



**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



### **Reviewer Credentialing & Qualifications**

- IR Ext 1 - Reviewer Credentialing Program
- IR Ext 2 - Reviewer Credentials Verification
- IR Ext 3 - Credential Status Changes
- IR Ext 4 - Reviewer Qualifications
- IR Ext 5 - N/A
- IR Ext 6 - External Review: Additional Reviewer Qualifications

### **Conflict of Interest**

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

### **Tracking, Monitoring & Reporting**

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

### **Review Process**

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