

Provider Update

Peer to Peer Process

Effective November 1, 2014 Amerigroup Community Care, Inc. will change our Peer to Peer process. This change expedites reviews of adverse determinations.

The changes are outlined below:

- Providers can call and request a Peer to Peer discussion at any time; however once the denial letter is sent our medical directors cannot overturn an adverse determination.
- You will have until 5:00 p.m. the following business day, after a verbal denial notification is given, to request a Peer to Peer conversation before the letter is sent.
- Amerigroup will accept a Peer to Peer discussion from one of the following:
 - The attending physician or the last treating physician
 - The physician's nurse practitioner
 - The Chief Advisor of the facility (i.e. facility medical director)
 - Physician Advisor (i.e. MD overseeing the UM or CM department at the facility)
- Amerigroup will delay sending the denial letter up to 2 business days, if a Peer to Peer discussion has been requested. This will allow time for the discussion to take place.
- If the Peer to Peer discussion takes place after the letter has been sent, the only option would be a formal appeal or a written reopen request per CMS guidelines.

If you have any questions, please contact your local Network Relations Consultant.

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Amerivantage is an HMO plan with a contract with the New Mexico Medicare program. Enrollment in Amerivantage depends on contract renewal.

