

naviHealth Peer-To-Peer Process Enhancements

MVP Health Care® (MVP) contracts with naviHealth, Inc. to provide Utilization Management for Skilled Nursing Facilities (SNF), Acute Inpatient Rehabilitation (AIR) and Home Health services for Medicare Advantage members.

In efforts to decrease the administrative burden on providers, **Effective March 15, 2019** the naviHealth peer-to-peer process will change.

New peer-to-peer process:

- A naviHealth Pre-Service Coordinator (PSC) will contact the provider authorization requester to offer peer-to-peer communication.
 - The PSC will provide a phone number and the allowable timeframe within which the treating physician can call the naviHealth authorization queue at the physician's convenience.
- Between the hours of 8:30 am and 5:00pm EST, when the provider calls the peer-to-peer line it will go directly to a Health Service Coordinator. They will forward the call to the available physician. If a physician is not available the call will be sent to voice mail and the physician will call back directly.
- After 5pm EST: The treating physician will have the opportunity to leave a voice message and naviHealth will contact the treating physician for the peer-to-peer the next business day.
 - The following is helpful when leaving a message:
 - Member name, date of birth and MVP ID number
 - Physician name and call back number
 - Best time to be reached

For any questions please call Sarah Lupiani, Network Manager, at naviHealth at **585-429-0734**.