



## 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 Health Net Medi-Cal at 1-800-424-4809 and for Health Net California Commercial at 1-800-424-4802. \*
- 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/Cardiac 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-review (Medicaid) or Reconsideration (Commercial) is available for Medicaid and Commercial. If the re-review or reconsideration time frame has expired, the discussion will be for consultation purposes only. Providers must then follow the appeal instructions in the denial notification.