Anthem Blue Cross and Blue Shield

**Medicare Advantage Peer-to-Peer Process**

The peer-to-peer process facilitates a conversation between a provider and an Anthem Blue Cross and Blue Shield medical director; these conversations are sometimes requested following an adverse determination notice.

The peer-to-peer process should be used to explain or clarify something that a clinical record cannot convey. It should not be used to merely provide additional clinical information.

Please keep the following information in mind when requesting a peer-to-peer conversation. The following types of providers may participate in a peer-to-peer process:

- Attending/treating/ordering physician
- A covering physician for the attending/treating/ordering physician
- The physician’s nurse practitioner or physician assistant
- The facility medical director or chief medical officer

The following types of providers **cannot** participate in a peer-to-peer process:

- A vendor or physician who is not employed by or working at the treating facility (i.e.: third-party vendors)
- A member, a facility (including external hospital review vendors), an account manager, an employer or other individual who is not the provider.

All non-eligible requestors should be referred to an eligible provider to discuss a request for a peer-to-peer conversation.

If you choose to instead submit additional information in response to a notice of adverse determination, you may fax the information within three calendar days of the adverse determination notice to:

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<tr>
<th>State</th>
<th>Fax Number</th>
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<tbody>
<tr>
<td>CT, ME, NH, NJ, NY, VA</td>
<td>1-877-744-2319</td>
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<tr>
<td>GA, IN, KY, MO, OH, TN, WI</td>
<td>1-877-423-9972</td>
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<tr>
<td>CA, CO, NM, TX, WA</td>
<td>1-877-744-2344</td>
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Providers will have three calendar days from the date of adverse determination notification to request a peer-to-peer conversation.

A request for a future date will not be accepted.

We need the following information to process your request for a peer-to-peer conversation:

1. Member name and reference ID
2. Provider who is requesting the peer-to-peer conversation and a direct contact number
3. The type of contact number (i.e. pager, hospital, office, cell phone, etc.)
4. The role of the provider (i.e. admitting or treating physician, facility medical director, etc.)

5. Your name and telephone number

You may request a peer-to-peer conversation via email or phone, email is preferred. Phone should be used only if the provider does not have email access.

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<tr>
<th>State</th>
<th>Peer-to-peer access</th>
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<tr>
<td>CT, ME, NH, NJ, NY, VA</td>
<td><a href="mailto:erp2p@anthem.com">erp2p@anthem.com</a> or 1-888-476-8920, Option #3</td>
</tr>
<tr>
<td>GA, IN, KY, MO, OH, TN, WI</td>
<td><a href="mailto:crp2p@anthem.com">crp2p@anthem.com</a> or 1-800-262-2731</td>
</tr>
<tr>
<td>CA, CO, NM, TX, WA</td>
<td><a href="mailto:wrp2p@anthem.com">wrp2p@anthem.com</a> or 1-888-393-9025</td>
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Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compcare Health Services Insurance Corporation (Compcare) or Wisconsin Collaborative Insurance Corporation (WCIC). Compcare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.