



PROVIDER BULLETIN

Peer Reviews – When Less is More Fewer Reviews, More Time

May 2017

Dear Facility Provider:

In order to simplify and expedite clinical review steps for inpatient, partial hospital and residential levels of care, we are modifying our processes to reduce administrative burden that may be associated with peer reviews prior to benefit determination.

Effective May 30, 2017, the new process is consistent with existing policies and aligns with regulatory requirements.

What’s Changing

Current Process	Effective May 30, 2017 – New Process*
Peer-to-Peer conversation offered prior to issuing a non-coverage determination.	Peer-to-Peer conversation will be held following a non-coverage determination and at the request of the facility.

*Some exclusions apply

What’s Not Changing

You are still afforded the opportunity to discuss a request for authorization of benefits:

The Member Appeals process is available to Members, or their authorized representative (who may be their treating clinician at any level of care), in the event of a non-coverage (adverse) determination (NCD) when the Member may incur financial liability beyond the normal cost share or may experience a reduction in services requested. In the case of clinical reviews, Optum offers you the opportunity to discuss a request for services with an appropriately licensed peer reviewer.

Appeals involving clinical determination

For an inpatient case involving a clinical determination, the appeal reviewer will be a board-certified psychiatrist or addiction-medicine specialist (from the same or similar specialty area as the treating clinician) with an active, unrestricted license. For an outpatient case involving a clinical determination, the appeal reviewer will be a doctoral-level psychologist or a board-certified psychiatrist with an active, unrestricted license.

Appeals decisions

If the appeal decision is to uphold an NCD, Optum will notify you and the Member, or the Member Representative, of the outcome and any additional levels of appeal that are available, as applicable.