

Requesting a P2P Consultation

There are three methods by which the ordering provider can request a P2P consultation: online via eQSuite®, by phone, or by fax.

If you are the ordering provider or are a representative from the ordering provider's office, please follow the step-by-step instructions below to request a P2P consultation using the method of choice.

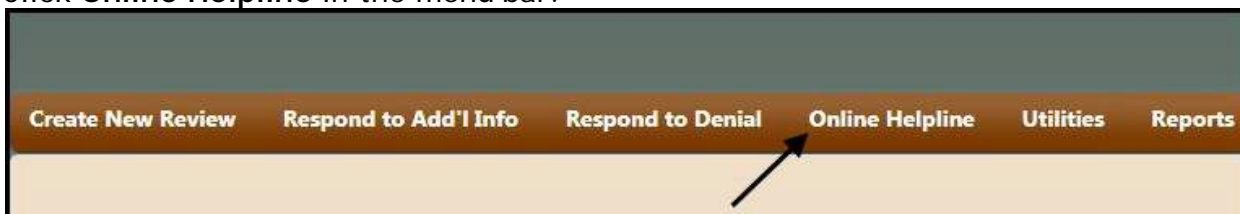
Before proceeding...

Please ensure you have the following items first:

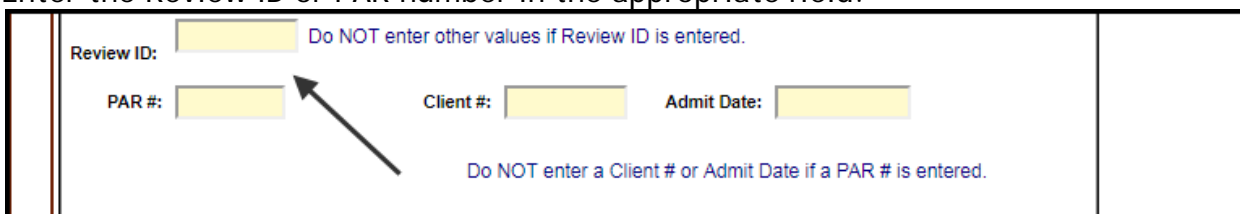
- The denied utilization review's Review ID or PAR number
- The ordering provider's contact information including name, phone number, and email address
- Preferred date(s) and time(s) for the P2P consultation to take place

Instructions for submitting the request in eQSuite®

1. Click **Online Helpline** in the menu bar.



2. Enter the Review ID or PAR number in the appropriate field.



A screenshot of the eQSuite form for entering Review ID or PAR number. The form has two main input fields: 'Review ID:' and 'PAR #:'. The 'Review ID:' field has a yellow background and a blue instruction: 'Do NOT enter other values if Review ID is entered.' The 'PAR #' field also has a yellow background and a blue instruction: 'Do NOT enter a Client # or Admit Date if a PAR # is entered.' There are also fields for 'Client #' and 'Admit Date' with yellow backgrounds. An arrow points to the 'PAR #' field.

3. Type in your request in the space provided (please make sure to include your preferred date(s) and time(s) as well as contact information), then click **Submit Question**.



<p>I would like to request a P2P consultation. I am available Mon, Tue, and Wed after 1:00 PM, MST. I can be reached at 303-555-1234 or at john.doe@provider.com.</p>	
<p>Submit Question</p>	

Instructions for submitting the request by phone

Call eQHealth Solutions customer service at (888) 801-9355. Indicate you would like to request a P2P consultation, give the Review ID or PAR number, your preferred date(s) and time(s), and the appropriate contact information.

Instructions for submitting the request by fax

Along with an appropriate cover sheet, fax your request to eQHealth Solutions customer service at (866) 940-4288. Indicate you would like to request a P2P consultation, give the Review ID or PAR number, your preferred date(s) and time(s), and the appropriate contact information.

Next Steps

A representative from eQHealth Solutions will reach out within 1-2 business days to schedule and confirm the date and time of the P2P consultation.

Once the P2P consultation takes place, the physician reviewer may decide to fully or partially reverse the denial. You may be informed of this decision during the discussion, or within 2-4 business days of the discussion taking place.