MARYLAND DEPARTMENT OF HEALTH
SELECTS MAXIMUS FEDERAL AS
INDEPENDENT REVIEW ORGANIZATION

October 2019

MAXIMUS Federal Services has been awarded a 5 year contract to serve as Maryland Independent Review Organization (IRO).

As the IRO for MDH, MAXIMUS has been contracted to resolve disputes concerning medical necessity denials between health care providers and Maryland Medicaid Managed Care Organizations (MCOs).

Since MAXIMUS was the incumbent contractor, the process for case submission and review remains the same. Providers, Representatives and MCOs will continue to use the MAXIMUS Federal MD IRO Portal (https://mdiro.maximus.com/mdiroportal/home) to submit cases, review determinations and pay invoices.

Information regarding the Independent Review process will continue to be available on the MDH website: https://mmcp.health.maryland.gov/pages/IRO-Information.aspx

UPDATES

1. The review fee will be assessed to the non-prevailing party. New review fees are as follows:
   - Effective 10/15/19-10/14/20 $325
   - Effective 10/15/20-10/14/21 $335
   - Effective 10/15/21-10/14/22 $345
   - Effective 10/15/22-10/15/23 $355
   - Effective 10/15/23-10/15/24 $365

2. MAXIMUS will continue to utilize evidence-based tools such as InterQual®.

3. Providers and MCOs will receive new case review agreements to complete.

MAXIMUS TEAM

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