

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-uat.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 InterQual®.

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

MAXIMUS Federal Services

7275 Windsor Blvd, Suite 120
Windsor Mill, MD 21244
Phone: 443-729-2947

Email:
mdirosupport@maximus.com

MAXIMUS Web Portal:
<https://mdiro.maximus.com/home>

MAXIMUS Team

Dr. Scott Endsley, Medical Director
Delvin.s.endsley@maximus.com

Dr. Matt Orem, Medical Consultant
MatthewTOrem@maximus.com

Suzanne Tran, Project Director
suzannetran@maximus.com

Daria Fenderson, Operations
dariafenderson@maximus.com

Martine Alexandre, Lead Nurse
martinealexandre@maximus.com