

External Medical Review (EMR)

Providers who disagree with the Ohio Medicaid Managed Care Entity's determination on appeal to deny, limit, reduce, suspend, or terminate a covered service for lack of medical necessity may request an External Medical Review with Permedion. Services denied, limited, reduced, suspended, or terminated for reasons other than lack of medical necessity, and for which we did not complete a medical review, are not subject to external medical review. The request for External Medical Review must be submitted to Permedion within 30 calendar days of the written notification that the internal appeals process has been exhausted. Providers may also request an External Medical Review if the MCE has not met the required Provider Internal Appeal or Provider Claim Dispute resolution time frame for a denial based on medical necessity.

The external medical review process:

- Is available at no cost to the provider
- Does not interfere with the provider's right to request a peer-to-peer review
- Does not interfere with a member's right to request an appeal or state hearing

External Medical Review Process

Providers must complete the [Ohio Medicaid MCE External Review Request form](#) and submit to Permedion together with the required supporting documentation. Upload this request form and supporting documentation to Permedion's provider portal (new users will send their documentation through secured email at IMR@gainwelltechnologies.com to establish portal access). Providers should attach to this request form only additional documents not originally provided to the MCE during their review process.

For more information about the External Medical Review process, please contact Permedion at [1-800-473-0802](tel:1-800-473-0802), Option 2.

Following the external medical review, a letter is sent within:

- 24 hours for requests associated with expedited service authorization decisions
- 30 days for requests associated with standard service authorization decisions
- 60 days for requests associated solely with provider payment(s)

The external medical review decision is final and binding.

External Medical Review Forms

Ohio Medicaid MCE External Review Request

[Download PDF](#)

Ohio Medicaid Permedion Portal Quick Reference Guide

[Download PDF](#)

Portal Access Request Form

[Download Excel File](#)