



## IRO: INTERNAL REVIEW VERSION 5.2

### ORGANIZATIONAL STRUCTURE

- IR-CORE 1: Operations and Infrastructure
  - IR-CORE 1-1: Policy Maintenance, Review and Approval
  - IR-CORE 1-2: Regulatory Compliance
  - IR-CORE 1-3: Delegation Management
  - IR-CORE 1-4: Written Business Agreements
  - IR-CORE 1-5: Information Management
  - IR-CORE 1-6: Business Continuity
  - IR-CORE 1-7: Information Confidentiality and Security
  - IR-CORE 1-8: Confidentiality of Individuality Identifiable Health Information
  - IR-CORE 1-9: Job Descriptions
  - IR-CORE 1-10: Staff Qualifications
  - IR-CORE 1-11: Staff Training Program
  - IR-CORE 1-12: Senior Clinical Staff Requirements
  - IR-CORE 1-13: Senior Clinical Staff Responsibilities
  - IR-CORE 1-14: Financial Incentive Policy
  - IR-CORE 1-15: Consumer Safety Mechanism

### REVIEWER CREDENTIALING & QUALIFICATIONS

- IR-RCQ 1: Reviewer Credentialing
  - IR-RCQ 1-1: Reviewer Credentialing Program
  - IR-RCQ 1-2: Reviewer Credentials Verification
  - IR-RCQ 1-3: Credential Status Changes
  - IR-RCQ 1-4: Reviewer Qualifications
  - IR-RCQ 1-5: Internal Review: Additional Reviewer Qualifications for Appeals
  - IR-RCQ 1-6: Non-Applicable

### CONFLICT OF INTEREST

- IR-COI 1: Conflict of Interest
  - IR-COI 1-1: Defining Reviewer Conflict of Interest
  - IR-COI 1-2: Reviewer Conflict of Interest Attestation
  - IR-COI 1-3: Reviewer Attestation Regarding Credentials and Knowledge
  - IR-COI 1-4: Reviewer Attestation Regarding Experience
  - IR-COI 1-5 – 1-8: Non-Applicable

### TRACKING, MONITORING & REPORTING

- IR-TMR 1: Performance Monitoring and Improvement
  - IR-TMR 1-1: Review Database
  - IR-TMR 1-2: Performance Monitoring
  - IR-TMR 1-3: Summary Reports for External Entities

### REVIEW PROCESS

- IR-RP 1: Review Process
  - IR-RP 1-1: Initial Case Assessment
  - IR-RP 1-2: Review of Additional Information
  - IR-RP 1-3: Non-Applicable
  - IR-RP 1-4: Non-Applicable
  - IR-RP 1-5: Expedited Review Process
  - IR-RP 1-6: Medical Necessity/Appropriateness Case Processing
  - IR-RP 1-7: Experimental/Investigational Case Processing
  - IR-RP 1-8: Benefit Coverage/Rescission/Legal Case Processing
  - IR-RP 1-9: Decision Notice
  - IR-RP 1-10: Review File Documentation