

Alaska Medicaid Provider Notice
Change to Service Authorization Doctor to Doctor Conversations

Effective June 1, 2014

Qualis Health offers the opportunity for a doctor to doctor conversation when an adverse determination is made concerning a service authorization. The doctor to doctor conversation affords the requesting provider the opportunity to share additional information that may change the review determination.

Effective June 1, 2014 the opportunity for a doctor to doctor conversation will be offered in writing at the same time the provider is notified of the review determination. Under the current process, the offer is extended by telephone prior to issuance of the written determination.

Under the new process, if you disagree with Qualis Health's review determination, once you receive notification of an adverse determination you may request:

- that your attending doctor discuss the review with Qualis Health's reviewing doctor (**doctor to doctor consultation**) with the potential for a different outcome
- an **appeal** in accordance with 7 AAC 105.270
- both a doctor to doctor consultation **and** an appeal

Requesting a doctor to doctor consultation does not affect the time requirement for requesting an appeal, stated below.

To request a **doctor to doctor consultation**, you can call **877.292.2615**. Your request for a consultation must be made **within 60 days of the date of this letter**.

To request an **appeal**, your request must be made **within 180 days of the date of this letter** and must be submitted **in writing** to Qualis Health at the following address:

Qualis Health
Attn: Care Management Department/Appeal Coordinator
PO Box 33400
Seattle, Washington 98133-0400

If you have any questions regarding this bulletin, please contact Deon Westmorland, Qualis Health, Director, Alaska Medicaid Services, at **800.949.7536, ext 2347**.