.

NIA has recently expanded the availability of Direct Submit so that there is no minimum number of claims providers need to submit in order to utilize the tool.

Using the Direct Submit method for transmitting claims to NIA allows you to:

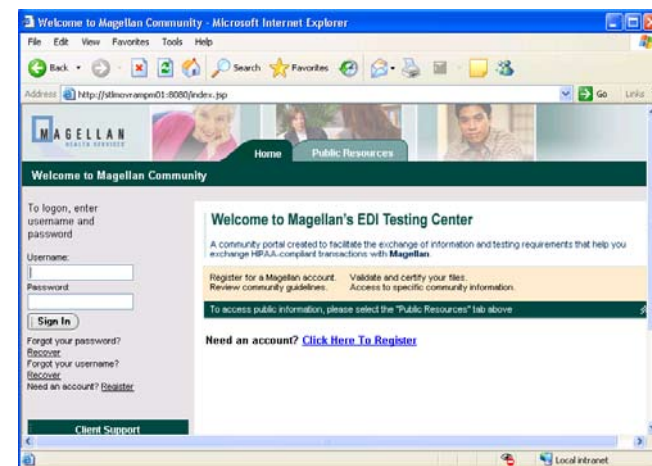
- Access a secure, no-cost method for submitting claims
- Avoid clearinghouse costs
- Eliminate postage costs
- Submit multiple claims in batch mode
- Send files at any time—24 hours a day, seven days a week
- Obtain your claim payments faster.

Direct Submit can be used to send HIPAA transaction files directly to NIA, allowing you to receive response files *without* the use of a clearinghouse.

Before you can submit files to NIA, you must be a contracted NIA provider with an MIS number and NPI number. To get started, you should access the Magellan/NIA **EDI Testing Center** site where you will register for a new account, complete a brief survey and then submit test files. An IT analyst will be assigned to support you during the process. You will be required to submit a minimum of two test files that successfully process and return response files before NIA will begin sending files to production (i.e., live claims processing).

After successful submission of test files through the EDI Testing Center, NIA will inform you that you are able to send “production” files, or live claims.

A user guide covering the process steps is available online. If you are an imaging provider and have questions or would otherwise like to investigate the many benefits of Direct Submit, please contact us at [EDISupport@MagellanHealth.com](mailto:EDISupport@MagellanHealth.com).





### Recent Facility Testimonials from RadMD.com Users:

“Great service—Never any problems.”

“Try it as a time saver.”

“Recommend it highly.”

“Convenient and fast.”

“Saves the office so much time from calling and being on the phone. Was easy from the onset to use.”

## RadMD Provider Survey Results

In the third quarter of 2008, NIA surveyed a sampling of the staff in our ordering provider offices to identify the reasons for varied utilization of our online authorization tool at [RadMD.com](http://RadMD.com).

In surveying providers, we categorized them into groups including those who are frequent users of the RadMD Web site, those who do not use the RadMD Web site, and those who contact NIA through both RadMD and the call center.

A total of 136 provider practices responded to our focused questions, and although the sample size was not intended to be large or statistically significant, the results were valuable. Provider responses showed that:

- RadMD.com is one of the most preferred tools of its kind by providers' offices. Given the responses we received, it is often spoken of as a favorite in the radiology benefits management industry. Some positive provider quotes are shown in the box at left.
- Some providers made helpful recommendations for enhancements to the RadMD tools, such as to extend login time and to make additional condition symptom choices available.
- Some non-users either do not know about RadMD's capabilities or prefer to utilize the call center to complete their exam requests.
- Some providers were not aware that they could process multiple exam requests within a single session on RadMD.
- More than half of non-users would like to know more about how to use RadMD for their exam requests.

In response to our provider survey results, NIA will continue to make functional improvements to RadMD in order to address the most frequently identified recommendations providers have expressed. We are also planning outreach and education for the high proportion of providers who are amenable to learning more about the benefits of utilizing this user-friendly tool.