

Filename	OC KC Pre-Service Peer to Peer Request	Control Number	PR ??
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Process Owner	Carlyle, Lynda	Published Version	1

Purpose

To provide guidelines for Peer to Peer (P2P) discussions

Scope

In accordance with regulatory requirements, the OptumCare Prior Authorization (PA) department will offer a P2P discussion when notifying the requesting provider of an adverse determination. P2P discussions can occur after an adverse determination has been made (initial notice to the provider is made verbally or by fax). Depending on the age of the case and the applicable timeframe, the written notice will be held till end of business the day after verbal/fax notification of adverse determination; to allow the requesting provider time to request and complete a P2P. Only one P2P discussion should be conducted, either before or after the initial fax notice to the provider is sent.

P2P discussions are conducted with the requesting provider and the MD who made the initial adverse determination, or an appropriate alternate. When away from work, MDs use the out-of-office automatic replies and their team applicable tool(s) to ensure appropriate coverage and timely responses to P2P requests by an alternate MD. The timeframe to request and complete a P2P discussion is within one business day from the time verbal or faxed written notice was communicated.

If the Provider submits new and material evidence not previously known or available, which changes the decision or the rationale for the prior decision, PA will not review as a Reopening and will provide instructions on how to file an appeal. See OC. KC 0036 Reopening Pre-Service Determinations.

[Pre-Service Peer to Peer Requests.docx](#)

Process Flow (required)

[A sequentially numbered process flow is required. Add the hyperlink for the published Process Flow here. See the [Atlas User Guide](#) for details. The Process Flow should be managed through the [Draft Process Flows area of the Atlas Document Management System](#)].

Procedure

1. Medical Director
 - 1.1 Reviews the case and makes the adverse determination
 - Routes case to Adverse Determination
2. Denial Nurse
 - 2.1 Creates adverse determination letter language
 - 2.1.2 Contacts requesting provider and notifies of adverse determination
 - Offers P2P information and appeal information.
 - 2.1.3 Processes case according to the OptumCare.KC.000I Adverse Determinations policy and procedure (P&P).
 - 2.1.4 Generates denial letters and perform notifications.
 - **For all cases, fax the Provider copy of the denial letter and P2P instructions to the requesting provider**
 - If a P2P is in progress, the coordinator will hold the written notices and continue to monitor the P2P case
3. Requesting provider
 - 3.1 Contacts the PA department to request a P2P discussion.
4. PA Nurse or Denial Nurse
 - 4.1 The nurse attaches relevant medical records and case notes to P2P case
 - 4.2 Routes case to Medical Director.

- 5. Medical Director
 - 5.1 Attempts to contact requestion provider
 - Documents discussion
 - If denial is not rescinded, refer to the Health Plan and follow Appeal process.
 - If denial is rescinded, give verbal approval, complete case or task nurse to complete according to specific Market process.
- 6. Coordinator or Nurse
 - 6.1 If denial is not rescinded, complete case and send out denial letter.
 - 6.2 If denial was rescinded, generate approval letter and update case.

Monitoring & Measurement (Required)

Metric Description
Utilization Review procedure

Records (Required)

Record Name	Storage Location*	Record Code	Retention Period
Clinical CareAdvance Data	Clinical CareAdvance Database	IMC7150	6 years

Record Retention: Records shall be retained per [UnitedHealth Group retention policies](#) managed by [UnitedHealth Group Enterprise Records Management Team](#).
 *Not necessary to hyperlink the storage location

Version Description

Following are approved changes incorporated into this published version.
[Version Description]
Use the following url to view the properties of this document: https://nexus.goto.optum.com?[CN]&Properties=Display