

# PROVIDER Update



CONTRACTUAL | JULY 29, 2022 | UPDATE 22-596 | 1 PAGE

## Prepare for Changes to Peer-to-Peer Review Requirements

### To reduce administrative burden, Wellcare is making changes to peer-to-peer review timelines

Effective October 1, 2022, the following changes apply to peer-to-peer review requirements.

#### Peer-to-Peer Review Requests

To ensure accurate delivery and reimbursement for medically necessary services, Wellcare is updating the requirements for peer-to-peer review to the following:

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

There are no changes to existing peer-to-peer timeframes or processes for pre-service requests.

#### Additional information

If you have questions regarding the information contained in this update, contact 866-999-3945.

#### THIS UPDATE APPLIES TO MEDICARE PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

#### PROVIDER SERVICES

866-999-3945

#### PROVIDER PORTAL

[provider.wellcare.com/california](http://provider.wellcare.com/california)

#### Go to the online COVID-19 alerts page for info about COVID-19 vaccines!

At [www.wellcare.com/California/Providers](http://www.wellcare.com/California/Providers) > *Provider Bulletins* > *COVID-19 Provider Alerts*, you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

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