

REQUEST FOR PROPOSALS FOR INDEPENDENT REVIEW ORGANIZATIONS TO CONDUCT EXTERNAL REVIEWS OF APPEALS – SUPPLEMENTAL INFORMATION

In response to questions received regarding the April 6, 2017 RFP, please see the responses set forth below:

1. How many external reviews per month does the State anticipate to distribute? **Average approx. 20 per month**
2. How many external reviews were assigned in 2016 and 2015? **2015 = 239 and 2016 = 225**
3. Of those distributed, how many were expedited and how many were standard?

Request Type	2015	2016
Expedited	32	31
Expedited - Experimental	11	12
Expedited Behavioral	14	5
Total:	57	48
Standard	126	109
Standard – Experimental	53	59
Standard Behavioral	3	9
Total:	182	177

4. How many IRO’s will serve on the rotation list? **Currently we have 3. In the past we have had 4 to 5.**
5. How is mailing accomplishment (i.e., certified mail, return receipt requested, regular mail, overnight)? – **The IRO’s have typically submitted the hard copy response by overnight delivery**
6. Predominantly, what types of cases will be sent to IROs for review? Workers’ Compensation, healthcare claims, VA facility claims?– **The reviews pertain to healthcare claims**
7. Will there be a weekend contact person or an after-hours person whom the selected offeror will be able to contact? And how? – **We do not have weekend coverage**
8. Are verbal decisions for expedited cases acceptable and then subsequent written confirmation okay? – **We do encourage verbal communications followed up with a written report**
9. If additional medical records are submitted after the waiting period, and we believe the additional medical records are pertinent to the decision, may we request an extension? In what other circumstances could an IRO request an extension without being penalized? – **We do not provide extensions. Additional information would have to be considered during the designated time period.**
10. Will peer to peer review requests be made on any of the reviews assigned? –**Peer to peer reviews involving the IRO’s are not allowed under our external review process.**
11. The Cost Exhibit calls for a fee for “consideration of new information OR Withdrawal of appeal prior to completion of full review.” May these fees be separated into their own category? – **They may be separated.**
12. For “Consideration of new information” under the Cost Exhibit, is the new information while the records are under review and the report has not been finalized yet? Or will the consideration of new information be given after the report has been finalized and distributed?– **The Exhibit relates to cost in the event that new information would have to be considered following initial submission, whether or not a report has been finalized.**