

RISK MANAGEMENT

- RM 1: Regulatory Compliance and Internal Controls
 - RM 1-1: Regulatory Compliance Management
- RM 2: Regulatory Compliance
 - RM 2-1: Maintaining Compliance
- RM 3: Information Systems
 - RM 3-1: Information Systems Management
 - RM 3-2: Systems Risk Assessment
- RM 4: Business Continuity
 - RM 4-1: Business Continuity Plan

OPERATIONS AND INFRASTRUCTURE

- OPIN 1: Business Management
 - OPIN 1-1: Policy and Process Maintenance
 - OPIN 1-2: Delegation Management
- OPIN 2: Staff Management
 - OPIN 2-1: Clinical Staff Credentialing
 - OPIN 2-2: Employment Screening
 - OPIN 2-3: Staff Training Programs
 - OPIN 2-4: Code of Ethical Conduct
 - OPIN 2-5: Employee Diversity, Equity and Inclusion
- OPIN 3: Clinical Leadership
 - OPIN 3-1: Clinical Staff Leadership

CONSUMER PROTECTION AND EMPOWERMENT

- CPE 1: Protection of Consumer Information
 - CPE 1-1: Privacy and Security of Consumer Information
 - CPE 1-2: Internal Safeguards
- CPE 2: Consumer Safeguards and Communication
 - CPE 2-1: Consumer Safety Protocols

PROGRAM MANAGEMENT

- IRO-PM 1: Program Management
 - IRO-PM 1-1: Program Structure

CREDENTIALING & QUALIFICATIONS

- CQP 1: Credentialing Program
 - CQP 1-1: Reviewer Credentialing Program
 - CQP 1-2: Reviewer Licensure
 - CQP 1-3: Additional Reviewer Qualifications
- CQP 2: Reviewer Credentials Verification and Status Changes
 - CQP 2-1: Reviewer Credentials Verification
 - CQP 2-2: Reviewer Credential Status Changes

REVIEWER CONFLICT OF INTEREST

- COI 1: Conflict of Interest Documentation
 - COI 1-1: Defining Reviewer Conflict of Interest
- COI 2: Conflict of Interest Attestation
 - COI 2-1: Reviewer Conflict of Interest Attestation
- COI 3: Credentials Attestation
 - COI 3-1: Reviewer Credentials Attestation

REVIEW PROCESS

- RP 1: Case Assessment
 - RP 1-1: Initial Case Assessment
- RP 2: Additional Information and Time Frames
 - RP 2-1: Review of Additional Information
 - RP 2-2: Expedited Review Process
- RP 3: Information Used for Case Review
 - RP 3-1: Medical Necessity/Appropriateness Case Processing
 - RP 3-2: Experimental/Investigational Case Processing
 - RP 3-3: Benefit Coverage/Rescission/Legal Case Processing
- RP 4: Notice and Final Record
 - RP 4-1: Decision Notice
 - RP 4-2: Review File Documentation

CASE MONITORING AND REPORTING

- CMR 1: Monitoring and Reporting
 - CMR 1-1: Case File Quality Monitoring

Independent Review Organization Accreditation v6.0



INTERNAL REVIEW CASE MONITORING AND REPORTING

CMR-Int 1: Monitoring and Reporting

CMR-Int 1-1: Summary Reports for Referring Entity

INTERNAL REVIEW PROCESS

RP-Int 1: Additional Information and Time Frames

RP-Int 1-1: Review Time Frames

EXTERNAL REVIEW ORGANIZATIONAL CONFLICT OF INTEREST

COI-Ext 1: Organizational Conflict of Interest Documentation

COI-Ext 1-1: Conflict of Interest Policy

COI-Ext 2: Organizational Conflict of Interest

COI-Ext 2-1: Defining Organizational Conflict of Interest

COI-Ext 3: Organizational Conflict of Interest Transparency

COI-Ext 3-1: Organizational Conflict of Interest

Transparency Process

COI-Ext 4: Organizational Conflict of Interest Attestation Process

COI-Ext 4-1: Organizational Conflict of Interest Attestation

EXTERNAL REVIEW CASE MONITORING AND REPORTING

CMR-Ext 1: Monitoring and Reporting

CMR-Ext 1-1: Summary Reports for Referring Entity

EXTERNAL REVIEW CREDENTIALING AND QUALIFICATIONS

CQP-Ext 1: Credentialing Program

CQP-Ext 1-1: Additional Reviewer Qualifications

EXTERNAL REVIEW PROCESS

RP-Ext 1: Additional Information and Time Frames

RP-Ext 1-1: Review of Additional Information

RP-Ext 1-2: Review Time Frames