

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202164 JULY 29, 2021

IHCP announces limited opportunity for new independent external reviews

According to their contracts with the state of Indiana, and *Indiana Code 27-13-10.1*, managed care entities (MCEs) must permit a member or their representative to request an independent external review of an authorization denial after exhausting the MCE's appeal process. The details of these appeal rights are included in every MCE authorization denial notice.

An independent external review of an authorization denial must be performed by an approved independent review organization (IRO). The Indiana Department of Insurance (IDOI) maintains a list of approved IROs to be used by MCEs for independent external reviews. MCEs and other health maintenance organizations in the state are required to rotate through the list of IDOI-approved IROs before using an IRO again. For each requested independent external review, the MCE must select the next IRO on the list to perform the review, unless the subsequent IRO vendor is unable to fulfill the request, in which case that IRO may be skipped.

As a part of a routine audit of the MCEs, the Family and Social Services Administration (FSSA) discovered that two MCEs, Anthem and MDwise, were not in compliance with their contractual obligation to rotate through all the IROs on the IDOI's list of approved IROs. Instead, Anthem and MDwise were using only some of the IROs on the IDOI's list. Both Anthem and MDwise have since brought their processes into compliance and are now rotating through all the IROs approved by the IDOI.

In response to the noncompliance with the IRO contract provision, the FSSA is permitting Anthem and MDwise members or their representatives to request a new independent external review, if they received an adverse decision from an IRO in calendar year 2020. There are 48 total impacted members who received an adverse decision from an IRO, as the result of an independent external review, in calendar year 2020.

These 48 members, or their representatives, have until **October 31, 2021**, to request a new independent external review. Request of a new review guarantees that a new and independent review will be completed. The opportunity to request a new review is not meant to imply the likelihood of a different outcome.

Anthem and MDwise will send letters to the 48 total impacted members and subsequently impacted providers, alerting them to their opportunity to request a new independent external review.

If you are one of the small number of impacted providers, you can inquire about a new independent external review with Anthem or MDwise. Please use the contact information provided in the [Table 1](#).



The full list of IDOI-approved IRO vendors can be found on the [Independent Review Organization Renewal Registration](#) page at in.gov/idoi. The *IRO Rotation Assignment List* is updated multiple times a year.

Table 1 – Anthem and MDwise contact information

Anthem	MDwise
Contact Name: Danielle Zavala Danielle.Zavala@anthem.com	Contact Name: Kailey Jurkiewicz pharmacyappeals@mdwise.org
Phone: 317-607-2036 Fax: 855-516-1083	Phone: 317-983-7798 Fax: 317-822-7582 or toll-free to 844-759-8548

QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 800-457-4584.

TO PRINT

A [printer-friendly version](#) of this publication, in black and white and without photos, is available for your convenience.

COPIES OF THIS PUBLICATION

If you need additional copies of this publication, please download them from the [Bulletins](#) page of the IHCP provider website at in.gov/medicaid/providers.

SIGN UP FOR IHCP EMAIL NOTIFICATIONS

To receive email notices of IHCP publications, subscribe by clicking the blue subscription envelope or sign up from the [IHCP provider website](#) at in.gov/medicaid/providers.

