



Department of Consumer & Business Services
Insurance Division — 2
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External Review
Annual Summary

External Review Annual Summary for 20 04 .

Due on March 31 for previous calendar year.

Each independent review organization (IRO) shall submit an annual statistical report with information in the aggregate on its Oregon Insurance Division external reviews only. OARs 836-053-1350(1), 836-053-1360(2)

1. IRO name: Hayes Plus, Inc. Filing date: 3/22/05
2. IRO address: 157 S. Broad St., Suite 400
City, state, ZIP: Lansdale, PA 19446
3. IRO Web site: www.hayesplus.com
4. Name, e-mail address, phone and fax number for person completing this form: _____
Joan M. Murray, RN, BSN, Manager, Medical Review Services; jmurray@hayesinc.com
157 S. Broad St., Suite 400, Lansdale, PA 19446
Phone:215-855-0615, ext 320 Fax: 215-855-5318
5. Name and title of person responsible for regulatory compliance and quality of external reviews:
Name: John Loxterman & Joan Murray Title: Special Counsel; Manager Medical Review Services
6. Total number of requests for external review received from the Oregon Insurance Division during the reporting period: 8
7. Number of standard OID reviews completed to a final decision: 4
8. Average number of days IRO required to reach a final decision in standard reviews: 11
9. Number of expedited OID reviews completed to a final decision: 0
10. Average number of days IRO required to reach a final decision in expedited reviews: 0
11. Number of medical-necessity reviews decided in favor of the insurer: 3
Briefly list procedures denied: Drug-Actiq; Laboratory testing; MRI LS spine
12. Number of medical-necessity reviews decided in favor of the enrollee: 1
Briefly list procedures approved: partial overturn, removal of breast implants
13. Number of experimental/investigational reviews decided in favor of the insurer: 0



Briefly list procedures denied: n/a

14. Number of experimental/investigational reviews decided in favor of the enrollee: 0

Briefly list procedures approved: n/a

15. Number of continuity-of-care reviews decided in favor of the insurer: 0 Enrollee: 0

16. Number of OID review requests for which the IRO deemed it did not have jurisdiction under ORS 743.857: 2

17. Number of OID reviews terminated as the result of reconsideration by the insurer: 0

18. Number of OID reviews terminated by the enrollee: 1

19. Number of reviews declined due to possible conflict of interest with insurer: 1 Enrollee: 0

Member felt that Hayes Plus was a conflict as HP used Hayes Inc.

Describe possible conflict(s) of interest: Technology report to base their initial decision

20. Number of enrollees who complained to the IRO at least once about their external review: 0