

Maryland Medicaid: How to request a pharmacy peer-to-peer review

A peer-to-peer review gives you the opportunity to discuss a medical necessity denial directly with a UnitedHealthcare pharmacy representative before going through the appeals process. This conversation allows you to share clinical information, ask questions about the decision and understand whether additional information may support the request.

How to request a peer-to-peer review

1. Call **800-310-6826**
2. Ask to speak with a pharmacy representative for a peer-to-peer review
3. Be prepared to discuss the clinical rationale for the requested service or medication and any supporting medical necessity information

Key reminders before calling

- Confirm that the denial is related to medical necessity
- Review the denial notice and reason for the decision
- Gather relevant clinical documentation or information that supports the request
- Call within the required timeframe to avoid missing the peer-to-peer review window

Request deadline

You'll need to request the peer-to-peer review prior to the final disposition and/or within 7 calendar days from the date of the denial notice.

Questions? We're here to help.

For chat options and contact information, visit UHCprovider.com/contactus.