



# Promedica Peer to Peer Education



09/2016

**UR Nurse:** Please fill the top half with all pertinent information.

Please inform the Physician why the denial occurred, and what documented options can be considered to justify the inpt stay.

The physician may need a little assistance for the first few calls. Contact your Physician Advisor or Manager if you need any support.

**\*\*\* Optional Pt should be notified of denial and all the efforts you and the Physician are doing to overturn the Denial. Pt satisfaction is an important strategic initiative as is transparency to cost.**

**Physicians:** You are seeking **INPATIENT CARE!** You know their clinical issues the best!

Inpatient status covers them financially and it is up to **YOU to Fight For Your Patient's Best Interests!**

\*\*\* Before Calling the Payor, discuss the case with the UM nurse to prep for the call, understand the reason, and prepare your clinical justification.

\*\*\* Here are some tips we have gathered to optimize your experience.

1. **Be cordial.** ( The Dr on the other end is just doing his job)
2. **Know** / ask for the specialty of the Dr you are speaking with.
3. **Know** your case, why they are denying and have a clinical justification ready.
4. **Have** all the facts and reasons handy.
5. **Ask them** what information they have regarding your pt, fill in the gaps.  
(Usually this will be enough to overturn your case)
6. **Share** any outpatient failed treatments and why observation is not appropriate.
7. **Ask for potential options to keep the pt safe and decrease readmissions and morbidity.**
8. **Do Not Discuss** different kinds of criteria, only individual clinical care!
9. **Always remain Professional and Calm.**
10. **Any** contractual issues should be referred back to the Physician Advisor or UM nurse.
11. **Please end with a clear decision. Inpt or not inpt?**
12. **You** will not win all, however we learn from **all!**
13. **Please contact you UM nurse and she will help you fill out the other side of the form.**

Please call Dr. -----or Dr. -----at -----.

Our goal is to assist you, as you provide quality care and improve your satisfaction scores.



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