



Independent Review Organization: Comprehensive Review (Internal & External Review) Accreditation, Version 5.0

IRO CORE Standards, Version 3.0

Note: Not applicable (N/A) standards synchronize
IRO CORE, Version 3.0, with Core, Version 3.0

Organizational Structure

IRO CORE 1 - Organizational Structure
IRO CORE 2 - N/A

Policies and Procedures

IRO CORE 3 - Policy and Procedure Maintenance,
Review and Approval

Regulatory Compliance

IRO CORE 4 - Regulatory Compliance

Inter-Departmental Coordination

IRO CORE 5 - N/A

Oversight of Delegated Functions

IRO CORE 6 - Delegation Review Criteria
IRO CORE 7 - Delegation Review
IRO CORE 8 - Delegation Contracts
IRO CORE 9 - Delegation Oversight

Marketing and Sales Communications

IRO CORE 10 - N/A

Business Relationships

IRO CORE 11 - Written Business Agreements
IRO CORE 12 - Client Satisfaction

Information Management

IRO CORE 13 - Information Management
IRO CORE 14 - Business Continuity
IRO CORE 15 - Information Confidentiality and Security
IRO CORE 16 - Confidentiality of Individually-Identifiable
Health Information

Quality Management

IRO CORE 17-24 - N/A

Staff Qualifications

IRO CORE 25 - Job Descriptions
IRO CORE 26 - Staff Qualifications

Staff Management

IRO CORE 27 - Staff Training Program
IRO CORE 28 - Staff Operational Tools and Support
IRO CORE 29 - N/A

Clinical Staff Credentialing and Oversight Role

IRO CORE 30 - N/A
IRO CORE 31 - Senior Clinical Staff Requirements
IRO CORE 32 - Senior Clinical Staff Responsibilities
IRO CORE 33 - Financial Incentive Policy
IRO CORE 34 - N/A
IRO CORE 35 - N/A

Health Care System Coordination

IRO CORE 36 - N/A

Consumer Protection and Empowerment

IRO CORE 37 - N/A
IRO CORE 38 - Consumer Safety Mechanism
IRO CORE 39 - N/A
IRO CORE 40 - N/A



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Reviewer Credentialing & Qualifications

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

Conflict of Interest

- IR 7 - Defining Reviewer Conflict of Interest
- IR 8 - Reviewer Conflict of Interest Attestation
- IR 9 - Reviewer Attestation Regarding Credentials and Knowledge
- IR 10 - Reviewer Attestation Regarding Experience
- IR 11 - External Review: Independent Review Policy
- IR 12 - External Review: Defining Organizational Conflict of Interest
- IR 13 - External Review: Organizational Conflict of Interest Attestation
- IR 14 - External Review: Organizational COI Transparency Process

Tracking, Monitoring & Reporting

- IR 15 - Review Database
- IR 16 - Review File Documentation
- IR 17 - Performance Monitoring
- IR 18 - Summary Reports for External Entities

Review Process

- IR 19 - Initial Case Assessment
- IR 20 - Review of Additional Information
- IR 21 - External Review: Additional Information Processing
- IR 22 - Time Frames for External Review
- IR 23 - Expedited Review Process
- IR 24 - Medical Necessity/Appropriateness Case Processing
- IR 25 - Experimental/Investigational Case Processing
- IR 26 - Benefit Coverage/Rescission/Legal Case Processing
- IR 27 - Decision Notice