

# WASTEFUL AND INAPPROPRIATE SERVICE REDUCTION (WISeR) MODEL

Part A & B

December 2025

Presented by Noridian Outreach and Education



*Elevating Operations, Enabling Care.*



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- [Noridian Medicare website](#)
- [CMS website](#)

# WEBINAR PROTOCOL

- Lines muted upon entry
- Must log into GoToWebinar to receive Continuing Education Unit (CEU)
  - Attend entire webinar
- Webinar questions
  - Keep questions to current content material; scenarios not addressed
  - Unrelated questions or not a Noridian provider?
    - Call Customer Service in your jurisdiction
- Verify correct email to ensure receiving webinar content
- Webinar may be recorded and posted under “Webinars on Demand”
  - Recordings meeting quality measures

## AUDIO TIPS

- Presenter speaking and unable to hear?
  1. Change audio setting
    - File → Audio → click no audio then back to computer audio
  2. Close and restart
  3. Use call-in number





# AGENDA

- WISeR Model Overview
- Select Services
- Resources



# **WISeR MODEL OVERVIEW**

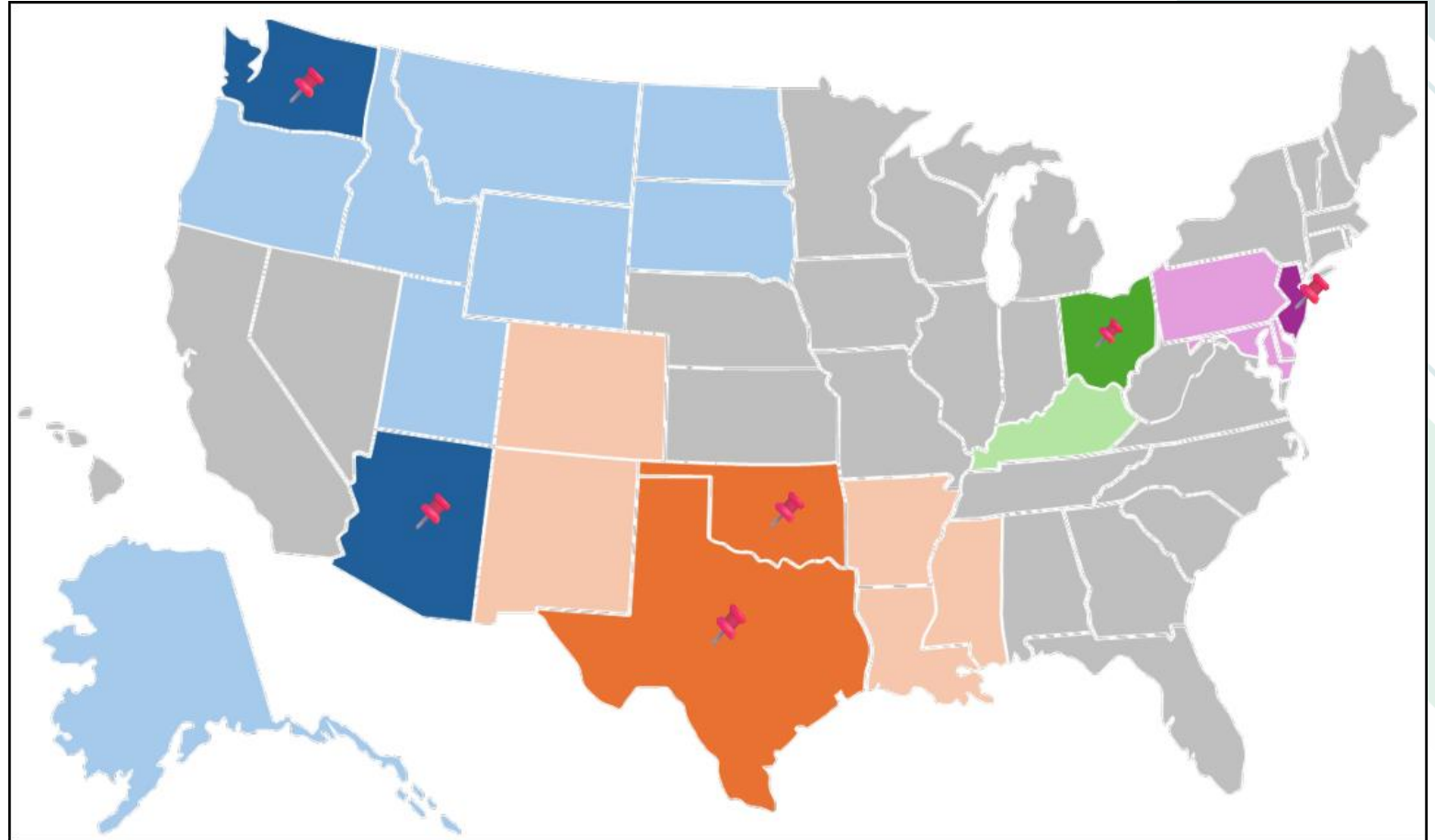


## WISeR PURPOSE

- Wasteful medical care spending
  - Estimated 25 percent of total healthcare spending
  - Attributable to fraud, waste (including low-value services), and abuse
  - Original Medicare spent billions on low-value services in 2022
- Effective for services on or after January 15, 2026
  - Prior authorizations accepted starting January 5, 2026
- Six-year model applies to original Medicare only
  - Scheduled for years 2026-2031
  - Does not include Medicare Advantage

## SIX STATES SELECTED

- JF (Noridian)
  - Arizona
  - Washington
- JH (Novitas)
  - Oklahoma
  - Texas
- JL (Novitas)
  - New Jersey
- J15 (CGS)
  - Ohio





## WISeR SOLUTION PARTICIPANTS

- Emerging technology companies providing prior authorization
  - Leverage enhanced technology enabled prior authorization tools and processes
    - Improved and expedited process
      - Artificial Intelligence (AI)
      - Machine Learning (ML)
    - Clinical expertise
  - Patient avoids unnecessary or inappropriate care
- Providers performing service are **not** participants

# PARTICIPANT INFORMATION

Participant Name	MAC Jurisdiction	State
<a href="#">Zyter, Inc</a>	JF Noridian	Arizona
<a href="#">Virtix Health, LLC</a>	JF Noridian	Washington
<a href="#">Cohere Health, Inc</a>	JH Novitas	Texas
<a href="#">Genzeon Corporation</a>	JH Novitas	New Jersey
<a href="#">Humata Health, Inc</a>	JH Novitas	Oklahoma
<a href="#">Innovaccer, Inc</a>	J15 CGS	Ohio

## VIRTIX HEALTH – WASHINGTON

- Educational materials
- Frequently Asked Questions (FAQ)



[Virtixhealth Website](https://www.virtixhealth.com)

## ZYTER, INC - ARIZONA

- Website - [Zyter, Inc Website](#)



# IMPACTED PROVIDERS AND SUPPLIERS

- All providers and suppliers in select states billing identified services
  - Providers and suppliers defined as enrolled individuals and entities providing services to Medicare beneficiaries
    - Does not include skin substitute companies
  - Applies to both Part A and B
- Optional Prior Authorization (PA)
  - If no PA, additional documentation request (ADR) when claim received
- Payment and appeal rights remain
- Exemption status – CMS providing details later

# SUBMITTING PRIOR AUTHORIZATION – AZ OR WA

- Two options for Prior Authorization Request (PAR)
  - Submit directly to WISeR participant
  - Submit to designated Medicare Administrative Contractor (MAC) or Noridian, who forwards to participant
    - Noridian forwards within one calendar day or when practicable
- Submit through participant or Noridian Medicare portal (NMP)
  - Other options – Fax, esMD or mail
    - Send to Noridian
      - Fax – 701-433-3366

Noridian JF Part A  
Attn: Medical Review – WISeR  
PO Box 6720  
Fargo, ND 58108-6720

Noridian JF Part B  
Attn: Medical Review – WISeR  
PO Box 6700  
Fargo, ND 58108-6700

# PRIOR AUTHORIZATION REVIEW TIME

- Review decision time
  - Standard review – within three days
  - Expedited review – within two days if health at risk
  - Resubmissions – unlimited with peer-to-peer option
    - When prior auth resubmitted (if non-affirmed previously), provider may request peer-to-peer discussion
    - Per Operational Guide, page 9: WISeR provider will connect with clinician(s) with specialty expertise on condition under review
- Unique Tracking Number (UTN)
  - Valid for 120 calendar days
    - Starting from decision approval date
  - UTN for repeat instances use same number up to 120 days (e.g., injections or skin substitutes)



# SELECT SERVICES

[WISeR Model Provider and Supplier  
Operational Guide](#)

Appendices A and B

Appendix C – ICD-10 diagnoses





# INITIAL SERVICE SELECTION CRITERIA

## Leveraging existing evidence and experience

- Services with publicly available coverage requirements in statute, regulation, or policy
- Already subject to prior authorization by other payers

## Patient Safety

- Non-emergent services
- Excludes inpatient only services
- Excludes first line diagnostic treatments for medical condition
- Prioritize standalone or non-repetitive services

## Opportunity

- Known source of fraud, waste or abuse, or potentially vulnerable
- Excludes services currently subject to other prior authorization programs
- Sufficient volume of services for evaluability

# SERVICE CATEGORY

Service Category	NCD/LCD
Arthroscopic Lavage and Debridement for Osteoarthritic Knee	<a href="#">NCD 150.9</a>
Cervical Fusion (excluding codes already included in prior auth)	<a href="#">LCD L39758</a>
Diagnostic and Treatment of Impotence	<a href="#">NCD 230.4</a>
Epidural Steroid Injections for Pain Management	<a href="#">LCD L39240</a>
Incontinence Control Devices	<a href="#">NCD 230.10</a>
Induced Lesions of Nerve Tracts	<a href="#">NCD 160.1</a>
Percutaneous Image-Guided Lumbar Decompression for Lumbar Spinal Stenosis	<a href="#">NCD 150.13</a>
Percutaneous Vertebral Augmentation for Vertebral Compression Fracture	<a href="#">LCD L34228</a>
Skin Substitute Grafts, Cellular and Tissue-Based Products for Treatment of Diabetic Foot Ulcers and Venous Leg Ulcers	<a href="#">LCD DL39760</a>

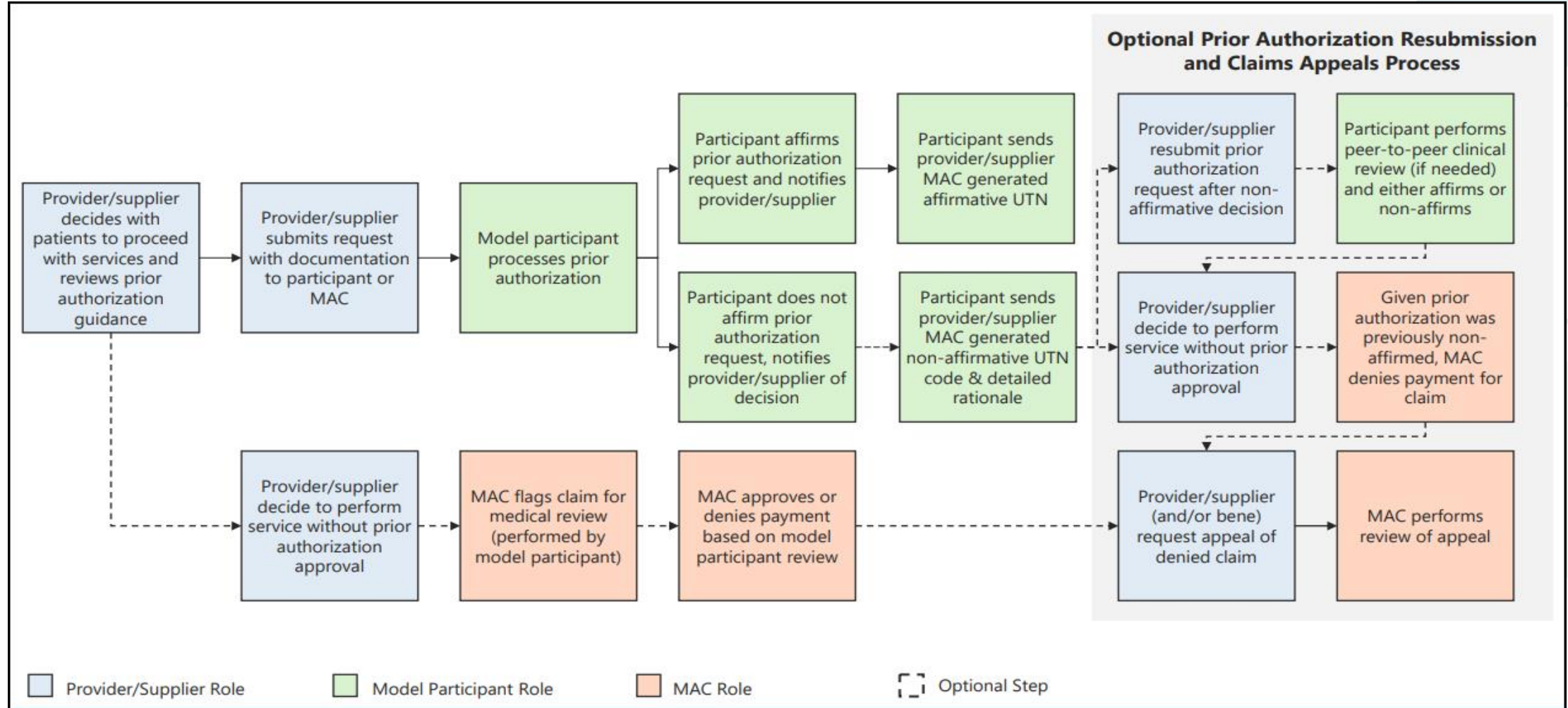
## SERVICE CATEGORY <sub>2</sub>

Service Category – Nerve Stimulators	NCD/LCD
Electrical Nerve Stimulators	<a href="#">NCD 160.7</a>
Hypoglossal Nerve Stimulation for Treatment of Obstructive Sleep Apnea	<a href="#">LCD L38310</a>
Phrenic Nerve Stimulator	<a href="#">NCD 160.19</a>
Sacral Nerve Stimulation for Urinary Incontinence	<a href="#">NCD 230.18</a>
Vagus Nerve Stimulation (VNS)	<a href="#">NCD 160.18</a>

## SELECT SITES OF SERVICE

- Items and services rendered at select sites
  - Defined by type of bill (TOB) or place of service (POS)
- Hospital Outpatient Department (HOPD) (TOB 13x)
- Ambulatory Surgery Center (ASC) (POS 24)
- Home (POS 12)
- Office (POS 11)
- **Not included:** Critical Access Hospital (CAH) (TOB 85x)

# PROCESS FLOW CHART



## PRIOR AUTHORIZATION MISCELLANEOUS NOTES

- Appendix A codes subject to prepay review and prior auth
- Appendix B not independently flagged
- Concerns reviews conducted fairly?
  - Virtix and Zyter incentivized to correctly determine first time with accurate and timely decision
- CMS updating WISeR Operational Guide end of December
- Only prior authorization needed for ASC or HOPD facility
  - Professional claim denied if facility claim denies

## IN SUMMARY

- Six-year voluntary prior authorization model (2026-2031)
- Select set of services identified as potentially vulnerable
- Applies to all providers in select geographic areas serving original Medicare beneficiaries
- Participant companies specializing in enhanced technology to improve and expedite prior authorizations
  - Receive portion of averted costs attributed to reduction of wasteful or inappropriate care
- Beneficiary experience and quality outcomes monitored



# RESOURCES



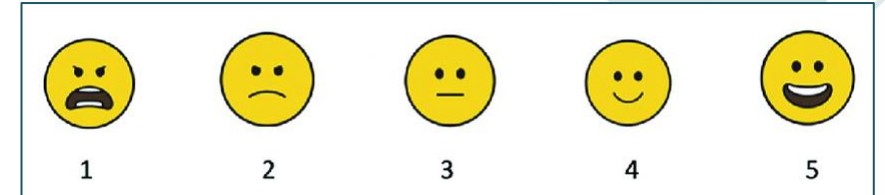


# CMS AND NORIDIAN RESOURCES

- [CMS WISeR Model](#)
- [CMS WISeR Operational Guide](#)
- Email CMS WISeR team [WISeR@cms.hhs.gov](mailto:WISeR@cms.hhs.gov)
- Subscribe CMS WISeR model listserv
  - [CMS Email Updates](#)
- Noridian Medical Review and Prior Authorization
  - [JF Part A](#)
  - [JF Part B](#)

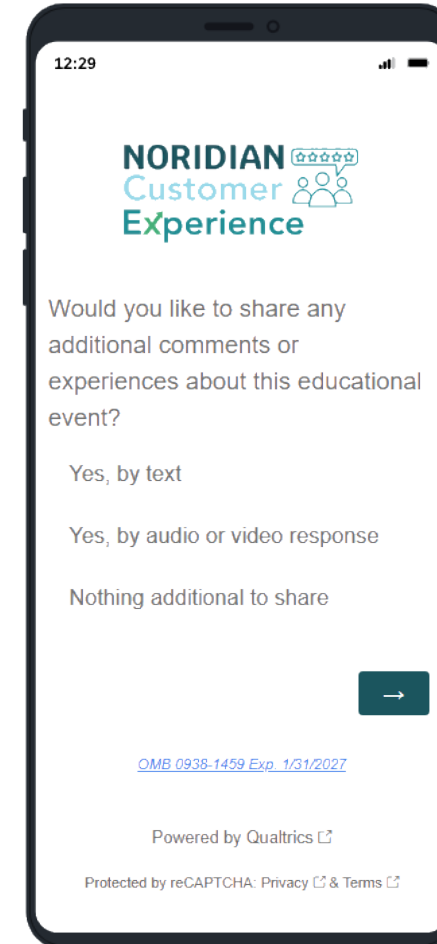
# ALL MAC CUSTOMER EXPERIENCE (MCE) SURVEY

- POE Survey
  - Webinars (three chances!)
    - Via QR code below and last slide after Resources
    - Via automated email one hour after event
    - Via email with CEU within one business day of event
  - POE Webpages (Schedule of Events, ACM)
  - YouTube Tutorials
- Feedback Appreciated
  - Drive Change
  - Identify Best Practices
  - Every Result Reviewed



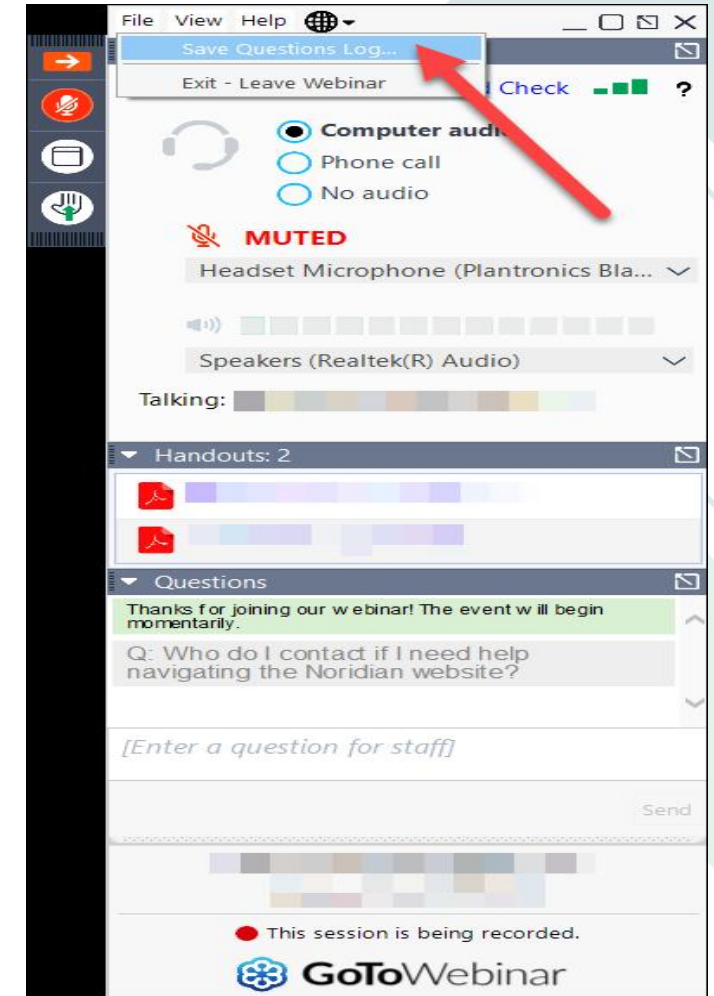
# NEW WAY TO SHARE YOUR FEEDBACK!

- Now offering audio and video response options
- Choose what works best: talk, record, or type
- Share feedback in a natural, conversational format
- Great for mobile users
  - Quick and easy



# ASKING QUESTIONS

- Written questions
  - Questions field and click “Send”
- Download Q&A
  - File > Save Questions Log
    - Must download before webinar closes
  - Must be using desktop GoToWebinar



# THANK YOU!



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# CLOSING REMINDERS

## QUESTIONS

- Keep to slides provided
- Ask written
- No scenarios
- Unrelated questions?  
Call Customer Service in your jurisdiction
- Not a Noridian provider? Send questions to your respective MAC

## CEUS

- Emailed within one day after the event
- Must attend entire webinar
- Telephone-only ineligible
- No index number for AAPC members
  - CMS/MAC Sponsored
- Not reissued for past events

## SATISFACTION SURVEY

- Feedback is Appreciated
  - Emoji rating
  - Drive Change and Best Practices
  - Every Result Reviewed
- Scan the QR code below:

