



Topic of the Month
Provider Alert
September 21, 2015

MedStar Family Choice-Maryland HealthChoice
MedStar Family Choice-District of Columbia Healthy Families
MedStar Family Choice-District of Columbia HealthCare Alliance

As of October 21, 2015, MedStar Family Choice will be instituting Redetermination and Peer to Peer policies on concurrent review denials. The following defines and outlines the process for Redetermination and Peer to Peer Review.

Redetermination: review of additional material when a concurrent denial is issued for insufficient or missing clinical information with option to reverse the decision to deny.

A redetermination is not considered an appeal. If an Urgent Concurrent denial is issued for insufficient or missing clinical information and the facility or practitioner submits the clinical review or the missing information while the member remains an inpatient or up to 3 business days after discharge, MFC reserves the right to review the additional material and reverse the decision to deny. MFC staff will use the additional information submitted and apply the appropriate InterQual criteria. If the additional information meets the InterQual criteria, the nurse reviewer may approve the day. If the additional information does not meet the InterQual Criteria, the nurse reviewer will pend the case to a Physician Advisor. The same reviewer or PA may review and reverse the decision to deny. If the same reviewer or PA would not overturn the denial, the facility or practitioner would be notified that the denial stands and referred to the content of the denial letter for guidance on the appeal process.

Peer to Peer Review: a communication between a practitioner and the MFC Physician Advisor to provide additional information, clinical insight or other information for pended or denied authorizations for inpatient services.

A Peer to Peer is not considered an appeal. If a facility day(s) is pended or an Urgent Concurrent denial is issued the facility or practitioner may request a Peer to Peer Review while the member remains an inpatient or up to 3 business days after discharge. A Peer to Peer Review is a communication between a practitioner at the hospital and the MFC Physician Advisor. During a Peer to Peer, the facility based practitioner may provide additional information, clinical insight or other information to explain why the hospital day(s) should be approved. MFC reserves the right to request documentation to support information supplied verbally and will incorporate this information into the CCMS record. The same Physician Advisor involved in the case will participate in the Peer to Peer, when possible. This PA may reverse the decision to deny and approve the day if the information provided during the Peer to Peer warrants approval based on the PAs clinical opinion. If the PA would not overturn the denial, the facility based practitioner will be informed that the denial stands and referred to the content of the denial letter for guidance on the appeal process.

Please contact Blaine Willis, Manager of Case Management, at www.Blaine.Willis@MedStar.net with questions and or concerns.