



Peer to Peer Process Update

Dear Providers,

Effective **09/30/2026**, peer-to-peer (P2P) reviews will no longer be available following an adverse determination for all lines of business. Providers who wish to challenge an adverse determination must submit a formal appeal in accordance with applicable appeal procedures and timelines based on the line of business and coverage. The denial letters clearly state all deadlines and requirements for filing an appeal.

A Supplemental Physician Consultation may still be requested to discuss the clinical rationale for the decision within 5 Calendar days of the adverse determination notification by calling us at 303-602-2140. You can also visit our website or click on the link below to reference our clinical care guidelines that were applied to the request.

Please note that a Supplemental Physician Consultation is informational to assist with understanding of the clinical guideline or benefit applied. It will not alter or impact the original adverse determination.

The clinical care guidelines are available online. To learn more about clinical care guidelines used to make the determination, please visit the link below.

<https://www.denverhealthmedicalplan.org/clinical-care-guidelines>

For additional information regarding the appeals process, please contact Health Plan Services at 303-602-2261.