



# *Independent Review Organization Reporting*

*For Independent Review Organizations: How to Access Assignments and Report Decisions through the Office of the Insurance Commissioner's Online Portal*



*Effective January 1, 2017*

# *Overview of Regulatory Authority*

- **HB 2326, passed in 2016 by the Washington State legislature, requires that effective January 1, 2017, the regulatory authority over Independent Review Organizations be transferred from the Washington State Department of Health (DOH) to the Washington State Office of the Insurance Commissioner (OIC).**
- **Rules adopted require IRO's to report decisions and associated information to the OIC via the OIC portal.**
- **The IRO chapter can be found in Washington Administrative Code (WAC) 284-43A and Adopted rule (CR-103) can be found on the OIC's rules webpage.**

# ***Contents***

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- II. Logging in with User Name and Password**
- III. Forgot Password Process**
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- V. Adding & Removing Secondary Users**
- VI. Changing User Contact Information**
- VII. Changing the User's Password**
- VIII. Accessing & Reviewing Assignments**
- IX. Submitting Decisions**

# **I. *Portal Access***

- **The Independent Review Organization's (IRO's) "Designated Primary Contact for Independent Review Referrals" is assigned as the administrator / primary contact / primary user for each IRO's access to the OIC portal.**
- **The system will be active starting January 3, 2017.**
- **Once the system goes live, the primary user will be receiving notifications via email that a request for an independent review has been received.**
- **The IRO and the Carrier are responsible for making contact regarding the details of the request.**

**The IRO's primary contact will receive an email which will grant access to the OIC's portal. Secondary users also receive the same type of email once the primary contact has added them into the system as a secondary user.**

Dear Chris Pattison,

IRO Co. (WAOIC # 999999) has added you as a Secondary User for the State of Washington Office of Insurance Commissioner's online reporting system.

To access the online reporting system:

- Go to <https://fortress.wa.gov/oic/onlineservices/IRO/Pub/Login.aspx>
- To login, use the following User ID and temporary password (Note: password is case sensitive):

User ID: **IRO999999**

Temporary Password: **rm2b8pH3**

Once you login, you will be required to change your password. All passwords are securely stored and are only available to you.

If you have questions, please contact your company's Independent Review Contact, IRO Primary Contact at [IndependentReviews@oic.wa.gov](mailto:IndependentReviews@oic.wa.gov)



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**INSURANCE**  
COMMISSIONER  
WASHINGTON STATE

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Login   Look up companies and agents   Premium taxes and regulatory surcharge   Financial filings   Filing instructions

Company applications   Market Conduct   **Independent Review Process**   Data calls and reporting   Laws & rules for insurers

## For insurers

**How prepared are insurers to address climate change risk?**

Read the latest climate risk survey results >

Login	Filing instructions	Data calls and reporting
Appointments: new, cancel, renew or print certificates	Charitable gift annuity compliance checklist (PDF, 80KB)	Fixed payment policy survey explanation and instructions
Complaint Response System (CRS)	Health care and disability filings	Special liability report instructions, forms and historical data
E-Tax: File, amend and view premium taxes	Network access	Special data calls
File financial statements	Stop-loss	Statistical reporting for P&C insurers
Submit independent review organization (IRO) requests and decisions	Life insurance	File a medical malpractice report
Look up companies and agents	Long-term care (LTC)	Title insurer data-reporting requirements for direct underwriters
	Medicare Supplement	

**Step 1: Click on the “For Insurers” tab.**

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Home For Consumers For Producers **For Insurers**

Login Look up companies and agents Premium taxes and regulatory surcharge Financial filings Filing instructions

Company applications Market Conduct **Independent Review Process** Data calls and reporting Laws & rules for insurers

## For insurers

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Appointments: new, cancel, renew or print certificates	Charitable gift annuity compliance checklist (PDF, 80KB)	Fixed payment policy survey explanation and instructions
Complaint Response System (CRS)	Health care and disability filings	Special liability report instructions, forms and historical data
E-Tax: File, amend and view premium taxes	Network access	Special data calls
File financial statements	Stop-loss	Statistical reporting for P&C insurers
Submit independent review organization (IRO) requests and decisions	Life insurance	File a medical malpractice report
Look up companies and agents	Long-term care (LTC)	Title insurer data-reporting requirements for direct underwriters
	Medicare Supplement	

**Step 2: Click on the secondary tab labeled “Independent Review Process”**

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About OIC Connect with us Laws & rules Log in

For Consumers For Producers **For Insurers**

Login Look up companies and agents Premium taxes and regulatory surcharge Financial filings Filing instructions

Company applications Market Conduct **Independent Review Process** Data calls and reporting Laws & rules for insurers

## Independent Review Process

<b>Independent Review Reporting For IRO's</b>	Independent Review Reporting For Carriers
Independent Review Organization instructions - How to access assignments and submit results (PDF)	Carrier instructions - How to request an IRO assignment and submit results (PDF, 1.27MB)
IRO portal login	Carrier portal login
RCWs	RCWs
WACs	WACs

SEE ALSO

IRO Certification IRO Complaints

NEED MORE HELP?

Call 206-389-2916

Email Independent Review Process

**Step 3: Click on the “Independent Review Reporting For IRO’s” tab.**



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For Consumers For Producers **For Insurers**

Login Look up companies and agents Premium taxes and regulatory surcharge Financial filings Filing instructions

Company applications Market Conduct **Independent Review Process** Data calls and reporting Laws & rules for insurers

### Independent review reporting for IRO's

Independent Review Organization instructions - How to access assignments and submit results (PDF)

IRO portal login

RCWs

WACs

Instructions, forms, and relevant laws and rules for reviewing assignments from health carriers and submitting independent review decision outcomes following the request of the health carrier for an independent review.

[Independent Review Organization instructions - How to access assignments and submit results \(PDF\)](#)

[IRO portal login](#)

[RCWs](#)

[WACs](#)


SEE ALSO

[IRO Certification](#) [IRO Complaints](#)

NEED MORE HELP?

[Call 206-389-2916](#)

[Email Independent Review Process](#)



**Step 4: Click on the “IRO portal login” link.**

## ***II. Logging In With User Name and Password***

- **When logging in for the first time, the system requires the user to change their password from the temporary password that was received via email.**
- **If the email with the temporary password and user name was not received, please see your IRO's primary contact or contact the OIC to retrieve the User ID and temporary password.**
- **If the User ID is known but the user is not able to locate the temporary password, select the "Forgot Password?" link on the portal main page (see pg. 13).**

## Independent Review Organization login

User Name

IRO999999

Password

●●●●●●●●

[Forgot Password?](#)

Log In

Help

Connect with us

Laws & rules

About OIC

Need some help?

Email Market Oversight

RCW (laws) & WAC (rules)

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About Mike Kreidler

Report fraud

Accessibility

**Step 1:** Once the user has entered into the IRO portal via the OIC’s website, the user will need to enter a user name and password which is provided via the initial confirmation email. When completed, click “Log In”.

# Change Password

IRO Co.

WAOIC #: 999999

Please create a new password to continue. You either logged in using a temporary password or must strengthen your password due to changes in our security policy.

Password must be between 10 and 16 characters, and must contain at least three of the following characters: uppercase letters, lowercase letters, numbers, and special characters. It cannot contain the user login name, first name or last name.

Current or Temporary Password

••••••••

New Password

IROlog2017!!!

Confirm New Password

IROlog2017!!!

Change Password

**Step 2:** When logging in for the first time, the system will force the user to change the temporary password but the user ID will always remain the same for each user with the IRO.

# **III. *Forgot Password Process***

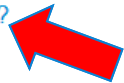
- **If users forget their password, find the “Forgot Password?” link on the portal’s main page to reset.**
- **If the user misplaces their ID/Login Name, it can be obtained through the primary contact or by contacting the OIC and verifying the contact information on file.**

## Independent Review Organization login

User Name

Password

[Forgot Password?](#)



Log In

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**Step 1:** If the user forgets their password, click the “Forgot Password?” link and the user will be able to send themselves a new temporary password via email.

# Forgot Password

Please enter your contact information then click on 'Submit' to receive your new password.

Login Name

IRO999999

Email

User@irocompany.com

Cancel

Submit

**Step 2:** In order to send the new temporary password to the user's email, the user must first enter their login name and the email on record and then click submit.

Independent Review Organization login

A temporary password has been generated and will be emailed to you.

User Name

Password

[Forgot Password?](#)

**When the request for a new temporary password is successfully completed, the system will display the above screen confirming a new password sent to the user's email.**

**If the user misplaces their ID/Login Name, it can be obtained through the primary contact or by contacting the OIC and verifying the contact information on file.**



## **IV. *The Home Screen***

- **From the Home Screen the user can access open and closed assignments, export assignment details to an Excel spreadsheet, and change user information and password.**
- **Any user assigned by an IRO can access assignments listed on the Home Screen.**

## Independent Review Decisions

IRO Company

WAOIC #: 999999

Search Independent Reviews By Status

Find

Export Results to Excel

Assignment #	Carrier Assigned	Assigned Date	Status	Review Type	Resolution
<a href="#">916</a>	PREMERA BLUE CROSS	10/26/2016	Closed	Standard	Withdrawn by the Carrier
<a href="#">920</a>	LIFEWISE HEALTH PLAN OF WASHINGTON	10/26/2016	Closed	Standard	Withdrawn by the Enrollee
<a href="#">927</a>	REGENCE BLUESHIELD	10/27/2016	Closed	Standard	Upheld
<a href="#">935</a>	MOLINA HEALTHCARE OF WASHINGTON INC	10/31/2016	Open	Standard	
<a href="#">948</a>	MOLINA HEALTHCARE OF WASHINGTON INC	11/2/2016	Closed	Expedited	Overturned
<a href="#">963</a>	MOLINA HEALTHCARE OF WASHINGTON INC	11/2/2016	Open	Expedited	
<a href="#">1004</a>	REGENCE BLUESHIELD	11/16/2016	Closed	Standard	Upheld

ACCOUNT SETTINGS

Secondary User

Update Contact Information

Change Password

**Search your assignments by their current status: open, closed, or all.**

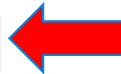
## Independent Review Decisions

IRO Company

WAOIC #: 999999

Search Independent Reviews By Status

All



Assignment # <input type="button" value="v"/>	Carrier Assigned <input type="button" value="v"/>	Assigned Date <input type="button" value="v"/>	Status <input type="button" value="v"/>	Review Type <input type="button" value="v"/>	Resolution <input type="button" value="v"/>
<a href="#">916</a>	PREMERA BLUE CROSS	10/26/2016	Closed	Standard	Withdrawn by the Carrier
<a href="#">920</a>	LIFEWISE HEALTH PLAN OF WASHINGTON	10/26/2016	Closed	Standard	Withdrawn by the Enrollee
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<a href="#">963</a>	MOLINA HEALTHCARE OF WASHINGTON INC	11/2/2016	Open	Expedited	
<a href="#">1004</a>	REGENCE BLUESHIELD	11/16/2016	Closed	Standard	Upheld

### ACCOUNT SETTINGS

**Export open, closed, or all assignments to an Excel spreadsheet.**

## Independent Review Decisions

IRO Company

WAOIC #: 999999

Search Independent Reviews By Status

[Find](#)

[Export Results to Excel](#)



Assignment # ↕	Carrier Assigned ↕	Assigned Date ↕	Status ↕	Review Type ↕	Resolution ↕
<a href="#">916</a>	PREMERA BLUE CROSS	10/26/2016	Closed	Standard	Withdrawn by the Carrier
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<a href="#">1004</a>	REGENCE BLUESHIELD	11/16/2016	Closed	Standard	Upheld

### ACCOUNT SETTINGS

[Secondary User](#)

[Update Contact Information](#)

[Change Password](#)

Sort assignments by assignment number, carrier, assigned date, current status, type of review, or assignment resolution.

## Independent Review Decisions

IRO Company

WAOIC #: 999999

Search Independent Reviews By Status

All

Find

[Export Results to Excel](#)

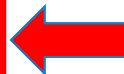
Assignment #	Carrier Assigned	Assigned Date	Status	Review Type	Resolution
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### ACCOUNT SETTINGS

Secondary User

Update Contact Information

Change Password



Access account settings for each user. Only the IRO's primary contact will be able to add and remove secondary users.

# ***V. Adding & Removing Secondary Users***

- **Secondary users can only be added to or removed from the system by the IRO's designated primary contact.**
- **Secondary users cannot be deleted from the system by the primary contact, they can only be designated as inactive.**
- **An inactive user cannot have gain to the OIC's portal once they are designated as inactive.**

## Independent Review Decisions

IRO Company

WAOIC #: 999999

Search Independent Reviews By Status

- Open
- Closed

Find

Export Results to Excel

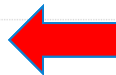
Assignment #	Carrier Assigned	Assigned Date	Status	Review Type	Resolution
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ACCOUNT SETTINGS

Secondary User

Update Contact Information

Change Password



**Step 1: To add or remove secondary users, the primary contact selects the “Secondary User” tab from the Home Screen.**

## Secondary User

IRO Co.

WAOIC #: 999999

As the primary contact, it is your responsibility to maintain the secondary user information.



Add Secondary User

User ID ↕	Name ↕	Email ↕	Status ↕
<a href="#">IRO999999-4</a>	Contact, IRO	<a href="mailto:IROContact@IROcompany.com">IROContact@IROcompany.com</a>	Active
<a href="#">IRO999999-5</a>	Pattison, Chris	<a href="mailto:IndependentReviews@oic.wa.gov">IndependentReviews@oic.wa.gov</a>	Active
<a href="#">IRO999999-3</a>	Watson, Mary Jane	<a href="mailto:SpideyGirl@IROcompany.com">SpideyGirl@IROcompany.com</a>	Active
<a href="#">IRO999999-1</a>	Lincoln, Abraham	<a href="mailto:HonestAbe@IROcompany.com">HonestAbe@IROcompany.com</a>	Inactive
<a href="#">IRO999999-2</a>	Marley, Bob	<a href="mailto:WeJammin@IROcompany.com">WeJammin@IROcompany.com</a>	Inactive

**Step 2:** To add a secondary user, click on the “Add Secondary User” tab.



IRO Co.  
WAOIC #: 999999

## Secondary User Information

The Secondary User ID is system generated. An email will be sent to the secondary user with login credentials.

First Name

Middle Initial

(optional)

Last Name

Email Address

Confirm Email Address

Cancel

Save



**Step 3:** Enter the requested information into the fields and click “Save”.

## Secondary User

IRO Co.

WAOIC #: 999999

As the primary contact, it is your responsibility to maintain the secondary user information.

[Add Secondary User](#)

User ID ↕	Name ↕	Email ↕	Status ↕
<a href="#">IRO999999-4</a>	Contact, IRO	<a href="mailto:IROContact@IROcompany.com">IROContact@IROcompany.com</a>	Active
<a href="#">IRO999999-5</a>	Pattison, Chris	<a href="mailto:IndependentReviews@oic.wa.gov">IndependentReviews@oic.wa.gov</a>	Active
<a href="#">IRO999999-3</a>	Watson, Mary Jane	<a href="mailto:SpideyGirl@IROcompany.com">SpideyGirl@IROcompany.com</a>	Active
<a href="#">IRO999999-1</a>	Lincoln, Abraham	<a href="mailto:HonestAbe@IROcompany.com">HonestAbe@IROcompany.com</a>	Inactive
<a href="#">IRO999999-2</a>	Marley, Bob	<a href="mailto:WeJammin@IROcompany.com">WeJammin@IROcompany.com</a>	Inactive

**Step 4:** To remove a secondary user's access, click the "User ID" link.

IRO Co.

WAOIC #: 999999

## Secondary User Information

It is the responsibility of the primary contact to maintain the secondary user information.

User ID

IRO999999-4

Status

Active  
Inactive

First Name

IRO

Middle Initial

(optional)

Last Name

Contact

Email Address

IndependentReviews@oic.wa.gov

Cancel

Save

**Step 5: Click the “Status” link and change from “Active” to “Inactive” and click “Save” to save changes.**

## ***VI. Changing User Contact Information***

- **Primary users and secondary users can change their contact information from the Home Screen by clicking on the “Update Contact Information” tab under Account Settings.**
- **The primary user for the IRO cannot make secondary users active or inactive from the “Update Contact Information” screen.**

# Independent Review Decisions

IRO Company

WAOIC #: 999999

Search Independent Reviews By Status

[Export Results to Excel](#)

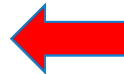
Assignment #	Carrier Assigned	Assigned Date	Status	Review Type	Resolution
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<a href="#">1004</a>	REGENCE BLUESHIELD	11/16/2016	Closed	Standard	Upheld

### ACCOUNT SETTINGS

[Secondary User](#)

[Update Contact Information](#)

[Change Password](#)



**Step 1:** The individual user updates their contact information by logging in and selecting the “Update Contact Information” tab.

## Update Contact Information

Your Name

Email address

Country

Phone Number

Extension

Fax

Street Address

Street Address 2

City

State

Zip Code

Website

**Step 2: Update the information into the fields and click “Update”**

## **VII. *Changing the User's Password***

- A user can change their password through the “Forgot Password?” link (see previous) on the portal’s main page or by logging in and selecting the “Change Password” tab under Account Settings at the bottom of the Home Screen.
- Passwords must be 10 to 16 characters long.
- Passwords must also contain at least three of the following characters: uppercase letters, lowercase letters, numbers, or special characters.

## Independent Review Decisions

IRO Company

WAOIC #: 999999

Search Independent Reviews By Status

[Export Results to Excel](#)

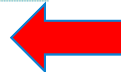
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### ACCOUNT SETTINGS

[Secondary User](#)

[Update Contact Information](#)

[Change Password](#)



**Step 1:** The individual user can change their password by logging in and selecting the “Change Password” tab.



# Change Password

IRO Co.

WAOIC #: 999999

Please create a new password to continue. You either logged in using a temporary password or must strengthen your password due to changes in our security policy.

Password must be between 10 and 16 characters, and must contain at least three of the following characters: uppercase letters, lowercase letters, numbers, and special characters. It cannot contain the user login name, first name or last name.

Current or Temporary Password

••••••••

New Password

IROlog2017!!!

Confirm New Password

IROlog2017!!!

Change Password



**Step 2: Update the information into the fields and click “Change Password”**

## ***VIII. Accessing & Reviewing Assignments***

- **Only the IRO's assigned primary contact will receive an email notification that a case has been assigned for review.**
- **The IRO and the insurance carrier are still responsible for providing case information and documentation. The OIC portal does not allow for the exchange of documents.**
- **Fields required to be completed prior to submission are marked with a red asterisk.**

Wed 11/23/2016 2:55 PM

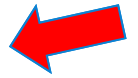
IndependentReviews@oic.wa.gov

IRO #8 (WAOIC #999999) Independent Review Assignment #0001 - State of Washington

To: IRO #8

You have received a new independent review request.

You can access the Independent Review Reporting System at <https://www.insurance.wa.gov/for-insurers/market-conduct/iro-assignments/>



If you have any further questions, please contact us at 206-389-2916 or [IndependentReviews@oic.wa.gov](mailto:IndependentReviews@oic.wa.gov)

**If an IRO has been assigned a case for its review, the primary contact for the IRO will receive the following email notification. The IRO is responsible for contacting the insurance carrier for case information and file documentation.**



OFFICE of the  
**INSURANCE**  
COMMISSIONER  
WASHINGTON STATE

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## Independent Review Decisions

IRO Company WAOIC #: 999999

Search Independent Reviews By Status

[Export Results to Excel](#)

Assignment #	Carrier Assigned	Assigned Date	Status	Review Type	Resolution
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<a href="#">920</a>	LIFEWISE HEALTH PLAN OF WASHINGTON	10/26/2016	Closed	Standard	Withdrawn by the Enrollee
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<a href="#">1004</a>	REGENCE BLUESHIELD	11/16/2016	Closed	Standard	Upheld

ACCOUNT SETTINGS

- [Secondary User](#)
- [Update Contact Information](#)
- [Change Password](#)

**Step 1:** The individual user logs in through the OIC’s IRO reporting portal and from the Home screen, clicks the hyperlink to the desired assignment.

## Independent Review Decision

**IRO Company Name**

**WAOIC #: 999999**

**Review Assignment Number** 927

**Date IRO Assigned** 11/16/2016

**Carrier Requesting Review** REGENCE BLUESHIELD (WAOIC # 710)

### Independent Review Details

Type of Review

Standard

Date the enrollee requested review

11/01/2016

Date carrier acknowledged receipt of request by enrollee

11/03/2016

### Issue and Plan Details

Reason for request

Medically Necessary Services

Policy Type

Large Group Non-Grandfathered

Diagnosis

L40

Psoriasis

Diagnosis Subcategory

(Optional)

Disputed Treatment (Procedure Code)

59572-631

Otezla

### Enrollee Information

Enrollee Age

55

Gender

Female

Was covered person limited English proficient?

Yes

The read-only sections of the assignment is the information provided by the insurance carrier when assigning the next IRO in the rotation.

**IRO Submitted Review Decision Details**

Was IRO able to accept assignment?

Date IRO notified carrier of accepting or declining assignment

Date IRO received initial documentation

Date IRO received complete file

Date IRO completed review or closed file

IRO final resolution

Date IRO notified carrier of decision

IRO Decision Rationale

**Important:** Do not provide confidential patient information.


Specialty, credentials and qualification of reviewer(s)


**Important:** Do not identify reviewer by name.


As the user scrolls down the page they will reach the IRO reporting section of the form.



### IRO Submitted Review Decision Details



Was IRO able to accept assignment? Date IRO notified carrier of accepting or declining assignment

Select an Item  

Yes 

No  

Date IRO received complete file   Date IRO completed review or closed file  

IRO final resolution Select an Item   Date IRO notified carrier of decision  

IRO Decision Rationale

**Important:** Do not provide confidential patient information.

Specialty, credentials and qualification of reviewer(s)

**Important:** Do not identify reviewer by name.

**Step 1A:** The user must specify first whether the IRO was able to accept the assignment from the insurance carrier.

### IRO Submitted Review Decision Details

Was IRO able to accept assignment?

Yes

Date IRO notified carrier of accepting or declining assignment

Date IRO received initial documentation

Date IRO received complete file

Date IRO completed review or closed file

IRO final resolution

Date IRO notified carrier of decision

IRO Decision Rationale

**Important:** Do not provide confidential patient information.

Specialty, credentials and qualification of reviewer(s)

**Important:** Do not identify reviewer by name.

**Step 2A:** If assignment was accepted, completing the various date fields is required.



### IRO Submitted Review Decision Details

Was IRO able to accept assignment?

Date IRO notified carrier of accepting or declining assignment

Date IRO received initial documentation

Date IRO received complete file

Date IRO completed review or closed file

IRO final resolution

- Upheld
- Overtured
- Withdrawn by the Carrier
- Withdrawn by the Enrollee

**Important:** Do not provide confidential patient information.

Specialty, credentials and qualification of reviewer(s)

**Important:** Do not identify reviewer by name.



**Step 3A:** The user must pick the final resolution of the independent review from the options listed in the drop down box.

### IRO Submitted Review Decision Details

Was IRO able to accept assignment?

Date IRO notified carrier of accepting or declining assignment

Date IRO received initial documentation

Date IRO received complete file

Date IRO completed review or closed file

IRO final resolution

Date IRO notified carrier of decision

IRO Decision Rationale

**Important:** Do not provide confidential patient information.

Specialty, credentials and qualification of reviewer(s)

**Important:** Do not identify reviewer by name.

**Step 4A:** Lastly, the user supplies a brief summary of the IRO's decision rationale along with the reviewer(s) specialty, credentials, and qualifications.

### IRO Submitted Review Decision Details

Was IRO able to accept assignment?

No



Date IRO notified carrier of accepting or declining assignment

Did the IRO receive documentation from the carrier?

Select an Item

Reason assignment was not accepted

Select an Item

**Step 1B:** If the IRO was **NOT** able to accept the carrier's assignment, the user selects "No" in the drop down.

**Step 2B:** The IRO will need to provide the date that it notified the insurance carrier that it would not be able to accept the assignment.

### IRO Submitted Review Decision Details

Was IRO able to accept assignment?

No

Date IRO notified carrier of accepting or declining assignment



Did the IRO receive documentation from the carrier?

Select an Item

Reason assignment was not accepted

Select an Item

### IRO Submitted Review Decision Details

Was IRO able to accept assignment?

No

Date IRO notified carrier of accepting or declining assignment

Did the IRO receive documentation from the carrier?

Yes

Date IRO received initial documentation

Reason assignment was not accepted

Select an Item

**Step 3B: If the IRO received documentation from the insurance carrier prior to declining the assignment, the user would select "Yes".**

**Step 4B: If the IRO did receive documentation, an additional date field needs to be completed.**

### IRO Submitted Review Decision Details

Was IRO able to accept assignment?

No

Date IRO notified carrier of accepting or declining assignment

Did the IRO receive documentation from the carrier?

Yes


Date IRO received initial documentation

Reason assignment was not accepted


Select an Item

**Step 5B: If the IRO did NOT receive any documentation from the insurance carrier prior to declining the assignment, the user would select “No”.**

**IRO Submitted Review Decision Details**

Was IRO able to accept assignment?  


Date IRO notified carrier of accepting or declining assignment

Did the IRO receive documentation from the carrier?  

Reason assignment was not accepted

**Step 6B: If the IRO did NOT receive documentation, the additional date field does NOT appear.**


**IRO Submitted Review Decision Details**

Was IRO able to accept assignment?  

Date IRO notified carrier of accepting or declining assignment

Did the IRO receive documentation from the carrier?

Reason assignment was not accepted



### IRO Submitted Review Decision Details

Was IRO able to accept assignment?

No

Date IRO notified carrier of accepting or declining assignment

Did the IRO receive documentation from the carrier?

Select an Item

Reason assignment was not accepted

Select an Item

Conflict of Interest  
Other

Select an Item



**Step 7B:** The user selects the reason the IRO was unable to accept the assignment from the insurance carrier. The user selects either “Conflict of Interest” or “Other”.

### IRO Submitted Review Decision Details

Was IRO able to accept assignment?

No

Date IRO notified carrier of accepting or declining assignment

Did the IRO receive documentation from the carrier?

Select an Item

Reason assignment was not accepted

Conflict of Interest

Description

Select an Item



IRO is a subsidiary of Carrier  
IRO owned by Carrier (5% or greater)  
IRO received financial incentive for decision  
IRO receives incentive to promote product/service  
IRO known familial relationship with Carrier  
IRO prior involvement in case under review

**Step 8B:** If “Conflict of Interest” is selected, the user must select from the choices in the dropdown which best describes the specifics for the conflict of interest.

### IRO Submitted Review Decision Details

Was IRO able to accept assignment?

No

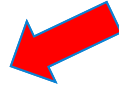
Date IRO notified carrier of accepting or declining assignment

Did the IRO receive documentation from the carrier?

Select an Item

Reason assignment was not accepted

Select an Item   
Conflict of Interest  
Other



Select an Item

### IRO Submitted Review Decision Details

Was IRO able to accept assignment?

No

Date IRO notified carrier of accepting or declining assignment

Did the IRO receive documentation from the carrier?

Select an Item

Reason assignment was not accepted

Other

Description



**Step 9B:** If the assignment was declined for a reason other than a conflict of interest, the user selects “Other”.

**Step 10B:** If “Other” is selected, the user must provide an explanation for declining the assignment in the freeform text box.

## **IX. *Submitting Decisions***

- **All information requested by the OIC must be filled out in order for the user to successfully submit the decision. The system does not have the capability to partially save decisions.**
- **In submitting the final decision, the user is attesting to the accuracy of the information provided and that they are authorized by the IRO to do so.**
- **A confirmation page will display if the user correctly submitted the decision.**



IRO Decision Rationale

**Important:** Do not provide confidential patient information.

Specialty, credentials and qualification of reviewer(s)

**Important:** Do not identify reviewer by name.

**Declaration**

By submitting these documents electronically to the Washington State Office of the Insurance Commissioner, Company Supervision Division, I understand, agree and certify on behalf of IRO Co. (WAOIC# 999999).

1. I, Abraham Lincoln, am authorized to submit independent review decisions for IRO Co. (WAOIC# 999999).
2. To the best of my knowledge the electronic filing represents an accurate, and complete statement of the information required to be provided to the Office of the Insurance Commissioner pursuant to IRO reviews.

Cancel

Submit final decision



**Step 1:** Once the user has reviewed the Declaration at the bottom of the reporting page, click “Submit Final Decision”.

## Independent Review Decision Confirmation

IRO Co.

WAOIC #: 999999

Thank you for submitting the final review decision for assignment number 1004.

What would you like to do next?



Return to your [Independent Review](#) home page.

**Step 2:** The system will provide the user with a decision confirmation notifying them that the decision was successfully submitted.

# Questions?

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