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 authorization process by calling **1-866-642-9701**.

- 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.

- Ad hoc peer-to-peer discussions are available for the Advanced Imaging programs. For these programs, plan to call a few minutes prior to licensed clinician's availability to provide necessary member and case information.

  - This information will need to be provided before the call is transferred to an appropriate clinical reviewer that is specific to the case and modality.

- 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.

- Any new information necessary to approve the request must be submitted in writing by uploading to RadMD.com or faxing to **1-800-784-6864** before a new determination can be made. *

- If the case cannot be approved following the peer-to-peer or with additional information; 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.

* Re-open is available for CareSource Medicare. If the re-open time frame has expired, the discussion will be for consultation purposes only. Providers must then follow the appeal instructions in the denial notification.

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