

# NCEI

national claim evaluations, inc.

A photograph of three medical professionals, likely doctors or nurses, sitting at a wooden table in a clinical or office setting. They are all wearing white lab coats and have stethoscopes around their necks. The woman in the foreground is looking down at a notebook, holding a pen. The man in the middle is also looking down, holding a pen. The man in the background is looking at a laptop. The background is slightly blurred, showing a bright, modern interior.

A Value Added Provider of IME & Related Services

...without the high price associated with service intensive boutiques.

[www.natclaim.com](http://www.natclaim.com)

“NCEI has been extremely flexible in adapting to our unique needs. You always provide us with the best possible IME’s and Peer Reviews. You guys are great!

- R.H.



## An NCEI Overview

NCEI is a value added provider of IME and related solutions without the high price associated with service intensive boutiques. Founded in 1985, NCEI is a pioneer in the IME industry. Instead of developing into a large inflexible impersonal provider, we chose to develop and occupy a position that the marketplace has requested and rewarded.

A crucial component of the NCEI solution is assisting our clients to more effectively use medical information to reduce claim costs while increasing efficiency.

### Components of NCEI’s Value Added Solution:

- **“Service Extra”**  
At NCEI you receive service from Service Consultants who know you and your requirements.
- **Flexibility**  
You don’t adjust to the NCEI process. We adjust to your process. That translates into a customized delivery of service!
- **Dynamic Claim Cost Reduction**  
NCEI recognizes that optimizing medical information reduces claim costs.
- **Medical Education for Claim Adjusters**  
Empowering claims adjusters translates to reduced claim costs and greater efficiencies.

NCEI provides an ideal solution for the client looking to add service and value to the IME process. The NCEI client is looking for a value added solution without high, value added pricing.



“I must say that I have never been so pleased with a vendor’s commitment to quality, customer service and IME and Peer Review excellence.”

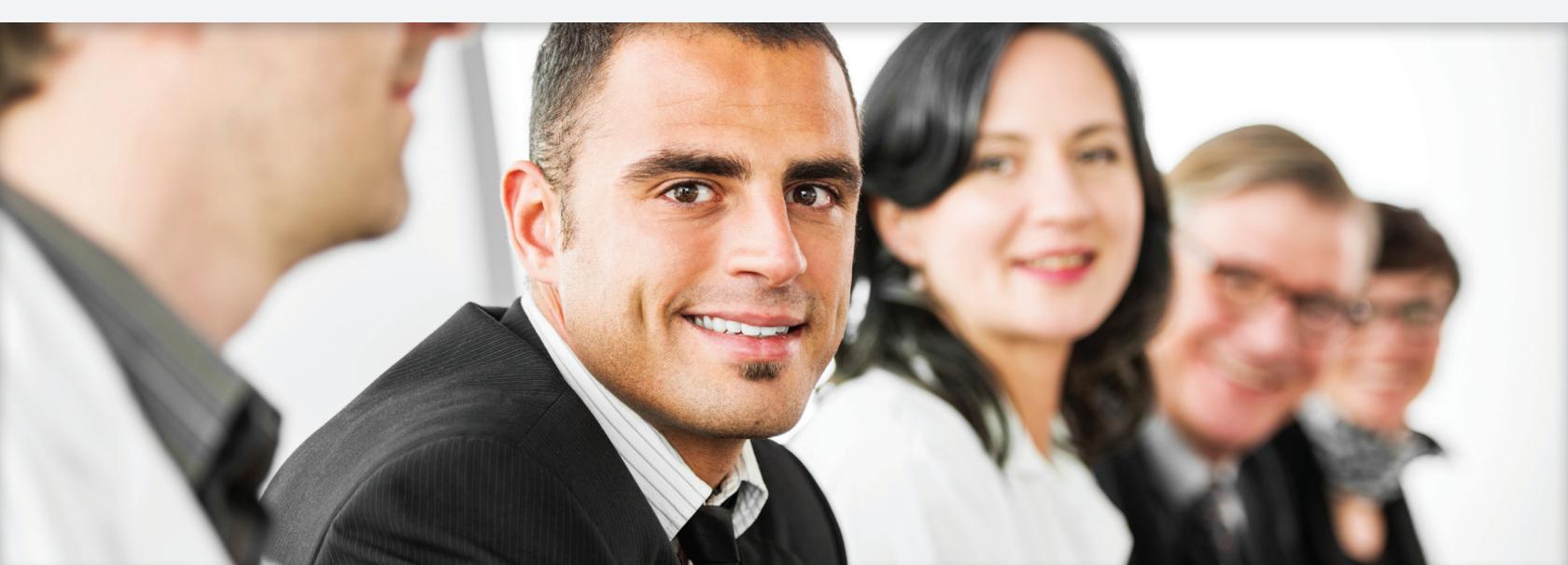
- T.R.

## NCEI Solutions

### IME’s; Independent Medical Examinations

We provide a comprehensive range of independent medical examinations including but not limited to: No Fault, Worker’s Comp, Liability Exams, Agreed Medical Examinations (AME’s), Physical Capacity Evaluations (PCE’s), Functional Capacity Evaluations (FCE), Surgical Opinion, Partial Permanent Disability (PPD), and Fitness for Duty.

- All delivery modalities are available including electronic, fax or courier
- All exams are performed by Board Certified physicians
- A comprehensive selection of specialties
- IME appointments are scheduled within 24 hours
- Confirmations are sent to all parties
- Reports are submitted in 3-7 business days after exam is completed
- All reports can be faxed or e-mailed upon request
- NCEI adheres to all statutory constraints, deadlines and regulations mandated by No Fault, Worker’s Comp and Liability exams



# NCEI Solutions

## Peer Reviews

NCEI has an extensive panel of Board Certified physicians who are well versed in providing Peer Reviews in a timely manner. Reports will clearly indicate whether the treatment/testing is medically necessary and causally related. Reports are submitted by the doctors, on the doctor's letterhead, with the doctor's signature. All our physicians are licensed in the state in which the claim has occurred. Our Peer Reviews include:

- A comprehensive network of physicians that provide Peer Reviews
- Results submitted in most cases within 72 hours
- NCEI Service Consultants assist in determining which specialty should be selected
- When applicable, Peer Reviews are accompanied by pertinent citations
- Physician testimony can be facilitated when required

## Film Reviews

NCEI provides a panel of Board Certified Radiologists and Neuro-Radiologists who review X-Rays, CT Scans and MRI films and CD's.

- All films are reviewed by Board Certified Radiologists
- Completed review reports submitted within 72 hours
- Upon authorization NCEI will obtain film(s)
- Radiologist testimony can be facilitated when required

“NCEI has by far the fastest turn-around times that I have seen and experienced in the business.”  
- B.H.



“Your company has been great with the turn-around time, the reports and the fee for services performed.

It is a pleasure working with you”  
- T.M.



# Value Plus Medical Request & Report System

All our IME's, Peer Reviews & Film Reviews include our exclusive Value Plus Medical Request & Report System.

## Request Review

Inefficiency and added cost are often incurred at the inception of the IME process. NCEI's Service Consultants carefully assess each referral to:

- Insure the appropriate specialist is being requested
- Determine if a physician with an additional specialty or certification is indicated
- Ascertain if special handling is appropriate or indicated

## Medical Report Red Flagging

NCEI employs a structured Red Flagging process for all medical work product and reports. The objective is to surface and highlight medical data and findings not obviously consequential that may have a significant impact on claim resolution or case adjudication. The NCEI Red Flagging process affords incomparable support to claim adjusters.

## Fraud Sensing Analysis

Fraud constitutes a multi-billion dollar liability to the insurance industry. NCEI utilizes data gathered in the IME, Peer & Film Review process to uncover inconsistencies suggestive of fraud. NCEI employs a 7 Point Screening Process to surface and report data suggestive of fraud to our clients.

In our experience, one in ten IME processes undertaken surface data suggestive of possible fraud. If fraud is averted or discovered in a very small percent of these cases, the savings over time would be very significant!

# Who Is The Core NCEI Client?

NCEI is a service intensive organization that optimizes the value of medical findings in ways other providers simply don't. Our solutions are designed for clients that are seeking added value.

We are looking for insurance carriers, TPA's , law firms and Risk Management departments that are seeking:

- Better use of medical information to reduce claim costs and increase efficiencies
- Empowering claim adjusters to utilize medical information more effectively
- A dedicated service team to facilitate every step of the IME, Peer & Film Review process
- A value added solution without value added pricing

If you value any of the solution components above, you should explore the NCEI Solutions further.

## Service Extra: A Different Approach to Service

Everyone talks about delivering great service. Here are the facts of NCEI's Service Extra delivery system:

- Every client is assigned a dedicated Service Consultant
- 93% of calls and emails are responded to in under one hour
- Medical information management training for Claim Adjusters
- Accommodation of special needs i.e. interpreters, transportation

The components of Service Extra are specific and verifiable. You'll experience the positive impact of Service Extra at every step of the IME, Peer & Film Review process.

Service Extra is the Marriage of Great Process and Great Attitude

"We are extremely pleased and very satisfied with the service, promptness, and the efficient manner in which NCEI schedules IME's and Peer Reviews."  
- L.S.



## Medical Data Management Training for Adjusters Reduces Claim and Fraud Costs

NCEI's customized approach to management reporting will provide you with dynamic insights into your IME, Peer & Film Review efficiencies and costs as well as their overall impact on claim resolution and expense.



# Medical Data Management Training

An expanded, practical knowledge of how to interpret and manage medical information empowers claim adjusters to improve efficiency, reduce claim expense and avoid more incidences of costly fraud.

NCEI will design a custom training program to enhance your organizations use of medical information in the IME evaluation, claim assessment and resolution process. Our training delivery method is also customized and can include newsletters, blogs, emails, help desk access and on site seminars.

NCEI will also help you to develop a customized metric to assess the impacts of our unique training and support programs on performance and cost.

## Management & Efficiency Reporting

The IME industry tends to focus on each IME request and process as an isolated event. Unfortunately this denies management of important insights on inefficiency and useful claim patterns. NCEI customizes management reporting portfolios based on a client's environment, needs and objectives. Some of the standard reports we can provide include:

### Referral & Service Response Reporting

- Referrals submitted by Department
- Referrals submitted by Adjuster
- Service Response Time Summary

### Cost & Performance Analysis

- Comprehensive IME Summary Analysis
- Comprehensive Peer Review Summary Analysis
- IME Claim Cost Impact Assessment
- Peer Review Claim Cost Impact Assessment
- Quarterly Claim Cost Impact Summary

The real cost of an IME, Peer & Film Review must in part be measured by their impact on claim resolution.



## About Pricing

NCEI provides a value added IME, Peer & Film Review process without charging boutique prices. Because much of the value we add reduces fraud, claim and inefficiency costs, the ultimate cost benefit ratio of our solutions is extraordinarily favorable.

NCEI offers special new client introductory and volume pricing programs.

## The NCEI Value Proposition

- A flexible value added service intensive provider of IME, Peer & Film Review solutions
- Assisting clients to better use medical information in reducing fraud and claim costs
- Offering added value without added pricing

## Contact Information

Let's talk. NCEI would like to better understand your current IME, Peer & Film Review process, needs and objectives. Contact our Business Development Department at:

Call: 1-516-433-1801

Fax: 1-516-433-1819

Email: [natclaim@natclaim.com](mailto:natclaim@natclaim.com)

Visit our Website: [www.natclaim.com](http://www.natclaim.com)

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New York, New Jersey, Connecticut, Pennsylvania and Florida.

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