

Provider Update

Peer-to-peer process

Amerigroup Iowa, Inc. has updated the peer-to-peer process.

What is the impact of this change?

Amerigroup is aligning the peer-to-peer process across departments within the health plan. Starting May 1, 2018, providers have two business days to request a peer-to-peer discussion. A peer-to-peer discussion may be initiated by calling the peer-to-peer number at 1-844-227-8345.

Purpose of peer-to-peer

The purpose of a peer-to-peer is to discuss with the medical reviewer additional clinical information not available at the time of an initial review. A peer-to-peer discussion is not required in order to appeal a decision.

Who can request a peer-to-peer?

The attending/treating/ordering physician or his/her staff on behalf of the physician may request a peer-to-peer discussion. The attending/treating/ordering physician's contact information should be obtained at the time of the request, if possible. The actual peer-to-peer discussion must be completed with an attending/treating/ordering physician or, where such a physician is not available, with another physician or other professional provider. Physicians not employed by or working with the treating facility (i.e., third-party vendors) may not request or conduct the peer-to-peer discussion.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.

<https://providers.amerigroup.com/ia>

