



February 2018

TO: Physicians, Advanced Practice Registered Nurses (APRNs), Physician Assistants (PAs), Certified Nurse Midwives (CNMs) and Hospitals
RE: Peer-to-Peer Review and Reevaluation for Medically Necessary Determinations– Licensure Requirements

The Department of Social Services (DSS) is clarifying its expectations regarding peer-to-peer discussions as part of utilization reviews or reevaluations pertaining to medical necessity determinations for HUSKY Health Program members.

A peer-to-peer discussion is a telephonic conversation between a physician reviewer at DSS' Medical Administrative Service Organization (ASO) Community Health Network of Connecticut, Inc. (CHNCT), Behavioral Health ASO (Beacon), or its Dental ASO (BeneCare) and the Connecticut Medical Assistance Program (CMAP) HUSKY Health ordering/requesting provider (i.e., licensed in the state of CT) regarding authorization requests that are deemed to not meet the medical necessity guidelines. It is intended to provide an opportunity for a clinician involved in the care of a member to provide additional pertinent clinical information which may not be in the medical record or part of the authorization request/registration which the clinician feels can support the medical necessity of the request.

In keeping with the intent and the contractual requirements, effective immediately, providers wishing to participate in a peer-to-peer discussion must be a CMAP enrolled ordering/referring provider. There will be no exceptions to this requirement.

Please be advised that each ASO will have a process in place to request and schedule the peer-to-peer review. Providers should contact each respective ASO's provider relations center for information on how to request the peer-to-peer review.

Provider Relations Contact Information

- CHNCT's Provider Relations: 1-800-440-5071
- Beacon Health Options Provider Relations: 1-877-552-8247
- BeneCare's Provider Relations: 1-888-445-6665