# Best Practices for Conducting a Peer-to-Peer Review – Knowledge Check

Instructions: Select the best answer for each question.

**1. The primary purpose of a peer-to-peer (P2P) review is to:**

- A. Debate payer policies aggressively
- B. Clarify clinical reasoning regarding medical necessity or level of care
- C. Guarantee denial reversal
- D. Review coding accuracy

**2. According to the lesson, peer-to-peer principles should be transferable to:**

- A. Coding audits only
- B. Nursing workflow reviews
- C. Written appeals and formal review processes
- D. Billing software training

**3. Successful peer-to-peer reviews begin:**

- A. During the opening argument
- B. After the denial is overturned
- C. Before the call takes place
- D. With payer criteria review only

**4. Why is it important to confirm what information the payer medical director has reviewed?**

- A. To challenge the payer immediately
- B. To identify missing clinical context and avoid miscommunication
- C. To shorten the conversation
- D. To avoid discussing clinical risk

**5. The lesson describes rapport-building as:**

- A. Manipulation designed to pressure payers
- B. An unnecessary distraction
- C. A legitimate professional skill
- D. A replacement for clinical preparation

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**6. An effective peer-to-peer review should include:**

- A. A brief patient summary and expected clinical course
- B. Only payer policy citations
- C. Detailed billing codes
- D. Emotional arguments regarding denials

**7. Which of the following is identified as a common payer behavior?**

- A. Unlimited review time
- B. Mandatory denial reversal
- C. Outcome-based reasoning
- D. Automatic approval of all inpatient admissions

**8. If a denial is not overturned, the Physician Advisor should:**

- A. Become confrontational
- B. End the discussion immediately
- C. Remain professional and clarify the rationale
- D. Ignore further appeal options

**9. Documentation after a peer-to-peer review should include:**

- A. The Physician Advisor's personal opinions only
- B. Date, participants, discussion summary, outcome, and next steps
- C. Billing modifiers exclusively
- D. Only the final denial decision

**10. According to the key takeaway, peer-to-peer reviews require:**

- A. Persuasion alone
- B. Preparation, professional presence, and strategic judgment
- C. Extensive policy memorization only
- D. Administrative authority over payers

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## Answer Key and Explanations

### 1. B — Clarify clinical reasoning regarding medical necessity or level of care

A peer-to-peer review is intended to clarify physician clinical reasoning regarding medical necessity and level of care.

### 2. C — Written appeals and formal review processes

The lesson emphasizes that the principles are transferable to written appeals and evolving payer review formats.

### 3. C — Before the call takes place

Preparation is described as essential and includes understanding the denial and reconstructing the admission decision before the discussion begins.

### 4. B — To identify missing clinical context and avoid miscommunication

Payer medical directors may not have the complete hospital record, making clarification of available information critical.

### 5. C — A legitimate professional skill

Rapport-building is described as a professional communication skill that can improve engagement during the review.

### 6. A — A brief patient summary and expected clinical course

An effective peer-to-peer structure includes patient summary, risks, uncertainty, required services, and anticipated clinical course.

### 7. C — Outcome-based reasoning

Common payer behaviors include outcome-based reasoning, criteria-only responses, and pre-decided denials.

### 8. C — Remain professional and clarify the rationale

Even if the denial is upheld, the Physician Advisor should maintain professionalism and clarify the payer rationale.

### 9. B — Date, participants, discussion summary, outcome, and next steps

Proper documentation supports appeals, education, and transparency.

### 10. B — Preparation, professional presence, and strategic judgment

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The lesson concludes that successful peer-to-peer reviews require preparation, professionalism, and strategic clinical judgment.

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