

The Peer-To-Peer (P2P) Process

Rules of Engagement!

- Consider the discussion to be the best opportunity for overturning denials
- Accept the opportunity if available
- Predict the opposites side's point of view
- Know your case history cold, inside and out
- Speak the language of your **PEERS**
- Limit legal mumble jumble, stick with what you know
- Coach other physicians prior to the call
- Make it easy for the providers on your end by prepping them ahead of the call
- Maintain common courtesy and professionalism at all times
- You won't win them all, accept the final decision and move on

Never lose your cool!