



Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

Update Regarding Molina's Peer-to-Peer Request Timeframe Effective July 1, 2023 (Medicaid/Marketplace)

Molina Healthcare of Washington is relaxing our timeframe for Peer-to-Peer requests.

Effective **July 1, 2023**, providers will have 5 business days (formerly 3 business days) to request a Peer-to-Peer review.

Our process is being revised to offer an improved provider experience and to align with our corporate standard more closely.

The increased timeframe is the only change to the process.

Updated Process

Peer-to-Peer:

- May be requested at any time during an inpatient admission;
- May be requested within **5 business days** from adverse benefit determinations (denial) notification (written or fax notification);
- Please use the reconsideration process first for denials when no clinical information was provided. This may result in an approval or a revised denial that would come with new Peer-to-Peer and reconsideration timeframes.
- May not be requested if a formal appeal has been filed;
- Time period to request a Peer-to-Peer: **5 business days**

Scheduling a Peer-to-Peer

Please continue to call (425) 398-2603 to request and schedule a Peer-to-Peer discussion or if you have questions regarding the Peer-to-Peer or reconsideration process.

Peer-to-Peer discussions will be scheduled Monday through Friday from 9 a.m. to 4 p.m. PT, excluding holidays. For Advanced Imaging (AI) authorizations, please call (855) 714-2415 (enter 92 for WA). A Molina Medical Director will call you at your scheduled date and time, at the direct number provided.

Thank you for your continued service to Molina members.