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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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**Update: 10/31/2022**

# 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 10/31/2022

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- **169 EMRs Received**
  - 156 Standard (92%)
    - 11 Withdrawn
  - 13 Expedited (8%)



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# IRO Decisions

- **154 Decisions Rendered**
  - 37 Overturned (24%)
  - 7 Partially Overturned (5%)
  - 110 Upheld (71%)



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IRO	Withdrawn Before IRO Assignment	Withdrawn After Assignment/Prior to Decision	Upheld	Partially Overturned	Overturned	Pending
MET	0	3	81	7	21	4
ProPeer	0	3	29	0	16	0
Withdrawn	5	n/a	n/a	n/a	n/a	n/a
<b>Total</b>	<b>5</b>	<b>6</b>	<b>110</b>	<b>7</b>	<b>37</b>	<b>4</b>
<b>Percent of Decisions Rendered</b>			<b>71.4%</b>	<b>4.5%</b>	<b>24.0%</b>	

# IRO Decisions

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- **TOP Overturned or Partial Overturned Denial Types**
  - 8 Speech Therapy
  - 5 PAS
  - 4 Medication/Prescription
  - 4 PCS
  - 4 Physical Therapy



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# IRO Stats

IRO	Declined Assignment Count	Withdrawn Before IRO Assignment	Assignment Count	Withdrawn After Assignment/Prior to Decision	Expedited Assigned	Standard Assigned
<b>MET</b>	0	0	116	3	9	107
<b>ProPeer</b>	8	0	48	3	4	44
<b>Withdrawn</b>	n/a	5	N/A	N/A	N/A	5
<b>Total</b>	<b>8</b>	<b>5</b>	<b>164</b>	<b>6</b>	<b>13</b>	<b>156</b>
<b>Percent of total decisions due</b>	<b>N/A</b>	<b>3%</b>	<b>97%</b>	<b>N/A</b>	<b>8%</b>	<b>92%</b>



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# Plan Stats

Plan Name	Programs	Plan Enrollment as of August 2022	Total EMRs Received to Date	% of Requests
Aetna	S, SP, SK	144,548	2	1%
Amerigroup	S, SP, SK	1,000,691	10	6%
BCBS	S, SK	64,880	2	1%
CFHP	S, SK	174,509	4	2%
CHC	S	385,908	8	5%
<i>DentaQuest</i>	<i>CMDS</i>	<i>2,182,063</i>	15	9%
Driscoll	S, SK	252,325	17	10%
El Paso	S	96,240	3	2%
Molina	S, SP	264,688	8	5%
Superior	S, SP, SK, SH	1,297,970	52	31%
TCHP	S, SK	569,291	4	2%
UHC	S, SP, SK	416,272	43	25%
<i>UHC - Dental</i>	<i>CMDS</i>	<i>412,514</i>	1	1%
<b>Totals</b>		<b>4,667,322</b>	<b>169</b>	<b>100%</b>
<i>Withdrawns from above count</i>		<i>Dental excluded from total</i>	<b>-11</b>	<b>-7%</b>
Total to complete includes 4 pendings			158	93%
Program Abbreviations: S=STAR; SP=STAR+PLUS; SK=STAR Kids; SH=STAR Health; CMDS=Children's Medicaid Dental Services				



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# Program Stats

- 62 STAR+PLUS (37%)
- 53 STAR Kids (31%)
- 31 STAR (18%)
- 16 Dental (10%)
- 7 STAR Health (4%)

STAR	STAR Kids	STAR Health	STAR+PLUS	Dental	Total Requested Including Withdrawals
18%	31%	4%	37%	10.0%	100%



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# Top Five MCO Denial Types

- 26 PAS (15%)
- 23 Dental (14%)
- 22 PCS (13%)
- 18 Medication/Prescription (11%)
- 11 PDN (7%)

Issue	Dental	Medication / Prescription	PAS	PCS	PDN
<b>Totals</b>	<b>23</b>	<b>18</b>	<b>26</b>	<b>22</b>	<b>11</b>
<b>Expedited</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Standard</b>	<b>18</b>	<b>13</b>	<b>26</b>	<b>22</b>	<b>11</b>
	14%	11%	15%	13%	7%



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# State Fair Hearing Results

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## IRO upheld 109 MCO decisions

- **SFH decision:**
  - 40 Sustained MCO/IRO decision
  - 27 Dismissed failure to appear
  - 11 Withdrawn due to favorable action in favor of member or withdrawn sustained
  - 1 Reversed due to new information
  - 1 Reversed no benefits due
  - *29 Pending*



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# State Fair Hearing Results

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## IRO Partially Overturned or Overturned 44 MCO decisions

- **SFH decision:**
  - 20 Dismissed failure to appear
  - 16 Withdrawn due to favorable action in favor of member
  - 1 Sustained
  - *7 Pending*



# State Fair Hearing Results

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## EMR withdrawn and member kept State Fair Hearing 11 times

- **SFH decision:**
  - 4 Dismissed failure to appear
  - 2 Sustained/Sustained with instructions
  - 3 Withdrawn due to favorable action in favor of member or member did not
  - 2 Pending



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# Thank you

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## Questions?