



Show Me Healthy Kids
MANAGED BY HOME STATE HEALTH



FROM



By

allwell.



Provider Bulletin: Peer to Peer Advisor Review Process for Behavioral Health

To: All Behavioral Health Providers

Effective Date: September 22, 2025

Issued By: Home State Health (HSH)

Purpose:

This bulletin serves to formally notify behavioral health service providers of an upcoming process change for behavioral health peer to peer reviews.

What's Changing:

Home State Health (HSH), including Show Me Health Kids managed by HSH, will offer peer to peer discussions following an adverse determination to better streamline processes. This change includes:

- Elimination of the pre-decision peer-to-peer review offer for behavioral health.

Why This Change Is Being Made:

This modification is intended to:

- Streamline the peer-to-peer discussion process
- Support timely authorization determinations.
- Reduce practitioner time spent in consultation when not required.

What Remains the Same:

- The overall medical necessity review process and notification timelines will not change.
- Continuation of post-denial opportunity to discuss (peer-to-peer), consistent with NCQA guidelines.
- If a request results in an adverse determination, providers should follow the instructions in the denial letter to schedule a post-determination peer-to-peer review with HSH advisor reviewers.

Action Required:

No immediate action is required. Please ensure your teams are aware of this change and prepared to follow the updated process beginning **September 22, 2025.**

Questions?

For additional information or support, please contact your HSH Provider Relations representative.

HomeStateHealth.com	Home State: 1-855-694-4663 / TTY: 711
HomeStateHealth.com	Show Me Healthy Kids: 1-877-236-1020 / TTY: 711
Ambetter.HomeStateHealth.com	Ambetter: 1-855-650-3789 / TTY: 711
Wellcare.com/AllwellMO	Wellcare By Allwell: MAPD 1-800-977-7522 / D-SNP: 1-844-796-6811 / TTY: 711
Wellcare.com	Wellcare: MAPD 1-833-444-9088 / D-SNP: 1-833-444-9089 / TTY: 711