

Discussing the Discussion Peer to Peer



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Why Talk About P2P?



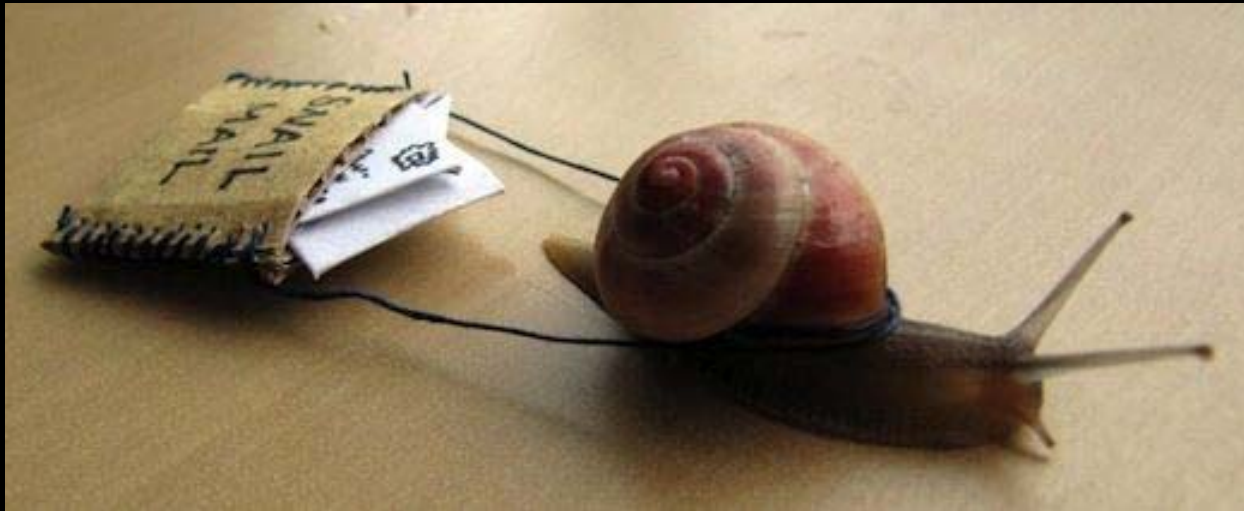
**Substantial anecdotal data
that Peer-to-Peer results in
a higher rate of overturns**

Why Talk About P2P?



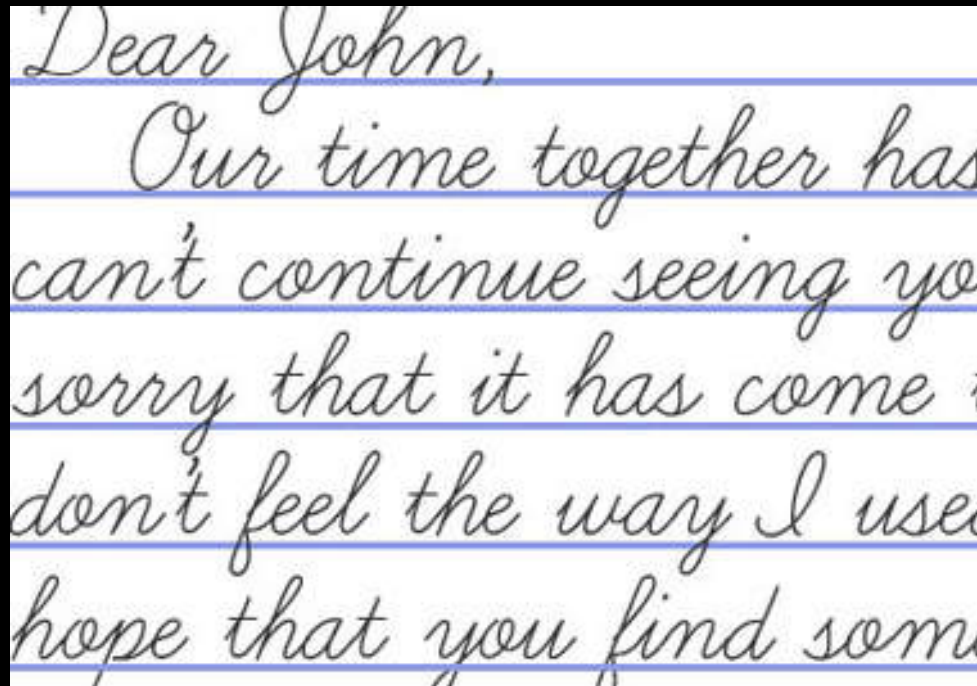
**Many reports of denials overturned
just by requesting Peer to Peer!**

Why Talk About P2P?



It is faster to talk than to write

Why Talk About P2P?

A photograph of a piece of white paper with blue horizontal lines, containing handwritten text in cursive. The text is a letter starting with 'Dear John,' and expressing regret and hope. The handwriting is in dark ink and is slightly slanted to the right.

Dear John,
Our time together has
can't continue seeing you
sorry that it has come to
don't feel the way I used
hope that you find some

**They are called 'Dear John letters' and
not 'Dear John calls' for a reason**

Why Talk About P2P?



Peer pressure works

P2P: The FACTS



Scant CMS Policy
Scant RAC Disclosure

FACT: Limited CMS Policy



“... if the **physician** (or a physician **employed** by the provider) requests to speak to a physician, that request **must** be acted upon”.

FACT: CMS Region A COR



“There is no other written CMS or RAC policy surrounding this.”

“We don’t keep statistics on the overturn rate of P2P vs. written discussions....”

FACT: Limited RAC Policy



“It’s on our website” (FAQs)

RAC policy varies by Region

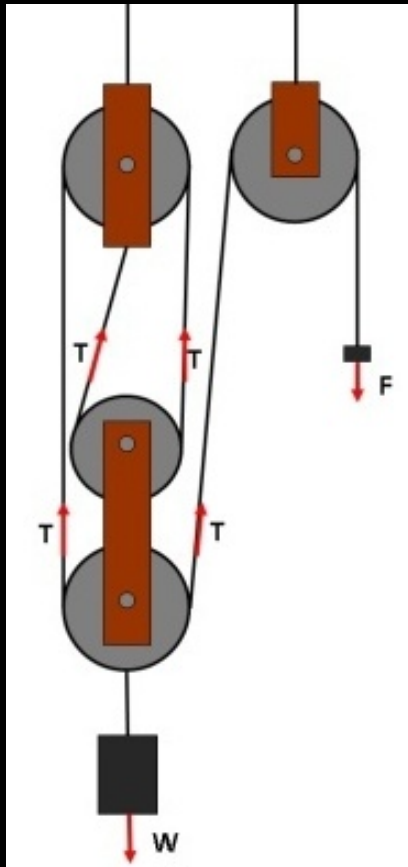
Will not disclose overturn statistics

“Employed” physicians are not consultants

So How Does P2P Work?



How P2P Works



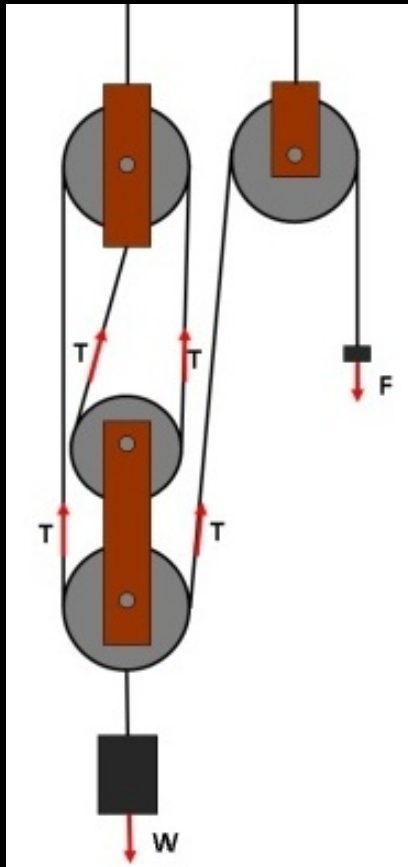
- 1) FAX P2P request
- 2) Scheduled by email
- 3) Conference call format
- 4) 1-2 minute presentation
- 5) 1-2 minute 'discussion'
- 6) The decision
- 7) Next case

What We FAX

“Facts of the case support admission under Medicare policy.”

“We are requesting peer-to-peer.”

How P2P Works



- 1) FAX P2P request
- 2) Scheduled by email
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Peer to Peering



Verbal doctor duel

Coders & RNs are 2nds

Supporting facts, CMS

policy, IQ & EBM

Supporting errors

RAC opinion = decision

Tactics are helpful

Fundamental Principle of P2P



**“You argue with the umpire
because there is nothing
else you can do about it.”**

Leo Durocher

Tactics for Arguing



Know your peer
Request strategically
Never assume failure
Know facts, policy & errors
Know 'the' IQ/MCG cold
Be tersely cogent
Graciously quarrelsome
'Acquiesce' to the decision

Ten P2P Take Aways

1. P2P = D2D

2. P2P is superior to writing letters

3. P2P policy and disclosure are scant

4. P2P is your right under CMS policy

5. Be pithy: facts + policy + errors

Ten P2P Take Aways

6. Know the IQ/MCG that apply
7. Peer pressure works
8. Consider consultants
9. Use P2P exclusively (Doctor required)
10. Argue because that's all you can do

Thank You For
Your Attention



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