Florida Blue

November 2026

Medicare Advantage Peer-to-Peer Reviews

Your collaboration in delivering quality care to our Medicare Advantage members is essential to their improved health outcomes. We recognize clinical discussions between our medical teams and providers strengthen care coordination and ensure informed coverage decisions. To help us work together most effectively, we want to clarify how peer-to-peer (P2P) reviews function within our program and outline the most efficient approach for addressing coverage concerns.

P2P Discussions: What They Are

P2P conversations remain a valuable forum to discuss clinical context, medical necessity criteria, and the rationale behind coverage determinations. We welcome these conversations with our providers.

Organization Determinations and Reopenings

Under the Centers for Medicare & Medicaid Services (CMS) regulations (42 CFR 422.566, 422.101), once an organization determination is issued, reversing it would require it be reopened with specific procedural safeguards. For this reason, we are unable to modify a determination during a P2P call for members with Medicare Advantage.

The Correct Path: Reconsideration

If you believe a determination warrants review, the formal reconsideration process is the appropriate route (42 CFR 422.578, 422.582, 422.584, 422.590). Reconsiderations are reviewed by a Medical Director not involved in the original decision, ensuring independent clinical judgement.

Submitting Reconsideration Requests

- Submit reconsideration requests using the instructions in the adverse determination letter. Contact information is provided in this letter.
- Include additional clinical documentation to support your case.

We value your advocacy for your patients and appreciate your understanding of these regulatory requirements. By following the reconsideration process, you help ensure coverage decisions receive thorough, independent clinical review – ultimately serving your patients' best interests. Thank you for your continued alliance in delivering excellent care to our members.

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