



Behavioral Health Peer to Peer Process Change

Effective November 30, 2026

September 23, 2026

Important Update: Behavioral Health Peer-to-Peer Process

Effective **November 30, 2026**, NH Healthy Families will align the Behavioral Health (BH) peer-to-peer process with the existing Physical Health authorization review process.

What's Changing

- Pre-determination (pre-decision) peer-to-peer reviews will no longer be offered for Behavioral Health authorization requests.
- Providers will continue to have the opportunity to request a post-determination peer-to-peer review following an adverse determination.

Why This Change Is Being Made

This change is intended to:

- Support timely medical necessity determinations.
- Reduce administrative delays associated with scheduling pre-determination peer-to-peer discussions.
- Align with CMS regulations

What Is Not Changing

- Medical necessity criteria and review standards remain unchanged.
- All requests will continue to undergo appropriate clinical review by qualified clinicians and physician reviewers, when applicable.
- Providers retain the ability to discuss adverse determinations through the post-determination peer-to-peer process.

If a Request Is Denied

Providers should follow the instructions included in the adverse determination letter to request a post-determination peer-to-peer review. Existing appeal rights remain unchanged. This update changes only the timing of physician-to-physician consultation and does not alter the medical necessity review process or provider appeal rights:

No immediate action is required. Please ensure your teams are aware of this change and prepared to follow the updated process beginning November 30, 2026.

Please contact Provider Services at **1-866-769-3085** with any questions.

Sincerely,

NH Healthy Families

