



## IRO HEALTH CARE EXTERNAL REVIEW REPORT

All independent review organizations (IROs) who perform external reviews for health insurers operating in Montana are required to report their activities to the Office of the Montana State Auditor, Commissioner of Securities and Insurance. Mont. Code Ann. § 33-32-421. The annual reporting deadline is March 1<sup>st</sup>. Completed reports shall be sent by email to [marketconduct@mt.gov](mailto:marketconduct@mt.gov).

### Contact Information

Company Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Report for Year: \_\_\_\_\_



406.444.2040



csi@mt.gov



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External Review Statistics

Complete this page separately for **each health insurer** for which you performed external review for Montana residents.

**Health Insurer:** \_\_\_\_\_

Number of External Review (ER) Requests Received in Reporting Year	
Total Number of Those ER Requests Resolved	
Number of ER Requests Resolved Upholding Insurer's Determination	
Number of ER Requests Resolved Reversing Insurer's Determination	
Number Still Pending at the End of the Reporting Year	
Average Number of Days to Complete a Non-Expedited Review	
Average Number of Days to Complete an Expedited Review	
Number of Reviews Terminated Because Insurer Reversed its Decision (MCA § 33-32-410(17))	
Number of Reviews Terminated for Failure to Provide Information (MCA § 33-32-412(15))	

In cases where the decision was overturned in the plan member's favor, what was the most common reason? \_\_\_\_\_



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Total Number of ER Requests Resolved	
Number of ER Requests Resolved Upholding Insurer's Determination	
Number of ER Requests Resolved Reversing Insurer's Determination	
Number Still Pending at the End of the Year	
Average Number of Days to Complete a Non-Expedited Review	
Average Number of Days to Complete an Expedited Review	
Number of Reviews Terminated Because Insurer Reversed its Decision Pursuant to MCA § 33-32-410(17)	
Number of Reviews Terminated for Failure to Provide Information Pursuant to MCA § 33-32-412(15)	

In cases where the decision was overturned in the plan member's favor, what was the most common reason? \_\_\_\_\_

**External Review Statistics**

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In cases where the decision was overturned in the plan member's favor, what was the most common reason? \_\_\_\_\_

List the top five services/issues that were most commonly the subject of external review:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**Certification**

*I certify that the information contained in this report is true, accurate and complete to the best of my knowledge; and that I possess the authority to complete this certification on behalf of the IRO/Company listed above.*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name of Officer or Representative

\_\_\_\_\_  
Date