

Reconsideration and Peer-to-Peer Review Medicaid & Marketplace Submission Guidelines

Molina Healthcare of Wisconsin (Molina) has a Reconsideration and Peer-to-Peer Review process for denied pre-service authorizations or inpatient requests. To dispute a denied pre-service or inpatient request, providers may choose **one** of the following two options:

1. Reconsideration Review
2. Peer-to-Peer Review

Providers may request a Reconsideration for denied services by **faxing** new/additional clinical documentation to Molina's Utilization Management Department. Clearly write **RECONSIDERATION** on the fax cover sheet for expedited routing and processing.

Treating/Requesting providers may request a Peer-to-Peer review by calling Molina. Request a Peer-to-Peer with a Molina medical director or delegated physician/pharmacist.

Administrative denials, such as denials for non-covered services or late notification, are not eligible for Reconsideration or Peer-to-Peer discussion.

Timeframe

Reconsideration or Peer-to-Peer requests for denied Inpatient or Pre-Service Requests must be submitted within five (5) business days from the date of denial notification, regardless of inpatient or discharge status.

Please be on the lookout for updates regarding Molina's Peer-to-Peer Online Scheduling tool, anticipated for 3rd quarter 2024.

Contact Info

To schedule a Peer-to-Peer or Reconsideration for the following areas:

Imaging, Radiation Therapy, Genetic Testing, Sleep Covered Services and Related Equipment

Phone: (855) 714-2415

Select State (WI), then press 1 for Peer-to-Peer

Fax: (877) 731-7218

All Inpatient and other Pre-Service (Includes Behavioral Health and Molina Covered Pharmacy)

Phone: (855) 326-5059

Select 0. Select line of business, press 4 for authorization, then 4 for Peer-to-Peer

Fax: (877) 708-2117

IMPORTANT: To ensure you reach the correct Molina phone/fax for Reconsideration and Peer-to-Peer, review the initial faxed denial decision notification which lists the Reconsideration and Peer-to-Peer contact information.