



PEER-TO-PEER REVIEW REQUEST REQUIREMENTS FOR WELLCARE PPO PLAN EFFECTIVE 9/1/2022

August 2, 2022

To ensure accurate delivery and reimbursement for medically necessary services to our members, Wellcare is updating our requirements for peer-to-peer review to the following effective 9/1/2022:

- Peer-to-peer review requests will be allowed up to two (2) business days after Integrated Denial Notice *or* day of discharge, whichever is later.
- Peer-to-peer outreach will be completed within 2 business days of peer-to-peer review request.
- If provider is not reached, a voice mail will be left (if possible) giving provider one business day to respond.
- If the provider does not respond within the stipulated timeframe, Wellcare will be unable to proceed with peer-to-peer request.

No changes are being made to existing peer-to-peer timeframes or processes for pre-service requests.

Thank you for continuing to provide our Medicare members with high quality and compassionate care. If you have questions regarding the information contained in this update, please contact Provider Services.

Thank you!

Network Management

Ph 602.778.1800/866.560.4042 (Options in order: 5, 7)

Fax 602.778.1875/E-mail SM_AZ_PNO@Care1stAZ.com

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