Peer-to-Peer Review – Update

January 1, 2020 all MCOs were required to adopt the Illinois HFS Preferred Drug List to align with the Fee-for-Service program. Beginning January 1, 2022, providers have the ability to request a peer-to-peer review at any time during the Prior Authorization (PA) review process, as well as after the decision is rendered.

Providers are able to:

- Call and initiate a PA
- Call anytime **DURING** the PA review process to discuss the PA
- Discuss the **PA AFTER** the decision is rendered

Peer-to-Peer Review Process:

- Medical Review Institute of America (MRIoA) provides a toll-free phone number (866-397-0197) for prescribers to initiate a peer-to-peer review with an MRIoA Medical Director. MRIoA Medical Director's hours of operation are 9 a.m. CST – 6 p.m. CST. MRIoA Pharmacy staff will check the peer-to-peer message line every 60 minutes.
- Upon calling the toll-free phone number, the prescriber is prompted to leave a message. The recorded message requests the prescriber to leave the following information:
  - Patient name and date of birth
  - PA number
  - Prescriber name and phone number
- The message informs the prescriber an MRIoA Medical Director will return his/her phone call to complete the peer-to-peer within 8 business hours.
- Calls received after hours will be returned the next (business/calendar) day.
- Once a message is received, MRIoA's medical staff will create a new peer-to-peer request within MedImpact's system.
- The patient's case will be verified within MedImpact's PA system.
- The case information will be sent to an MRIoA Medical Director to complete the peer-to-peer request within 8 business hours.

As always, CountyCare Health Plan is proud to be your health care partner. We look forward to working with you to ensure uninterrupted care for our members. Please contact CountyCarePharmacy@cookcountyhhs.org for additional information or assistance.