



# PEER REVIEW PROCESS

## Overview

Independent peer review is requested in order to obtain an objective opinion regarding the quality of medical services rendered by providers. Our panel of nearly 700 credentialed peer reviewers provide this independent opinion following a thorough review of patient-specific records utilizing the current standards of practice for the diagnosis and treatment



involved. National clinical guidelines and peer-reviewed literature are also considered in the reviewer's decision-making process.

## Confidentiality

As a Quality Improvement Organization, CIMRO is held to strict federal confidentiality and disclosure regulations. CIMRO has always adhered to federal and state legislative provisions addressing data confidentiality and disclosure. As these regulations have changed over the years, including passage of the Health Insurance Portability and Accountability Act (HIPAA), CIMRO's Confidentiality Policy and confidentiality procedures have been updated accordingly.

## Conflict of Interest

The potential for conflict of interest is screened prior to each review. Physician reviewers cannot review a case if they had any prior involvement in the case, or if any financial or other relationship exists or is contemplated with any entity involved in the case.

## Reviewer Selection & Processing of Review

Each record received for review should delineate the review focus. Nurses perform a cursory review to ensure all necessary information is present for our peer reviewer to conduct the review. We match cases by specialty, and all of our selected independent reviewers are board certified in the specialty under review.

Once we have selected a reviewer, all necessary information is forwarded to the reviewer. When a determination has been rendered, nurses complete the processing of the case and prepare a detailed report of review findings.

## Report of Findings & Timeframes

CIMRO provides a comprehensive report to the client regarding the findings of each case within 30 calendar days of the request. Expedited reviews may be conducted upon request.

We can mail the report via hard copy, fax to a confidential fax machine within your facility, send encrypted via e-mail (as long as you have the necessary means to decrypt once you've received) or send via other HIPAA compliant secure file transfer mechanism.

## Cost

Costs are incurred typically on a per case basis, but could be provided on a project or hourly basis. You will be invoiced for costs incurred with each report of review findings. Payment is requested within 30 days of receipt of invoice.

We offer very competitive pricing and volume discounts are available. Contact us at [info@cimro.com](mailto:info@cimro.com) for a quote.

## Customer Satisfaction

We value your feedback in order to continually improve the services we provide. On occasion you will be asked to measure your satisfaction with our service.



2902 Crossing Court, Suite C  
Champaign, IL 61822  
217.352.1060 or 800.635.9407 (toll-free)  
217.352.1182 (fax)  
[www.cimro.com](http://www.cimro.com) or e-mail [info@cimro.com](mailto:info@cimro.com)