Independent Review Organization Accreditation v7.0

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RISK MANAGEMENT

RM 1: Regulatory Compliance and Internal Controls
    RM 1-1: Regulatory Compliance Management
    RM 1-2: Maintaining Compliance
RM 2: Information Systems
    RM 2-1: Information Systems Management
    RM 2-2: Systems Risk Assessment
RM 3: Business Continuity
    RM 3-1: Business Continuity Plan

OPERATIONS AND INFRASTRUCTURE

OPIN 1: Business Management
    OPIN 1-1: Policy and Process Maintenance
    OPIN 1-2: Delegation Management
OPIN 2: Staff Management
    OPIN 2-1: Employment Screening
    OPIN 2-2: Staff Learning and Development
    OPIN 2-3: Code of Ethical Conduct
    OPIN 2-4: Employee Engagement
OPIN 3: Clinical Staff Management
    OPIN 3-1: Clinical Staff Leadership
    OPIN 3-2: Clinical Staff Credentialing
OPIN-IRO 4: Client Complaints
    OPIN-IRO 4-1: Client Complaint Process

PERFORMANCE MONITORING AND IMPROVEMENT

PMI 1: Quality Management Program
    PMI 1-1: Quality Management Program Structure
    PMI 1-2: Data Collection, Analysis and Performance Improvement

CONSUMER PROTECTION AND EMPOWERMENT

CPE 1: Protection of Consumer Information
    CPE 1-1: Privacy and Security of Consumer Information
    CPE 1-2: Internal Safeguards

IRO PROGRAM MANAGEMENT

IRO-PM 1: Program Management
    IRO-PM 1-1: Program Description
    IRO-PM 1-2: Program Evaluation

REVIEWER CREDENTIALING & QUALIFICATIONS

RCQ 1: Credentialing and Qualifications
    RCQ 1-1: Credentialing Program
    RCQ 1-2: Qualifications
    RCQ 1-3: Reviewer Credentials Verification
    RCQ 1-4: Reviewer Credential Status Changes
    RCQ 1-5: Reviewer Credentials and Qualifications Attestation

EXTERNAL REVIEW CREDENTIALING & QUALIFICATIONS

RCQ-EXT 1: Credentialing and Qualifications
    RCQ-EXT: 1-1 External Reviewer Qualifications

CONFLICT OF INTEREST

COI 1: Defining Conflict of Interest
    COI 1-1: Defining Reviewer Conflict of Interest
    COI 1-2: Reviewer Conflict of Interest Attestation

EXTERNAL REVIEW ORGANIZATIONAL CONFLICT OF INTEREST

COI-EXT 1: Organizational Conflict of Interest
    COI-EXT 1-1: Defining Organizational Conflict of Interest
    COI-EXT 1-2: Organizational Conflict of Interest Requirements
    COI-EXT 1-3: Organizational Conflict of Interest Transparency Process
    COI-EXT 1-4: Organizational Conflict of Interest Attestation
    COI-EXT 1-5: External Reviewer Conflict of Interest

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REVIEW PROCESS

RP 1: Case Assessment
      RP 1-1: Initial Case Assessment
      RP 1-2: Additional Information for Case Review
      RP 1-3: Expedited Review Process
      RP 1-4: Review Time Frames
RP 2: IRO Case Review Processing
      RP 2-1: Medical Necessity/Appropriateness Case Processing
      RP 2-2: Experimental/Investigational Case Processing
      RP 2-3: Benefit Coverage/Rescission/Legal Case Processing
RP 3: IRO Case Decision and File Maintenance
      RP 3-1: Decision Notice
      RP 3-2: Review File Documentation
RP 4: Artificial Intelligence (AI)
      RP 4-1: Artificial Intelligence Used in IRO Program

EXTERNAL REVIEW PROCESS

RP-EXT 1: Accepting Additional Information
      RP-EXT 1-1: Review of Additional Information

CASE MONITORING AND REPORTING

CMR 1: IRO Program Metrics
      CMR 1-1: New Reviewer Evaluation Metrics
      CMR 1-2: Case File Metrics
      CMR 1-3: Program Performance Metrics

INTERNAL REVIEW CASE MONITORING AND REPORTING

CMR-INT 1: Monitoring and Reporting
      CMR-INT 1-1: Summary Reports for Referring Entity

EXTERNAL REVIEW CASE MONITORING AND REPORTING

CMR-EXT 1: Monitoring and Reporting
      CMR-EXT 1-1: Summary Reports for Referring Entity