

# Peer-to-Peer Process Guide

When an authorization is queued for a peer-to-peer request, we will make **3 attempts** to contact the requester who submitted the authorization. All outreach attempts will be through the method indicated below (fax, phone, and/or email) unless that method is unavailable to us.



### Who receives the outreach?

- The requester who submitted the authorization.

### How is the outreach attempted?

- Fax & email; depending on the contact information available to our team.

### When are the attempts made?

- At the SAME time\*

\*If both outreach attempts are made in the same way (email/ fax), the second attempt will be sent:

- **4 hours** after the 1st outreach for **Medicare Standard**
- **1 hour** after the 1st outreach for **Commercial/Medicare Expedited**

### Who receives the outreach?

- The requester who submitted the authorization.

### How is the outreach attempted?

- Phone

### When are the attempts made?

- **Medicare Standard:** 4 hours after 1st & 2nd outreach
- **Commercial Standard:** 1 hour after 1st & 2nd outreach
- **Expedited:** 1 hour after 1st & 2nd outreach

On the 3rd attempt, we will offer the option of scheduling a peer-to-peer. Once a denial has been issued, we can no longer offer a peer-to-peer. At that time, you must go through the Humana appeals process.

## Provider Relations Team

The provider relations team can collect feedback and support education on this process. Unfortunately, we are unable to manage the scheduling of P2Ps.

**Email:** providers@coherehealth.com

## Cohere Service Operations Team

To schedule a peer-to-peer, please email or call our service operations team

[Support request form](#)

**Email:** support@coherehealth.com

**Phone:** 1-833-283-0033