

Peer-to-Peer review

The treating provider can request a Peer-to-Peer Review with the dental consultant within 60 calendar days of adverse benefit determination. The MCO medical professional conducting the peer-to-peer consultation must clearly identify what documentation the provider must provide to obtain approval of the specific item, procedure, or service; or a more appropriate course of action based upon accepted clinical guidelines. To make the request call Provider Services Line – 1-855-642-5483. Hours: 8 a.m.- 6 p.m. (ET) Monday-Friday.

Please note:

- Peer-to-Peer Review is only for prior authorizations. You must file an appeal for post authorization as the services have already been rendered and are not eligible for Peer-to-Peer.
- Peer-to-Peer Review is only valid within **60 days of issuance of denial**. Providers who have appealed services are not eligible for a Peer-to-Peer request.
- UnitedHealthcare will offer a peer-to-peer consultation within a mutually agreed upon time within 24 business hours of a provider's request for a peer-to-peer consultation.



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