

## PROVIDER REMINDER: PEER-TO-PEER

To optimize the utilization review process and minimize service disruptions, Community Health Choice (Community) is highlighting the established protocols for **Peer-to-Peer (P2P)** consultations. Community may collaborate with independent review organizations to facilitate these clinical discussions and resolve potential medical necessity denials before they are finalized.

### Pre-Denial Peer-to-Peer Consultation

The P2P process is a means of preventing denials, allowing physicians to discuss clinical facts directly and address potential documentation gaps. Before an adverse determination is issued, our Community Team or 3<sup>rd</sup> Party vendor (i.e., AllMed) will attempt to contact the treating provider.

### Post-Denial Actions and Appeals

Please be advised that once a formal denial has been issued, the P2P opportunity is **no longer available**. A **formal denial** is the final, official, or written determination by the payer that a Peer-to-Peer (P2P) opportunity is no longer available because the decision has already been finalized. At that stage, you must pursue the formal appeal or external review process. After the Appeal is accepted, you will be afforded another P2P opportunity.

- **EXCEPTION:** To meet the TDI requirements for *Marketplace* and *CHIP/CHIP-P*, P2P may occur up to 3 working days post-decision. This accommodates the required opportunity for a P2P to occur on authorizations that have a weekend or holiday due date. This does not impact or replace the formal appeal process.

### Next Steps

To ensure timely service delivery for our members, please prioritize and respond immediately to outreach from our Community team or 3<sup>rd</sup> party vendor partners.

### Peer-to-Peer Time Frames

Peer to Peer offerings are afforded within the following windows of opportunity:

- **For Inpatient/Concurrent/Urgent or Expedited:** reasonable opportunity prior to the determination due date. Community makes every effort to offer a 4-hour minimum.
- **For Outpatient/Preservice:** Within 1 full working day prior to the determination due date.
- **For Retroactive Prior Authorizations:** Within 5 working days prior to the determination due date.

## **Contacts**

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