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### **Remittance Advice (RA) Message**

**Title: Change to Qualis Service Authorization Doctor to Doctor Conversations**

**Issue Date: 04/21/2014**

**Run Length: 8 weeks**

**Provider Type(s): 020, 021**

**Message:** 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.

For additional information regarding this change, go to <http://manuals.medicaidalaska.com/docs/updates.htm> and select the notice titled Change to Qualis Service Authorization Doctor to Doctor Conversations.