



**ADDENDUM #9  
To  
Open Enrollment for Independent Review Organization  
Services  
Medicaid and CHIP Services  
Managed Care Contracts and Oversight  
HHS0008368**

**March 28, 2023**

---

Notice is hereby given to prospective applicants to the above referenced open enrollment that changes have been made to requirements or information in the open enrollment, as noted in the addenda below.

Addendum 9 3/28/2023			
<u>Item</u>	<u>Open Enrollment Reference</u>	<u>Previous</u>	<u>Revised Language</u>
1.	Addendum #6(1) [which revised section 2.1.8 and 2.2.7 of the Open Enrollment]	<p>2.1.8 If the case advances to the State Fair Hearings process, the Medicaid Member, MCO or DMO may request the IRO to present its decision. The Member, MCO or DMO request for IRO participation may include specific participation of the IRO reviewer of the case, if available. Otherwise, IRO representation must include IRO staff knowledgeable of the case. This is included in the rate denoted below in subsection 3.1.</p> <p>2.2.7 If the case advances to the State Fair Hearings process, the IRO must attend the hearing to present their decision, if requested by the TMHP or Medicaid member. The Member or the TMHP request for IRO participation may include specific participation of the IRO reviewer of the case, if available. Otherwise, IRO representation must include IRO staff knowledgeable of the case. This is included in the rate denoted below in subsection 3.1.</p>	<p>2.1.8 Deleted</p> <p>2.2.7 Deleted</p>
2.	Addendum #7(4)	2.1.2 The IRO must review assignments and	2.1.2 The IRO must review assignments and

**Independent Review Organization Services**  
**Medicaid and CHIP Services**  
**Managed Care Contracts and Oversight**  
Procurement Number: HHS0008368

Page 3 of 5

	[which revised section 2.1.2 of the Open Enrollment and 2.1.4.1 of addendum #7(4)]	<p>determine if there is a conflict of interest or other reason the IRO is unable to perform the requirements of the contract not previously identified by HHSC. If a conflict of interest or other reason the IRO is unable to perform the requirements of the contract is identified on a request for a Standard EMR, the assignment must be returned to HHSC for reassignment to another IRO no later than the next Business Day. If a conflict of interest or other reason the IRO is unable to perform the requirements of the contract is identified on a request for an Expedited EMR, the assignment must be returned to HHSC for reassignment to another IRO as soon as possible but no later than three hours from when the Expedited EMR was received by the IRO.</p> <p>2.1.4.1 Notice to the Member must be sent by U.S. first class mail. At the Member's request the notice must also be sent via secure email. For the purpose of providing the notice via secure email HHSC will provide the Member's email address to the IRO.</p>	<p>determine if there is a conflict of interest. If a conflict of interest is identified on a request for a Standard EMR, the assignment must be returned to HHSC for reassignment to another IRO no later than the next Business Day. If a conflict of interest is identified on a request for an Expedited EMR, the assignment must be returned to HHSC for reassignment to another IRO as soon as possible but no later than three hours from when the Expedited EMR was received by the IRO.</p> <p>2.1.4.1 Notice to the Member of a service reduction or denial must be sent by U.S. first class mail. At the Member's request the notice must also be sent via secure email. For the purpose of providing the notice via secure email HHSC will provide the Member's email address to the IRO.</p>
3.	Addendum #7(5) [which revised section 2.2.5 of the Open	2.2.5 The IRO must review assignments and determine if there is a conflict of interest or other reason the IRO is unable to perform	2.2.5 The IRO must review assignments and determine if there is a conflict of interest. If a conflict of interest is identified on a request for a

**Independent Review Organization Services**  
**Medicaid and CHIP Services**  
**Managed Care Contracts and Oversight**  
Procurement Number: HHS0008368

Page 4 of 5

	Enrollment]	the requirements of the contract not previously identified by HHSC. If a conflict of interest or other reason the IRO is unable to perform the requirements of the contract is identified on a request for a Standard EMR, the assignment must be returned to HHSC for reassignment to another IRO no later than the next Business Day. If a conflict of interest or other reason the IRO is unable to perform the requirements of the contract is identified on a request for an Expedited EMR, the assignment must be returned to HHSC for reassignment to another IRO as soon as possible but no later than three hours from when the Expedited EMR was received by the IRO.	Standard EMR, the assignment must be returned to HHSC for reassignment to another IRO no later than the next Business Day. If a conflict of interest is identified on a request for an Expedited EMR, the assignment must be returned to HHSC for reassignment to another IRO as soon as possible but no later than three hours from when the Expedited EMR was received by the IRO.
4.	Addendum #7(6) [which revised section 2.3 of the Open Enrollment]	<p>2.3.11 If the IRO determines the MCO submitted incomplete or late documentation, or both, the IRO must overturn the MCO service denial, or service reduction, that is adverse to the Member.</p> <p>2.3.13 The IRO must notify HHSC in writing within five Business Days of any change in key personnel, such as designated points of contact, the chief executive officer or equivalent, medical director, or director of operations or equivalent.</p>	<p>2.3.11 If the IRO determines the MCO submitted incomplete documentation, or is instructed as such by HHSC, the IRO may overturn the MCO service denial, or service reduction, that is adverse to the Member. The IRO should not delay a decision based on lack of complete documentation from the MCO.</p> <p>2.3.13 The IRO must notify HHSC in writing within five Business Days of any change in key personnel, including but not limited to designated points of contact, the IRO's chief executive officer or equivalent, medical director, or director of operations or equivalent.</p>
5.	Addendum #7(7)	3.1.1 Except as otherwise provided under	3.1.1 Except as otherwise provided under this

**Independent Review Organization Services**  
**Medicaid and CHIP Services**  
**Managed Care Contracts and Oversight**  
Procurement Number: HHS0008368

Page 5 of 5

	[which revised section 3.1 of the Open Enrollment]	this section, the IRO will be compensated at a rate of \$600.00 per Standard and Expedited EMR completed in accordance with the Contract requirements. This compensation rate includes attendance at a State Fair Hearing, if requested by the MCO/DMO, TMHP, or the Member.	section, the IRO will be compensated at a rate of \$600.00 per Standard or Expedited EMR completed in accordance with Contract requirements.
--	--	--	--