

April 17, 2025

REMINDER TO PROVIDERS – PEER TO PEER OPPORTUNITIES

Prior to issuing a medical necessity denial in response to an authorization request for medical services, a letter will be faxed to the provider of record offering a peer-to-peer review.

If the provider desires a peer-to-peer review, it must take place **PRIOR TO ISSUANCE OF THE DENIAL**. Community Health Choice (CHC) requests providers promptly respond to the peer-to-peer request to ensure a timely and effective review of authorization requests for medical services. If the peer-to-peer review does **NOT** occur **PRIOR TO ISSUANCE OF THE DENIAL**, then an appeal submission will be required.

Peer-to-Peer

Request Prior Authorization or Concurrent Review

28 TAC Chapter 19



MCO response to request

Must approve or issue an adverse determination within:

- **Three working days** of receiving a preauthorization request
- **One working day** of receiving a concurrent utilization review for inpatient length of stay request.

Before issuing an adverse determination, the MCO must give the requester reasonable opportunity to discuss the clinical basis of the adverse determination:

- No less than **one working day** before issuing an adverse determination for a pre-authorization request.
- Before issuing a concurrent or post-stabilization review adverse determination.

28 TAC §§ 19.1709

Must send written notice of approval or adverse determination to the requester within **three working days** of the decision.