



IHRP Peer-to-Peer Consultation ***IHRP Provider Guide***

If your IHRP utilization review request has been denied for lack of medical necessity, the ordering provider listed on the IHRP utilization review may request a phone consultation with an eQHealth Solutions physician reviewer to discuss the rationale behind the denial. The ordering provider may also present information that can potentially overturn the denial.

This discussion is known as a **Peer-to-Peer (P2P) consultation** and may be requested within five calendar days of a medical necessity denial. A P2P is *only* available for those that are denied for medical necessity.

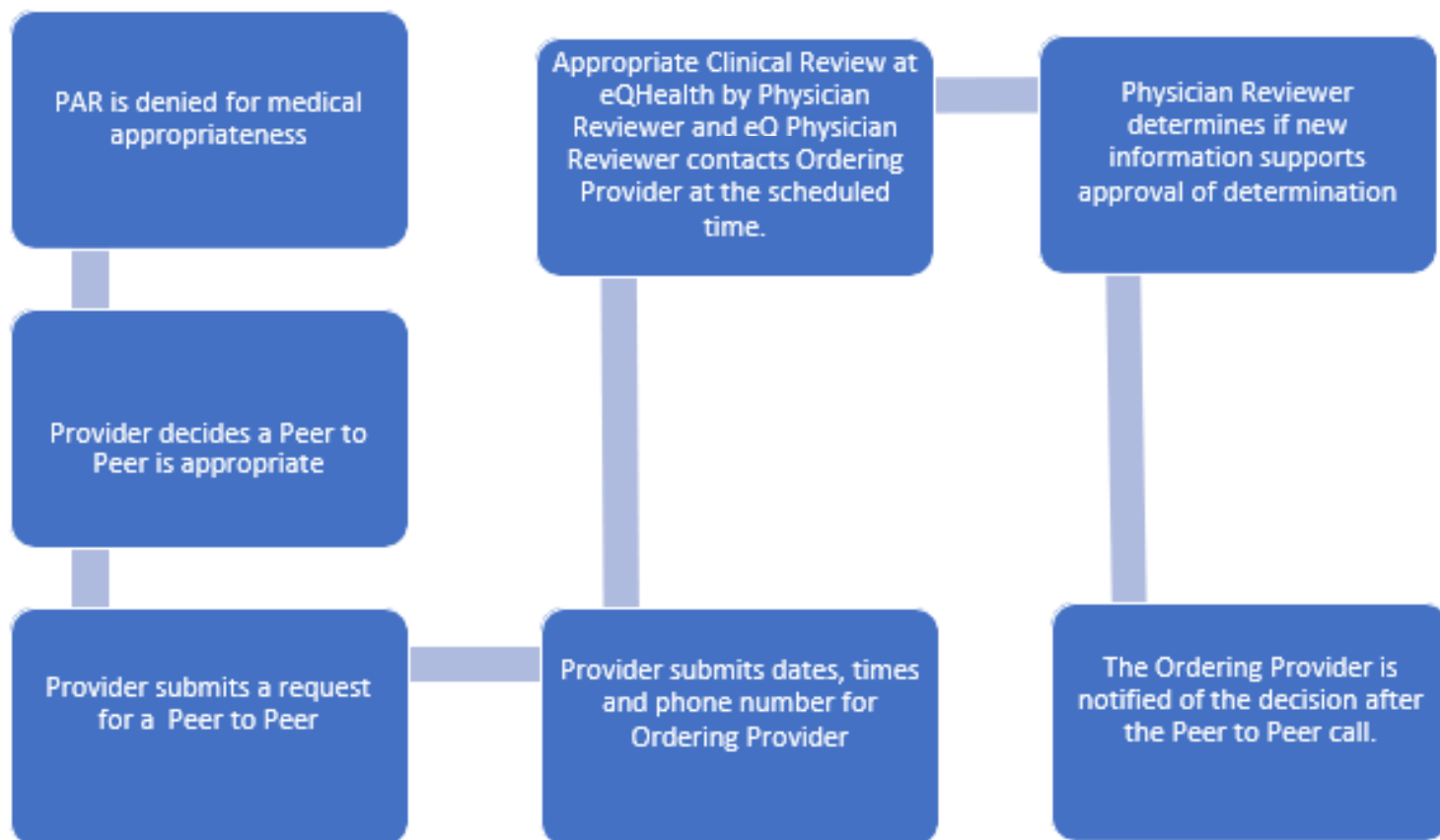
This document provides information on the P2P consultation process.

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Overview of the P2P Process

The following steps outline the P2P process:



Each of these steps is described in detail below.

Step 1: IHRP utilization review is denied for lack of medical necessity

A IHRP utilization review can be denied for one of two reasons: the information submitted does not substantiate medical necessity, or technical policy requirements have not been met.

A **medical necessity denial** occurs when an eQHealth physician determines that the information submitted does not substantiate the medical necessity of the service requested. For example, a IHRP utilization review requesting a septoplasty surgery for a client diagnosed with a broken hand will be denied for lack of medical necessity.

A **technical denial** occurs when the IHRP utilization review violates a policy set forth by the Department of Health Care Policy & Financing (HCPF). For example, a IHRP utilization review that does not include adequate supporting documentation will be denied for lack of information (LOI). P2P consultation can be pursued for medical necessity denials only.

You can find out the denial type and the rationale behind the denial by accessing the denial memo in eQSuite®. [\(To do this, click Letters > Completed > search by client ID > View Letter > View.\)](#)

Step 2: Decision is made to pursue P2P consultation

There are two possible goals of a P2P consultation: to increase understanding of why an IHRP utilization review was denied so as to avoid similar denials in the future and/or to present a differing clinical opinion in the hopes of reversing a denial.

If you have decided to pursue P2P consultation, and the PAR was denied within the last five calendar days, the ordering physician or a representative from their office may request a P2P consultation.

Step 3: P2P request is submitted

Either the ordering provider or physician designee from the ordering provider's office may submit a request for P2P consultation.

Requests can be made via phone, fax, or eQSuite®'s Online Helpline. A date and time preference are included with each request.

Step 4: eQHealth Solutions confirms date and time of P2P consultation

Once the P2P consultation request is received a representative from eQHealth Solutions will reach out to the ordering provider within 1-2 business days to schedule and confirm the date and time of the P2P consultation.

Step 5: Consultation takes place

The eQHealth Solutions physician reviewer will initiate the P2P consultation by phone on the scheduled date and time.

If, during the course of the discussion, the ordering provider presents a differing clinical perspective that the eQHealth Solutions physician reviewer then agrees with, the physician reviewer may issue a full or partial reversal of the denial. If the eQHealth Solutions physician reviewer does not see reason to change the original determination, then the original IHRP utilization review decision will stand.

Requesting a P2P Consultation

There are three methods by which the ordering provider can request a P2P consultation: online via eQSuite®, by phone, or by fax.

If you are the ordering provider or are a representative from the ordering provider's office, please follow the step-by-step instructions below to request a P2P consultation using the method of choice.

Before proceeding...

Please ensure you have the following items first:

The denied IHRP utilization review's Review ID or PAR number

The ordering provider's contact information including name, phone number, and email address

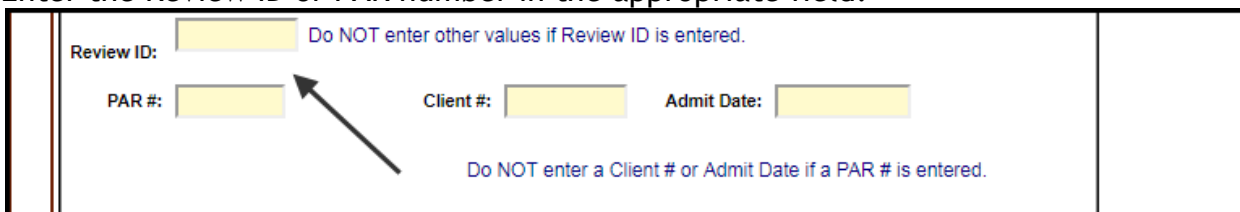
Preferred date(s) and time(s) for the P2P consultation to take place

Instructions for submitting the request in eQSuite®

1. Click **Online Helpline** in the menu bar.



2. Enter the Review ID or PAR number in the appropriate field.

A screenshot of the eQSuite form for entering Review ID or PAR number. The form is a rectangular box with a white background and a black border. It contains several input fields and instructional text. The first row has a label 'Review ID:' followed by a yellow input field and the text 'Do NOT enter other values if Review ID is entered.' The second row has labels 'PAR #:', 'Client #:', and 'Admit Date:' followed by yellow input fields. An arrow points to the 'PAR #' input field. Below the input fields is the text 'Do NOT enter a Client # or Admit Date if a PAR # is entered.'

3. Type in your request in the space provided (please make sure to include your preferred date(s) and time(s) as well as contact information), then click **Submit Question**.

I would like to request a P2P consultation. I am available Mon, Tue, and Wed after 1:00 PM, MST. I can be reached at 303-555-1234 or at john.doe@provider.com.

[Submit Question](#)

Instructions for submitting the request by phone

Call eQHealth Solutions customer service at (888) 801-9355. Indicate you would like to request a P2P consultation, give the Review ID or PAR number, your preferred date(s) and time(s), and the appropriate contact information.

Instructions for submitting the request by fax

Along with an appropriate cover sheet, fax your request to eQHealth Solutions customer service at (866) 940-4288. Indicate you would like to request a P2P consultation, give the Review ID or PAR number, your preferred date(s) and time(s), and the appropriate contact information.

Next Steps

A representative from eQHealth Solutions will reach out within 1-2 business days to schedule and confirm the date and time of the P2P consultation.

Once the P2P consultation takes place, the physician reviewer may decide to fully or partially reverse the denial. You may be informed of this decision during the discussion, or within 2-4 business days of the discussion taking place.