



Document Title: *Policy and Procedure # MBH 6: Initiated Physician Review*
Department: American Behavioral

Policy:

Affording a peer clinical review under specific conditions when certification criteria are not met or authorization was not obtained prior to services being rendered.

Responsibility:

The initial clinical reviewer, the clinical peer reviewer (CPR)

Procedure:

1. The initial clinical reviewer working in the utilization management and/or case management capacity initiates a peer-to-peer review.
2. The CPR can be either the medical director or an independent clinical peer reviewer.
3. CPRs are available to discuss review determinations with attending physicians or other ordering providers.
4. The following circumstances would result in a request for peer clinical review by the initial clinical reviewer:
 - There was no authorization for service, and there were extenuating circumstances.
 - There are visits with no authorization, and these visits are not on the list of automatic authorizations.
 - Criteria were not met for admission or continued stay.
 - A request is made for an inpatient admission for purely diagnostic reasons.
 - There was a Friday or Saturday admission that was not an emergency.
5. The procedure that the initial clinical reviewer follows in requesting a peer clinical review is as follows:
 - When criteria for medical necessity are not met or the initial clinical reviewer is not comfortable or competent to make a decision, he or she may request a peer clinical review.
 - When requesting a peer clinical review, the initial clinical reviewer should have a thorough, concise packet containing all supporting information for the CPR to evaluate.
 - Once the CPR makes his or her decision, the initial clinical reviewer notifies interested parties of the decision. If a non-certification is issued, the attending physician is notified verbally.

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- The initial clinical reviewer informs the attending provider or ordering physician by telephone that they may request a peer-to-peer conversation as outlined in *Policy and Procedure # MBH 11: Peer-to-Peer Conversation*.
- A non-certification letter is sent to the physician and consumer. This document includes appeal procedures for the consumer and/or provider. Reference *Policy and Procedure # MBH 911: Turnaround Timeframes* for turnaround time requirements.
- The initial clinical reviewer files documentation of the request for peer clinical review, including the rationale given by the CPR in making his or her determination. This information is entered in the appropriate computer system.

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