



Department of Consumer & Business Services

Insurance Division — 2

P.O. Box 14480

Salem, Oregon 97309-0405

Phone: (503) 947-7269

Fax: (503) 378-4351

350 Winter St. NE, Rm. 440, Salem, Oregon

www.oregoninsurance.org

External Review Annual Summary

External Review Annual Summary for 20 03 .

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: IPRO Filing date: 3/31/03
2. IRO address: 1979 Marcus Avenue City, state, ZIP: Lake Success, NY 11042
3. IRO Web site: www.ipro.org
4. Name, e-mail address, phone and fax number for person completing this form: Terese Giorgio tgiorgio@ipro.org Phone: (516) 326-7767 x 223 Fax: (516) 326-1034
5. Name and title of person responsible for regulatory compliance and quality of external reviews: Name: Terese Giorgio, RN, MA Title: Senior Director, Corporate Programs
6. Total number of requests for external review received from the Oregon Insurance Division during the reporting period: 19
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: 23
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: 5 Bilateral reduction mammoplasty; cholecystectomy; non-participating Emergency Department visit; in-home rehabilitation services; inpatient Briefly list procedures denied: hospital stay
12. Number of medical-necessity reviews decided in favor of the enrollee: 3* Chiropractic treatment; non-participating Emergency Department visit; *Modified: mental health services with non-participating provider modified Briefly list procedures approved: to approve transitional visits



13. Number of experimental/investigational reviews decided in favor of the insurer: 3
Briefly list procedures denied: Electron Beam Computed Tomography scan (2 appeals); sclerotherapy and laser ablation
14. Number of experimental/investigational reviews decided in favor of the enrollee: 2
Briefly list procedures approved: Total ankle replacement; Laparoscopic Adjustable Gastric Banding
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: 5
17. Number of OID reviews terminated as the result of reconsideration by the insurer: 1
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: 0
20. Number of enrollees who complained to the IRO at least once about their external review: 1