

External Reviews in 2013

External Review Requests Closed in 2013

Claim Service Approved Prior To IRO review	55
Federal Process	15
Request Incomplete	320
Ineligible	477
Completed	408
Total	1,275

Break-down of Completed Reviews by Outcome

Overtured	152
Partial	10
Upheld	246
Total	408

Break-down of Completed Reviews by Type

Experimental/Investigational	86
Medical Necessity or Other	322
Total	408

Break-down of Completed Reviews by Status

Expedited	70
Standard	338
Total	408

Appeals to Director in 2013

Appeals To Director

Arbitrary & Capricious	10
Not Arbitrary & Capricious	61
Total	71

Arbitrary & Capricious Finding Results

Paid by carrier without further review	4
Carrier Requested 2nd IRO	6
Total	10

2nd IRO Result after Appeal to Director

Upheld Director Decision	3
Partial	1
Overtured Director Decision	2
Total	6