

February 1, 2026

Now Live: New Online Peer-to-Peer Scheduling Tool

Programs Impacted: Medicaid SSI and BadgerCare Plus

Effective Date: February 1, 2026

Summary:

- Based on the valuable feedback we've received from you and others over the past few years, we're pleased to announce the launch of our new online peer-to-peer (P2P) scheduling tool for our Medicaid line of business.
- The tool, designed to simplify and streamline the process for you, is simple to use.

Provider Action Needed:

- As of February 1, 2026, follow these steps to schedule a peer-to-peer visit:
 1. Visit the [Scheduler Form](#) on our website.
 2. Review the online scheduling requirements.
 3. If your request qualifies, complete the online form with your contact information, requesting provider details, authorization number, and your preferred dates/times for the P2P.
 4. Once submitted, the form will be received by our Utilization Management team, who will follow up to confirm the P2P is scheduled.
- No special access is required to use the tool.
- Please see this [P2P Scheduling Tool Quick Reference Guide](#) for additional tips.
- We encourage you to share this information within your organization and share your feedback so we may continue to improve this tool.

Questions? Thank you for your ongoing partnership and help to shape this improvement with your insights! Contact your Provider Relations Manager or call Provider Services at [\(800\) 963-0035](tel:800-963-0035).