



# Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

February 13, 2013

## Overview of Provider Peer to Peer Communication

Effective February 14<sup>th</sup>, 2013, Molina Healthcare will implement a new process to facilitate peer to peer discussions between attending providers (or contracted provider delegates) and a Molina Healthcare Medical Director.

Molina Healthcare Medical Directors will be available to schedule a peer to peer discussion Monday through Friday from 9:00-10:00 a.m. and 1:00-2:00 p.m. PST (except holidays).

Process to request a peer to peer consultation is as follows:

Call (800) 869-7175, press 3, then press 3 again to access a Molina Healthcare employee who will schedule a peer to peer appointment for you.

When your appointment is being scheduled you will be asked for the following:

- **NEW** clinical information be faxed to Molina Healthcare for review prior to the peer to peer discussion
- Direct contact number for the provider (not pager number)
- Member name, DOB, Molina Healthcare ID number if possible

Peer to peer calls must be completed within:

- 24 hours of the adverse decision for all Medicare enrollees and before a Medicare adverse determination letter is posted
- 5 business days of denial for coverage decision for inpatient days for Medicaid members
- 10 business days of denial for coverage decision for outpatient request for Medicaid members

Thank you for your continued service to Molina Healthcare members.