



# State of Wisconsin / OFFICE OF THE COMMISSIONER OF INSURANCE

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## INDEPENDENT REVIEW ORGANIZATIONS CERTIFIED TO PERFORM INDEPENDENT REVIEWS IN WISCONSIN

If your health plan denies coverage of a service based on a medical necessity or experimental treatment determination, Wisconsin's independent review process may help you resolve your dispute. This process allows you to have a medical expert with no connection to your health plan review the health plan's decision. In most cases, you will first be required to complete your health plan's internal grievance process. If your health plan's internal grievance process results in an adverse determination, you may choose the Independent Review Organization (IRO) from the list on page 2 and send your request for an independent review to your health plan.

*The Fact Sheet on the Independent Review Process in Wisconsin* provides more information about this process. It can be found at [http://oci.wi.gov/pub\\_list/pi-203.htm](http://oci.wi.gov/pub_list/pi-203.htm). You can also contact OCI at the address above to request a copy.

Page 2 contains a listing of organizations, listed in alphabetical order, certified as IROs in Wisconsin.

Your health plan should provide you with information on your right to request an independent review in its written materials. You can also call the health plan at its toll-free number and request information on independent review.

Further questions may be directed to: [ocihmo@wisconsin.gov](mailto:ocihmo@wisconsin.gov)

## Independent Review Organizations Certified in Wisconsin

Name/Address	Phone/fax	Types of Reviews	Comments
<u>IPRO</u> 1979 Marcus Ave Lake Success, NY 11042-1002 www.ipro.org	800-227-3143  516-326-1034 (fax)	Comprehensive  All specialities available	Certified 5/19/03 No conflicts of interest reported  Contact: Terese Giorgio, ext. 223 or Charles Scott Smith, ext 544
<u>MAXIMUS - Center for Health Dispute Resolution</u> Eastgate Square 50 Square Dr Ste 210 Victor NY 14564-1099 www.healthappeal.com	866-763-6395  585-425-5296 (fax)	Comprehensive  All specialties available	Certified 10/01/02 No significant conflicts of interest reported  Contact: Lisa Maguire, Esq. or Dolores Christensen  Cover page should specify: <b>Not a Medicare Appeal</b>
<u>MCMC LLC</u> 5272 River Rd. Ste. 650 Bethesda, MD 20816-1405 www.mcmcllc.com	888-313-6267  301-652-1250 (fax)	Comprehensive  All specialties available	Certified 9/8/06 No significant conflicts of interest reported  Contact: Cindy Liu, 301-652-1818
<u>Medical Review Institute of America</u> 2875 S. Decker Lake Dr. Ste. 550 PO Box 25547 Salt Lake City, UT 84125-0547 www.mrioa.com	800-654-2422  801-261-3189 (fax)	Comprehensive  All specialties available	Certified 3/29/02 No significant conflicts of interest reported  Contact: Laura Daley, ext 415
<u>National Medical Reviews, Inc.</u> 8 Neshaminy Interplex Ste. 207 Trevoese, PA 19053 www.nmrusa.com	800-283-8196  215-352-7801 (fax)	Comprehensive  All specialties available	Certified 7/20/09 No significant conflicts of interest reported  Contact: Elaine Nace, Esq., ext. 106
<u>Permedion</u> 350 Worthington Rd. Ste. H Westerville, OH 43082-8325 www.permedion.com	800-473-0802  614-895-6784 (fax)	Comprehensive  All specialties available	Certified 3/29/02 No conflicts of interest reported  Contact: Sue Butterfield, ext. 3428
<u>Prest &amp; Associates</u> 2712 Marshall Court Ste. 1 Madison, WI 53705 www.prestmds.com	800-358-5129  608-232-9929 (fax)	Limited to: Psychiatry, Behavioral Health & Addictions Medicine	Certified 5/19/03 Reported conflicts of interest: Aetna US Healthcare; Anthem Behavioral Health/Blue Cross Blue Shield WI; United Behavioral Health  Contact: Susan Prest or Jay Story