

## **Evolent Peer-to-Peer Process for Physical Medicine (Therapy)**

### **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 1-866-493-9441.
- A peer-to-peer discussion may not be necessary if the requested clinical documentation is sent prior to contacting Evolent.
- A peer-to-peer may be initiated by the office staff (non-clinical), but the case discussion must be conducted by a treating provider from the provider's office.
- Plan to call a few minutes prior to treating provider's availability to provide necessary case information. Two dates and times will be requested if an Evolent Initial Clinical Reviewer (ICR) is not immediately available for case discussion.
  - a. An ICR will attempt an outbound call during the time slot specified by the treating provider. If an ICR is not available at that time, a call will be made at the second time slot provided.
  - b. If an ICR calls at the first time slot and is unable to establish contact with the provider (no answer or voicemail), a message will be left, and the call attempt fulfilled. **The provider will need to call back to re-schedule the peer-to-peer.**
- Member and provider information is required for call transfer to an ICR.
- The case will then be discussed, including any additional information that may be necessary for the case to meet medical necessity. This discussion may be for consultation purposes only if the re-review timeframe has expired.
- Verbal clarification of clinical information in the medical records that were submitted may be necessary during the peer-to-peer. Examples include clarification of conflicting information in the notes or typographical errors.
- Any new information necessary to approve the request must be uploaded via the Evolent online portal [RadMD.com](https://www.radmd.com) or via fax to 1-800-784-6864 before a new determination can be made.
- 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.**