

SMMCAC

Complaints, Appeals, and Fair Hearing Subcommittee

Feb. 8, 2023



Senate Bill 1207, 87th Texas Legislature, regular session (2021), Independent Review Organization (IRO) External Medical Review (EMR) project update

- EMRs as of 12/31/22
 - 219 EMRs Received: 200 standard (91%), 19 expedited
 - 12 EMRs withdrawn
 - 207 decisions rendered
 - 52% were delivered ahead of deadline
 - 147 upheld, 49 overturned, and 11 partially overturned
 - Top MCO Denial Types: 31 PAS, 30 Dental, 29 PCS
 - Top overturned or partial overturned denial types: 10 for Speech Therapy, 7 for Medication/Prescription, and 6 for PCS
 - Program stats: 32% have come from STAR Kids and 37% in STAR+Plus
 - IRO upheld 147 MCO decisions and overturned or partially overturned 60 MCO decisions. Of those, only 3 were sustained. 22 were withdrawn due to favorable action in favor of the member.
- ProPeer is trying to address a tax ID issue that is being resolved.
- No trend with programs or MCOs because of new program/low numbers
- Action items:
 - Compare Medicaid with CHIP IRO practices: Two different rules. In CHIP, they can be given new information for the review since the adviser determination is reviewed, but they report new information at the appeals stage and the next level is the federal appeals stage. They don't keep data. CHIP does not set benchmarks for IROs.
 - For the same months reviewed here, there was an 11% decrease in sustained or sustained with instructions—which is good. Now down to 29%. Could be attributed to provider education on getting information timely to MCOs.



Digital Access and Impact on Healthcare Delivery (postponed)

Public Comment

- Sue Burrick: expressed concerns with mailed notices and time to respond