

IRO Review IRO Module User Manual

LOUISIANA DEPARTMENT OF INSURANCE
INDUSTRY ACCESS MODULE

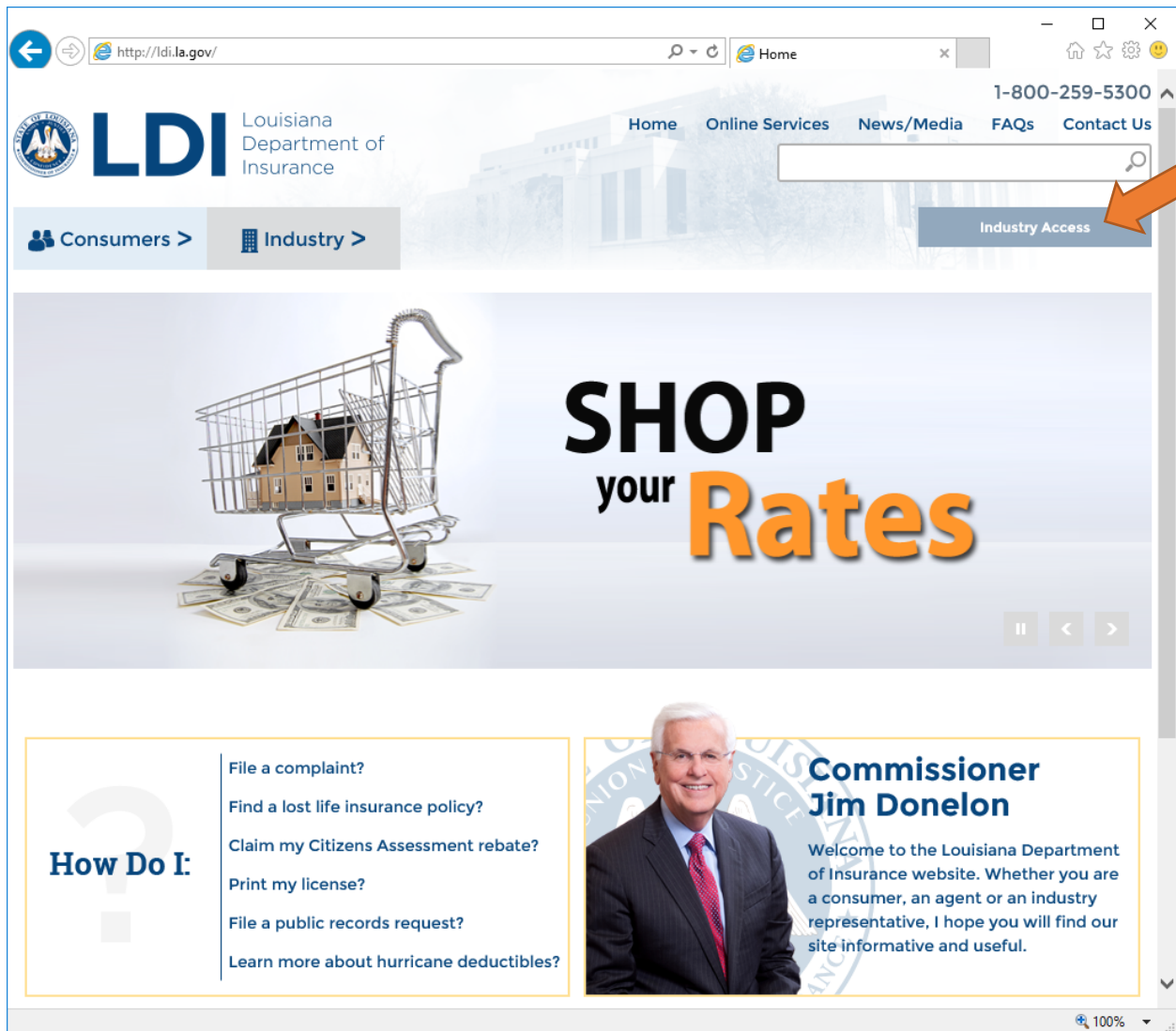
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IRO Review

Access the IRO Review Request Module

The IRO Review module is accessed via the Industry Access Portal on the Louisiana Department of Insurance website: <http://www.lidi.la.gov/>

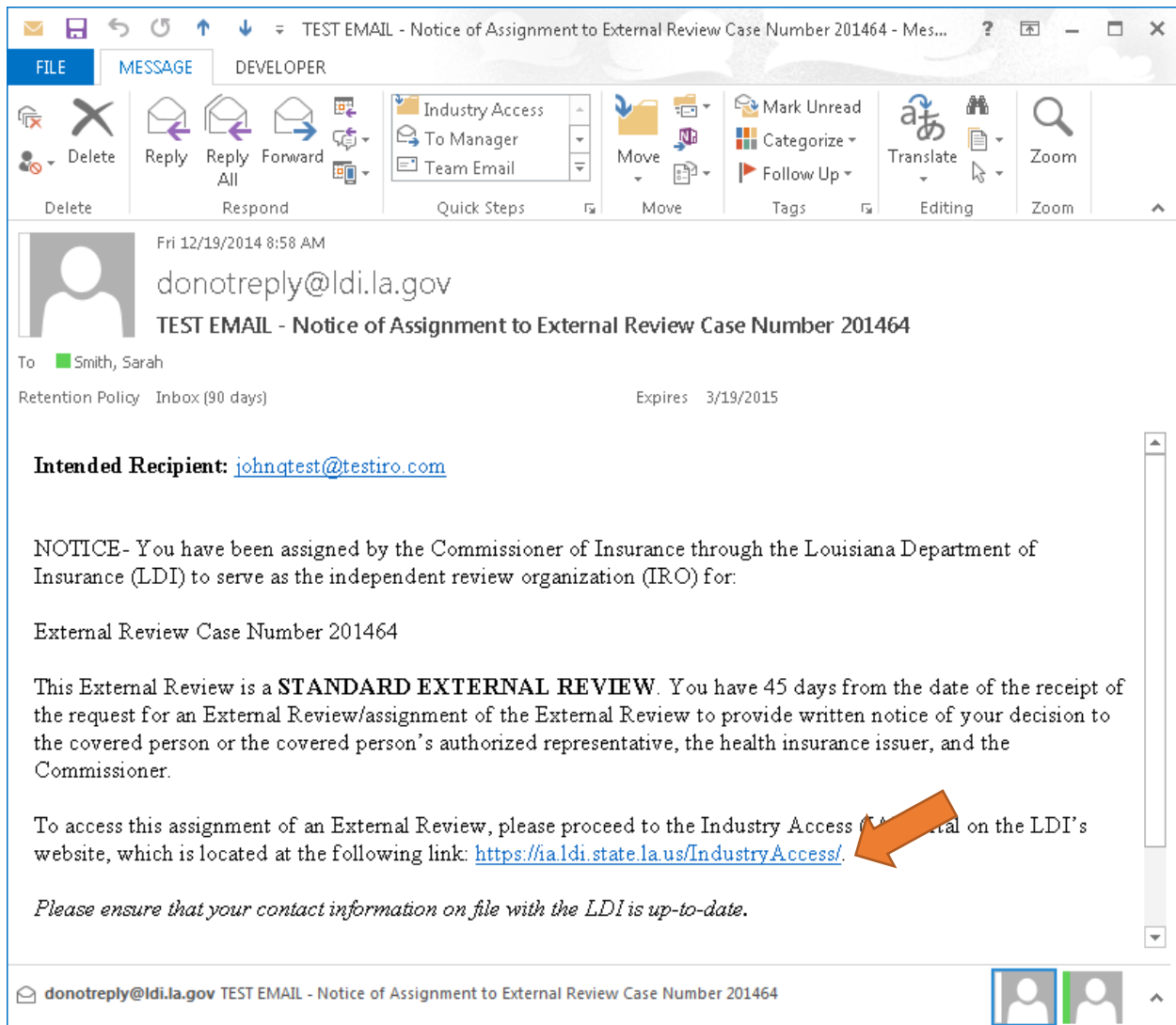


For instructions on how to sign up for the Industry Access Portal and request access to modules, please review the user manual and webinars posted on the Industry Access Log In screen:

<https://ia.lidi.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.



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.

http://iadev.lidi.state.la.us/IROReview/Iro

LOUISIANA DEPARTMENT OF INSURANCE
IRO Review
1-800-259-5300
Commissioner James J. Donelon

This is a Test Company

IRO Case Form

Assigned Cases

Filter by status:

- Pending
- Upheld
- Reversed

	Insured First Name	Insured Last Name	Issuer	Status	Date Requested
View 2016256	Sasha	Smith	This is a Test Company	Pending	10/12/2016 2:18 PM

10 items per page 1 - 1 of 1 items

To view and/or act on a case, click the “View” button.

The screenshot displays the Louisiana Department of Insurance's IRO Review interface. The header features the department's name, contact information (1-800-259-5300), and Commissioner James J. Donelon's portrait. The main content area is titled "IRO Case Form" and "Assigned Cases". A filter dropdown is set to "Filter by status:". Below this is a table with one case entry. An orange arrow points to the "View" button in the first column of the table.

	Number	Insured First Name	Insured Last Name	Issuer	Status	Date Requested
View	2016256	Sasha	Smith	This is a Test Company	Pending	10/12/2016 2:18 PM

Navigation controls at the bottom include a "1" in a red circle, a "10" items per page dropdown, and a "1 - 1 of 1 items" status indicator.

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.

LOUISIANA DEPARTMENT OF INSURANCE
IRO Review
1-800-259-5300
Commissioner James J. Donelon

This is a Test Company

IRO Case Form

Conflict

If a bona fide conflict of interest exists under La. R.S. 22:2441 as required by 45 CFR 147.136 for this External Review, that conflict of interest must be reported by clicking the button below. The grounds enumerated in the referenced law are the only grounds under which an IRO may decline an assignment as a conflict of interest. Use of the button below to indicate a conflict of interest exists will result in the automatic assignment of the External Review to another IRO.

Report as Conflict

Decline Assignment

If you are unable to conduct the review for a reason other than a conflict of interest, please click the button below. You will be required to provide a narrative description that indicates all reasons you are unable to accept the assignment.

Decline Assignment

Case #: 2016256

Insured Contact Info

First Name: Sasha
Last Name: Smith
Address: 12345 Cat Street
City: Baton Rouge
State: LA
ZIP: 70809
Primary Phone: (123) 456-7890
Alternate Phone:
Fax:
Email: cats@email.com

Insured's Authorized Representative Contact Info

First Name:
Last Name:
Address:
City:
State:
ZIP:
Primary Phone:
Alternate Phone:
Fax:
Email:

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.

The screenshot shows a web browser window with the URL `http://iadev/iroreview/Iro#`. The page has a title bar with "IRO Case Form" and standard window controls. Below the browser window, the form content is as follows:

At the top, there is a checkbox labeled "Please check here if this request is ineligible for external review".

Below this is a section titled "Issuer Supporting Document(s)". It contains a table with two columns: "File Name" and "Date Uploaded". The table has one row with the values "Supporting Document.pdf" and "10/12/2016". A "View" button is located to the right of the table.

Below the issuer documents section, the text "Please provide your review decision below:" is displayed.

Next is a section titled "IRO Supporting Document(s)". It contains a paragraph of text explaining the requirements for the determination letter. Below the text is a "Select files..." button and a link labeled "Instructions for how to attach files".

At the bottom is a section titled "IRO Review Decision". It contains a label "Review Decision:" followed by a dropdown menu. The dropdown menu is open, showing three options: "Upheld", "Reversed", and "Partial". An orange arrow points to the "Upheld" option. To the right of the dropdown menu are two buttons: "Submit Review Decision" and "Cancel".

Once you have made your selection, click the “Submit Review Decision” button.

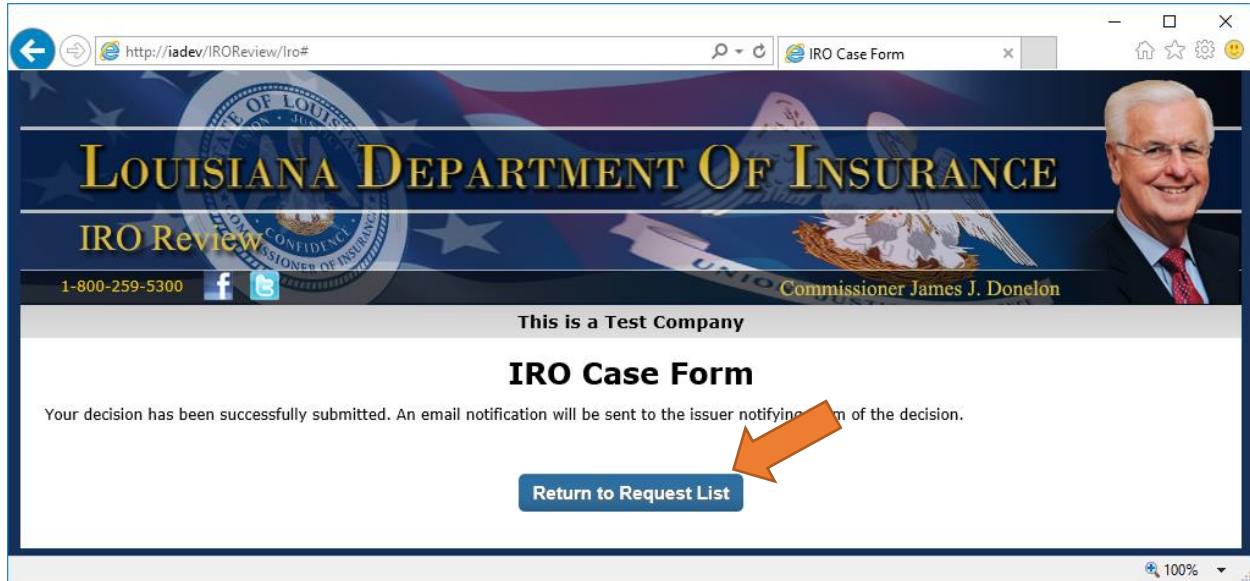
The screenshot shows a web browser window with the URL `http://iadev/IROReview/Iro#` and a tab titled "IRO Case Form". The page contains several sections:

- A checkbox labeled "Please check here if this request is ineligible for external review".
- A section titled "Issuer Supporting Document(s)" containing a table with the following data:

File Name	Date Uploaded	
Supporting Document.pdf	10/12/2016	<button>View</button>
- A section titled "Please provide your review decision below:" containing a sub-section "IRO Supporting Document(s)". This sub-section includes a paragraph of text explaining the requirements for the determination letter, a link "Instructions for how to attach files", and a "Select files..." button.
- A section titled "IRO Review Decision" containing a "Review Decision:" label, a dropdown menu with "Upheld" selected, and two buttons: "Submit Review Decision" and "Cancel". An orange arrow points to the "Submit Review Decision" button.

The browser window also shows a zoom level of 100% at the bottom right.

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 you 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 screenshot shows a web browser window with the URL <http://iadew/IROReview/Iro#>. The page header features the Louisiana Department of Insurance logo and the text "LOUISIANA DEPARTMENT OF INSURANCE IRO Review". Below the header, it says "1-800-259-5300" and "Commissioner James J. Donelon". The main content area is titled "IRO Case Form" and includes the text "This is a Test Company".

Conflict

If a bona fide conflict of interest exists under La. R.S. 22:2441 as required by 45 CFR 147.136 for this External Review, that conflict of interest must be reported by clicking the button below. The grounds enumerated in the referenced law are the only grounds under which an IRO may decline an assignment as a conflict of interest. Use of the button below to indicate a conflict of interest exists will result in the automatic assignment of the External Review to another IRO.

Report as Conflict

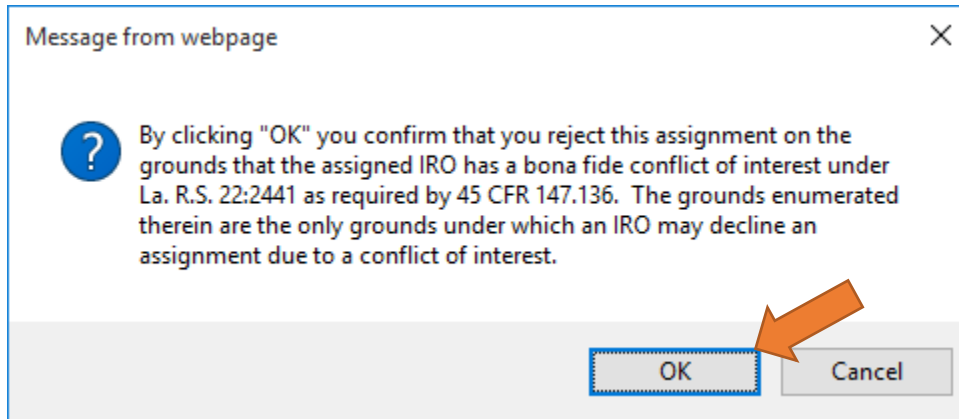
Decline Assignment

If you are unable to conduct the review for a reason other than a conflict of interest, please click the button below. You will be required to provide a narrative description that indicates all reasons you are unable to accept the assignment.

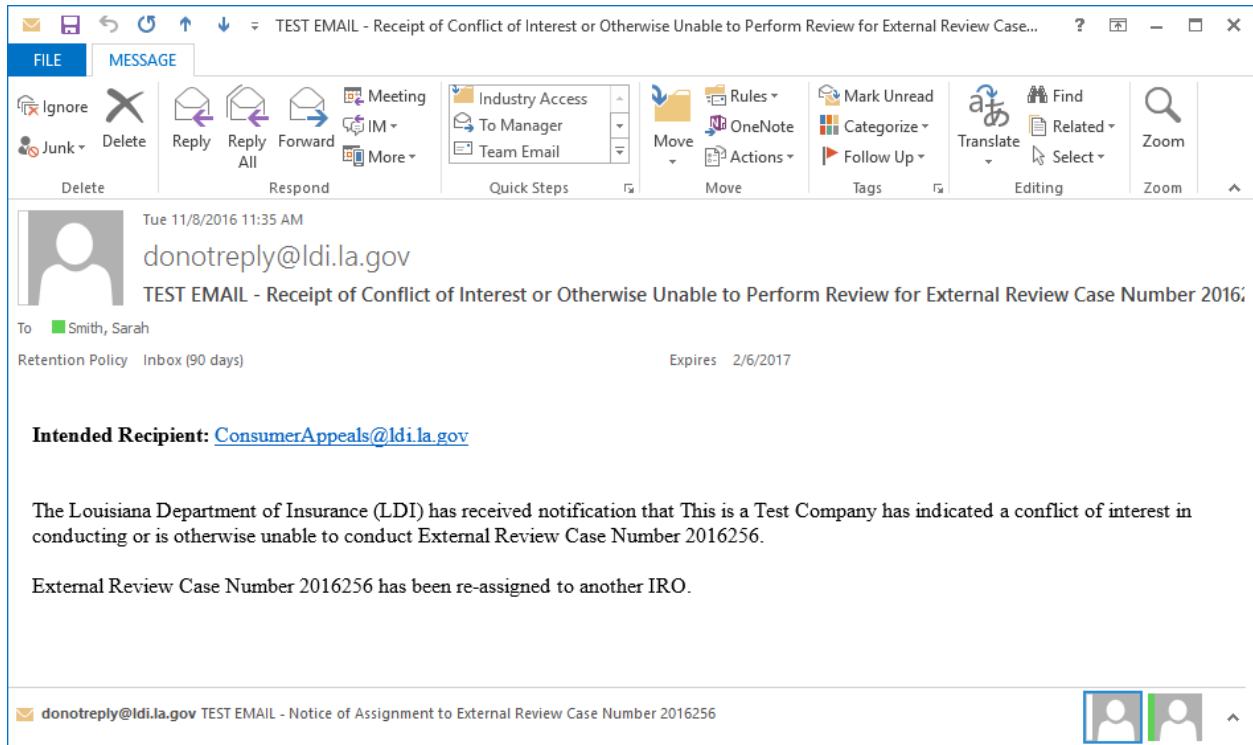
Decline Assignment

Case #: 2016256

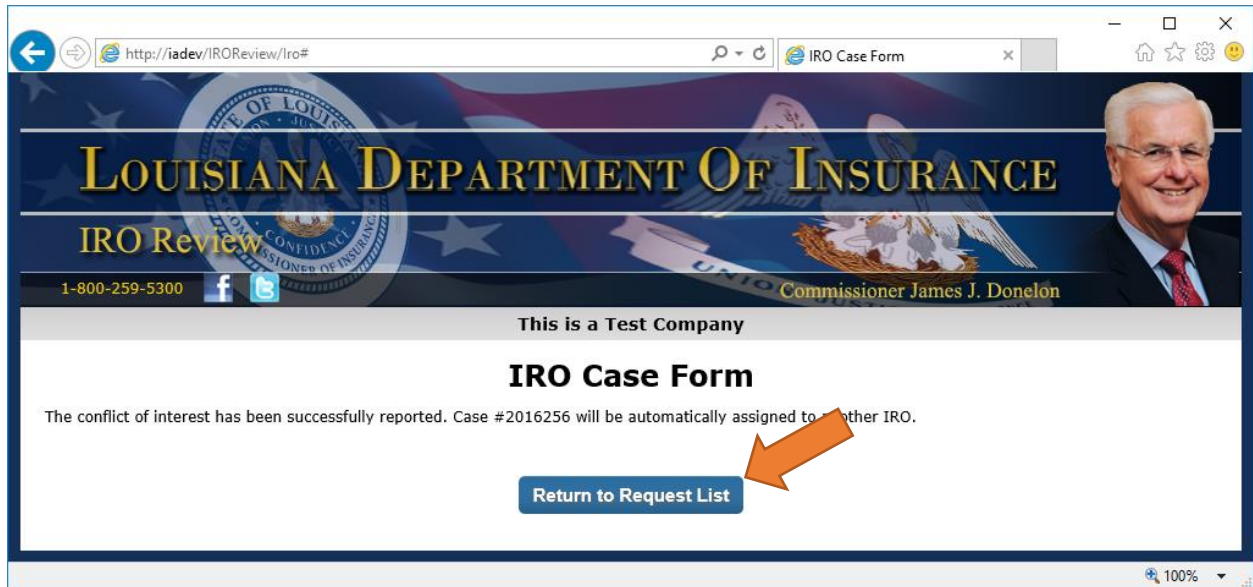
The page will prompt you to verify that you mean to report a conflict. Click the “OK” button to proceed, or the “Cancel” button to undo the action. Clicking “OK” will result in the automatic assignment of the External Review to another IRO.



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.



You can click the “Return to Request List” button to return to the Assigned Cases grid and view the cases assigned to your company.



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.

The screenshot shows a web browser window with the URL <http://iadev/IROReview/Iro#>. The page header features the Louisiana Department of Insurance logo and the text "LOUISIANA DEPARTMENT OF INSURANCE IRO Review". Below the header, it says "This is a Test Company" and "IRO Case Form". The "Conflict" section contains text about reporting a conflict of interest and a red button labeled "Report as Conflict". The "Decline Assignment" section contains text about declining an assignment for reasons other than a conflict of interest and a red button labeled "Decline Assignment". An orange arrow points to the "Decline Assignment" button. At the bottom, the case number "Case #: 2016256" is displayed.

LOUISIANA DEPARTMENT OF INSURANCE
IRO Review
1-800-259-5300
Commissioner James J. Donelon

This is a Test Company

IRO Case Form

Conflict

If a bona fide conflict of interest exists under La. R.S. 22:2441 as required by 45 CFR 147.136 for this External Review, that conflict of interest must be reported by clicking the button below. The grounds enumerated in the referenced law are the only grounds under which an IRO may decline an assignment as a conflict of interest. Use of the button below to indicate a conflict of interest exists will result in the automatic assignment of the External Review to another IRO.

Report as Conflict

Decline Assignment

If you are unable to conduct the review for a reason other than a conflict of interest, please click the button below. You will be required to provide a narrative description that indicates all reasons you are unable to accept the assignment.

Decline Assignment

Case #: 2016256

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.

http://iadev/IROReview/Iro# IRO Case Form

LOUISIANA DEPARTMENT OF INSURANCE
IRO Review
1-800-259-5300 Commissioner James J. Donelon

This is a Test Company

IRO Case Form

Conflict

If a bona fide conflict of interest exists under La. R.S. 22:2441 as required by 45 CFR 147.136 for this External Review, that conflict of interest must be reported by clicking the button below. The grounds enumerated in the referenced law are the only grounds under which an IRO may decline an assignment as a conflict of interest. Use of the button below to indicate a conflict of interest exists will result in the automatic assignment of the External Review to another IRO.

Report as Conflict

Decline Assignment

Please indicate all reasons you are unable to accept the assignment below: *

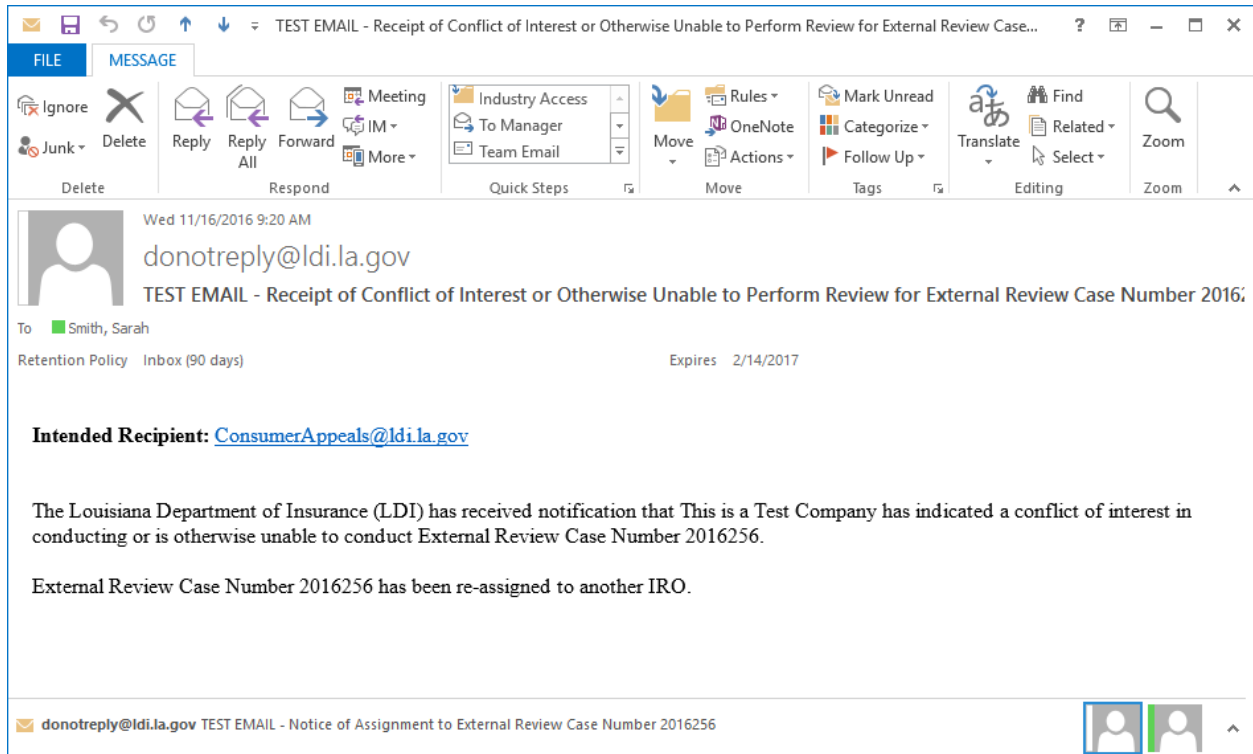
Paragraph B I U [Formatting icons]

This is an example of a reason you are unable to accept the assignment.

Ok Cancel

http://iadev/IROReview/Iro# 100%

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.



You can click the “Return to Request List” button to return to the Assigned Cases grid and view the cases assigned to your company.

