



Update to Behavioral Health Peer-to-Peer Process

June 24, 2025

Dear Providers,

Effective July 28, 2025, the Behavioral Health Peer-to-Peer process will be updated. Following the receipt of an adverse determination on a prior authorization request, you will be offered the opportunity to request a Peer-to-Peer review. This change is intended to align with the current NCQA guidance. We appreciate your continued partnership and commitment to delivering quality behavioral health services.

If you have any questions regarding this update, please contact our Behavioral Health utilization management team at 1.844.366.2880

Sincerely,

Silver Summit Healthplan