

Provider Memorandum

Updated Policy Regarding Illinois MMP Peer-to-Peer Opportunities

Molina Healthcare of Illinois (Molina) allows Illinois MMP providers requesting prior authorization to consult with a Molina Medical Director or other appropriate health care professional involved in the clinical decision-making process when appropriate.

Providers may call or fax a request along with member identification information and an indication of the authorization request to be discussed.

- This Peer-to-Peer opportunity should be used to clarify information submitted with the request but should **not** be used for the routine submission of additional information.
- All information relevant to the initial determination should be submitted with the authorization request.

A Molina Medical Director will outreach to consult with the requesting provider when appropriate. Utilization Management staff will also outreach for additional information when needed.

If a determination is made to deny the authorization request in whole or in part and a denial is issued to the member, the provider's recourse is through the MMP regulated appeals process. A Peer-to-Peer conversation **cannot** be used to obtain a reversal of the denial.

- Any information requested during the authorization process that was not submitted prior to the decision **must** be submitted through the appeals process.
- Peer-to-Peer opportunities are **not** provided for administrative denials for failure to comply with the terms of the provider agreement, such as failure to obtain prior authorization or late notification of admission.
- Peer-to-Peer opportunities are also not provided when the item or service requested is not a covered benefit under the plan.

To request a Peer-to-Peer Review between the provider and a Molina Medical Director, call **(855) 866-5462** and select **option 0**. Next choose **option 4 for MMP**, **option 4** for authorizations, and finally **option 4** again for Peer-to-Peer.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area page](#) at MolinaHealthcare.com.

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Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.