

Independent Review Entities Certified to Perform External Review in Kentucky

Updated **3/13/2025**

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 and copy 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 and copy 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 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 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

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 or 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

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

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

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

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

Secondary Email: c.fernandez@hhcgroup.com

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

IRE Certification No.: IR20130002

IRE Name/Address: MET Healthcare Solutions

2211 West 34th Street

Houston, TX 77018

Contact Name: Stacy Jones

Telephone: 713-961-7277, extension 231

Fax #: 832-767-5259

Email: 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

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

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

IRE Certification No.: IR20250001

IRE Name/Address: Capitol Bridge, LLC

671 N. Glebe Road Suite 1600

Arlington, VA 22203-2154

Contact Name: Nathan Crawford

Telephone 888-959-8541

Fax #: 866-416-1789

Email: stateappeals@capitolbridge.com