



# Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

## **Update Regarding Molina Peer to Peer Inpatient Process and Reconsideration Requests Change (Medicare) Effective November 4, 2019**

Molina Healthcare of Washington (Medicare) has implemented changes in the Peer to Peer process for **inpatient non-approvals**, for conversations between our Medical Directors and a MD/DO, Nurse Practitioner or a Physician Assistant directing the care of our members.

Please continue to call (425) 398-2603 to request and schedule a Peer to Peer discussion. Molina Medical Directors will be available for a Peer to Peer discussion Monday through Friday from 9:00 a.m. to 4:00 p.m. PST, excluding holidays. A Molina Medical Director will call you at the direct number provided on your scheduled date and time.

When scheduling the Peer to Peer, you will be asked to provide the following:

- Member name, date of birth and Molina Healthcare ID number if available
- Authorization request the provider would like to discuss
- New clinical information to be faxed for review prior to the Peer to Peer discussion
- Direct contact number for the provider (not a pager)

The Inpatient Peer to Peer and reconsideration process:

- The requesting provider has ten (10) business days for inpatient or within five (5) business days from discharge from receipt of the non-approval (verbal or fax notification) to schedule a Peer to Peer conversation or any time before a decision is made.
- If the Peer to Peer request is made more than ten (10) days after the non-approval or the member has been discharged more than five (5) days from the inpatient facility, the requesting provider will be instructed by Molina to follow the provider claim appeal processes, by submitting the claim along with the applicable medical records for a medical necessity review.
- Once the claim is submitted, any notes from the Peer to Peer discussion would be reviewed during the claims review process.
- If a Molina Medical Director requests additional information during a Peer to Peer discussion, the additional information must be submitted to Molina within 2 business days of the discussion in order to be considered during the Peer to Peer discussion process. If the information is received after this timeframe, then the provider will need to follow the provider claim appeal process noted above.

As always, our goal is to provide you with excellent customer service and support. If you have any questions, please call Molina Healthcare Services at (800) 869-7185, Monday through Friday between 8:00 a.m. and 5:00 p.m. Thank you for your continued service to Molina members.