



LOUISIANA DEPARTMENT OF INSURANCE

JAMES J. DONELON
COMMISSIONER

January 13, 2017

RE: IRO Annual Report Notification

Due Date: March 1, 2017

Dear Sir or Madam:

Pursuant to La. R.S. 22:2443 and Louisiana Department of Insurance (LDI) Regulation 103, an Independent Review Organization (IRO) is required to file an annual report (report) of its program activities with the LDI. The report information must reflect external review activity for fully-insured, commercial plans from January 1, 2016 through December 31, 2016. The report is due on March 1, 2017.

The report forms and directions can be found on the LDI's website at the following link: <http://www.ldi.la.gov/industry/regulatory-forms>. Separate reports are required for each IRO. The report can be completed electronically and e-mailed to HealthForms@ldi.la.gov or a hard copy can be mailed to the Office of Health Insurance, Louisiana Department of Insurance, P.O. Box 94214, Baton Rouge, LA 70804-9214.

Please note that the Office of Health Insurance will only accept 2016 Annual Report submissions on the forms provided. Failure to use the forms provided will result in a disapproval of the report and a possible sanction as set forth in La. R.S. 22:2453.

As a reminder, La. R.S. 22:821(B)(37) requires any licensed IRO to pay a filing fee in the amount of \$500.00 at the time of filing its report. As such, please submit a check in the amount of \$500.00 made payable to the Louisiana Department of Insurance. The check should include the complete name of the licensed entity and the LDI number assigned to the licensed entity. The completed report and the filing fee must be received by the LDI no later than March 1, 2017.

Should you have questions, please contact Holly Buckley at the Office of Health Insurance at hbuckley@ldi.la.gov or by calling (225) 219-0773.

Sincerely,

Alecia Johnson

Alecia Johnson

Office of Health, Life and Annuity Insurance

Annual Report

for
Independent Review Organizations

State of Louisiana

Reporting Period
January 1, 2016 to December 31, 2016



James J. Donelon
Commissioner of Insurance



2016 Annual Report for Independent Review Organizations

**** Directions ****

- The 2016 report is due at the Louisiana Department of Insurance on **March 1, 2017**.
- **The 2016 reporting forms have been modified.** Reports received on older versions of the forms **will be returned**.
- The reporting period is **January 1, 2016 to December 31, 2016**. The report is based on a calendar year. External reviews that were completed before January 1, 2016 or received after December 31, 2016 should not appear on the report.
- The report forms may be found on the department's website at the following address: <http://www.lidi.la.gov/industry/regulatory-forms>.
- The report may be e-mailed to HealthForms@ldi.la.gov or mailed to the Office of Health Insurance, Louisiana Department of Insurance, P.O. Box 94214, Baton Rouge, LA 70804-9214.
- Requirements to submit the report are listed in La. R.S. 22:2443. Fines and penalties are listed in La. R.S. 22:2453.

Enter all contact information.

Report information requested in the External Review Activities page for external reviews conducted for fully-insured, commercial plans. Please do not report on external reviews conducted for self-insured plans, Medicaid and Medicare. If there were no external reviews for a specific entry on the report, enter a zero (0).

Please do the following after completing the pages that are necessary for your report to be complete:

1. **Save report to a file on your computer.**
2. **E-mail the file to HealthForms@ldi.la.gov.**
3. **Complete the section on Contact Information sheet, providing the check number and the date the check was mailed.**
4. **Mail a check made payable to the Louisiana Department of Insurance for \$500.00 to the following address. The check should include the complete name of the licensed entity and LDI # assigned to the licensed entity.**

Louisiana Department of Insurance
Attn: Holly Buckley
P.O. Box 94214
Baton Rouge, LA 70804-9214

Please note that your company's report will not be approved until the Louisiana Department of Insurance has received and deposited your check (if applicable).

CONTACT

Company

LDI #

Contact Information

First Name

Last Name

E-mail

Phone

Job Title

Address

Address (Line 2)

City

State

ZIP Code

Check Information

Check Number

Date Check was
Mailed

Louisiana Department of Insurance

2016 IRO Annual Report

External Review Activities

Number of requests received for external review

Number of requests resolved

Number of requests considered ineligible

Number of external review requests terminated due to reconsideration of the health insurance issuer after receipt of additional information

Number of external review cases where IRO upheld the adverse or final adverse determination

Number of external review cases where IRO reversed the adverse or final adverse determination

Provide a synopsis of any problems identified and the actions being taken to correct the problems identified. See, La. R.S. 22:2443(A)(2)(c)