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**Implementation Update:**  
**SB 1207 Independent Review Organization**  
**State Medicaid Managed Care Advisory Committee**  
**Complaints, Appeals, and Fair Hearings Subcommittee**

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**Terri Frazier, Senior Manager of Complex Services**

**Julian Olivarez, High Needs Analyst**

**Update: May 2023**

# Agenda

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- Background, Project Purpose, and Scope Review
- Implementation Update



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# Background

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- Required by Senate Bill (SB) 1207, 86th Legislative Session
  - <https://capitol.texas.gov/tlodocs/86R/billtext/html/SB01207F.htm>
- The commission shall contract with an independent review organization (IRO) to conduct external medical reviews.



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# EMR Process

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- Member receives MCO Notice of Adverse Benefit determination
- Member may choose to:
  - Accept MCO decision
  - Request an EMR and State Fair Hearing
  - Request a State Fair Hearing only



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# Programs Implemented

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## Applicable Programs

- STAR
- STAR+PLUS (includes HCBS services)
- STAR Health
- STAR Kids
- Dental



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# EMRs as of 04/30/2023

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- **430 EMRs Received**
  - 403 Standard (94%)
  - 27 Expedited (6%)
- **26 EMRS Withdrawn/Created in Error**
- **404 Decisions Rendered**



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# IRO Decisions (1 of 2)

- **404 Decisions Rendered**
  - 92 Overturned (23%)
  - 19 Partially Overturned (5%)
  - 293 Upheld (72%)

IRO Decision	Overturned	Partially Overturned	Upheld
EMR Decision Totals	<b>92</b>	<b>19</b>	<b>293</b>
Percent of Total Decisions Rendered	<b>23%</b>	<b>5%</b>	<b>72%</b>



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# IRO Decisions (2 of 2)

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- **TOP Overturned or Partial Overturned Denial Types**
  - 16 Speech Therapy
  - 13 Personal Attendant Services (PAS)
  - 12 Physical Therapy
  - 11 Medication/Prescription



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# Plan Stats

Plan Name	Programs	Plan Enrollment as of December 2022	Total EMRs Received to Date (Excludes Withdrawn)	% of Requests
Amerigroup	S, SP, SK	1,044,326	21	5.20%
BCBS	S, SK	68,053	1	0.25%
CFHP	S, SK	182,999	7	1.73%
CHC	S	401,913	16	3.96%
<i>DentaQuest</i>	<i>CMDS</i>	<i>2,233,333</i>	27	6.68%
Driscoll	S, SK	265,323	39	9.65%
El Paso	S	101,413	3	0.74%
First Care	S	121,353	1	0.25%
MCNA	CMDS	1,475,146	1	0.25%
Molina	S, SP	273,313	13	3.22%
Scott & White	S	69,065	1	0.25%
Superior	S, SP, SK, SH	1,354,380	170	42.08%
TCHP	S, SK	596,009	22	5.45%
UHC	S, SP, SK	435,889	82	20.30%
<b>Totals</b>		<b>4,914,145</b>	<b>404</b>	<b>100.00%</b>



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# Program Stats

- 71 STAR (17.6%)
- 125 STAR Kids (30.9%)
- 16 STAR Health (4%)
- 164 STAR+PLUS (40.6%)
- 28 Dental (6.9%)



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STAR	STAR Kids	STAR Health	STAR+PLUS	Dental
<b>71</b>	<b>125</b>	<b>16</b>	<b>164</b>	<b>28</b>
<b>17.6%</b>	<b>30.9%</b>	<b>4.0%</b>	<b>40.6%</b>	<b>6.9%</b>

# Top Five MCO Denial Types

- 39 Dental (10%)
- 29 Medication/Prescription (7%)
- 90 PAS (22%)
- 36 PCS (9%)
- 28 Speech Therapy (7%)

Issue	Dental	Medication / Prescription	PAS	PCS	Speech Therapy	Total Top EMR Types
Count	39	29	90	36	28	222
Percent of All Issues	10%	7%	22%	9%	7%	55%



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# State Fair Hearing Results (1 of 3)

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## IRO upheld 293 MCO decisions

- **SFH decision:**
  - 100 Sustained/Sustained with Instructions
  - 97 Dismissed failure to appear
  - 20 withdrawn sustained
  - 13 Withdrawn due to favorable action in favor of member
  - 2 Reversed no benefits due
  - 7 Reversed benefits due/New information needed
  - *54 Pending*



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# State Fair Hearing Results (2 of 3)

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## IRO Partially Overturned or Overturned

### 111 MCO decisions

- **SFH decision:**
  - 41 Dismissed failure to appear
  - 46 Withdrawn due to favorable action in favor of member
  - 14 Withdrawn sustained
  - 4 Sustained
  - *6 Pending*



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# Thank you

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## Questions?