



**BHM** Healthcare  
Solutions  
*Behavioral Health & Medical Review Experts*

# Can Peer-to-Peer (P2P) Connections Improve?

A productive peer to peer (P2P) consultation adds vital intelligence to any patient-centric peer review decision. Unfortunately, when the case review needs a P2P consult, the process of connecting two busy healthcare professionals and detailing their discussion can add scheduling conflict delays, missed case details, and documentation errors.

Imagine the benefits of an impartial healthcare professional focused on administrative call support. The conversation between peer reviewer and provider then focuses solely on the patient's case because this third party makes the on-time connection and documents the consult, in real-time, relying on their independent perspective.

BHM Healthcare Solutions saw this opportunity and created a solution. Assign every P2P consultation a call coordinator for setting appointments, documenting discussions, and verifying call details.

## ON-TIME CONNECTIONS

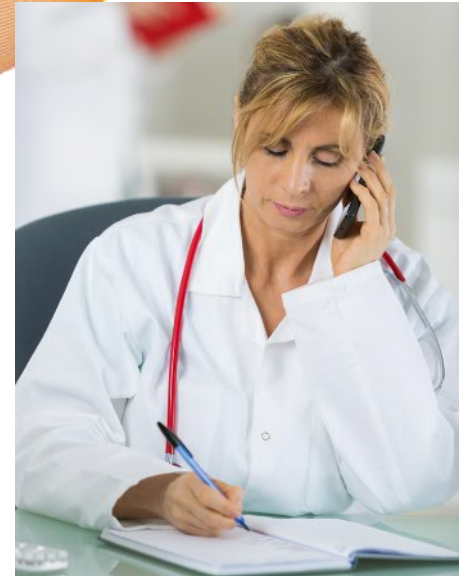
Provider relationships improve with on-time calls building trust and reliability between your health plan and their network. The consultation becomes the highest priority, not the call logistics.

## REAL-TIME DOCUMENTATION

An independent call coordinator captures and documents vital details during the in-depth consultation. The recorded notes ensure accuracy and future proof of the important details.

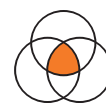
## INDEPENDENT PERSPECTIVE

Using their healthcare experience, the call coordinators listen and synthesize the factual details of the case with an independent perspective. They focus on recording important details, without assumptions, leading to a case determination.



*P2P call coordinators bring support, transcription, and independent observation to the call and ensure a quick connection, an accurate summary, and an impartial confirmation of details. The peer reviewer meets the case turnaround time with improved documentation while building a positive experience with the provider.*

## BHM's P2P Coordinators:



### ON-TIME OUTREACH

*Calling at the scheduled time and having system-generated call tracking reports available when needed.*



### ACCURATE DOCUMENTATION

*Listening with an independent perspective for timely, more detailed reporting, and enhanced accuracy in the call notes taken during the call.*



### OBJECTIVE OBSERVER

*Joining the call and providing another set of ears on the peer reviewer and provider conversation.*

Learn how BHM improves P2P connections with call coordinators. Contact BHM by phone, e-mail, or the web:

P: (888) 831-1171  
E: [newideas@bhmpc.com](mailto:newideas@bhmpc.com)  
W: [bhmpc.com](http://bhmpc.com)



**BHM** Healthcare  
Solutions  
*Behavioral Health & Medical Review Experts*