



Members Only Area **Guide Book**

National Association of
Independent Review Organizations

*An illustrated guide to getting the most out of
our interactive and self-service website*



Dear Member,

Thank you for becoming a member of the National Association of Independent Review Organizations (NAIRO)! We're thrilled to have you on board and can't wait to get to know you.

To help you get involved, here are a few events we have planned over the next few months:

- **September 17, 2019 at 1pm ET – General Membership Meeting (via teleconference)**
- **December 17, 2019 at 1pm ET – General Membership Meeting (via teleconference)**

You can view our full calendar of events [here](#).

In addition, we want to make sure you're taking full advantage of all the membership benefits available! Be sure to review the complete [list of benefits](#), and don't forget to save the date for our **Annual Educational Symposium – April 28-30, 2020 in Kiawah Island, SC**. Members receive complimentary registration!

Should you need any assistance or have any questions or comments about your membership or benefits, please feel free to contact us at 518-313-0555 or email us at admin@nairo.org.

We look forward to having you at our next meeting!

Sincerely,
Ed Bolton
NAIRO President

Who's Who at NAIRO

NAIRO Leadership

- President: Ed Bolton, NEXUS, EBolton@nexmc.com
- Vice President: Frances Scott, ESMSEF, fscott@esmsef.com
- Treasurer: Valerie Aiello, HQSI, vaiello@hqsi.org
- Secretary: Cindy Liu, MCMC LLC, Cindy.Liu@mcmcllc.com
- Past President: Julie O'Brien, AliCare Medical Management, jobrien@alicaremed.com

NAIRO Staff

- Gib Smith, Executive Director, executivedirector@nairo.org
- Laura Lyman, Administrator, admin@nairo.org

NAIRO Committee Leaders

- Legislative/Regulatory and Accreditation Committee
 - Co-Chairs: Aja Leichter, MRIOA, aja.leichter@mrioa.com
Alexandra Stromquist, AllMed, ASTromquist@AllMedmd.com
- Membership and Marketing Committee
 - Co-Chairs: Caitlin Bascue, NEXUS, cbascue@nexmc.com
Richard Lynch, ProPeer, rlynch@propeer.com
- Symposium Committee
 - Chair: Frances Scott, ESMSEF, fscott@esmsef.com
- URAC Standards Committee Representative
 - Joyce Muller, iMEDECS, jmuller@imedecs.com



NAIRO
National Association of Independent Review Organizations

Member Logout | Search our site...

Home | About | Defranging IRO | Members | Updates | Resources | Contact | Join NAIRO

PROTECTING THE INTEGRITY OF THE INDEPENDENT MEDICAL PEER REVIEW PROCESSES.

The National Association of Independent Review Organizations (NAIRO) is dedicated to protecting the integrity of the independent medical peer review processes. Drawing on the expertise of thousands of board-certified clinicians throughout the country, NAIRO and its members foster an evidence-based approach to reviews.

Independent Medical Review
Independent medical peer review services, provided by Independent Review Organizations (IROs), are designed to ultimately reduce patient administrative costs and ensure that patients receive proper treatments. Rising healthcare costs affect millions of people daily, and insurers can rely on IROs to help control costs.

URAC-ACCREDITED IROs
NAIRO is an association of URAC-accredited IROs collaborating on issues facing the rapidly changing healthcare and workers' compensation arena. NAIRO leadership and its member-driven committees track legislative and regulatory developments at the federal and state level.

Quick Links
Become a Member
Members Area
NAIRO News & Updates

Announcements
Welcome to the new NAIRO.org
Check out our guidebook for a quick overview on using the site, which offers many self-service and exclusive benefits that only members and/or their employees can take advantage of.

Upcoming Events
Thu Jul 16 2015
Biosimilars: Considerations, Opportunities
Henry Institute Meeting



Membership Has its Privileges

- Our website is powered by MemberClicks, the association industry's most powerful Association Management Software system.
- Our website offers many self-service and exclusive benefits that only members and/or their employees can take advantage of.
- To ensure only Members receive these benefits, these areas of our site require a valid log-in.
- The pages in this guide will teach you how to log in and update your information, as well as take advantage of as many benefits as possible.
- The more you update and personalize your membership, the more value you will receive from us.



Take Control of Your Membership

[Home](#)[About Us](#)[Membership](#)[Events](#)[Contact Us](#)

Username

Password

Keep me logged in

Login

[Forgot your password?](#) [Forgot your username?](#)

Once you have a Username and Password, you can use it to access any Members-only or restricted items, like event discounts, members events, member directory and the social community features.

If you have forgotten your password, no worries! Click *'forgot your password'* or *'forgot username'* and enter the email address associated with your profile. You will then be emailed a link to reset your password.

(HINT: you might want to try your email address as your username.)

Note: To receive the link via email, the email address you enter must be the email address in your membership profile.



What Can I Do Here?

The screenshot displays the MCU MemberClicks University website interface. At the top left is the logo, and to its right is a navigation menu with links for Home, About Us, Membership, Events, Members Only, and Contact Us. A search bar and a Member Logout button are also visible. A yellow notification box states "You have logged in successfully". The main content area features a large profile card for Mrs. Sarah Smith, MemberClicks Associate, with a "HELLO my name is" greeting and a "See something wrong? Update your profile" link. To the right, there are sections for "Announcements" (welcoming a new Executive Director) and "Upcoming Events" (listing Board Meeting, Weekly Meeting, 2018 Annual Meeting, MC Lunch & Learn, and Wednesday Webinar). A footer area contains a "Welcome to the Member's Only area!" message and a brief instruction on using the navigation menu.

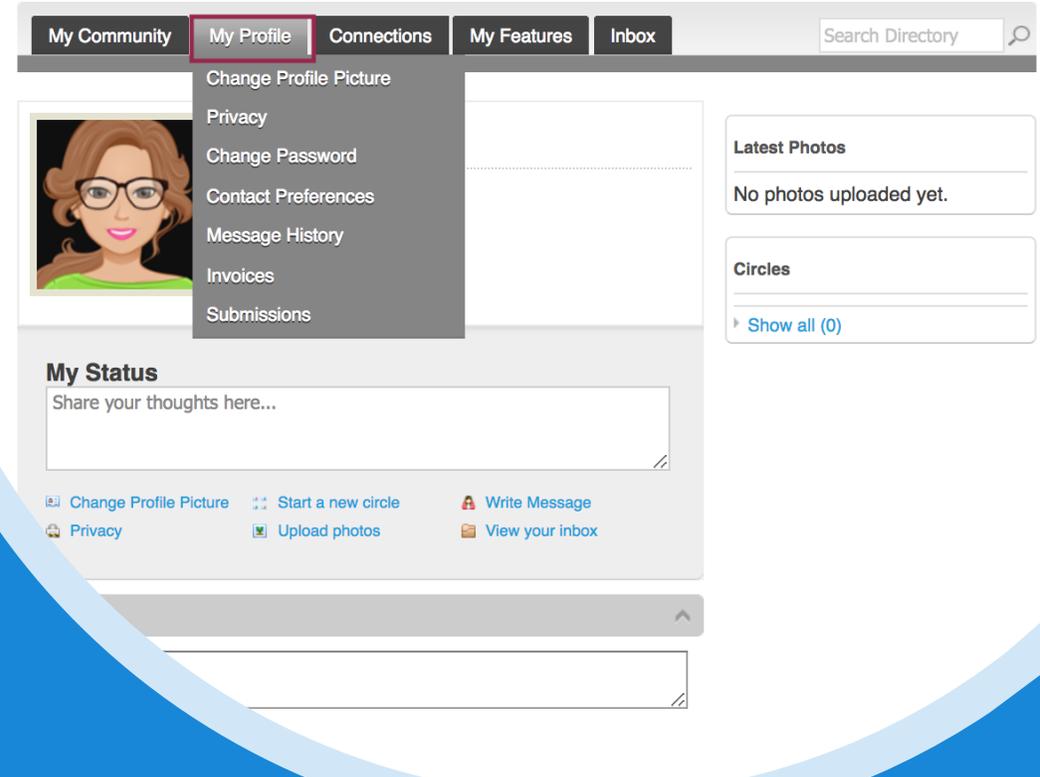
- View your profile
- View/Pay Invoices
- Access the Member Directory
- View the Event Calendar
- Access to Social Community Features
- View any members-only content on this website
- Interact and connect with other members



If you hover over the words **‘My Profile’**, you can make additional changes to your profile.

In this area you can :

- Change your profile picture that shows on the Member Directory
- Edit your privacy settings
- Change your password
- Manage how we contact you
- View past emails we have sent to you
- View a list of all your invoices
- View all forms that you have submitted



My Community **My Profile** Connections My Features Inbox Search Directory

Change Profile Picture
Privacy
Change Password
Contact Preferences
Message History
Invoices
Submissions

My Status
Share your thoughts here...

Change Profile Picture Start a new circle Write Message
Privacy Upload photos View your inbox

Latest Photos
No photos uploaded yet.

Circles
Show all (0)



My Profile

- These fields show you what information we have now. Please fill in any blanks so that we can know you as well as possible.
- Information here can be used on your Directory listings or for communications we send out.
- Make sure to click Save at the end of the process.

My Community My Profile Connections My Features Inbox

Your membership will expire at 11:59 PM EST on Aug 28, 2019.

Renew

 **Mary Sue**
5 hours 1 minutes ago

Last online
less than a minute ago

Profile views
0 view(s)

My Status

Share your thoughts here...

[Change Profile Picture](#) [Start a new circle](#) [Write Message](#)
[Privacy](#) [Upload photos](#) [View your inbox](#)

Wall



Add Comment

Show All (0)

Username
 [Cancel](#) [Save](#)

Expiration Date
08/28/2019

Join Date
05/14/2015

Member Type
Org Employee

Group
Org Employee



Message History

The Message History area will show you all of the emails the organization has sent to your personal inbox. If you ever delete an email, there is a full record kept in this area of your profile. Simply click on the subject line to open the body of the email.

Having a hard time receiving emails?
White List our email address.

[Click here to see how.](#)

My Community		My Profile	Connections	My Features	Inbox	Search Directory	
Message History		Change Profile Picture				Status	Date
Subject		Privacy					
BEST TIME EVER!!!!		Change Password				Opened	10/11/2018 1:01 PM
MCU Newsletter		Contact Preferences				Sent	10/10/2018 12:03 PM
MC LIVE - Test		Invoices				Opened	10/09/2018 1:51 PM
MC LIVE - BEST TIME EVER PART 2!!!!		Submissions				Opened	10/09/2018 1:51 PM
MC LIVE - New File Upload				MCU		Sent	10/09/2018 10:16 AM
MC LIVE - BEST TIME EVER!!!!				MCU		Sent	10/09/2018 10:05 AM
A message has been posted for Where to :				MCU		Sent	07/25/2018 3:45 PM
Your June MCU Newsletter is inside!				MCU		Sent	06/20/2018 2:08 PM
E-list Moderator Approval Notice				MCU		Opened	03/29/2018 4:49 PM
A message has been posted for Test Test				MCU		Sent	02/14/2018 2:18 PM



View your Invoices

- Under 'My Profile' you have the ability to display your invoices.
- This area will show you past paid invoices and open invoices that you are able to pay.
- To open any of these invoices, simply click on the Invoice ID to view the invoice.



Invoices

ID	Type	Created Date	Due Date	Status	Total Amount	Amount Paid	Balance
435476	Credit Memo	04/12/2016	N/A	Paid	\$-50.00	\$-50.00	\$0.00
1056	Forms	08/10/2015	09/09/2015	Paid	\$75.00	\$75.00	\$0.00
435464	Forms	02/18/2016	03/19/2016	Paid	\$225.00	\$225.00	\$0.00
435515	Forms	06/03/2016	07/03/2016	Paid	\$280.00	\$280.00	\$0.00
435516	Forms	06/03/2016	07/03/2016	Paid	\$50.00	\$50.00	\$0.00
435534	Forms	07/08/2016	08/07/2016	Open	\$-100.00	\$0.00	\$-100.00
435535	Forms	07/12/2016	08/11/2016	Paid	\$-25.00	\$-25.00	\$0.00
435637	Ad Hoc	12/30/2016	01/14/2017	Paid	\$5.00	\$5.00	\$0.00
435747	Forms	04/10/2018	05/10/2018	Open	\$75.00	\$0.00	\$75.00
435745	Forms	04/10/2018	08/18/2018	Open	\$400.00	\$0.00	\$400.00



Pay Your Invoices

Once you have clicked on the Invoice ID You have the option to pay an open invoice or download an invoice.

Paying an Invoice: Paying an invoice couldn't be easier. Simply click on the 'Pay Now' button at the bottom. Our payment area will come up for you to enter your card and billing information.



Invoices

OPEN

MemberClicks
Kinsey Mahan
3495 Piedmont Rd. NE
Bldg. 12, Ste. 110
Atlanta, Georgia 30305
United States

Invoice # 435747
Invoice Date 04/10/2018
Invoice Due 05/10/2018

Amount Due \$75.00

Transactions

Description	Amount
Session A	\$25.00
Registration Fee	\$50.00

Total Amount \$75.00

Amount Paid -\$0.00

Amount Due \$75.00

NOTES

Please pay this invoice within 30 days. If you have questions, call 1-800-REFRESH or email help@memberclicks.com. This is a test.

[Pay Invoice](#)

[Download Invoice](#)



Organization Structure

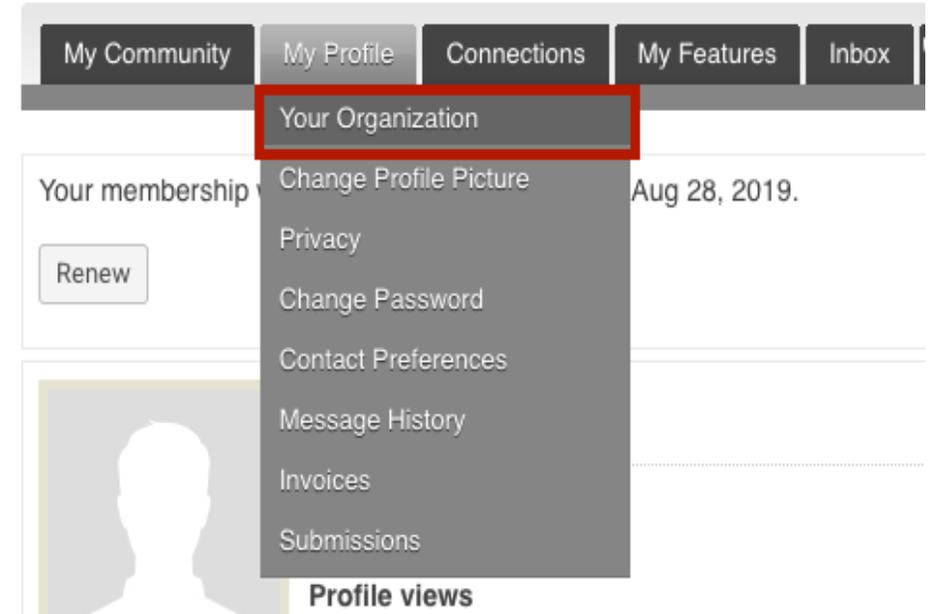


Key Contacts changes to Organizational Profiles



If you are the Key Contact (*aka: admin*) to an Organization, you are able to make changes to the organization profile through your individual profile.

To update your Organization's' profile, hover your mouse over 'My Profile' and click on 'Your Organization'.





Community | My Profile | Connections | My Features | Inbox | Search Directory

Profile | Change Profile Picture | Contact Preferences | Message History | Invoices | Submissions | Individual Profiles



Expiration Date 08/28/2019	Cancel	Save
Join Date 05/14/2015		
Member Type Organization		
Member Status Active		
Member Number 28		
Organization MemberClicks		
Email msfindlater@memberclicks.com		
Phone 404-879-2800		
Address 3495 Piedmont Rd. NE Bldg. 12, Ste. 110 Atlanta Georgia 30305		

Key Contacts

- Information here can be used on your Directory listings or for communications we send.
- These fields show you what information we have now. Please fill in any blanks.
- *Note: the email field is the email address we will send your renewal notice to.*
- Make sure to click Save at the end of the process



Member Directory

Our Member Directory can be valuable in connecting you with other members. To update what displays for your profile in the directory listing, please edit your profile (refer to steps that were provided earlier).



Member Logout

Search our site...

- Home
- About Us
- Membership
- Events
- Members Only
- Contact Us

50 Results

 **MemberClicks Admin**
 MemberClicks
Address: 3495 Piedmont Rd. NE
 Bldg. 12, Ste. 110
 Atlanta, Georgia 30305
Email: fake@memberclicks.com
Phone: 555-555-5555
Website:
Bio:

 **Ms. Addy Bauermeister**
 MemberClicks
Address: 1234 Test Ave.
 Lubbock, Tennessee 30305
Email:
Phone:
Website:
Bio:

 **Jøeâ Biden**
 Joe Biden's 2016 Presidential Campaign
Address:
Email:
Phone:

Announcements



We are pleased to welcome our new Executive Director, Beth Sanders. Meet Beth at this month's Networking Luncheon!

Upcoming Events

- Thu Oct 4, 2018
[Board Meeting](#)
Category: Board Meetings
- Wed Oct 10, 2018
[Weekly Meeting](#)
Category: Weekly Meet Ups
- Wed Oct 17, 2018
[2018 Annual Meeting](#)
Category: Conferences
- Wed Oct 17, 2018
[MC Lunch & Learn](#)
Category: Seminars
- Wed Oct 24, 2018
[Wednesday Webinar](#)
Category: Webinar

Our Sponsors



Connections

This area provides the opportunity to connect and build relationships with other members. You can;

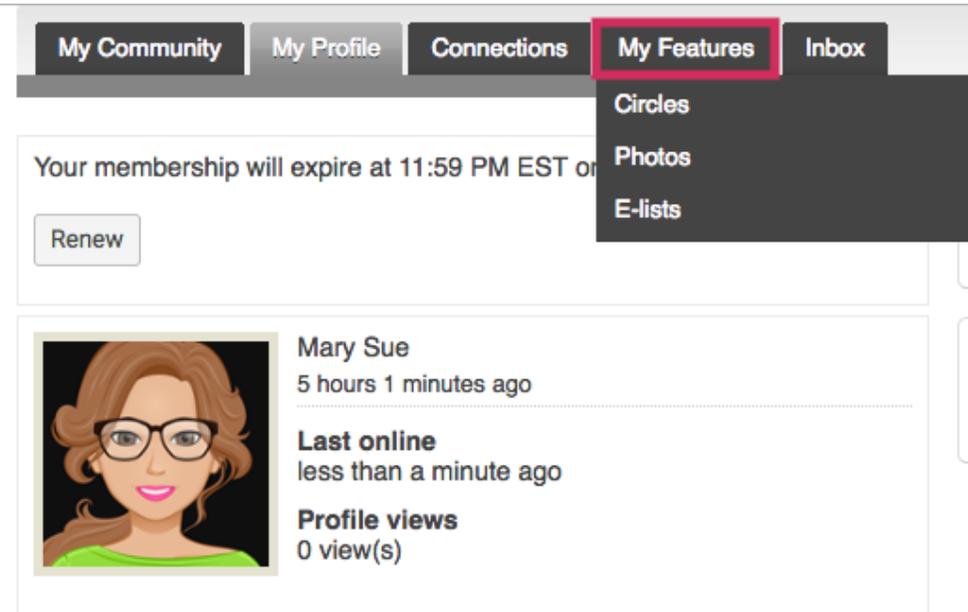
- See all your connections with other members
- Browse the directory
- Search for Members
- View your connection requests to other members.
- See requests from other members to connect with you.

The screenshot displays a navigation bar with the following items: My Community, My Profile, **Connections** (highlighted with a red box), My Features, and Inbox. Below the navigation bar, there is a membership expiration notice: "Your membership will expire at 1" with a "Renew" button. A dropdown menu is open under the "Connections" tab, listing the following options: Show All Connections, Browse Directory, Advanced Search, Requests Sent, and Pending My Approval. Below the menu, a user profile card is visible for "Mary Sue", featuring a profile picture of a woman with glasses and a green top. The profile card includes the text: "Mary Sue", "5 hours 1 minutes ago", "Last online less than a minute ago", and "Profile views 0 view(s)".



My Features

Your member profile is now a gateway to connect and engage with other members of our community.



Some of the new features of our website include:

- Similar to Facebook™ friends or LinkedIn™ connections, you can now form connections with your friends and colleagues.
- Create albums and upload photos to your profile to share with other members.
- Status messages give you a way to share what you're working on with other members.
- Profiles have a "wall" where connections can leave messages for each other.
- Join user driven circles for special interest and discussion groups. You can create photo albums within Circles too!



My Community | My Profile | Connections | My Features | Inbox | Search Directory

Hotels for the Annual Conference
[Go to circle page](#) | Photos | Discussions | Members

Hotels for the Annual Conference
All Circles | My Circles | Pending Invitations | Search | **Create**

Congratulations! You have created a new circle. Here's what you can do with your circle

- [Upload a new avatar for your circle](#)
- [Post a news bulletin](#)
- [Edit your circle details](#)
- [View your circle now.](#)

Circles

- User driven area for discussions and networking. Circles allow members to create and manage special interest groups within the social community area of their profile. Circle participation allows members to share photo albums, announcements and private discussion forums.

Photos

Members can add photo albums to their profiles or they can share photos within their circles

[My Community](#)

[My Profile](#)

[Connections](#)

[My Features](#)

[Inbox](#)



My Dog

[All Photos](#)

[My Photos](#)

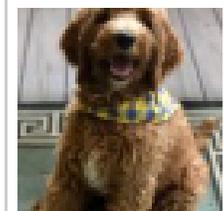
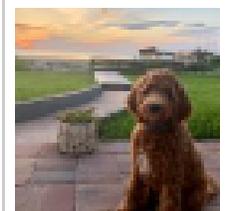
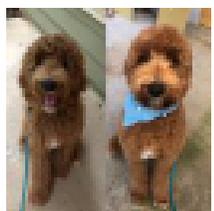
[Create Album](#)

[Edit Album](#)

[Upload photos](#)

Description:

My Dog



My Community		My Profile		Connections		My Features		Inbox		Search Directory	
E-lists											
E-list Name	Subscribed				Email Delivery						
Board Meeting Minutes	<input checked="" type="checkbox"/> ON				<input checked="" type="checkbox"/> ON						
Events	<input type="checkbox"/> OFF				<input type="checkbox"/> OFF						
Weekly Meeting Minutes	<input type="checkbox"/> OFF				<input type="checkbox"/> OFF						
5 Per Page of 3		Page 1 of 1		First		Previous		Next		Last	

E-List

Your membership includes access to our exclusive e-list (AKA, listserv).

- This tool allows you to distribute messages to all of the members subscribing to the list with a simple email to the list address.
- Communicate with the membership through a single email.
- Manage your subscription and preferences through your member profile.

To get started:

- Log into your profile.
- In the My Features tab, click E-Lists.
- Make sure you are subscribed to the list.
- Make note of the list address. (Add in as a contact in your personal inbox)
- Click Edit to control your preferences.
- Click the list name to see and search previous posts.

To start participating:

- (From your profile) Click 'Post a New Message'
- (From your personal Email Inbox) Send an email to the list address using the email
- Address that is listed in your profile.





Inbox

Your Inbox will show you messages between you and other members. These are private direct messages between you and one other member.

The screenshot shows a navigation bar with the following items: My Community, My Profile, Connections, My Features, and **Inbox** (highlighted with a red box). Below the navigation bar, a message states: "Your membership will expire at 11:59 PM EST on Aug 28, 2019." with a "Renew" button. A dropdown menu is open under the "Inbox" button, showing options: "Inbox", "Sent", and "Write". Below this, a profile card for "Mary Sue" is visible, showing a profile picture, name, time "5 hours 1 minutes ago", "Last online less than a minute ago", and "Profile views 0 view(s)".

The screenshot shows a user profile page with a navigation bar containing: My Community, My Profile, Connections, My Features, and **Inbox** (with a red notification badge showing the number "2"). A search bar labeled "Search Directory" is on the right. Below the navigation bar, a profile card for "Sarah Smith" is visible, showing a profile picture, name, time "1 hours 34 minutes ago", "Last online 52 minutes ago", and "Profile views 2 view(s)". A "My Status" section is partially visible with the text "Share your thoughts here...". A "Notifications" modal window is open, displaying:

- New Message:**
 - Networking** (with a "new" badge)
Test 2, 27 Jan 2017, 09:56 AM
- New Connection Request:**
 - Kelly MemberClicks wants to be your connection
[Approve](#) [Remove](#)

At the bottom of the modal, there is a link: [Show all \(0\)](#)



How to Renew Your Membership

- A member can renew their own membership in one of three ways:
- By paying the auto-generated Renewal invoice tied to their renewal notification
- By logging in and submitting a Renewal Form
- By logging in and using the Renew option from the My Profile page

Here's an example of a renewal email that will be sent directly to your personal email inbox.



Kinsey,

We would like to take the opportunity to thank you for your support over the past twelve months. We value all contributions to MCU, and memberships make up the lifeblood of our organization. Your involvement is important and very much appreciated.

We know people have busy lives, so we wanted to take this opportunity to remind you that your membership with MCU will expire on 08/01/2016.

If you are still deciding whether to renew, or just haven't gotten around to it yet, please let us remind you of what you will be missing if you do not renew:

1. Networking Opportunities
2. Membership Directory Visibility
3. Discounted Event Registration
4. CE Opportunities

We hope that you will take the time to renew your membership and remain part of our community. It couldn't be easier - just click the link below to pay the attached invoice.

Your financial contributions truly are vital to our existence, but so is your membership - just knowing that you support what we are doing keeps us going.

[Click here to pay this invoice](#)

Renew from your personal inbox

- Here's an example of a renewal email that will be sent directly to your personal email inbox.
- Simply click "Click here to pay this invoice" to be taken to your invoice to pay online or download to mail in payment.

MCU <mcu@memberclicks> 12:29 PM (0 minutes ago) ☆
to kinsey ▾

Kinsey,

We would like to take the opportunity to thank you for your support over the past twelve months. We value all contributions to MCU, and memberships make up the lifeblood of our organization. Your involvement is important and very much appreciated.

We know people have busy lives, so we wanted to take this opportunity to remind you that your membership with MCU will expire on 08/01/2016.

If you are still deciding whether to renew, or just haven't gotten around to it yet, please let us remind you of what you will be missing if you do not renew:

1. Networking Opportunities
2. Membership Directory Visibility
3. Discounted Event Registration
4. CE Opportunities

We hope that you will take the time to renew your membership and remain part of our community. It couldn't be easier - just click the link below to pay the attached invoice.

Your financial contributions truly are vital to our existence, but so is your membership - just knowing that you support what we are doing keeps us going.

[Click here to pay this invoice](#)

Renewal Form

Please take our renewal form to renew your membership for the next year.

By taking the renewal form, it allows you the opportunity to update your information, and add any linked profiles as needed.

Once you have complete our renewal form, a renewal invoice will be generated and emailed to you.

Note: In order to renew, you must have received a renewal email notification.



Member Lc

Home

About Us

Membership

Events

Members Only

Contact Us

Membership

To update and renew your organization's membership, choose from the membership options below.

Membership Options

1 period - \$1350.00 (through Aug 28, 2020)

Organization Name*

MemberClicks

Organization Address

3495 Piedmont Rd. NE

Bldg. 12, Ste. 110

Atlanta

Georgia

30305

United States

Organization Email (this address will receive renewal reminders)*

msfindlater@memberclicks.com

Organization Phone

404-879-2800

Next

Renew From Your Profile



Log in



Navigate to 'My profile'



Click 'Renew'

My Community

My Profile

Connections

My Features

Inbox

Your membership will expire at 11:59 PM EST on Aug 28, 2019.

Renew



Addy Bauermeister

3 years ago

Last online

less than a minute ago

Profile views

30 view(s)



Pay Your Renewal Invoice

Once you have clicked submit. You will be taken to your renewal invoice to pay.

Paying an Invoice: Paying an invoice couldn't be easier. Simply click on the 'Pay Now' button at the bottom. Our payment area will come up for you to enter your card and billing information.

The screenshot shows a web application interface with a navigation bar at the top containing 'My Community', 'My Profile', 'Connections', 'My Features', 'Inbox', and a notification icon with the number '2'. A search bar labeled 'Search Directory' is also present. Below the navigation bar, the page title is 'Transactions'. A large grey button labeled 'OPEN' is positioned on the left side of the main content area. The main content area displays the following information:

MemberClicks
3495 Piedmont Rd. NE
Bldg. 12, Ste. 110
Atlanta, Georgia 30305
United States

Invoice # 435841
Invoice Date 11/13/2018
Invoice Due 08/28/2019

Amount Due \$1350.00

Transactions

Description	Amount
Membership Renewal - Organization - MemberClicks (through August 28, 2020) Mary Sue Duncan McCreery Kinsey Mahan Jill Mahan Teresa Herman Jay Fitzmaurice Addy Bauermeister	\$1350.00

Total Amount \$1350.00
Amount Paid -\$0.00
Amount Due \$1350.00

NOTES
Thank you for your sponsorship payment! Contact 1-800-REFRESH with questions.

At the bottom, there are two buttons: 'Pay Invoice' and 'Download Invoice', which are highlighted with a red rectangular border.



Renewal
Renew your membership

Currently Linked Profiles

Contact Name	Unlink
Kinsey Mahan	Update Options Unlink
Addy Bauermeister	Update Options Unlink
Duncan McCreery	Update Options Unlink
Teresa Herman	Update Options Unlink
Jay Fitzmaurice	Update Options Unlink

5 Per Page of 7

Page 1 of 2 [First](#) [Previous](#) [Next](#) [Last](#)

Create Linked Profile

New Linked Profiles

There are no new linked profiles

Total Number of Profiles: 7

Submit

Key Contacts

- Key contacts can pay dues on behalf of the organization
- Log in to your profile > click 'Renew'
- This will take you to a page to review, add, and unlink any current linked profiles.
- Once you are finished reviewing/making changes to this area, click 'Submit' at the bottom
- You will now be taken to your renewal invoice to pay or download.

Contact NAIRO

230 Washington Avenue Extension,
Suite 101, Albany, NY 12203-3539

- 518-313-0555
- admin@nairo.org
- [Follow NAIRO on Twitter](#)
- [Follow NAIRO on LinkedIn](#)
- [Like NAIRO on Facebook](#)

