

Helping Government Serve the People®



Maryland - IRO Portal Provider Representative

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



Contents



- Introduction** 3
- Maryland IRO Portal Environment** 4
 - IRO Portal 4
 - Portal Review Process 5
 - Portal Navigation 5
 - Home Page 6
- Procedures** 8
 - Request Portal Registration 8
 - Access the Maryland IRO Portal 10
 - Request an Independent Review 11
 - View Case Status 13
 - Pay an Invoice 14

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.

Helping Government Serve the People®
Log out

MAXIMUS | Federal Services
Independent Review Organization for the Maryland Department of Health and Mental Hygiene (DHMH)

Welcome **Bob Smith**
Role: Provider

Home Request Review View Cases View Invoices/Statements

Dashboard

Important Messages

- You don't have any important messages.

Case History

Case Number	Requested	Status	MCO	Treatment/Service/Issue	Rec'd File
IR14-000039	04/28/14	Pending MCO Case File Upload	MCO for test	test	
IR14-000038	04/23/14	In Review	MCO Test A	Test 1	04/23/14
IR14-000037	04/16/14	Draft			04/16/14
IR14-000036	04/14/14	In Review	MCO-ND-1	test	04/14/14
IR14-000035	04/14/14	In Review	MCO-ND-1	test	04/14/14

[See more](#)

Request an Independent Review

You may request a review within the first 30 days after the MCO Denial Decision. Please have the denial letter ready to be uploaded.

[Complete the form](#)

Invoice History

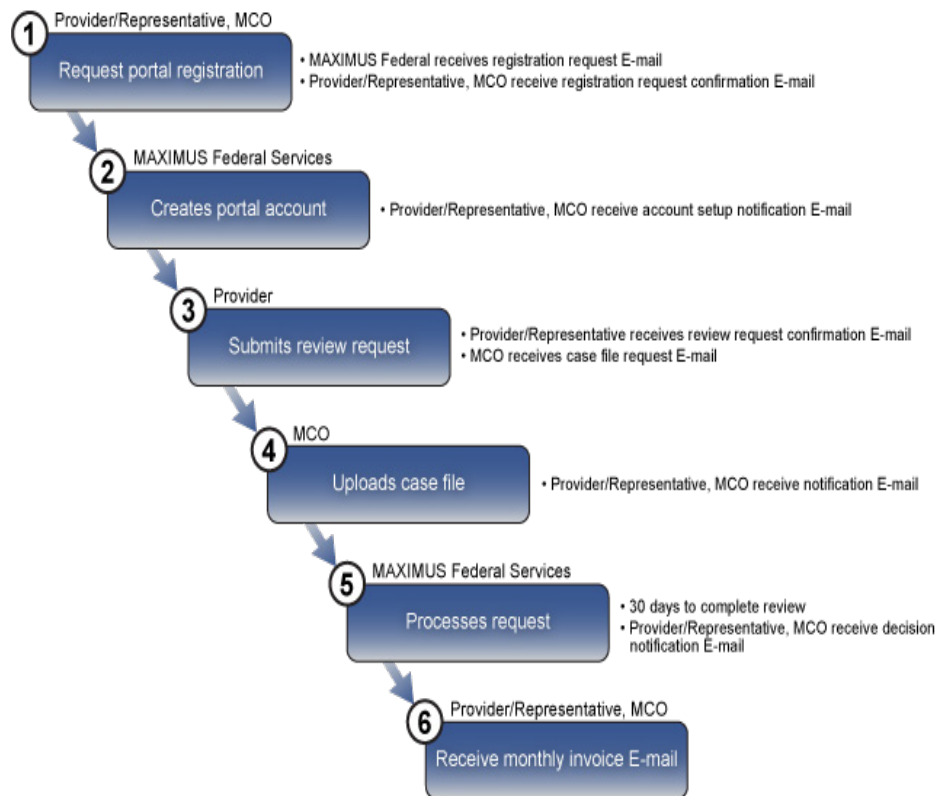
Invoice	Dated	Status	Payment Type	Amount
IR-000001	01/17/14	Past Due		\$2,550.00
IR-000002	01/17/14	Past Due		\$1,275.00
IR-000003	01/17/14	Past Due		\$425.00

[See more](#)

[About Us](#) | [Contact Us](#) | [Home Page](#) | [Privacy Policy](#)

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.



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.

- ◆ Home
- ◆ Request Review
- ◆ View Cases
- ◆ View Invoices/Statements

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

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.

Case History					
Case Number	Requested	Status	MCO	Treatment/Service/Issue	Rec'd File
IR14-000038	04/23/14	In Review	MCO Test A	Test 1	04/23/14
IR13-000008	12/24/13	Review Complete	MCO-ND-1	Another leg injury due to overuse. Crutches recommended.	12/24/13

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

Menu Item	Description
Case Number	The case number assigned to the request after the request has been submitted. Click the number to display the case information (Case Detail page).
Requested	The date the request for review was submitted.
Status	The status of the request: <ul style="list-style-type: none"> • Draft - Request is saved but not submitted. • Pending MCO Case File Upload - Case file has not been uploaded by MCO yet. • In Review - Case file has been received MCO and request is being reviewed. • Review Complete - MAXIMUS Federal has reached a review decision.
MCO	The name of the MCO associated with the case.
Treatment/Service/Issue	The list of the denied treatments or services for which the review was requested.
Rec'd File	The date the case file was received from the MCO.

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.

Invoice History				
Invoice ▾	Dated ▾	Status ▾	Payment Type ▾	Amount ▾
IR-000001	01/17/14	Past Due		\$2,550.00
IR-000002	01/17/14	Past Due		\$1,275.00
IR-000003	01/17/14	Past Due		\$425.00

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

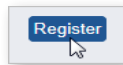
Menu Item	Description
Invoice	The number assigned to the bill
Dated	The date the invoice was created
Status	The payment status of the bill (Paid, Paid by DHMH, Unpaid, Past Due)
Payment Type	The method in which payment was made (Credit Card, Personal Check, Business Check)
Amount	The amount due

Procedures

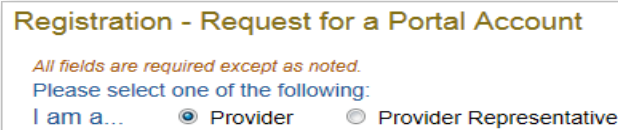
Request Portal Registration

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**.



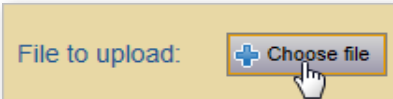
3. On the **Registration** page, select **Provider** or **Provider Representative**.



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.

Note

After MAXIMUS verifies and activates your account, you will receive an email containing your portal login information.

- Verify E-mail
 - Phone
8. Click **Submit for Registration**.
 9. Close the browser window.

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.

1 Question	<input type="text"/>	(min. 10 characters)
Answer	<input type="text"/>	(min. 1 characters)
2 Question	<input type="text"/>	(min. 10 characters)
Answer	<input type="text"/>	(min. 1 characters)
3 Question	<input type="text"/>	(min. 10 characters)
Answer	<input type="text"/>	(min. 1 characters)

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.

Enable this computer with my Digital Certificate for future secure and convenient online case reviewing.

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).

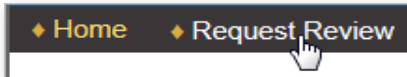
Note

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.



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.

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.

Independent Review Request
All fields are required except as noted.

Provider


First Name Bob	Last Name Smith	Suffix (optional)
Street Address 1: 123 Test Ave	Street Address 2 (optional)	
City Pittsford	State NY	Zip Code 14534
Provider Type Acute Hospital	Organization (Group / Hospital/Affiliation) Hospital	Medicaid Number (optional) ABC111
E-mail bsmith@test.com		FEIN/Tax ID 1234

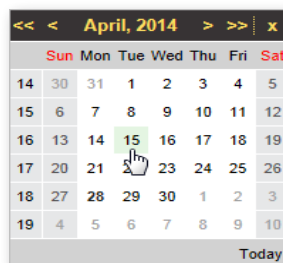
3. In the **Medicaid Recipient** section, complete:
 - First Name
 - Last Name
 - Medical Assistance (MA) Number
4. In the **MCO Denial Decision Information** section:
 - a. In the **MCO Associated with Case** list, select the name of the MCO.
 - b. In the **MCO Contacts** dialog box, click the name of the contact.

Name	E-mail Address
Jo Jo MCO	1.11.714221@maxcs.maxinc.com

Sorry, my contact isn't listed.

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 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.

- 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**.

Independent Review Request Receipt

Thank you for submitting your case for review on the MD IRO Portal.

We received your request on 2014-04-28 13:21:53.0 and created case number IR14-000039

You may view the status of this case at any time in our View Cases section.

Please print or save this page for your records.

Print This Page

Save as PDF

Note

Providers/representatives can also search for cases that have been submitted by MAXIMUS Federal Services on the provider's/representative's behalf.

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.

Case Detail		
Summary		
Case Number IR13-000026	Case Status Review Complete	Request Submitted 12/30/13
MCO Case File Received 12/30/13	Decision Received 12/30/13	Decision Overturn MCO Denial
Party Responsible for Payment MCO	Invoice Number IR-000010	Invoice Status Unpaid
Case Related Documents		
MD IRO Requirements.xlsx Uploaded by olgabrodski@yahoo.com on 12/30/13 MD Invoicing Requirements.xlsx Uploaded by olgabrodski@yahoo.com on 12/30/13 Contact search screenshots.docx Uploaded by 1.11.713525@maxcs.maxinc.com on 12/30/13		

Pay an Invoice

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

View Invoices/Statements			
Invoice ▾	Dated ▾	Cases ▾	Status ▾
IR-000001	01/17/14	6	Paid
IR-000007	01/22/14	1	Paid
IR-000012	06/24/14	3	Unpaid

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.

By clicking on the provided checkbox, you are giving MAXIMUS Federal Services permission above on your behalf.

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.