

## Independent Review Entities Certified to Perform External Review in Kentucky

Updated **8/14/24**

In accordance with KRS 304.17A-623, insurers doing business in Kentucky are required to establish and maintain an external review process to be used by the insurer or its designee to address disagreements between the covered person and the covered person's insurer regarding an adverse determination. In some cases, a coverage denial, made by the insurer, its designee, or a private review agent.

In accordance with 806 KAR 17:290, an insurer must request the external review from a Department of Insurance (DOI) assigned, certified independent review entity (IRE) via eServices for purposes of conducting the external review. Following is a listing of the IREs certified to perform external reviews in this state.

The process for assigning an Independent Review Entity (IRE) through the **eServices** will be the following:

1. Insurers and private review agents (PRAs) shall determine if an external review is available to the covered person pursuant to KRS 304.17A-623(3) and shall notify the Department through eServices of a request for an assignment.
2. The Department's eServices shall assign to the insurer or PRA an IRE for each case based upon a rotational system.
3. An insurer or PRA shall verify that no conflict of interest pursuant to KRS 304.17A-627(8) exists with the assignment given by the Department.
4. If a conflict does exist, the insurer or PRA shall contact the Department through eServices for an additional assignment.
5. To obtain an eServices account, contact [DOI.ISHelpDesk@ky.gov](mailto:DOI.ISHelpDesk@ky.gov) and copy [DOI.UtilizationReview@ky.gov](mailto:DOI.UtilizationReview@ky.gov).

The process for assigning an Independent Review Entity (IRE) through a **manual process** if the eServices system is unavailable (i.e. system is down, password needs to be reset, etc.)

1. Attempt to contact the Department via email to [DOI.ISHelpDesk@ky.gov](mailto:DOI.ISHelpDesk@ky.gov) and copy [DOI.UtilizationReview@ky.gov](mailto:DOI.UtilizationReview@ky.gov). If unsuccessful in reaching someone, proceed to step 2.
2. Access the Kentucky Department of Insurance's website and locate the listing of the approved Independent External Review entities via [DEPARTMENT OF INSURANCE \(ky.gov\)](http://DEPARTMENT OF INSURANCE (ky.gov)).
3. Select an IRE and contact them to see if they can accept the case. If so, send them the case as normal. If not, continue selecting IREs until one can accept the case.
4. After the IRE has agreed to accept the case complete the appropriate paperwork for the IRE and transmit the case to the IRE and complete the HIPMC-IRE-2 Assignment form and forward to Department indicating the case was assigned Outside of the eServices system and provide an explanation and documentation of the reason for the manual assignment.

Upon assignment of an external review to an IRE, an insurer/private review agent is required to complete an Assignment of Independent Review Entity Form and return it to the DOI within one (1) business day of IRE assignment. **The IRE are required to notify the Insurer/Private Review Agent/Department of the acceptance of an assignment. The notification to the Department must be submitted via the [DOI.UtilizationReview@ky.gov](mailto:DOI.UtilizationReview@ky.gov) email within one business day.** If you have any questions relating to the DOI's Independent External Review Program, you may contact the Utilization Review Branch at [DOI.UtilizationReview@ky.gov](mailto:DOI.UtilizationReview@ky.gov) or (502) 564-6088.

**IRE Certification No.: IR20000003**

**IRE Name/Address: MAXIMUS**

3750 Monroe Avenue, Suite 705

Pittsford, NY 14534-1302

Contact Name: Heather Paone

Telephone: 888-866-6205 or 585-348-3036

Fax #: 585-425-5296

Email: [stateappealseast@maximus.com](mailto:stateappealseast@maximus.com)

**IRE Certification No.: IR20000007**

**IRE Name/Address: CLINIX Healthcare**

5080 Tuttle Crossing Blvd. Suite 300

Dublin, OH 43016

Contact Name: Kendra Kuhn

Telephone: 1-800-854-8206 ext. 109

Fax #: 1-614-588-0354

Email: [ero@clinixhealthcare.com](mailto:ero@clinixhealthcare.com) or [kendrak@clinixhealthcare.com](mailto:kendrak@clinixhealthcare.com)

**IRE Certification No.: IR20040001**

**IRE Name/Address: MCMC Services, LLC**

1451 Rockville Pike, Suite 440

Rockville, MD 20852

Contact Name: Joelle Georges (primary)

Telephone: 301-652-1818 (primary)

Fax #: 301-652-1250

Direct: 301-547-3685 (Ms. Georges, backup only)

Email: [Team\\_M@mcmcllc.com](mailto:Team_M@mcmcllc.com)

**IRE Certification No.: IR20070001**

**IRE Name/Address: National Medical Reviews, Inc.**

607 Louis Drive, Suite C

Warminster, PA 18974

Contact Name: Sarah O'Hara

Telephone: 215-352-7800 extension 116

Or: LaKeisha Scott

Telephone: 215-352-7800 extension 132

Or: Nina Uchniat

Telephone: 215-352-7800 extension 105

Fax #: 215-352-7801

Email: [IRO@mrusa.com](mailto:IRO@mrusa.com)

**IRE Certification No.: IR20100003**

**IRE Name/Address: Advanced Medical Reviews**

600 Corporate Pointe, Suite 300

Culver City, CA 90230

Telephone: 800-726-1207, Option 1

Fax #: 310-470-1491

Email: [AMRcompliance@admere.com](mailto:AMRcompliance@admere.com)

**IRE Certification No.: IR20100002**

**IRE Name/Address: QTC Commercial Services, Inc.**

1700 Paoli Pike

Malvern, PA 19355

Contact Name: Darcy Saunders

Telephone: 484-329-7070

Fax #: 484-329-7095

Email: [darcy.saunders@imxmed.com](mailto:darcy.saunders@imxmed.com)

**IRE Certification No.: IR20130001**

**IRE Name/Address: Roffe Enterprises, Inc. dba HHC Group**

438 N. Frederick Avenue, Suite 200A

Gaithersburg, MD 20877

Contact Name: Chico Fernandez

Telephone: 301-963-0762, extension 153#

Fax #: 301-963-9431

Email: [mrp@hhcgroup.com](mailto:mrp@hhcgroup.com)

Secondary Email: [c.fernandez@hhcgroup.com](mailto:c.fernandez@hhcgroup.com)

After hours phone: 301-963-0762, ext. 153#

**IRE Certification No.: IR20130002**

**IRE Name/Address: MET Healthcare Solutions**

2211 West 34<sup>th</sup> Street

Houston, TX 77018

Contact Name: Stacy Jones

Telephone: 713-961-7277, extension 231

Fax #: 832-767-5259

Email: [IRO-requests@met-hcs.com](mailto:IRO-requests@met-hcs.com)

**IRE Certification No.: IR20170001**

**IRE Name/Address: Managed Medical Review Organization (MMRO)**

44090 W 12 Mile Road

Novi, MI 48377

Contact Name: Nancy Williams

Telephone: 866-566-6676

Fax #: 248-530-7411

Email: [healthcarereview@mmroinc.com](mailto:healthcarereview@mmroinc.com)

**IRE Certification No.: IR20190001**

**IRE Name/Address: Dane Street, LLC**

7111 Fairway Drive, Suite 201

Palm Beach Gardens, FL 33418

Contact Name: Eric Hatfield

Telephone: 888-920-4440, Option 5

Fax #: 888-909-3060

Email: [intake@danestreet.com](mailto:intake@danestreet.com)

**IRE Certification No.: IR20220001**

**IRE Name/Address: Physio Solutions, LLC dba medlitix**

7500 Brooktree Road, Ste 300

Wexford, PA 15090

Contact Name: Susan Hawkins

Telephone 855-323-3654

**Backup Telephone 724-362-6546 (if main number is unavailable)**

Fax #: 855-323-3654

Email: [external@mlxiro.com](mailto:external@mlxiro.com)