IRO Review IRO Module
User Manual
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IRO Review

Access the IRO Review Request Module


For instructions on how to sign up for the Industry Access Portal and request access to modules, please review the user manual and webinars posted on the Industry Access Log In screen: [https://ia.ldi.state.la.us/industryaccess](https://ia.ldi.state.la.us/industryaccess)
You will need to access the IRO Review Request module if you have received an email indicating that your company has been assigned a case for review.

You can access the Industry Access Portal by clicking the link in the email.

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Fri 12/18/2014 8:36 AM
donotreply@idli.la.gov
TEST EMAIL - Notice of Assignment to External Review Case Number 201464

To: smith, sarah

Retention Policy: Inbox (90 days)
Expires: 3/19/2015

Intended Recipient: john@test.com

NOTICE: You have been assigned by the Commissioner of Insurance through the Louisiana Department of Insurance (LDI) to serve as the independent review organization (IRO) for:

External Review Case Number 201464

This External Review is a STANDARD EXTERNAL REVIEW. You have 45 days from the date of the receipt of the request for an External Review/assignment of the External Review to provide written notice of your decision to the covered person or the covered person’s authorized representative, the health insurance issuer, and the Commissioner.

To access this assignment of an External Review, please proceed to the Industry Access Portal on the LDI’s website, which is located at the following link: https://a.idli.state.la.us/IndustryAccess.

Please ensure that your contact information on file with the LDI is up-to-date.
```
Render Review Decision

The IRO Case Form contains an Assigned Cases grid. The case or cases assigned to you will appear in this grid. The grid will display the Case Number, Insured First Name, Insured Last Name, Assigned IRO, Status, and Date Requested for the case or cases.

If you have more than one assigned case, you can sort them by clicking the headers in the grid, or filter them by selecting an option in the “Filter by status” dropdown box. Status options include:

- Pending: The case is awaiting IRO decision.
- Upheld: The IRO’s decision upholds the issuer’s decision.
- Reversed: The IRO’s decision reverses the issuer’s decision.
- Partial: The IRO partially reversed the issuer’s decision.
To view and/or act on a case, click the “View” button.
The details of the case will load. Please note that the fields that were filled out by the issuer are view-only and that you will not be able to edit them. You can, however, view any attachments.
To submit your decision, select the decision from the “Review Decision” dropdown box. Review Decision options include:

- **Upheld**: the decision upholds the issuer’s decision.
- **Reversed**: the decision reverses the issuer’s decision.
- **Partial**: the decision partially reverses the issuer’s decision.
Once you have made your selection, click the “Submit Review Decision” button.
A message will indicate that the decision has been successfully submitted. You can click the “Return to Request List” button to return to the Assigned Cases grid and view the cases assigned to your company.
Report Conflict of Interest

If a conflict of interest exists (under La. R.S. 22:2441 as required by 45 CFR 147.136) that will prevent you from being able to render a decision on a case, click the “Report as Conflict” button.

**Note:** The grounds enumerated in the referenced law are the only grounds under which an IRO may decline an assignment as a conflict of interest.
The page will prompt you to verify that you mean to report a conflict. Click the “OK” button to proceed, or the “Cancel” button to undo the action. Clicking “OK” will result in the automatic assignment of the External Review to another IRO.

Message from webpage

By clicking “OK” you confirm that you reject this assignment on the grounds that the assigned IRO has a bona fide conflict of interest under La. R.S. 22:2441 as required by 45 CFR 147.136. The grounds enumerated therein are the only grounds under which an IRO may decline an assignment due to a conflict of interest.
An email will be sent to the Louisiana Department of Insurance and your company’s IRO Review contact to inform them of the conflict of interest and reassignment of the case.

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**Intended Recipient:** ConsumerAppeals@ldi.la.gov

The Louisiana Department of Insurance (LDI) has received notification that This is a Test Company has indicated a conflict of interest in conducting or is otherwise unable to conduct External Review Case Number 2016256.

External Review Case Number 2016256 has been re-assigned to another IRO.
You can click the “Return to Request List” button to return to the Assigned Cases grid and view the cases assigned to your company.

![IRO Case Form](image)
Decline Assignment for Reasons other than Conflict of Interest

If you are unable to conduct the review of a reason other than a Conflict of Interest, please click the “Decline Assignment” button. If you click this button, you will be required to provide a narrative description in the Decline Assignment textbox.
This description should indicate all the reasons you are unable to accept the assignment. Upon completion of your narrative, you will have to indicate that you are declining the assignment by clicking “OK.” Clicking “OK” will result in the automatic reassignment of the External Review to another IRO.
An email will be sent to the Louisiana Department of Insurance and your company’s IRO Review contact to inform them of the reassignment of the case.

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**Intended Recipient:** ConsumerAppeals@ldi.la.gov

The Louisiana Department of Insurance (LDI) has received notification that This is a Test Company has indicated a conflict of interest in conducting or is otherwise unable to conduct External Review Case Number 2016256.

External Review Case Number 2016256 has been re-assigned to another IRO.
You can click the “Return to Request List” button to return to the Assigned Cases grid and view the cases assigned to your company.