



Behavioral Health Peer-to-Peer Process Change

September 18, 2026

Dear Provider,

Effective October 19, 2026, SilverSummit Healthplan will align the behavioral health advisor review process with the existing physical health process. As part of this change, pre-determination peer-to-peer reviews will no longer be available for behavioral health authorization requests.

If an authorization request is denied, providers will follow the instructions in the denial letter to schedule a post-determination peer-to-peer review.

This process alignment is intended to streamline advisor workflows, support more timely completion of initial review requests, and enable facility/provider physicians to focus more fully on member care when a consultation is not required for service approval.

What Remains the Same

- The overall medical necessity review process and notification timelines will not change.
- Post-determination peer-to-peer opportunities will remain unchanged, consistent with NCQA expectations.

No immediate action is required. Please ensure your teams are aware of this change and prepared to follow the updated process beginning October 19, 2026.

Sincerely,

SilverSummit Healthplan