



Radiology Wasteful and Inappropriate Service Reduction (WISER) Model Checklist

(Effective January 1, 2026)

1. Confirm Applicability

- Check if your state is part of the WISER pilot: **AZ, NJ, OH, OK, TX, WA**.
- Verify if your radiology services fall under WISER PA or review requirements (e.g., CPT codes for percutaneous vertebral augmentation or epidural steroid injections for Pain Management).
- Review Coverage Pathways and WISER Model Workflow (see Operational Guide section 2).

Refer to ACR Advocacy News Items - [CMS WISER Model: What Radiology Providers Need to Know](#) and [CMMI WISER Model Participants Announced](#) (November 2025)

2. Prior Authorization (PA)

- **Determine PA necessity** for applicable CPT codes before scheduling procedures.
- Submit PA requests via WISER participant portal or fax (see Operational Guide sections 3.3 and 3.4 for contact info).
- Include **all required documentation**:
 - Clinical notes supporting medical necessity.
 - Imaging reports relevant to the procedure.
 - Any prior conservative treatment evidence if required by LCD/NCD.

Note: If a provider or supplier chooses not to submit a prior authorization request for an included service, their claim for the service would be subject to pre-payment medical review for any date of service on or after January 15, 2026.

3. Documentation Standards

- Follow updated **documentation requirements** (see Operational Guide section 6)
- Ensure imaging studies are properly labeled and attached to PA submissions.
- Maintain compliance with NCD/LCD requirements (e.g., L34106, L38201, L35130 for PVA for VCF).

4. Determinations & Timeframes

- **PA Determination:** WISER issues decision within 3 days (expedited: 2 days).



- **Pre-payment Review:** Providers submit documentation within 45 days; WISeR participant sends decision to MAC within 3 days of receipt. MAC will approve or deny payment.

5. Claim Submission

- Submit claims only after PA affirmation or prepare for pre-payment review.
- Track PA decision types: **affirmation, non-affirmation, or provisional affirmation.**

6. Monitor Updates

- Review **quarterly updates** for CPT code changes.
- Stay current with WISeR FAQs and CMS transmittals for new guidance.

7. Appeals & Resubmissions

- Unlimited PA resubmissions are allowed at no cost.
- If claim denied post-payment, use standard MAC appeal process.

8. Internal Training

- Train staff on WISeR workflows, documentation requirements, and timelines.
- Update EHR templates to capture required PA documentation.

Resources

- [WISeR Model Website](#)
- [WISeR Model Frequently Asked Questions](#) – updated to address the testing of WISeR participant electronic portals after the WISeR model begins. (*December 23, 2025*)
- [ACR Bulletin WISeR: The Intersection of Prior Authorization and AI](#)
- [WISeR Model Provider and Supplier Operational Guide Version 3.0](#) (*December 23, 2025*)
Explains the pre-payment review, prior authorization submission, and determination processes.
- [Change Request 14205 and Transmittal 13570](#) - Implementation of WISeR Model Prior Authorization and Medical Review Process and Establishment of New Quarterly Change Request (CR) (*December 31, 2025*)
- Feedback on the WISeR model can be submitted to CMS at WISeR@cms.hhs.gov.



WISER Model Participant Contact Information

Cohere Health, Inc.

Texas

Telephone: 855.430.6299; Fax:
404.835.8325

Email: wiser.support@coherehealth.com

Web Portal:

<https://next.coherehealth.com/4>

Genzeon Corporation

New Jersey

Telephone: 484.713.9291; Fax:
484.200.2155

Email: wiserhelpdesk@genzeon.com

Web Portal: <https://portal.hip.one5>

Humata Health, Inc.

Oklahoma

Telephone: 407.308.0378; Fax:
617.843.6857

Email: wiser.support@humatahealth.com

Web Portal:

<https://psi.humatahealth.com/login>

Innovaccer Inc.

Ohio

Telephone: 202.796.1619

Email: ohcmswiser-inquiry@innovaccer.com

Virtix Health LLC

Washington

Telephone: 833.943.2209

Email: wiser.support@virtixhealth.com

Web Portal:

<https://wiser.portal.virtixhealth.com/login>

Zyter Inc.

Arizona

Telephone: 301.355.7760

Email: sales@zyter.com

Announcement

CMS is working closely with WISER participants to implement their web portals by January 5, 2026, and test for readiness. CMS is firmly committed to ensuring timeliness, accuracy, and transparency under the WISER model, and will take corrective actions as appropriate to ensure these goals are met. CMS will continue to work with providers, suppliers, and WISER participants to ensure that any issues are rapidly identified and resolved. WISER participants that are unable to deliver active WISER participant electronic portals will face consequences, e.g. payment penalties or other corrective actions.



MAC Contact Information

MAC Jurisdiction, State(s), Website	Telephone and Fax Numbers	Mailing Address
Noridian Healthcare Solutions LLC Arizona and Washington, JF https://med.noridianmedicare.com/web/jfb	Customer Service: 877.908.8431 Fax: 701.277.7852	Noridian JF Part B PO Box 6700 Fargo, ND 58108-6700
CGS Administrators, LLC (CGS) Ohio, J15 https://www.cgsmedicare.com/	Customer Service: 866.276.9558 Fax: 615.782.4490	CGS Administrators, LLC J15 Part B Correspondence PO Box 20018 Nashville, TN 37202
Novitas Solutions New Jersey, JL https://www.novitas-solutions.com/webcenter/portal/MedicareJL	Prior Auth Customer Service: 855.340.5975 Fax: 833.200.9268	Novitas Solutions JL Prior Authorization Requests PO BOX 3702 Mechanicsburg, PA 17055
Novitas Solutions Oklahoma and Texas, JH https://www.novitas-solutions.com/webcenter/portal/MedicareJH	Prior Auth Customer Service: 855.340.5975 Fax: 833.200.9268	Novitas Solutions JH Prior Authorization Requests PO BOX 3702 Mechanicsburg, PA 17055