



# Independent Review Organization

## IPRO's Independent External Review Program Sets the Standard for Quality, Objectivity and Impartiality in the External Appeals Review Process

For more than **20** years, IPRO has conducted more than **4,000** independent external reviews annually on behalf of private clients as well as **17** states and the District of Columbia.

### Program Description

IPRO has been at the forefront of state programs that provide independent review of health insurance plan decisions to deny, reduce or terminate medical care and helped set the standard for quality in the external appeals review process. In June 2000, IPRO became one of the first organizations to receive accreditation as an External Review Organization by URAC® to conduct independent reviews of health insurance plans' adverse decisions. IPRO is an active member of National Association of Independent Review Organizations (NAIRO), an industry organization of URAC-accredited IROs dedicated to protecting the integrity of the independent medical review process.



**ACCREDITED**  
Independent Review Organization:  
External Review  
Expires 06/01/2019

### Background

IPRO's Independent External Review processes ensure independence and objectivity while emphasizing accuracy, timeliness and fairness. IPRO's process ensures that every appeals review

- is conducted by a reviewer who is independent of any conflict of interest;
- results in an impartial determination as to whether the adverse decision should be upheld or reversed, and is based on a full de novo review;
- is aligned with the best available evidence-based medicine and produces a fair and impartial determination that is fully substantiated and consistent with nationally recognized standards;
- is conducted in accordance with current HIPAA and state regulations, as well as URAC standards and contractual requirements, thus ensuring the privacy of all medical information;
- results in timely decisions, based on careful review of pertinent medical issues, rendered no later than 45 days after receipt of a standard appeal, and no later than 72 hours after receipt of an expedited appeal; and
- results in written notices of decisions and notifications to appropriate parties within the time frames stated above and further outlined by the PPACA.

IPRO's proprietary External Appeals Tracking System (ExAT) ensures compliance with PPACA regulations

### Routine Reports Generated by IPRO's ExAT System

- Case log of information relevant to each appeal
- Turnaround time and decision notification time averages
- Physician qualification reports
- Volume reports
- Aging reports



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continued

and individual state legislative requirements through all phases of the review process, from case intake to communication of the reviewer's decision. Our fully staffed Independent External Review department is available 24/7 to accept and process emergency cases.

## Results

Since 1998, IPRO has conducted thousands of external reviews of adverse healthcare decisions on behalf of 17 states, the District of Columbia and private clients. In addition, IPRO has reviewed hundreds of appeals of insurers' denials of coverage based on experimental/investigational issues.

IPRO's network of more than 350 fully credentialed, independent clinical reviewers includes nearly all medical specialties and sub-specialties. Additionally, attorneys are available to conduct reviews related to contractual issues and benefit denials. IPRO selects, trains and monitors its clinical peer reviewers to ensure that they perform reviews in compliance with each state's external review requirements, as well as IPRO's principles, procedures and benchmarks for conducting external reviews, in accordance with URAC standards.

### IPRO's Independent External Review Expertise

- Over 20 years of corporate experience in external medical reviews
- Highly qualified clinical review team with greater than 20 years of experience in external appeals
- Efficient data management applications for securely tracking and reporting on all elements of the review process
- Strict corporate policies and security procedures, including employee awareness programs and confidentiality protocols at all levels of the organization, assuring that external appeals are held in the strictest confidence
- Availability and immediate access to appropriate clinical and administrative personnel as needed for timely and efficient review

### IPRO brings policy ideas to life

IPRO helps clients realize better health through its organizational competencies. We

- Support state and federal government agency problem solving
- Foster consensus among varied stakeholders for quality improvement action
- Evaluate and select most appropriate methodologies to investigate clinical quality problems
- Facilitate collaborative provider education and action
- Harness information technology to drive quality improvement
- Build and apply quality measures
- Collect and analyze data on large scale
- Create tools to assess performance

For information on IPRO, contact us at [info@ipro.org](mailto:info@ipro.org).