New BCN Advantage inpatient facility admissions peer-to-peer review process, starting Jan. 1

Effective Jan. 1, 2026, BCN Advantage^{SM} will launch a revised peer-to-peer review process for inpatient facility admission prior authorization requests.

Every attempt to secure pertinent clinical documentation supporting the inpatient admission will be completed prior to issuance of an adverse determination.

In the event of an adverse determination, providers will be notified and offered an opportunity to participate in a peer-to-peer conversation with a Blue Cross medical director. A peer-to-peer conversation will not change the adverse determination outcome. The intent of the peer-to-peer is to allow the ordering or treating provider an opportunity to discuss the case directly with the medical director so they can provide any additional information or perspective that may be helpful, when submitting a formal appeal on behalf of the member.

The peer-to-peer review request can be submitted via the existing process through case communication in e-referral.

Note: This applies only to inpatient facility admission prior authorization requests for BCN Advantage members. Blue Cross commercial, Medicare Plus Blue^{SM} and BCN commercial members are not included.

Be sure to look for future communications for more information.

Background

This new peer-to-peer process is in response to Centers for Medicare & Medicaid Services regulations effective from Jan. 1, 2026, which mandate that both members and providers have the right to appeal all denials. To comply with these new requirements, BCN Advantage is revising the provider peer-to-peer process, effective Jan. 1, 2026, to align with CMS regulation § 422.566 and NCQA UM Standard 7 element A factor.

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