

# Reconsideration and Peer-to-Peer Review Medicaid & Marketplace Submission Guidelines

Molina Healthcare of Wisconsin (Molina) has a Reconsideration and Peer-to-Peer Review process for denied pre-service authorizations or inpatient requests. To dispute a denied pre-service or inpatient request, providers may choose **one of the following two options**:

1. Reconsideration Review
2. Peer-to-Peer Review

Providers may request a Reconsideration for denied services by **faxing** new/additional clinical documentation to Molina's Utilization Management Department. Clearly write **RECONSIDERATION** on the fax cover sheet for expedited routing and processing.

Treating/Requesting providers may request a Peer-to-Peer review by calling Molina. Request to speak with a Molina medical director or delegated physician/pharmacist.

Administrative denials, such as denials for non-covered services or late notification, are not eligible for Reconsideration or Peer-to-Peer discussion.

## Timeframe

Reconsideration or Peer-to-Peer requests for denied Inpatient or Pre-Service Requests must be submitted within five (5) business days from the date of denial notification.

Denied inpatient services, Reconsideration or Peer-to-Peer requests must be submitted **while the member is still in the hospital**. See Exception below:

**Medicaid/Marketplace Exception:** When notification of inpatient denial is received by the provider on day of discharge or after the member has been discharged, the provider has one (1) business day to request a P2P.

## Contact Info

### To schedule a Peer-to-Peer or Reconsideration for the following areas:

Imaging, Radiation Therapy, Genetic Testing, Sleep Covered Services and Related Equipment

Phone: (855) 714-2415

**Select State (WI), then press 1 for Peer-to-Peer**

Fax: (877) 731-7218

All Inpatient and other Pre-Service (Includes Behavioral Health and Molina Covered Pharmacy)

Phone: (855) 326-5059

**Select 0. Select line of business, press 4 for authorization, then 4 for Peer-to-Peer**

Fax: (877) 708-2117

**IMPORTANT:** To ensure you reach the correct Molina phone/fax for Reconsideration and Peer-to-Peer, review the initial faxed denial decision notification which lists the Reconsideration and Peer-to-Peer contact information.