

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

OCT. 10, 2017

PEER-TO-PEER REVIEW PROCESS FOR MEDICARE ADVANTAGE CONTINUES FOR CERTAIN PARTNERSHIP VENDORS

Highmark's NCQA-accredited vendors (Tivity Health [formerly Healthways], National Imaging Associates, Inc., eviCore healthcare, and naviHealth) will continue to offer the peer-to-peer review process for prior authorization requests for Medicare Advantage members. These vendors must offer the peer-to-peer review process to meet NCQA accreditation requirements.

The peer-to-peer conversation offers providers the chance to discuss a pending adverse determination of an authorization request for services with another peer designee before the vendor makes a final decision.

The peer-to-peer review process for prior authorization requests will continue to be available for Highmark Commercial members.

