



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

**External Review Annual Summary for 20 05 .**

**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: Independent Medical Expert Consulting Services, Inc. Filing date: April 18, 2006
2. IRO address: 157 S. Broad Street  
 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: Deahna Montaque  
dmontaque@hayesinc.com phone 215.855.0615 fax 215.855.5318

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5. Name and title of person responsible for regulatory compliance and quality of external reviews:  
 Name: Deahna Montaque Title: Operations Director
6. Total number of requests for external review received from the Oregon Insurance Division during the reporting period: 16
7. Number of standard OID reviews completed to a final decision: 13
8. Average number of days IRO required to reach a final decision in standard reviews: 19.5
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: N/A
11. Number of medical-necessity reviews decided in favor of the insurer: 7  
 Briefly list procedures denied: Chelation therapy, Provigil, OON Office Visit, Physical therapy, Imitrex, R breast augmentation mammoplasty and L breast mastopexy, Air ambulance transportation
12. Number of medical-necessity reviews decided in favor of the enrollee: 5  
 Briefly list procedures approved: Topamax, Provigil (2), Laparoscopic Roux-en-Y, Actiq
13. Number of experimental/investigational reviews decided in favor of the insurer: 1



Briefly list procedures denied: Disc neucleoplasty at L4-5 for discogenic syndrome

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: 3

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

18. Number of OID reviews terminated by the enrollee: 0

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

Describe possible conflict(s) of interest: \_\_\_\_\_

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