



Update Regarding Molina's Peer-to-Peer Process and Reconsideration Requests Effective July 25, 2022 (Medicaid/Marketplace)

Molina Healthcare of Washington has implemented a few notable changes in the Peer-to-Peer process. During the COVID-19 emergency we were pleased to offer a limited extension to the time period to request a Peer-to-Peer which will be ending on May 31, 2022. Effective **July 25, 2022** our processes have been revised to offer a more concise, timely and robust provider experience.

Updated Processes

1. Peer-to-Peer:

- May be requested within 3 business days from adverse benefit determination (denial) notification (written or fax notification), or at any time during an inpatient admission;
- Please use the reconsideration process first for denials when no clinical information was provided. This may result in an approval or a revised denial that would come with new Peer-to-Peer and reconsideration timeframes;
- May not be requested if a formal appeal has been filed;
- Time period to request a Peer-to-Peer: **3 business days**.

2. Reconsideration by the Utilization Management Department:

- May be requested if new clinical information is available that was *not* previously submitted at the time of the initial denial determination;
- May be requested if no clinical was submitted and the denial was based on lack of information;
- May be requested following discharge from an inpatient level of care;
- May be requested if unable to request a Peer-to-Peer within 3 business days after the adverse benefit determination (denial) notification;
- Reconsideration cannot be requested after a Peer-to-Peer discussion. Please follow appeal pathway for further dispute rights;
- Time periods to request a reconsideration: **14 calendar days**.

Scheduling a Peer-to-Peer

Please continue to call (425) 398-2603 to request and schedule a Peer-to-Peer discussion or if you have questions regarding the Peer-to-Peer or reconsideration process.

Peer-to-Peer discussions will be scheduled Monday through Friday from 9 a.m. to 4 p.m. PST, excluding holidays. For Advance Imaging (AI) authorizations, please call (855) 714-2415 (enter 92 for WA). A Molina Medical Director will call you at your scheduled date and time, at the direct number provided.

Thank you for your continued service to Molina members.