

CMRS Utilization Review delivers prospective, concurrent, and retrospective reviews as well as appeals supported by a nationwide network of board-certified specialists. Every review is U.S.-based, evidence-driven, and aligned to the jurisdiction you operate in.

What sets CMRS apart is the substance behind every determination. Each review begins with an evidence-based clinical decision that directly addresses the specifics of the case. State-specific treatment guidelines (ODG, MTUS, NY MTG, and others) are then cited to support that reasoning, not to substitute for it. Many IROs default to a simple comparison of the request against the applicable guideline. CMRS delivers a true clinical determination. Our clinical decisions are not guideline-driven, they are guideline-supported.

A dedicated UR coordinator handles intake and physician assignment. The matched specialist conducts the clinical review, attempts peer-to-peer outreach on potentially adverse decisions, and produces a defensible written rationale. A QA pass is completed on every report before release.

Our Utilization Review Process

1. Claim Referral and Verification

Upon referral by a claims examiner, case manager, or account manager, your dedicated CMRS UR Account Manager and Clinical Coordinator confirm the request and review it for clarity, completeness of medical records, and correct assignment to an appropriate specialty. The coordinator then assigns the case to the matched board-certified specialist and identifies any additional information needed for a comprehensive review.

2. Detailed Medical Review

The reviewing physician thoroughly reviews the submitted medical record and produces a detailed summary on which to render an appropriate decision. Clinical recommendations are formulated against the standard of care and state-appropriate, evidence-based treatment guidelines.

3. Quality Assurance and Reporting

Upon completion, the report is uploaded into CMRS's system and undergoes a thorough review by our experienced QA team, which ensures each report includes all necessary information, clear recommendations, and citations from state-appropriate guidelines. The report format is customized to meet each client's specific needs. Our team collaborates with the reviewing physician to ensure 100% accuracy and timely turnaround, with same-day rush capability when necessary.

BENEFITS

- Industry-leading peer-to-peer contact rates
- Exceptionally low appeal and IMR overturn rates
- Greater than 99% accuracy across every report
- Statutory turnaround compliance in every jurisdiction
- Customizable report formats by client and state
- Same-day and next-day rush availability
- Transparent, no hidden cost pricing

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 and lower IMR overturn 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.

"CMRS's goal is to not only provide the highest quality reports, but also to make the claims process as efficient and easy as possible — for your team, for the providers, and for the people whose lives are touched by the claim."



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URAC



SOC 2



HIPAA



VIRTRU

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