
January 2026

Important Policy Update: Requests for Peer-to-Peer Reviews

As part of ongoing efforts to optimize our authorizations review process and ensure compliance with the National Committee for Quality Assurance (NCQA) Utilization Management (UM) standards, we are implementing a change to our Peer-to-Peer (P2P) review policy. **Effective January 1, 2026, all requests for P2P reviews must be submitted by our members' treating or attending physician.**

What This Means

- As of January 1, 2026, we will only accept P2P review requests submitted directly by the treating or attending physician.
- This change applies to all lines of business, including members with Florida Blue Medicare, Florida Blue commercial, and Truli for Health plans.
- Physician Advisors will no longer be able to submit requests on behalf of treating or attending physicians.
- This change is designed to ensure that any P2P review is based on a thorough understanding of a member's specific medical needs and circumstances.

NCQA Compliance

This change is in compliance with the NCQA UM standards, which requires P2P reviews be offered to "treating or attending physicians." By requiring treating or attending physicians to submit P2P requests, we ensure alignment with this standard.

To request a new P2P review, please call 1-800-955-5692.