

Importance of Peer-to-Peer Reviews

Our goal is to partner with providers to help patients transition to the most appropriate care setting in the most appropriate timeframe possible. To prevent delays in care, naviHealth Medical Directors seek to have Peer-to-Peer conversations when patients do not appear to fit criteria for placement in the level of care that naviHealth is delegated to manage on behalf of our Health Plan clients.

Peer-to-Peer Reviews Ensure

- ✓ All applicable information is received prior to rendering a clinical determination
- ✓ Regulatory guidance for Peer-to-Peer discussion is followed
- ✓ Members, practitioners and naviHealth Medical Directors are aligned on the most appropriate care path for patients

naviHealth seeks to conduct Peer-to-Peer Conversations



Always: Before the initial authorization for placement is denied by a naviHealth Medical Director



Upon request: After the NOMNC has been issued

How the Peer-to-Peer Process Works

1 To facilitate the Peer-to-Peer conversation, naviHealth will reach out to the requesting provider to inform them that a naviHealth Medical Director desires a Peer-to-Peer and provide them the information below:



Payer specific phone number



Patient name



Patient Date of Birth



Timeframe when follow up is requested

2 The requesting provider reviews the case information for the patient

3 The requesting provider will call the dedicated toll-free phone number provided and select **option #5**

naviHealth Medical Directors are available for Peer-to-Peer conversations during the following hours:

Every weekday (Monday to Friday) from 8 a.m. to 4:30 p.m. except Thanksgiving Day, Christmas Day, and New Year's Day.

When it is determined that a Peer-to-Peer conversation is necessary, naviHealth will delay the final authorization determination. The deadline for the conversation to occur is based on the time that naviHealth offers the Peer-to-Peer. All times are considered for the time zone in which the member is receiving care.

Notification between 7 a.m. to 8 a.m.	Before noon the same day
Notification to facility after noon	Before noon next day
Notification to facility before noon	Before 4:30 p.m. same day
Notification to facility on Friday afternoon, if market has no weekend business	Before noon on Monday
Notification to facility on Friday afternoon, if market has weekend business	Before noon on next day

If the Peer-to-Peer request is received after the naviHealth Medical Director denial determination

The case will be considered outside of the window of delegation for naviHealth as a potential reconsideration. The referring physician will be notified of their appeal rights and can contact the Health Plan to appeal the determination.