



## National Imaging Associates, Inc. (NIA)'s Peer-to-Peer Process

### What to expect when calling in for a peer-to-peer discussion:

- A peer-to-peer discussion may be initiated at any time during the prior-authorization process by calling 1-866-249-1584 (Medicaid) or 1-833-424-5388 (Medicare).
- A peer-to-peer discussion may not be necessary if the requested clinical documentation is sent prior to contacting NIA.
- A peer-to-peer may be initiated by the office staff (non-clinical) but the case discussion must be conducted by a licensed clinician from the provider's office.
- Plan to call a few minutes prior to licensed clinician's availability to provide necessary case information.
- Identifying member information will need to be provided before the call is transferred to an appropriate clinical reviewer that is specific to the case and modality.
- If the office needs to schedule the peer-to-peer discussion, at least two convenient callback times will need to be provided to accommodate the licensed clinician's schedule (for Physical Medicine).
- The case will then be discussed, including any additional information that may be necessary for the case to meet medical necessity.
- Verbal clarification of clinical information from the medical records that were submitted may be discussed during the peer-to-peer. Examples include clarification of conflicting information in the notes or typographical errors.
- If the case cannot be approved at the time of the peer-to-peer; the ordering/rendering provider is asked to follow the appeal instructions provided within the denial notification.

**If you would like to provide feedback regarding a peer-to-peer discussion, please contact your NIA dedicated Provider Relations Manager.**