TDI Division of Workers' Compensation

Non-network preauthorization/concurrent review process

Preauthorization request

Request preauthorization or concurrent review

28 TAC §134.600
28 TAC Chapter 19

URA response to request

Must approve or issue an adverse determination within:

- **Three working days** of receiving a preauthorization or concurrent utilization review request.
- **One working day** of receiving a concurrent utilization review for inpatient length of stay request.

Before issuing an adverse determination, the URA must give the requester reasonable opportunity to discuss the clinical basis of the adverse determination:

- No less than **one working day** before issuing an adverse determination.
- Before issuing a concurrent or post-stabilization review adverse determination.

28 TAC §§19.2003, 19.2010

Must send written notice of approval or adverse determination to the requester within **one working day** of the decision.

Appeal request

Request appeal of adverse determination

Must request appeal:

- Orally or in writing.
- Within **30 days** of receiving a written adverse determination.

Note: Injured employees with a life-threatening condition, or a request for medical interlocutory order are entitled to immediate review by an IRO and are not required to comply with the procedures for an appeal to the insurance carrier.

28 TAC §19.2011

URA response to request

A second peer reviewer must approve or deny:

- As soon as practicable but within **30 days** of receiving a preauthorization appeal request.
- Within **three working days** of receiving a concurrent utilization review appeal request.
- Within **one working day** of receiving a concurrent utilization review for inpatient length of stay appeal request. The period to complete the appeal must be based on the medical or clinical immediacy of the condition, procedure, or treatment.

IRO request

Request independent review

Must request review by an IRO:

- By filing an LHL009 form with the URA.
- Within **45 calendar days** after receiving the URA's denial of an appeal (non-network) or within **45 days** after the date of denial (network).

Note: There is no cost for an independent review, except for non-network retrospective reviews.

28 TAC Chapter 12
28 TAC §133.308

URA - utilization review agent
IRO - independent review organization