

## **Peer-to-Peer Conversation**

Decisions on requests for services are based on standards of care and medical necessity. Providers who receive an adverse decision related to a medical necessity determination may request a Peer-to-Peer Conversation to discuss the decision with the physician or other professional reviewer who made the decision. The request may be made by calling 800-383-1173 or locally 256-4623. Requestors must provide the name of the member, member ID, and services that were denied. IME Medical Services will arrange for a conference call between the requesting provider and the peer reviewer who denied or modified the request for services.