



# PROVIDER NOTICE

Provider Relations Department | 1-888-895-4998

## Post-PHE Reminder Regarding Peer-to-Peer Review Timeframes

**Effective Date:** May 12, 2023

**Health Plans Affected:** Johns Hopkins Employer Health Programs (EHP), Priority Partners, Johns Hopkins US Family Health Plan (USFHP), Johns Hopkins Advantage MD\*

**Type of Change:** Clarification of new timeframes for peer-to-peer reviews post-Public Health Emergency

### Explanation of Change:

This following information regarding peer-to-peer reviews and timelines for Pharmacy reviews pertains to the expiration of the COVID-19 Public Health Emergency (PHE) on May 12, 2023.

### Peer-to-Peer Review

Johns Hopkins HealthCare’s (JHHC) timeframes for the peer-to-peer review process will revert to the standard timeframes that were applicable prior to the PHE. If the treating physician wants to discuss their case with a physician reviewer, the physician must call the Utilization Management (UM) department at 888-401-3592, weekdays from 8:30 a.m. to 5 p.m., to request a peer-to-peer review.

In addition, for Priority Partners and Advantage MD (HMO) members who have in-network benefits only, authorization will not be granted to out-of-network providers unless clinically necessary; for Advantage MD (PPO), USFHP and EHP members with out-of-network plan benefits, those benefits will apply to services with out-of-network providers.

Upon receipt of the faxed notification of denial, the peer-to-peer review must be requested within:

- Two (2) business days for inpatient cases
- Three (3) business days for outpatient/preservice cases

After the peer-to-peer review is requested, the review must take place within two (2) business days for both inpatient and outpatient cases.

\*Per CMS, a denial cannot be overturned as a result of a peer-to-peer discussion for Johns Hopkins Advantage MD.

Revised Peer-to-Peer Review Process Timeframe		
Standard Review Process		
	Medical Inpatient and BH Cases	Medical Outpatient Cases
Timeframe to request peer-to-peer review upon receipt of the faxed notification of denial	2 business days	3 business days
Timeframe for peer-to-peer review to take place after request	2 business days	2 business days
<b>TOTAL days allowed for standard peer-to-peer review process</b>	<b>4 business days</b>	<b>5 business days</b>

*Please call JHHC Provider Relations at 888-895-4998 (option 4) with any questions or concerns.*

You can find detailed information about JHHC’s peer-to-peer review process in the [Provider Manuals](#).

### **Review Timeframes for Pharmacy Cases**

The following information pertains only to Priority Partners and USFHP.

Priority Partners and USFHP providers submitting self- and non self-administered pharmaceutical requests for review by the JHHC Pharmacy department: Details regarding denial of a request and next steps (how to speak with reviewer or how to appeal) are included in the denial letter that is faxed to the provider.

- The review must be requested within three (3) business days upon receipt of the faxed notification of denial.
- After the review is requested, the review must take place within two (2) business days.

<b>Revised Pharmacy Review Process Timeframe</b>	
<b>Standard Pharmacy Review Process</b>	
Timeframe to request review upon receipt of the faxed notification of denial	3 business days
Timeframe for review to take place after request	2 business days
<b>TOTAL days allowed for standard review process</b>	<b>5 business days</b>