



EXTERNAL REVIEW PROCEDURES SUMMARY

Understanding the External Review Process

Under Ohio law, AultCare is required to provide a process that allows a person covered under a health benefit plan or a person applying for health benefit plan coverage to request an independent external review of an adverse benefit determination. An adverse benefit determination is a decision by AultCare not to provide benefits because we believe services are not medically necessary, or not covered, excluded, or limited under the plan, or we believe the covered person is not eligible to receive the benefit. An adverse benefit determination can also be a decision to deny health benefit plan coverage or to rescind coverage.

Opportunity for External Review

An external review may be conducted by an Independent Review Organization (IRO) or by the Ohio Department of Insurance.

A covered person is entitled to an external review by an IRO in the following instances:

- The adverse benefit determination involves a medical judgment or is based on any medical information.
- The adverse benefit determination indicates the requested service is experimental or investigational, and the treating physician certifies at least one of the following:
 - » Standard healthcare services have not been effective in improving the condition of the covered person.
 - » Standard healthcare services are not medically appropriate for the covered person.
 - » No available standard healthcare service covered by AultCare is more beneficial than the requested healthcare service.

There are two types of IRO reviews, standard and expedited. A standard review is normally completed within 30 days. An expedited review for urgent medical situations is normally completed within 72 hours and can be requested if any of the following applies:

- The covered person's treating physician certifies that the adverse benefit determination involves a medical condition that could seriously jeopardize the life or health of the covered person or would jeopardize the covered person's ability to regain maximum function if treatment is delayed until after the time frame of an expedited internal appeal or a standard external review.
- The adverse benefit determination concerns an admission, availability of care, continued stay, or healthcare service for which the covered person received emergency services, but has not yet been discharged from a facility.
- An expedited internal appeal is in process for an adverse benefit determination of experimental or investigational treatment and the covered person's treating physician certifies in writing that the recommended healthcare service or treatment would be significantly less effective if not promptly initiated.



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A covered person is entitled to an external review by the Ohio Department of Insurance in either of the following instances:

- The adverse benefit determination is based on a contractual issue that does not involve a medical judgment or any medical information.
- The adverse benefit determination indicates that emergency medical services did not meet the definition of emergency AND the health plan issuer's decision has already been upheld through an external review by an IRO.

Request for External Review

- The covered person must request an external review within 180 days of the date of the notice of final adverse benefit determination issued by AultCare.
- All requests must be in writing, except for a request for an expedited external review.
- Expedited external reviews may be requested electronically or orally; however, written confirmation of the request must be submitted to AultCare no later than five (5) days after the initial request.
- If the request is complete, AultCare will initiate the external review and notify the covered person in writing that the request is complete and eligible for external review.
 - » The notice will include the name and contact information for the assigned IRO or the Ohio Department of Insurance (as applicable) for the purpose of submitting additional information.
 - » The notice will inform the covered person that, within 10 business days after receipt of the notice, they may submit additional information in writing to the IRO or the Ohio Department of Insurance (as applicable) for consideration in the review.
- AultCare will also forward all documents and information used to make the adverse benefit determination to the assigned IRO or the Ohio Department of Insurance (as applicable).
- If the request is not complete, AultCare will inform the covered person in writing and specify what information is needed to make the request complete.
- If AultCare determines that the adverse benefit determination is not eligible for external review, we must notify the covered person in writing and provide the covered person with the reason for the denial and inform the covered person that the denial may be appealed to the Ohio Department of Insurance.
- The Ohio Department of Insurance may determine the request is eligible for external review regardless of the decision by AultCare and require that the request be referred for external review. The Department's decision will be made in accordance with the terms of the health benefit plan and all applicable provisions of the law.



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IRO Assignment

- The Ohio Department of Insurance maintains a secure web based system that is used to manage and monitor the external review process.
- When AultCare initiates an external review by an IRO in this system, the Ohio Department of Insurance system randomly assigns the review to an Ohio accredited IRO that is qualified to conduct the review based on the type of healthcare service.
- AultCare and the IRO are automatically notified of the assignment.

IRO Review and Decision

- The IRO must forward, upon receipt, any additional information it receives from the covered person to AultCare. At any time, AultCare may reconsider its adverse benefit determination and provide coverage for the healthcare service. Reconsideration will not delay or terminate the external review. If AultCare reverses the adverse benefit determination, they must notify the covered person, the assigned IRO and the Ohio Department of Insurance within one day of the decision. Upon receipt of the notice of reversal by AultCare, the IRO will terminate the review.
- In addition to all documents and information considered by AultCare in making the adverse benefit determination, the IRO must consider things such as: the covered person's medical records, the attending healthcare professional's recommendation, consulting reports from appropriate healthcare professionals, the terms of coverage under the health benefit plan, and the most appropriate practice guidelines.
- The IRO will provide a written notice of its decision within 30 days of receipt by AultCare of a request for a standard review or within 72 hours of receipt by AultCare of a request for an expedited review. This notice will be sent to the covered person, AultCare and the Ohio Department of Insurance and must include the following information.
 - » A general description of the reason for the request for external review.
 - » The date the independent review organization was assigned by the Ohio Department of Insurance to conduct the external review.
 - » The dates over which the external review was conducted.
 - » The date on which the independent review organization's decision was made.
 - » The rationale for its decision.
 - » References to the evidence or documentation, including any evidence-based standards, that were used or considered in reaching its decision.



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Binding Nature of External Review Decision

- An external review decision is binding on AultCare except to the extent that we have other remedies available under state law. The decision is also binding on the covered person except to the extent the covered person has other remedies available under applicable state or federal law.
- A covered person may not file a subsequent request for an external review involving the same adverse benefit determination that was previously reviewed unless new medical or scientific evidence is submitted to AultCare.

Please use the information below if you have questions about your rights or need assistance.

Ohio Department of Insurance

ATTN: Consumer Affairs

50 West Town Street, Suite 300, Columbus, OH 43215

800-686-1526 / 614-644-2658

614-644-3744 (fax)

614-644-3745 (TDD)

Contact ODI Consumer Affairs:

<https://gateway.insurance.ohio.gov/UI/ODI.CS.Public.UI/Complaint.mvc/DisplayConsumerComplaintForm>

File a Consumer Complaint:

<http://insurance.ohio.gov/Consumer/OCS/Pages/ConsCompl.aspx>