

# ***Peer-to-Peer Consultation***

## *Provider Guide*

If your prior authorization request (PAR) has been denied for lack of medical necessity, the ordering provider listed on the PAR may request a phone consultation with an eQHealth Solutions physician reviewer to discuss the rationale behind the denial. The ordering provider may also present information that can potentially overturn the denial.

This discussion is known as a **Peer-to-Peer (P2P) consultation**, and may be requested within five calendar days of a medical necessity denial.

This document provides information on the P2P consultation process.

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# ***Overview of the P2P Process***

The following steps outline the P2P process:

1. PAR is denied for lack of medical necessity
2. Decision is made by Provider to request a P2P consultation
3. P2P consultation request is submitted
4. eQHealth Solutions confirms date and time of P2P consultation
5. P2P consultation takes place

Each of these steps is described in detail below.

## **Step 1: PAR is denied for lack of medical necessity**

A PAR can be denied for one of two reasons: the information submitted does not substantiate medical necessity, or technical policy requirements have not been met.

A **medical necessity denial** occurs when an eQHealth physician determines that the information submitted does not substantiate the medical necessity of the service requested. For example, a PAR requesting a wheelchair for a client diagnosed with a broken hand will be denied for lack of medical necessity.

A **technical denial** occurs when the PAR violates a policy set forth by the Department of Health Care Policy & Financing (HCPF). For example, a PAR that does not include adequate supporting documentation will be denied for lack of information (LOI).

P2P consultation can be pursued for medical necessity denials only.

You can find out the denial type and the rationale behind the denial by accessing the denial memo in eQSuite®. (To do this, click Letters > Completed > search by client ID > View Letter > View.)

## **Step 2: Decision is made to pursue P2P consultation**

There are two possible goals of a P2P consultation: to increase understanding of why a PAR was denied so as to avoid similar denials in the future and/or to present a differing clinical opinion in the hopes of reversing a denial.

If you have decided to pursue P2P consultation, and the PAR was denied within the last five calendar days, the ordering physician or a representative from their office may request a P2P consultation.

### **Step 3: P2P request is submitted**

Either the ordering provider or a representative from the ordering provider's office may submit a request for P2P consultation.

Requests can be made via phone, fax, or eQSuite's Online Helpline. A date and time preference is included with each request.

### **Step 4: eQHealth Solutions confirms date and time of P2P consultation**

Once the P2P consultation request is received a representative from eQHealth Solutions will reach out to the ordering provider within 1-2 business days to schedule and confirm the date and time of the P2P consultation.

### **Step 5: Consultation takes place**

The eQHealth Solutions physician reviewer will initiate the P2P consultation by phone on the scheduled date and time.

If, during the course of the discussion, the ordering provider presents a differing clinical perspective that the eQHealth Solutions physician reviewer then agrees with, the physician reviewer may issue a full or partial reversal of the denial. If the eQHealth Solutions physician reviewer does not see reason to change the original determination, then the original PAR decision will stand.

# Requesting a P2P Consultation

There are three methods by which the ordering provider can request a P2P consultation: online via eQSuite<sup>®</sup>, by phone, or by fax.

If you are the ordering provider or are a representative from the ordering provider's office, please follow the step-by-step instructions below to request a P2P consultation using the method of choice.

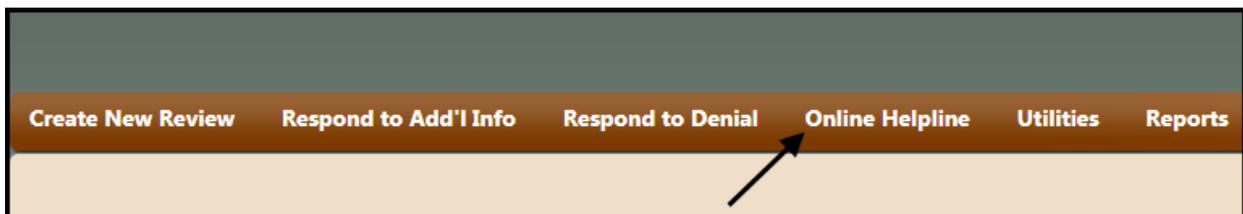
## Before proceeding...

Please ensure you have the following items first:

- The denied PAR's Review ID or PAR number
- The ordering provider's contact information including name, phone number, and email address
- Preferred date(s) and time(s) for the P2P consultation to take place

## Instructions for submitting the request in eQSuite<sup>®</sup>

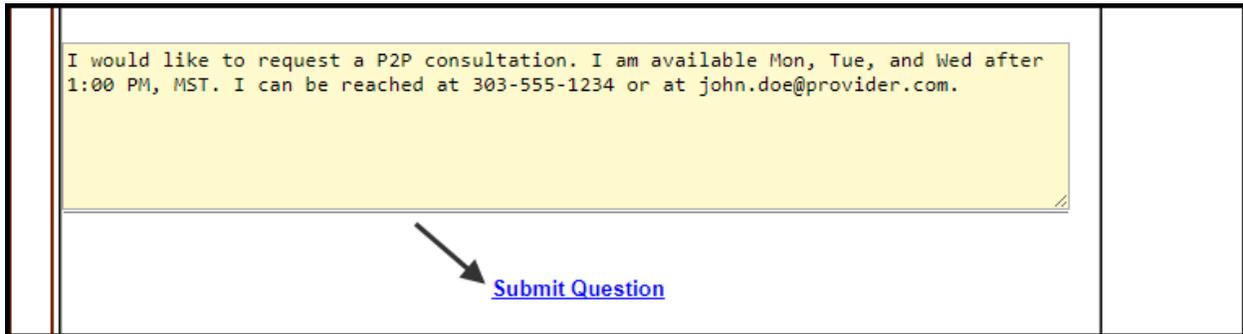
1. Click **Online Helpline** in the menu bar.



2. Enter the Review ID or PAR number in the appropriate field.

A screenshot of the eQSuite form fields. The form is a rectangular box with a white background and a black border. It contains four input fields: 'Review ID:', 'PAR #:', 'Client #:', and 'Admit Date:'. Each field has a yellow highlight. There are two instructional messages: 'Do NOT enter other values if Review ID is entered.' and 'Do NOT enter a Client # or Admit Date if a PAR # is entered.' An arrow points to the 'PAR #' field.

3. Type in your request in the space provided (please make sure to include your preferred date(s) and time(s) as well as contact information), then click **Submit Question**.



I would like to request a P2P consultation. I am available Mon, Tue, and Wed after 1:00 PM, MST. I can be reached at 303-555-1234 or at john.doe@provider.com.

[Submit Question](#)

### **Instructions for submitting the request by phone**

1. Call eQHealth Solutions customer service at (888) 801-9355. Indicate you would like to request a P2P consultation, give the Review ID or PAR number, your preferred date(s) and time(s), and the appropriate contact information.

### **Instructions for submitting the request by fax**

1. Along with an appropriate cover sheet, fax your request to eQHealth Solutions customer service at (866) 940-4288. Indicate you would like to request a P2P consultation, give the Review ID or PAR number, your preferred date(s) and time(s), and the appropriate contact information.

### **Next Steps**

A representative from eQHealth Solutions will reach out within 1-2 business days to schedule and confirm the date and time of the P2P consultation.

Once the P2P consultation takes place, the physician reviewer may decide to fully or partially reverse the denial. You may be informed of this decision during the discussion, or within 2-4 business days of the discussion taking place.