

See below for instructions on requesting a peer-to-peer review with a BCN medical director about services for which an authorization request has been denied.

Note: For decisions on inpatient admissions, BCN allows onsite physician advisors at contracted facilities to discuss reviews of inpatient admissions with a BCN medical director. In accordance with Blue Cross and Blue Care Network policy, facilities should initiate peer-to-peer conversations only through their employed physician advisors and not through third-party advisors or organizations.

Section 1: Non-behavioral health services

A - For inpatient non-behavioral health admissions (in hospitals, skilled nursing facilities and long-term acute care hospitals) - BCN HMO and BCN Advantage

and for outpatient non-behavioral health services (in offices, clinics, outpatient hospitals, and ambulatory surgery facilities) - BCN HMO only

What to do: Complete the [Physician peer-to-peer request form \(for non-behavioral health cases\)](#) and fax it to 1-866-373-9468.

Note: Refer to the [Care Management chapter](#) of the *BCN Provider Manual* for additional information. Look in the sections titled “Guidelines for observations and inpatient hospital admissions” and “Utilization management decisions.”

B - For outpatient non-behavioral health services - BCN Advantage only

What to do: Complete the [Physician peer-to-peer request form \(for non-behavioral health cases\)](#) and fax it to 1-866-522-7345.

Note: A request for a peer-to-peer discussion about a BCN Advantage member is initiated as a standard preservice member appeal. Refer to the [BCN Advantage chapter](#) of the *BCN Provider Manual* for additional information. Look in the section titled “BCN Advantage member appeals.”

Section 2: Behavioral health services

A - For inpatient behavioral health admissions - BCN HMO and BCN Advantage

and for outpatient behavioral health services - BCN HMO only

What to do: Call BCN Behavioral Health at 1-877-293-2788 during normal business hours of 8 a.m. to 5 p.m. (except for holidays).

If the call is not answered by a staff member, leave a message with the following information:

- Physician advisor’s or physician’s name and phone number
- Member’s name, date of birth and contract number
- Reason for requesting a peer-to-peer review

After hours, for emergency cases only, call 1-800-482-5982.

Note: Refer to the [Behavioral Health chapter](#) of the *BCN Provider Manual* for additional information. Look in the section titled “Authorization for behavioral health services.”

B - For outpatient behavioral health services - BCN Advantage only

What to do: Fax the request to the BCN Advantage Appeals and Grievance unit at 1-866-522-7345 along with any pertinent clinical documentation.

Note: A request for a peer-to-peer discussion about a BCN Advantage member is initiated as a standard preservice member appeal. Refer to the [BCN Advantage chapter](#) of the *BCN Provider Manual* for additional information. Look in the section titled “BCN Advantage member appeals.”