



# Carelton MBM Provider Portal

*Self-Service Peer-to-Peer Review*

# Peer-to-peer (P2P) scheduling modernization

Moving from a phone-based, manually coordinated peer-to-peer (P2P) scheduling process to a digital model will greatly improve the experience for both external providers and our internal Carelon teams.

Effective this April, the new self-service peer-to-peer (P2P) scheduling feature in the Carelon MBM provider portal will offer a more convenient, transparent experience. With automated scheduling, improved tracking, and greater visibility, external physicians will be able to secure P2P appointments more quickly and easily. This modernized approach is designed to boost efficiency, reduce administrative burden, and help ensure faster access to clinically appropriate decisions.

To support a smooth transition, the automated P2P capability will roll out in phases. Phase one launches April 20, 2026, for Musculoskeletal (MSK) customers and providers across all lines of business, for Anthem plans only. Phases two-four will follow later in Q2-Q3 for Anthem Medical Oncology, Surgical, Cardiology, Additional Outpatient UM, Genetic Testing customers and providers, as well as for other internal and external client plans and providers in these same solutions, all lines of business.

The full rollout will take place in four phases, allowing for a controlled deployment, thoughtful expansion across solutions and health plans, and the opportunity to incorporate feedback as adoption grows.

For our other Carelon solutions that are out of scope at this time, providers can continue to call in to request peer-to-peer appointments.

.Continued rollout updates will be included in upcoming editions of Provider Connections and on our [blog site](#). Please see the slides to follow for a preview of the new process.

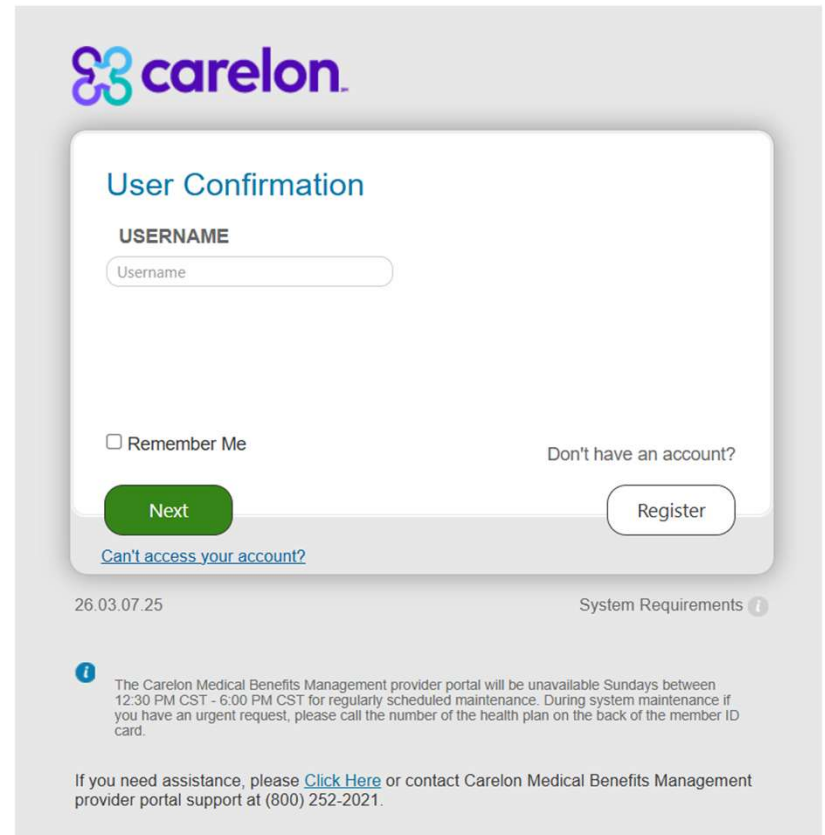


# Provider portal messaging on the new P2P process

The following message will appear on Carelon specialty provider portal for the initial P2P rollout and will be updated throughout the rollout period:

"Carelon is rolling out peer-to-peer scheduling through the provider portal. For updates on availability and program details, please visit our Provider Connections blog: <https://providers.carelonmedicalbenefitsmanagement.com/providerconnections/>"

Provider portal: <https://www.providerportal.com>



The screenshot shows the Carelon user confirmation page. At the top left is the Carelon logo. The main heading is "User Confirmation". Below this is a "USERNAME" label followed by a text input field containing the placeholder text "Username". There is a checkbox labeled "Remember Me" and a link "Don't have an account?". At the bottom of the form are two buttons: a green "Next" button and a white "Register" button. Below the form is a link "Can't access your account?". At the bottom of the page, there is a date "26.03.07.25" and a link "System Requirements" with an information icon. A blue information icon is followed by a paragraph of text: "The Carelon Medical Benefits Management provider portal will be unavailable Sundays between 12:30 PM CST - 6:00 PM CST for regularly scheduled maintenance. During system maintenance if you have an urgent request, please call the number of the health plan on the back of the member ID card." At the very bottom, there is another paragraph: "If you need assistance, please [Click Here](#) or contact Carelon Medical Benefits Management provider portal support at (800) 252-2021."

# Order search

**Order History** Pmphysnew183 User Logout

Secure Messages (1) Provider Management Manage Your User Profile Help Center

Search by: **Member** | Order ID Having trouble searching? Show Search Tips

Member ID: 1234567890 Date of Birth: 01/01/1900 First Name: First Last Name: Last Clear Search

**Order Results (1)**

Order ID: **1234567890** **Non-Authorized** View Order Summary

|  |  |  |  |
|--|--|--|--|
| Member<br>Lastname, Firstname<br>Member ID: 1234567890 | Ordering Provider<br>Lastname, Firstname<br>Entered Date: 01/01/2022 | Approval Valid From<br>01/01/2022 - 02/02/2022<br>Service Date: 01/01/2022 | <span>View Letters</span><br><span><b>Request Peer to Peer</b></span><br><span>Show Details ▾</span> |
|--|--|--|--|

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# Scheduling page

Note: If there are no peer-to-peer time slots available within the next 10 business days, a message will appear prompting user to call Carelon to schedule a P2P.

Request Peer-to-Peer Review

Order ID: 123456789 ✖ Non-Authorized

**Request Peer-to-Peer Review**

A Peer-to-Peer review is available for this Order. You often direct discussion with a Carelon Physician Reviewer to learn more about why an Order has been denied and provide additional clinical information or other supporting documents that were not available when the determination was provided.

**Confirm the time zone for scheduling:**

Time Zone: Central Time (CT)

**Request the date and time based on Peer-to-Peer availability:**

Available Schedule \*

| Monday<br>[Month] [Day] | Tuesday<br>[Month] [Day] | Wednesday<br>[Month] [Day] | Thursday<br>[Month] [Day] | Friday<br>[Month] [Day] |
|-------------------------|--------------------------|----------------------------|---------------------------|-------------------------|
| No Availability         | Unavailable              | Unavailable                | 9:00 - 9:30 AM            | No Availability         |
| No Availability         | Unavailable              | Unavailable                | 9:30 - 10:00 AM           | No Availability         |
| No Availability         | Unavailable              | Unavailable                | Unavailable               | No Availability         |
| No Availability         | 10:30 - 11:00 AM         | 10:30 - 11:00 AM           | Unavailable               | No Availability         |
| No Availability         | 11:00 - 11:30 AM         | 11:00 - 11:30 AM           | 11:00 - 11:30 AM          | No Availability         |
| No Availability         | 11:30 AM - 12:00 PM      | 11:30 AM - 12:00 PM        | 11:30 AM - 12:00 PM       | No Availability         |
| No Availability         | Unavailable              | Unavailable                | Unavailable               | No Availability         |
| No Availability         | 1:00 - 1:30 PM           | Unavailable                | 1:00 - 1:30 PM            | No Availability         |
| No Availability         | 1:30 - 2:00 PM           | 1:30 - 2:00 PM             | Unavailable               | No Availability         |
| No Availability         | 2:00 - 2:30 PM           | 2:00 - 2:30 PM             | 2:00 - 2:30 PM            | No Availability         |
| No Availability         | Unavailable              | Unavailable                | 2:30 - 3:00 PM            | No Availability         |
| No Availability         | 3:00 - 3:30 PM           | 3:00 - 3:30 PM             | 3:00 - 3:30 PM            | No Availability         |
| No Availability         | Unavailable              | Unavailable                | Unavailable               | No Availability         |
| No Availability         | Unavailable              | Unavailable                | 4:30 - 5:00 PM            | No Availability         |

**Provide the contact information for the person participating in the Peer-to-Peer:**

Contact Person: Select

First Name:  Last Name:  Title:

Contact Phone Number:  Extension:  Email Address:  Secondary Phone Number:  Extension:

Once the Peer-to-Peer request has been received, a Carelon representative will contact your office to confirm the time, date and process for completing the review. The submission of preferred date and time options does not constitute a confirmed Peer-to-Peer appointment. Scheduling is subject to availability and confirmation by Carelon.

Cancel Continue



# Time slot selection

## Step 1: User selects time zone

- Auto-adjusted times: Time slots displayed will be as per selected time zone

## Step 2: User chooses one available time slot

**Lastname, Firstname**

Member ID: 123A456789      Start Date: MM/DD/YYYY

Date of Birth: MM/DD/YYYY      Health Plan: Health Plan Displayed Here

Ordering Provider: Lastname, Firstname

Order ID: **123456789** ✖ Non-Authorized

### Request Peer-to-Peer Review

A Peer-to-Peer review is available for this Order. This allows direct discussion with a Carelon Physician Reviewer to learn more about why an Order has been denied and provide additional clinical information or other supporting documents that were not available when the determination was provided.

**Confirm the time zone for scheduling:**

Time Zone \*

Central Time (CT) ▾

**Request the date and time based on Peer-to-Peer availability:**

Available Schedule \*

Week of [Month] DD - [Month] DD

|                     | Monday<br>[Month] DD | Tuesday<br>[Month] DD | Wednesday<br>[Month] DD | Thursday<br>[Month] DD | Friday<br>[Month] DD |
|---------------------|----------------------|-----------------------|-------------------------|------------------------|----------------------|
| 9:00 - 10:00 AM     | 9:00 - 10:00 AM      | 9:00 - 10:00 AM       | 9:00 - 10:00 AM         | 9:00 - 10:00 AM        | 9:00 - 10:00 AM      |
| 10:00 - 11:00 AM    | 10:00 - 11:00 AM     | 10:00 - 11:00 AM      | 10:00 - 11:00 AM        | 10:00 - 11:00 AM       | 10:00 - 11:00 AM     |
| 11:00 AM - 12:00 PM | 11:00 AM - 12:00 PM  | 11:00 AM - 12:00 PM   | 11:00 AM - 12:00 PM     | 11:00 AM - 12:00 PM    | 11:00 AM - 12:00 PM  |
| 12:00 - 1:00 PM     | 12:00 - 1:00 PM      | 12:00 - 1:00 PM       | 12:00 - 1:00 PM         | 12:00 - 1:00 PM        | 12:00 - 1:00 PM      |
| 1:00 - 2:00 PM      | 1:00 - 2:00 PM       | 1:00 - 2:00 PM        | 1:00 - 2:00 PM          | 1:00 - 2:00 PM         | 1:00 - 2:00 PM       |



# Capture contact details

User enters the contact information.

other supporting documents that were not available when the determination was provided.

**Confirm the time zone for scheduling:**  
Time Zone \*  
Central Time (CT) ▾

**Request the date and time based on Peer-to-Peer availability:**  
Available Schedule \*

| Monday<br>[Month] DD | Tuesday<br>[Month] DD | Wednesday<br>[Month] DD         | Thursday<br>[Month] DD | Friday<br>[Month] DD            |
|----------------------|-----------------------|---------------------------------|------------------------|---------------------------------|
| No Availability      | No Availability       | Unavailable<br>10:00 - 11:00 AM | Unavailable            | Unavailable<br>10:00 - 11:00 AM |
|                      |                       | Unavailable                     | Unavailable            | Unavailable                     |
|                      |                       | Unavailable                     | 12:00 - 1:00 PM        | 12:00 - 1:00 PM                 |
|                      |                       | Unavailable                     | 1:00 - 2:00 PM         | 1:00 - 2:00 PM                  |
|                      |                       | Unavailable                     | Unavailable            | 2:00 - 3:00 PM                  |
|                      |                       | 3:00 - 4:00 PM                  | 3:00 - 4:00 PM         | 3:00 - 4:00 PM                  |
|                      |                       | 4:00 - 5:00 PM                  | 4:00 - 5:00 PM         | 4:00 - 5:00 PM                  |

**Provide the contact information for the person participating in the Peer-to-Peer:**

Contact Person \*  
Select ▾  
Select a Contact Person

First Name \*  
Enter a First Name

Last Name \*  
Enter a Last Name

Title

Contact Phone Number \*  
0000 XXX XXXX  
Enter a Contact Phone Number

Extension  
e.g. 1234

Email Address \*  
name@email.com  
Enter an Email Address

Secondary Phone Number  
0000 XXX XXXX

Extension  
e.g. 1234

Once the Peer-to-Peer request has been received, a Carelon representative will confirm the date and time to schedule the Peer-to-Peer call.  
The submission of date and time does not constitute a confirmed Peer-to-Peer appointment. Scheduling is subject to availability and confirmation by Carelon.

Cancel Continue



# Request summary page

Next, user can review the details and schedule the peer-to-peer appointment.

Request Peer-to-Peer Review Firstname Lastname Logout

**Lastname, Firstname**  
Member ID: 123M56789      Start Date: MM/DD/YYYY  
Date of Birth: MM/DD/YYYY      Health Plan: Health Plan Displayed Here  
Ordering Provider: Lastname, Firstname

Order ID: **123456789** ✖ Non-Authorized

### Peer-to-Peer Request Summary

A Peer-to-Peer discussion has been scheduled. Depending on specific health plan rules, this discussion may or may not allow for alteration of outcomes. Please be advised that the call could be solely for discussion only.

**The Peer-to-Peer is requested for:**  
Scheduled Date / Time      Time Zone  
**Day, Month DD**      **Central Time (CT)**  
**XX:00 - XX:00 XM**

**The person participating in the Peer-to-Peer is:**  
Contact Person  
**Firstname Lastname, Title**  
Contact Phone Number  
**(123) 456-7890 ext. 1234**  
Email Address  
**name@email.com**

Once the Peer-to-Peer request has been received, a Carelon representative will confirm the date and time to schedule the Peer-to-Peer call.  
The submission of preferred date and time options does not constitute a confirmed Peer-to-Peer appointment. Scheduling is subject to availability and confirmation by Carelon.



# Confirmation page

A pop-up confirmation is displayed.

**Lastname, Firstname**  
Member ID: 123A456789      Start Date: MM/DD/YYYY  
Date of Birth: MM/DD/YYYY      Health Plan: Health Plan Displayed Here  
Ordering Provider: Lastname, Firstname

Order ID: **123456789** ✖ Non-Authorized

### Peer-to-Peer Request Summary

A Peer-to-Peer discussion has been scheduled. Depending on specific details, please be advised that the call could be solely for discussion only.

**The Peer-to-Peer is requested for:**

|   |                           |
|---|---------------------------|
| Scheduled Date / Time                     | Time Zone                 |
| <b>Day, Month DD<br/>XX:00 - XX:00 XM</b> | <b>Central Time (CST)</b> |

**The person participating in the Peer-to-Peer is:**

Contact Person  
**Firstname Lastname, Title**

Contact Phone Number  
**(123) 456-7890 ext. 1234**

Email Address  
**name@email.com**

Once the Peer-to-Peer request has been received, a Carelon representative will confirm the date and time to schedule the Peer-to-Peer call.  
The submission of preferred date and time options does not constitute a confirmed Peer-to-Peer appointment. Scheduling is subject to availability and confirmation by Carelon.

[Cancel](#)      [Back](#)      [Schedule Peer-to-Peer](#)

### Peer-to-Peer Scheduled

The Peer-to-Peer discussion has been scheduled for:  
**Day, Month DD | XX:00 - XX:00 XM**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit.  
Aenean euismod bibendum laoreet.

[Return to Order Search](#)



# Manage peer-to-peer

Following the submission, the “Request peer-to-peer” button will change to “Manage peer-to-peer”.

In the Manage peer-to-peer stage, you can:

- Review the summary
- Cancel
- Reschedule

The screenshot displays the 'Order History' interface. At the top, there is a navigation bar with 'Order History' and user information 'Pmpphysnew183 User | Logout'. Below the navigation bar, there are links for 'Secure Messages (1)', 'Provider Management', 'Manage Your User Profile', and 'Help Center'. The main content area features a search section with filters for 'Member' and 'Order ID'. The search results show one order with ID '1234567890'. The order details include 'Member: Lastname, Firstname (Member ID: 1234567890)', 'Ordering Provider: Lastname, Firstname (Entered Date: 01/01/2022)', and 'Approval Valid From: 01/01/2022 - 02/02/2022 (Service Date: 01/01/2022)'. A red 'Non-Authorized' warning is present. Action buttons include 'View Order Summary', 'View Letters', and 'Manage Peer-to-Peer' (highlighted with a red box). A 'Show Details' dropdown is also visible. The bottom of the results section shows '1-1 of 1' and navigation arrows.



# Cancel a request

[Return to Order Search](#)

**Lastname, Firstname**  
Member ID: 123A456789      Start Date: MM/DD/YYYY  
Date of Birth: MM/DD/YYYY      Health Plan: Health Plan Displayed Here  
Ordering Provider: Lastname, Firstname

Order ID: **123456789** ✖ **Non-Authorized**

### Peer-to-Peer Summary

A Peer-to-Peer discussion has been scheduled. Depending on specific health plan rules, this discussion may or may not allow for alteration of outcomes. Please be advised that the call could be solely for discussion only.

**The Peer-to-Peer is scheduled for:**

|   |                          |
|---|--------------------------|
| Scheduled Date / Time                           | Time Zone                |
| <b>Day, Month DD</b><br><b>XX:00 - XX:00 XM</b> | <b>Central Time (CT)</b> |

**The person participating in the Peer-to-Peer is:**

Contact Person  
**Firstname Lastname, Title**  
Contact Phone Number  
**(123) 456-7890 ext. 1234**  
Email Address  
**name@email.com**

Once the Peer-to-Peer request has been received, a Carelon representative will contact your office to confirm the time, date and process for completing the review.  
The submission of preferred date and time options does not constitute a confirmed Peer-to-Peer appointment. Scheduling is subject to availability and confirmation by Carelon.

[Cancel Peer-to-Peer](#) [Reschedule](#)



# Reschedule peer-to-peer

[Return to Order Search](#)

|   |  |                         |
|---|--|-------------------------|
| <b>Lastname, Firstname</b>                    | Order ID: <b>123456789</b>                     | <b>✖ Non-Authorized</b> |
| <b>Member ID:</b> 123A456789                  | <b>Start Date:</b> MM/DD/YYYY                  |                         |
| <b>Date of Birth:</b> MM/DD/YYYY              | <b>Health Plan:</b> Health Plan Displayed Here |                         |
| <b>Ordering Provider:</b> Lastname, Firstname |  |                         |

### Peer-to-Peer Summary

A Peer-to-Peer discussion has been scheduled. Depending on specific health plan rules, this discussion may or may not allow for alteration of outcomes. Please be advised that the call could be solely for discussion only.

**The Peer-to-Peer is scheduled for:**

|   |                          |
|---|--------------------------|
| Scheduled Date / Time                           | Time Zone                |
| <b>Day, Month DD</b><br><b>XX:00 - XX:00 XM</b> | <b>Central Time (CT)</b> |

**The person participating in the Peer-to-Peer is:**

Contact Person  
**Firstname Lastname, Title**

Contact Phone Number  
**(123) 456-7890 ext. 1234**

Email Address  
**name@email.com**

Once the Peer-to-Peer request has been received, a Carelon representative will contact your office to confirm the time, date and process for completing the review.  
The submission of preferred date and time options does not constitute a confirmed Peer-to-Peer appointment. Scheduling is subject to availability and confirmation by Carelon.

[Cancel Peer-to-Peer](#) [Reschedule](#)



## Email to distribution list

Once the User clicks on any of the following selections:

- Request peer-to-peer
- Cancel
- Reschedule peer-to-peer

...A summary email will be sent to the internal Carelon peer-to-peer distribution list.



# Thank you!

