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Services

**Implementation Update:
SB 1207 Independent Review
Organization
STAR Kids Managed Care Advisory Committee**

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Update: 08/31/2022

Agenda

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



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Background

- 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

- 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

Applicable Programs

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



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EMRs as of 08/31/2022

- **116 EMRs Received**
 - 105 Standard
 - 10 Withdrawn
 - 11 Expedited



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IRO Decisions

- **97 Decisions Rendered**
 - 26 Overturned (22%)
 - 4 Partially Overturned (4%)
 - 67 Upheld (58%)

IRO	Withdrawn After Assignment/Prior to Decision	Upheld	Partially Overturned	Overturned	Pending
MET	2	39	4	11	6
ProPeer	3	28	0	15	3
Withdrawn	n/a	n/a	n/a	n/a	n/a
Total	5	67	4	26	9
Percent of total	4%	58%	3%	22%	8%



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IRO Stats

IRO	Declined Assignment Count	Assignment Count	Withdrawn Before IRO Assignment	Expedited Assigned	Standard Assigned
MET	0	63	0	7	56
ProPeer	9	48	0	4	44
Withdrawn	n/a	N/A	5	n/a	5
Total	9	111	5	11	105
Percent of total	8%	96%	4%	9%	91%



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Plan Stats

Plan Name	Programs	Plan Enrollment as of August 2022	Total EMRs to Date	% of EMR Requests
Aetna	S, SP, SK	144,548	2	2%
Amerigroup	S, SP, SK	1,000,691	4	3%
BCBS	S, SK	64,880	1	1%
CFHP	S, SK	174,509	3	3%
CHC	S	385,908	5	4%
DentaQuest	CMDS	2,182,063	10	9%
Driscoll	S, SK	252,325	11	9%
El Paso	S	96,240	1	1%
Molina	S, SP	264,688	9	8%
Superior	S, SP, SK, SH	1,297,970	35	30%
TCHP	S, SK	569,291	3	3%
UHC	S, SK, SP	416,272	31	27%
UHC - Dental	CMDS	412,514	1	1%
Total EMRs Requested			116	100%
Program Abbreviations: S=STAR; SP=STAR+PLUS; SK=STAR Kids; SH=STAR Health; CMDS=Children's Medicaid Dental Services				



Program Stats

- 18 STAR (16%)
- 34 STAR Kids (29%)
- 7 STAR Health (6%)
- 46 STAR+PLUS (40%)
- 11 Dental (9%)



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Denial Type Stats

- 16 Dental (14%)
- 19 PCS (16%)
- 18 PAS (16%)
- 11 Medication/Prescription (9%)
- 8 PDN (7%)
- 7 Physical Therapy (6%)



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State Fair Hearing Results

IRO upheld 42 MCO decisions

- **SFH decision:**
 - 17 Dismissed failure to appear
 - 16 Sustained MCO/IRO decision
 - 1 Reversed due to new information
 - 1 Reversed no benefits due
 - 7 Withdrawn due to favorable action in favor of member



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State Fair Hearing Results

IRO Partially Overturned or Overturned 24 MCO decisions

- **SFH decision:**
 - 14 Dismissed failure to appear
 - 10 Withdrawn due to favorable action in favor of member



State Fair Hearing Results

EMR withdrawn and member kept State Fair Hearing 5 times

- **SFH decision:**
 - 1 Dismissed failure to appear
 - 1 Sustained with instructions
 - 3 Withdrawn due to favorable action in favor of member



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Thank you

Questions?