



Effective February 22, 2021, ATAFL has adopted an enhanced Peer to Peer process. ATAFL can no longer accept verbal confirmation of the agreed upon level of impairment, if the documentation submitted does not support the requested level of impairment.

Outcomes of Peer to Peer:

- A. If after Peer to Peer, ATAFL clinician is in agreement with the rendering therapist's Level assessment of the patient's level of impairment, authorization is approved. **⚠️ No Change to current process.**
- B. If after Peer to Peer, ATAFL clinician is not in agreement with the rendering therapist's Level assessment of the patient's level of impairment, a recommendation for denial will be offered to rendering therapist. **⚠️ No change to current process.**
- C. If after Peer to Peer, the rendering therapist agrees that the member is at a different impairment level than originally written on the documents:

New

1. The rendering therapist may request to withdraw current request and resubmit documentation with an addendum to the POC, or new POC supporting the updated level of impairment.
2. If the rendering therapists is not able to resubmit documentation to supply an addendum or new POC with the updated level of impairment, then the case will be referred to the Health Plan for a Recommendation for Denial.

Note: If a Peer to Peer review is unable to be completed, the ATAFL clinician will refer the case for Recommendation for Denial to the Health Plan.

REMINDER: Critical Elements Required for Authorization Requests

Based on ATAFL delegated responsibilities, if the Critical Elements are missing or the authorization request is incomplete, the case will be referred to the health plan for a Recommendation for Denial. For more information on the Critical Elements Required for Authorization requests, please visit our website <https://www.ataflorida.com/provider-resources.php> for Health Plan Specific Provider Manuals.

If you have any questions please feel free to contact our Provider Relations Department at T: 888-550-8800 Option 2