



Complex Peer Reviews

Specialty-matched. Defensibly clear.

Overview

CMRS's Complex Peer Review program is designed for Workers' Compensation, Auto and Liability claims where the medical picture is unclear, the treatment plan is questioned, or a specialty perspective is essential to responsible claims management. Our peer reviews combine clinical depth with operational fluency — giving your team a defensible, specialty-matched opinion when it matters most.

How Our Peer Reviews Work

Our peer review process mirrors the rigor of our Utilization Review program: thorough chart review, specialty-matched clinician, evidence-based guideline citations (ODG, CA MTUS, and state-specific guidelines), and a QA pass for every report before delivery. When appropriate, our reviewers attempt peer-to-peer contact with the treating physician to clarify the clinical picture and reach professional consensus.

Questions a CMRS Peer Review Can Answer

Every peer review is built around the specific clinical and claims-handling questions you need answered. Common questions our reviewers address include:

- **Compensability** — Is the claimed condition causally related to the reported work injury or accident?
- **Causation analysis** — Pre-existing condition vs. work-aggravated vs. new injury — and to what degree
- **Medical necessity** — Is the requested or rendered care medically necessary under the applicable evidence-based guidelines?
- **Standard of care** — Is the treatment within accepted clinical standards for the diagnosis?
- **Maximum Medical Improvement (MMI)** — Has the claimant reached the point at which further recovery is unlikely?
- **Future medical care** — What ongoing treatment is reasonable and necessary, and over what time horizon?
- **Apportionment** — How should the current symptoms be apportioned between the work injury and pre-existing or unrelated conditions?
- **Reasonableness of ongoing care** — Is continued treatment, therapy, medication, or surgery appropriate at this stage of the claim?
- **Litigation-support opinions** — Defensible written rationale for disputed treatment, IME conflicts, or contested compensability decisions

BENEFITS

- Specialty matching across the full national network
- Evidence-based guideline citations tailored to the jurisdiction (ODG, MTUS, ACOEM, etc.)
- Direct, defensible answers on compensability, causation, MMI, and future medical care
- Rigorous QA — every report reviewed before delivery
- Customizable report formats by client and case type
- Same-day and next-day rush availability
- Litigation-ready documentation that holds up in deposition and trial

WHY CHOOSE CMRS

CMRS occupies the rare middle ground in independent medical review: large enough to service any size account, yet small enough to never lose sight of customer service.

■ Clinical Quality That Reduces Appeals

Our clinical-first approach produces reports that hold up under scrutiny. CMRS clients consistently see lower appeal rates because each determination stands on documented clinical reasoning, not a checkbox citation.

■ Right-Sized Capacity

Whether you need ten reviews a month or thousands, CMRS scales to meet your volume without surrendering personal attention.

■ Customer Service First

You get a named account team and direct phone access, not a ticket queue. Responsiveness is built into every engagement.

■ Senior Medical Leadership

Our Chief Medical Officer, service-line Medical Directors, and Physician Assistant QA staff are accessible. Clinical questions get clinical answers, fast.

■ 100% U.S.-Based, URAC-Accredited

Every reviewer, coordinator, and piece of data stays domestic. URAC, SOC 2, HIPAA, and Virtru are baseline, not add-ons.

Sankar Pemmaraju, DO, PM&R — Medical Director for Peer & Utilization Review Services. Dr. Pemmaraju is a board-certified Physical Medicine & Rehabilitation physician whose career has been defined by leading peer review at the most established organizations in the industry — including PRIUM, Promesa, CareReview, and Broadspire. He brings decades of expertise evaluating complex Workers' Compensation, Auto, and Liability claims. His leadership shapes both the clinical rigor and the operational consistency that define every CMRS peer review report.



CMRS Headquarters
Dallas-Ft. Worth Area

CONNECT WITH CMRS

2000 E. Randall Rd., Suite 600
Arlington, TX 76006
Phone: (833) 902-5009
Email: Info@CMRSLLC.com
Web: www.cmrslc.com



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