



## **Passport adopts changes in behavioral health prior authorization peer reviews with Facility Attending Physicians in Kentucky**

**From:** Passport Health Plan  
**Sent:** August 8, 2016  
**To:** Passport Behavioral Health Facility-Based Attending Physicians

### **Background:**

Passport Health Plan has adopted changes for behavioral health peer reviews in an effort to increase collaboration and efficiencies with the peer review process for prior authorizations.

### **Provider Action Needed:**

The following changes are now available:

1. Passport Behavioral Health will outreach to schedule a peer review directly with Facility Attending Physicians.
2. During clinical reviews, Passport Behavioral Health will notify the utilization reviewer when physician review is requested to address quality or other information pertaining to medical necessity determinations.
3. Passport Behavioral Health will request the Attending Physician's contact information in order to arrange a Peer-to-Peer review.
4. Three separate attempts will be made to reach the Attending Physician to schedule a review. If no response to the request for a peer review is received, a clinical review with the information available will be conducted.

If the scheduled time is missed by the Attending Physician for any reason, a clinical decision will be made after 15 minutes. All determinations must be made within required regulatory guidelines. There will be no changes to the current Reconsideration/Appeals process.

Peer review conversations will be securely recorded for quality assurance purposes; Passport Behavioral Health will notify the Attending Physician at the beginning of the call. The option to record the Peer Review can be declined.

### **Questions:**

If you have any questions, please contact the Behavioral Health Hotline, 855-834-5651.