

Before you appeal, connect: peer-to-peer reviews get patient's treatment back on track

Humana Healthy Horizons® in Ohio conducted a fourth quarter 2025 grievances and appeals review which revealed that some appeals were overturned after additional clinical information was received or medical necessity was clarified. In these situations, earlier clinical discussion through a peer-to-peer (P2P) review appeared to reduce the need for a formal appeal. To help providers, Humana Healthy Horizons developed a P2P guide to help you make the most of this resource.

Peer-to-Peer Quick Guide

When to use P2P:

- If you disagree with the utilization management (UM) decision
- If more clinical context is needed
- If documentation was incomplete

P2P must be requested within five days of the denial. P2P reviews should be completed before submitting an external medical review or formal appeal.

Peer-to-peer can help:

- Clarify how medical-necessity criteria were applied
- Address missing or incomplete documentation
- Support appropriate level-of-care determination (e.g., inpatient vs. observation)
- Reduce avoidable appeals tied to lack of information

Humana Healthy Horizons in Ohio will:

- Use accepted clinical guidelines when conducting peer-to-peer consultations.
- Ensure that staff conducting peer-to-peer consultations are healthcare professionals who have clinical expertise in treating the member's condition and possess credentials that are equivalent to or more advanced than those of the requesting/ordering provider.
- Ensure the staff conducting the peer-to-peer consultation clearly identify what documentation the provider must submit to obtain approval of the specific item, procedure or service, or present a more appropriate course of action based on accepted clinical guidelines.
- Offer a peer-to-peer consultation within a mutually agreed on time within 24 hours of a provider's request for a peer-to-peer consultation.

If you want to request a peer-to-peer discussion on a determination with a Humana physician reviewer, please send an email to **P2PRequest@humana.com**, fax your request to 877-701-6524 or leave a voicemail describing your request by calling

877-207-0153. A peer-to-peer request must be made within five business days of the determination.

P2P reviews are available Monday – Friday, 8 a.m. – 5 p.m., Eastern time. To request a P2P, call the number listed on the denial letter or visit the Humana Healthy Horizons provider website at **<https://provider.humana.com/medicaid/ohio-medicaid>** for more details.

If you have further questions regarding the peer-to-peer review process, please contact your Provider Engagement representative or email **OHMedicaidProviderRelations.com** for more information.