



A  Wellpoint Company

## Provider Notice: Peer-to-Peer Review Process

HealthSun remains committed to supporting its provider network and ensuring transparency in utilization management processes. This notice serves as a reminder of the Peer-to-Peer review process following an adverse medical necessity determination.

### Peer-to-Peer Review

When a medical necessity review results in an **adverse determination**, the treating practitioner may request a **Peer-to-Peer discussion** with a HealthSun Medical Director.

- Provide clarification regarding the clinical basis of the determination
- Allow for professional dialogue between the requesting provider and Medical Director
- Peer-to-Peer discussions conducted after an adverse determination are informational only
- Adverse determinations will not be modified or reversed based solely on a Peer-to-Peer discussion
- Any request for reconsideration must be submitted through the formal appeals process

### Notification and Prior Authorization

- Telephone: 877-207-4900
- Fax – Hospitals/SNF/Rehab: (305) 675-2473
- Fax – Outpatient/Inpatient Elective Services: (305) 448-4148
- Online: <https://healthsun.com/for-providers/forms-documents/>

### Required Information for Submission

- Tax Identification Number (TIN)
- National Provider Identifier (NPI)
- Provider Name
- Phone and fax number of the servicing provider
- Name of the facility where services will be performed

**Important Reminder:** Once an adverse determination has been issued, the outcome cannot be changed through a Peer-to-Peer discussion. All requests for reconsideration must follow the formal appeals process.