NSA packet checklist

Email the complete packet you already have.

No need to re-enter case details into a website form. We review your packet and let you know if additional documents are needed.

01 FOR EACH CASE

- ☐ Complete existing NSA packet, including its original attachments
- ☐ EOB, ERA, or notice showing the payer's payment or denial
- ☐ Claim form, when available
- ☐ Procedure or clinical documentation relevant to the claim
- ☐ Insurance card, when available

IDR Portal handles negotiation notices, payer communications, IDR notices, and determinations.

02 FOR INITIAL ONBOARDING

- ☐ Practice and provider details
- ☐ Business contact name, role, email, and phone
- ☐ Provider CV once during onboarding; do not resend with every packet

CLIENT IDR SUBMISSIONS: claim@idrgateway.org

Follow the email handling instructions provided during onboarding.

Business questions: info@idrgateway.org

OUR COMMITMENT

We do not get paid unless you get paid.

Use the website form for business questions only. Send case packets by email following your onboarding instructions.

This checklist supports packet preparation. Eligibility and deadlines are reviewed case by case.

Service terms are agreed in your client contract before representation begins.