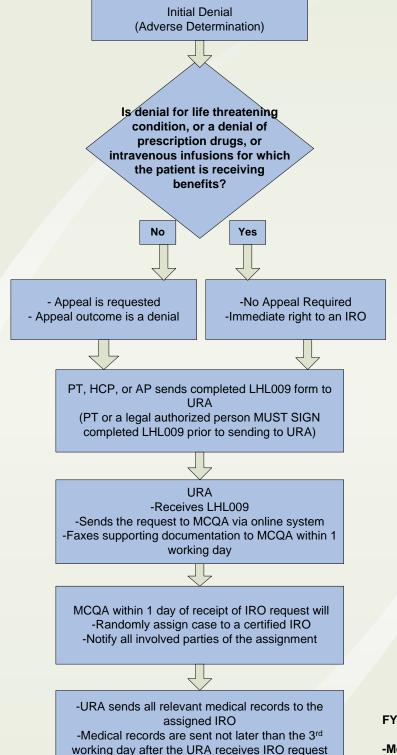
Independent Review Organization (IRO) Health Care (HC) Plans



IRO completes the review, makes a decision and

notifies all involved parties within:

-3 days for life-threatening cases, or a denial of

prescription drugs, or intravenous infusions for

which the patient is receiving benefits

-20 Days for non life-threatening cases

Abbreviations:

AP= Person acting on behalf of the patient **HC= Health Care HCP= Health Care Provider** MCQA= Managed Care Quality **Assurance IRO= Independent Review** Organization LHL009= IRO request form LTC= Life-Threatening Case PT= Patient **URA= Utilization Review Agent**

TDI= Texas Department of Insurance

FYI:

- -Medical records should be sent to the assigned IRO, not to TDI.
- -The URA is responsible for payment of IRO fee
- -The URA and payor must comply with the IRO decision.