

Peer to Peer Consultations

A Peer to Peer (PtP) consultation is a telephonic discussion between an Alterwood Advantage Medical Director and a member's physician. This consultation may be requested following a denial for medical necessity, but prior to filing an appeal. The purpose of the PtP is to review and clarify the denied authorization, providing an opportunity for potential approval.

A PtP occurs between an Alterwood Advantage Medical Director and the ordering/direct care doctor, nurse, practitioner, or physician's assistant. Additionally, a certified rehabilitation therapist may conduct the PtP discussion with an Alterwood Advantage Medical Director for cases involving denied outpatient therapy.

Important Notes:

- A PtP must be requested within three (3) business days from the date of denial on the decision letter.
- Once requested, the PtP discussion must then be completed within two (2) business days of the request.
- PtP requests received after the PtP window expires are not eligible for PtP. Appeal rights may then be exercised.
- If the requesting physician does not answer the Alterwood Advantage Medical Director's call, they will leave a message asking for a direct call back, when voicemail is available, and the requesting physician will have until 5:00 PM EST that business day to return a call to the Alterwood Advantage Medical Director to complete the PtP; if no callback occurs, the PtP is forfeited.
- PtPs that are requested and not attended by the requesting party shall forfeit further PtP eligibility unless a period of medical necessity is met, and then a new denial is made.
- Administrative denials (i.e., retrospective, benefit exhaustion, non-covered services, etc.) are not eligible for PtP.

How to Request a PtP:

Physicians or their staff should call Alterwood Advantage UM department to request a PtP. Alterwood Advantage UM can be reached Monday through Friday 8:00 AM – 5:00 PM EST by calling 667-262-9429, or Toll Free 866-274-3265, and selecting option 6. PtP requests received after hours or on a weekend or holiday will be addressed on the next business day.

Please have:

- Member identifying information (Member Name, Date of Birth, ID, Case #)
- Name of the physician who will be completing the PtP and direct contact number
- A window of availability for the physician's PtP to occur during the business hours of Monday through Friday 8:00 am – 5:00 pm EST.

Determinations:

During the PtP discussion, the physician attending will be notified of the decision immediately:

- **If a denial is overturned:** Alterwood Advantage will issue a formal notice of approval.
- **If the denial is upheld:** The original decision stands, no revised decision letter will be issued.
- **If the Medical Director upholds the denial following a peer-to-peer discussion regarding an inpatient stay, a subsequent PtP discussion will not** be offered for the duration of the stay unless the following conditions are met:
 - Subsequent days after the initial denial are certified, and
 - Days after that certification are subsequently denied, and
 - New medical evidence is made available.