

**Document Title:** *Policy and Procedure # MBH 11: Peer-to-Peer Conversation Availability and Alternate*  
**Department:** Managed Behavioral Healthcare Services

**Policy:**

Ensuring that the requesting provider has an opportunity to present pertinent medical information.

**Responsibility:**

Clinical Peer Reviewer (CPR) and Initial Clinical Reviewer

**Procedure:**

1. The requesting or attending provider has an opportunity to request a peer-to-peer conversation with the CPR making the initial determination when:
  - An initial determination not to certify an admission, stay, or other service is made, and
  - There was no peer-to-peer conversation.
2. The initial clinical reviewer forwards the requesting provider's telephone call directly to the CPR.
3. If the CPR is unavailable, the initial clinical reviewer ensures that the CPR contacts the requesting provider within one business day.
4. If the CPR is unavailable longer than one business day, an alternate CPR contacts the requesting provider within one business day.
5. When a determination is made to issue a non-certification and no peer-to-peer conversation has occurred, the organization provides within one business day of a request by the attending physician or ordering provider, the opportunity to discuss the non-certification decision with the CPR making the initial determination.
6. If a peer-to-peer conversation or review of additional information does not result in certification, the organization informs the provider and consumer of the right to initiate an appeal and the procedure to do so.

**Approvals on Next Page**

<b>Effective Date:</b> 11/18/02	<b>Revision Date:</b> 11/07/07
<b>Supersedes Revision(s) Dated:</b> : 11/18/04 [Formerly entitled <i>Policy and Procedure MBH 11: Peer-to-Peer Conversation (Was Request For Reconsideration)</i> ]	<b>Page # 1 of 2</b>

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**APPROVALS:**

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Date

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