Choosing an Independent Review Organization
5 Tips to Help You Choose an 
Independent Review Organization

Choosing a Peer Review Program can be a tough task. The importance of a Peer Review Program to help support effective decision making and give objective, unbiased reviews, can be crucial to your business. To ensure you choose a Peer Review Program that distinguishes itself through quality work, ongoing training, full compliance, and the latest technology, you’ll want to do your research.

It’s very important to trust the organization you choose and you always want to make sure they are industry certified. If you are in the first steps of choosing a Peer Review Program, here are 5 things to keep in mind.

1. **Looking at Expertise & Quality**

   Experience and expertise should be a defining factor as look for a Peer Review Program. Does the Peer Review Program have experience in the specific area you need help in? Does the organization normally meet deadlines or exceeds industry standards for timeliness? Timeliness is very important when it comes to reviews, so don’t forget to ask about it. What do they have to say about their reviewers?

   Often a Peer Review Program’s Independent Reviewers cover a large range of specialties and sub-specialties and cover all 50 states. Training is very often the key to success. Are the Peer Review Program’s reviewers knowledgeable about the latest practices, guidelines, and processes? Ask about training and if the Peer Review Program’s staff are given frequent internal training to ensure the highest quality of service.

2. **Checking the Accreditation Status**

   Looking for a Peer Review vendor with a with HITRUST CSF certified data sharing system could be key for you getting the high quality, industry certified support you need. It’s no secret data security can be the different between highest quality service and support and bad services or issues.
Don’t forget that state and federal guidelines and regulations are also very important. Is the Peer Review Program compliant with those guidelines and regulations? Are they fully HIPAA compliant, and PPACA Healthcare Reform Compliant? How is data security monitored? Will the organization utilize Quality Committees and live request tracking? How is the organization continually improving their reviewer networks by confirming credentials?

3. Reviewing the Client Satisfaction Rating
If the organization can provide client references, you definitely want to see them. If you can speak with past clients to confirm the client satisfaction rating, that is even better. Asking the Peer Review Program’s past clients about how work was completed or if timelines were met, will be very helpful. Don’t forget to ask about the staff too. Was the staff knowledgeable and helpful during the process? Would that person recommend the organization again or recommend its services? These questions can be crucial in helping differentiate between Peer Review Programs.

4. Supplemental Support
You don’t want to be left in the dark during the process. Supplemental support for the duration of the contract, with resources like: educational series, training, and customer requested training, shouldn’t be downplayed. Does the Peer Review Program have comprehensive training on the processes and technology available for you and your staff? Frequent touch-base meetings and real-live customer service when it is needed, show the Peer Review Program’s commitment to quality.

5. Innovative & Cost Effective Technology
In this day and age, innovative and cutting edge technology can save you time and money. So don’t forget to research this very important component of a quality Peer Review Program. You want interfaces that are user friendly and open to multiple users. It may be innovative, but is the technology efficient and accurate? This is also a great question to ask. Don’t forget to ask about customization. Being able to alter technology and portals to a custom fit solution for your organization can be extremely helpful.
Do You Know What to Look for in a Peer Review Program?

Are you looking for a Peer Review Program? Do you know what questions to ask and on what basis to compare?

Not all Peer Review Programs are equal. Therefore, it’s important you understand the differences from one program to another, as these differences can determine the efficiency and effectiveness in how your claims process operates.

Contact us to receive a free Evaluation Checklist now to ensure you choose a partner who will help your organization succeed.

About BHM

BHM provides behavioral health and medical review services and performance improvement consulting to health plans, providers, ACOs, TPAs, workers’ compensation, and other insurers nationally.

Delivering accurate, on-time determinations is our purpose, cause, and passion.