

## **Evolent's Peer-to-Peer Process**

### **What to expect when calling in for a peer-to-peer discussion:**

- A peer-to-peer discussion may be initiated at any time during the prior authorization process by calling 1-800-424-4811 for Commercial and 1-800-424-4813 for Medicare.
- **Medicare plans:** Effective 8/5/2024, peer-to-peer discussions must be performed before a final determination has been made on the request.
- **Medicare** re-opens are only allowed if the request complies with the CMS definition of a re-open. Providers will continue to have the option to submit an appeal utilizing the health plan's process.
- A peer-to-peer discussion may not be necessary if the requested clinical documentation is sent prior to contacting Evolent (formerly National Imaging Associates, Inc.).
- A peer-to-peer may be initiated by the office staff (non-clinical) but the case discussion must be conducted by a licensed clinician from the provider's office.
- Plan to call a few minutes prior to licensed clinician's availability to provide necessary case information.
- Identifying member information will need to be provided before the call is transferred to an appropriate clinical reviewer that is specific to the case and modality (for RBM/Cardiac).
- If the office needs to schedule the peer-to-peer discussion, at least two convenient callback times will need to be provided to accommodate the licensed clinician's schedule (for MSK).
- This discussion may be for consultation purposes only if the re-review/reconsideration/re-open timeframe has expired or case has a final determination and re-review/reconsideration/re-open is not available.
- Verbal clarification of clinical information from the medical records that were submitted may be discussed during the peer-to-peer. Examples include clarification of conflicting information in the notes or typographical errors.
- If the case cannot be approved at the time of the peer-to-peer; the ordering/rendering provider is asked to follow the appeal instructions provided within the denial notification.

**If you would like to provide feedback regarding a peer-to-peer discussion, please contact your Evolent dedicated Provider Relations Manager.**