

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 1st. Completed reports shall be sent by email to marketconduct@mt.gov.

Contact Information

Company Name:	
Mailing Address:	
	
City/State/Zip:	
Contact Name:	Title:
Telephone Number:	Email:
Report for Year:	













External Review Statistics

Health Insurer:

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

	-
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	
In cases where the decision was overturned in t	he plan member's favor, what was the most
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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 the Reporting Year	
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 t	
common reason?IRO Health Care External Review Report	3
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External Review Statistics

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

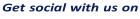
Health Insurer:		
Number of External Review (ER) Requests Received in the Reporting		
Year		
Total Number of ER Requests Resolved		
Number of ER Requests Resolved Upholding Insurer's Determination		
Number of ER Requests Resolved Reversing Insurer's Determination		
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Average Number of Days to Complete a Non-Expedited Review		
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Number of Reviews Terminated for Failure to Provide Information Pursuant to MCA § 33-32-412(15)		
In cases where the decision was overturned in t	ne plan member's favor, what was the most	
common reason?		_
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List the top five services/issues that were most commonly the subject of external review:

1.			
2.			
3.			
4.			
5.			
<u>Certif</u>	<u>fication</u>		
best o	fy that the information contained in this of my knowledge; and that I possess th of the IRO/Company listed above.	-	
Signa	iture	-	
Name	e of Officer or Representative	-	
Date		-	

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