

March 2019

## Peer-to-peer process change

**Summary of change:** Effective May 1, 2019, Healthy Blue is changing the current provider peer-to-peer (P2P)/informal reconsideration process. We are implementing these changes to ensure closer alignment with the Louisiana Department of Health (LDH) contract expectations.

### What is the impact of this change?

Beginning May 1, 2019, the provider peer-to-peer/informal reconsideration process will follow the guidelines outlined below:

- For a provider acting on behalf of a member to be eligible to request or participate in a P2P/informal reconsideration discussion, Healthy Blue must receive the member's written consent within **ten business days** from the notification of denial. You may use the [\*Reconsideration and Appeal Representative Form\*](#) for this purpose.
- P2P/informal reconsideration discussions with providers will occur within **one business day** of receipt of the request and the member's written consent.
- P2P/informal reconsideration discussions and will be conducted between the provider rendering the service and the health plan physician.
- If the P2P/informal reconsideration cannot occur within one working day, the member or the provider acting on behalf of a member with the member's written consent maintains the right to file a medical necessity appeal within sixty calendar days from the notice of denial date.

### How do I request a P2P/informal reconsideration discussion?

Providers acting on the member's behalf will be required to provide the member's written consent upon request for a P2P/informal reconsideration discussion. To request a discussion with Healthy Blue, please contact **1-877-440-4065, ext. 106-103-5145**. You may also initiate the request by completing the [\*Reconsideration and Appeal Representative Form\*](#). Once you complete the form, please submit by:

- Fax — **1-844-429-9629**
- Email — [LA1P2P@anthem.com](mailto:LA1P2P@anthem.com)

### What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-844-521-6942**.

<https://providers.healthybluelouisiana.com>

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