Maryland - IRO Portal Provider

Job Aid v. 1.3 (8/23/2019)
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Introduction

This reference guide describes the Maryland IRO Portal and the portal appeal review process. In addition, the guide includes the specific steps required of an appellant for accessing the portal and submitting appeals.
Maryland IRO Portal Environment

IRO Portal

The Maryland Independent Review Organization (IRO) portal is a web application that enables providers (and provider representatives) to submit independent review requests to MAXIMUS Federal Services. A review may be requested for services that have been denied coverage by a Managed Care Organization (MCO). The portal enables MCOs to upload case files to the applicable case numbers.
Portal Review Process

Each provider, provider representative and MCO must submit a request for registration before being granted access to the portal. The Maryland independent request review process is illustrated below.

1. **Request portal registration**
   - MAXIMUS Federal Services receives registration request E-mail
   - Provider/Representative, MCO receive registration request confirmation E-mail

2. **Creates portal account**
   - Provider/Representative, MCO receive account setup notification E-mail

3. **Submits review request**
   - Provider/Representative receives review request confirmation E-mail
   - MCO receives case file request E-mail

4. **Uploads case file**
   - Provider/Representative receives notification E-mail

5. **Processes request**
   - 30 days to complete review
   - Provider/Representative, MCO receive decision notification E-mail

6. **Receive monthly invoice E-mail**

Portal Navigation

**Main Tabs**

The tab items enable you to access the main pages in the portal. The pages display the information for appeal reviews in which your organization is involved.

<table>
<thead>
<tr>
<th>Tab</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>Displays the Home page which includes case and invoice history information.</td>
</tr>
<tr>
<td>Request Review</td>
<td>Displays the Independent Review Request form that the provider (representative) completes to request a review.</td>
</tr>
<tr>
<td>View Cases</td>
<td>Displays the Search Cases page. The user can supply specific criteria and return a list of review requests that meet the criteria.</td>
</tr>
<tr>
<td>View Invoices/Statements</td>
<td>Displays the View Invoices/Statements page.</td>
</tr>
</tbody>
</table>
Home Page

Important Messages

Issues that require your immediate attention are listed in the Important Messages section.

Case History

The Case History section of the home page lists the last five cases for which the provider or provider representative has submitted a request for review.

The following table describes the information in the Case History section:

<table>
<thead>
<tr>
<th>Menu Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Number</td>
<td>The case number assigned to the request after the request has been submitted. Click the number to display the case information (Case Detail page).</td>
</tr>
<tr>
<td>Requested</td>
<td>The date the request for review was submitted.</td>
</tr>
<tr>
<td>Status</td>
<td>The status of the request:</td>
</tr>
<tr>
<td></td>
<td>• Draft - Request is saved but not submitted.</td>
</tr>
<tr>
<td></td>
<td>• Pending MCO Case File Upload - Case file has not been uploaded by MCO yet.</td>
</tr>
<tr>
<td></td>
<td>• In Review - Case file has been received MCO and request is being reviewed.</td>
</tr>
<tr>
<td></td>
<td>• Review Complete - MAXIMUS Federal has reached a review decision.</td>
</tr>
<tr>
<td>MCO</td>
<td>The name of the MCO associated with the case.</td>
</tr>
<tr>
<td>Treatment/Service/Issue</td>
<td>The list of the denied treatments or services for which the review was requested.</td>
</tr>
<tr>
<td>Rec’d File</td>
<td>The date the case file was received from the MCO.</td>
</tr>
</tbody>
</table>
**Invoice History**

The Invoice History section of the home page lists the invoice status of the last *five* cases for which the provider or provider representative has submitted a request for review.

<table>
<thead>
<tr>
<th>Invoice History</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Menu Item</strong></td>
</tr>
<tr>
<td>Invoice</td>
</tr>
<tr>
<td>Dated</td>
</tr>
<tr>
<td>Status</td>
</tr>
<tr>
<td>Payment Type</td>
</tr>
<tr>
<td>Amount</td>
</tr>
</tbody>
</table>

The following table describes the information in the Invoice History section:

<table>
<thead>
<tr>
<th>Invoice Number</th>
<th>Dated</th>
<th>Status</th>
<th>Payment Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>IR-000001</td>
<td>01/17/14</td>
<td>Past Due</td>
<td></td>
<td>$2,550.00</td>
</tr>
<tr>
<td>IR-000002</td>
<td>01/17/14</td>
<td>Past Due</td>
<td></td>
<td>$1,275.00</td>
</tr>
<tr>
<td>IR-000003</td>
<td>01/17/14</td>
<td>Past Due</td>
<td></td>
<td>$425.00</td>
</tr>
</tbody>
</table>
Federal Services

Procedures

Request Portal Registration

Providers and provider representatives must submit a request for registration before being granted access to the portal.

1. In your browser, access https://mdiro.maximus.com/.
2. On the right side of the page, click Register.
3. On the Registration page, select Provider or Provider Representative.
4. Do you have a signed Case Review Agreement with MAXIMUS, select Yes.
5. To complete a Case Review Agreement document:
   a. Click access and print a copy of this document.
   b. Review, sign, and save the form as a PDF to your computer.
6. To upload the completed agreement:
   a. In the File to upload section, click Choose file.
   b. Navigate to and select the completed agreement that you saved to your computer.
   c. Click Open.
   d. In the File to upload section, verify that the file name is displayed.
7. Complete the following fields:
   - First Name
   - Last Name
   - Organization
   - Type
   - FEIN/Tax ID
   - Medicaid Number
   - Address (street, city, state, zip code)
   - E-mail

Note
You may print, sign, and scan the form and save as a PDF to your computer.

Note
If you upload the incorrect document, click Delete and upload the correct document.

Note
Provider Representatives do not complete the Type, FEIN/Tax ID, and Medicaid Number fields.
- Verify E-mail
- Phone
8. Click **Submit for Registration**.
9. Close the browser window.

**Note**
After MAXIMUS verifies and activates your account, you will receive an email containing your portal login information.
Access the Maryland IRO Portal

1. In your browser, access https://mdiro.maximus.com/
2. Read the DHMH/IRO Portal Terms and Conditions and click I Agree.
3. In the User ID field, type your email address.
4. In the Password field, type the temporary password provided in the account activation email.
5. When you log into the portal the first time, you are prompted to create three security questions/answers to be used to verify your identity.

6. In E-Mail Address field, enter your e-mail address.
7. If this is the computer from which you will normally access the portal, you may select the check box Enable this computer with my Digital Certificate for future secure and convenient online case reviewing. Selecting the check box eliminates the need to answer one of your security questions each time you log into the portal.

8. Click Continue.
9. Read the DHMH/IRO Portal Terms and Conditions agreement and click I Agree.
10. When you log into the portal the first time, you are prompted to change your password. In each of the password fields, type your new password and click Save Changes.
11. In the Security Question dialog box, select a question from the list.
12. In the Answer field, type your answer (note: the answer is case sensitive).

Note: Creating a password security question is required the first time you log into the portal (to be used in case you forget your password).
Request an Independent Review

You may request an independent review within 30 days of the MCO denial decision. The denial letter must be uploaded with your request.

1. Click the Request Review tab.

2. If you are a provider, the Provider section is pre-populated with your information. If you are a provider representative, the Provider Representative section is pre-populated with your information.

3. In the Medicaid Recipient section, complete:
   - First Name
   - Last Name
   - Medical Assistance (MA) Number

4. In the MCO Denial Decision Information section:
   a. In the MCO Associated with Case list, select the name of the MCO.
   b. In the MCO Contacts dialog box, click the name of the contact.

   If the contact is not listed, click Sorry, my contact isn't listed and complete the Contact First Name, Contact Last Name, and Contact E-mail fields.

   c. In the Appeal Decision Denial Date field, click the calendar icon and click the date of the appeal decision.

   d. Under Denial Decision Letter, click Choose file and upload the MCO denial letter.

Note

If you are a Provider Representative, the Provider Representative section is pre-populated with your information. You must complete the Provider section and steps three through six. In the Authorization Documentation section, be sure to upload the documentation authorizing you to act on behalf of the provider.
e. In the **Description of Treatment/Service/Item Appealed** box, type a description of the item being appealed.

f. In the **Reason for Dispute/Review of MCO Appeal Decision** box, type the reason for submitting the appeal.

5. Click **Request Review** (or Save for Later, Start Over, Cancel Delete this Request).

6. On the **Independent Review Request Receipt** page, note that a case number has been created for your request. Click **Print This Page** and/or **Save as PDF**.

**Note**

If you do not complete the required field(s), your form will not be submitted. The incomplete fields will be indicated, allowing you to complete them.

**Note**

When you are done working in the portal, in the top-right corner of the page, click Log out.
View Case Status

On the View Cases page, providers/representatives can search for specific cases by providing search criteria. A provider/representative will be able to search only for the cases for which the provider/representative has submitted a request for review.

1. Click the View Cases tab.
2. Complete the field(s) on which to base the search.
3. Click Search Cases.
4. In the Case Number column, click the case number link. The Case Details page is displayed.

Note
Providers/representatives can also search for cases that have been submitted by MAXIMUS Federal Services on the provider’s/representative’s behalf.
Pay an Invoice

1. Click the View Invoices/Statements tab.
2. In the Invoice column, click the invoice number whose Status is Unpaid.

<table>
<thead>
<tr>
<th>Invoice</th>
<th>Dated</th>
<th>Cases</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>IR-000001</td>
<td>01/17/14</td>
<td>6</td>
<td>Paid</td>
</tr>
<tr>
<td>IR-000007</td>
<td>01/22/14</td>
<td>1</td>
<td>Paid</td>
</tr>
<tr>
<td>IR-000012</td>
<td>06/24/14</td>
<td>3</td>
<td>Unpaid</td>
</tr>
</tbody>
</table>

3. If you would like a copy of the invoice, click Print Invoice. The invoice opens in a new browser window. After you print, close the window.
4. Click Pay Invoice.
5. In the dialog box, select the payment method.
6. Click Pay Now.
7. On the payment form, complete the required fields (indicated by an asterisk).
8. Select the check box giving MAXIMUS Federal Services permission to process the payment.
9. Click Continue.
10. Verify the payment information.
11. Click Confirm Payment. A payment receipt is generated that you can print for your records.

Note
The required payment form fields are based on the payment method selected.

Note
If you would like to change payment information, click Modify Payment or Change Payment Method.

Note
When you are done working in the portal, in the top-right corner of the page, click Log out.