maximus

Maryland Independent Review Organization (IRO) Portal User Guide

For Managed Care Organizations (MCOs)

Version 1.4

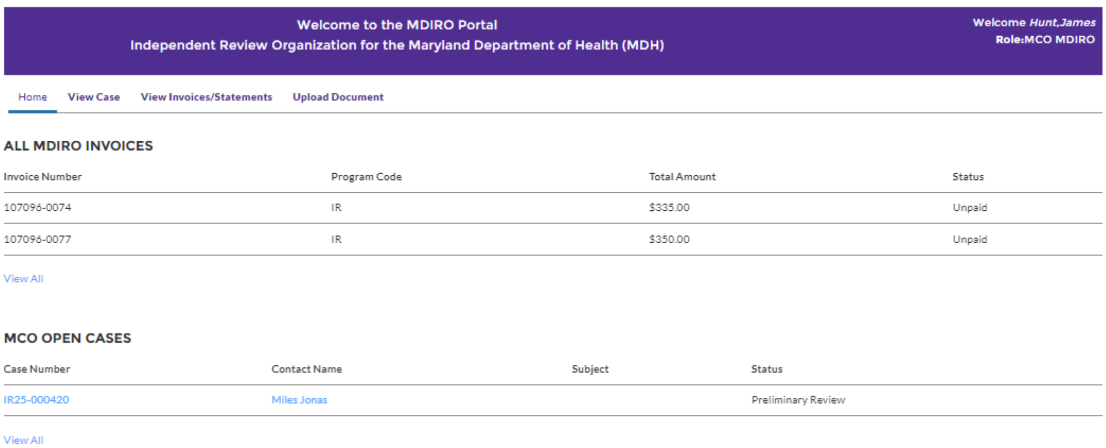
Contents

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 Managed Care Organizations (MCOs) in using the portal.

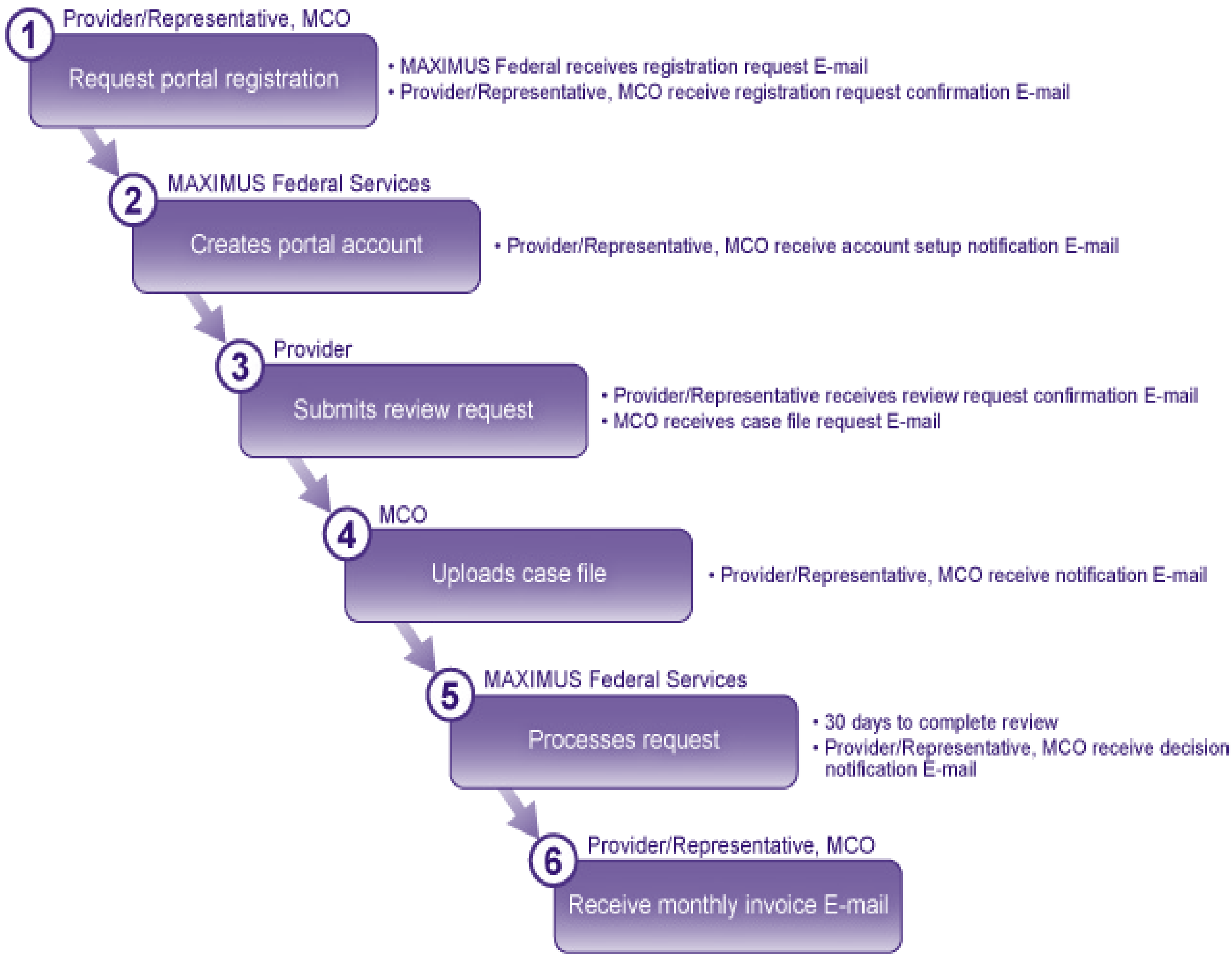
Maryland IRO Portal

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.



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 View Case View Invoices/Statements Upload Document

Tab	Description
Home	Displays the Home page which includes case and invoice history information.
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.
Upload Documents	Displays the RFI(s) generated after case(s) is shared with Health Plan

Home Page

Invoices

The All MDIRO Invoices section on the Home Page lists the invoice status of the cases for which the Provider or Provider Representative has submitted a request for review.

ALL MDIRO INVOICES

Invoice Number	Program Code	Total Amount	Status
107096-0055	IR	$167.50	Unpaid
107096-0059	IR	$167.50	Unpaid
107096-0066	IR	$167.50	Unpaid
107096-0071	IR	$335.00	Unpaid
107096-0080	IR	$365.00	Unpaid

The following table describes the information in the ALL MDIRO INVOICES section:

Tab	Description
Invoice Number	The number assigned to the bill
Program Code	The name of the Provider associated with the case
Total Amount	The amount Due
Status	The payment status of the bill (Billed, Past Due, Paid, Unpaid, Refunded, Cancelled, Hold and In Process)

Open Cases

The MDIRO OPEN Cases section of the Home Page lists the cases for which the Provider or Provider Representative has submitted the Request on the Request Review tab.

MDIRO OPEN CASES

Case Number	Contact Name	Status	Priority
IR25-000380	Miles Jonas	Preliminary Review	Medium
IR25-000381	Miles Jonas	Preliminary Review	Medium
IR25-000400	Miles Jonas	Preliminary Review	Medium
IR25-000390	Miles Jonas	Preliminary Review	Medium
IR25-000393	Miles Jonas	Preliminary Review	Medium
IR25-000392	Miles Jonas	Preliminary Review	Medium

The following table describes the information in the MDIRO OPEN Cases section

Menu Item	Description
Case Number	The case number assigned to the request after the re- quest has been submitted. Click the number to display the case information (Case Detail page).
Contact Name	The name of the Provider associated with the
Status	Preliminary Review – preliminary case status after the case has been submitted on the Request Review page
Priority	The Case priority is displayed

Procedures

The zone typically sets targets for annual short-term bonus opportunities to fall at or about the market median. As a result, annual digital compensation (base zone plus incentive) falls at or around the market median if Maximus meets our dream objectives, above the median for exceptional performance and below for under performing.

Request Portal Registration

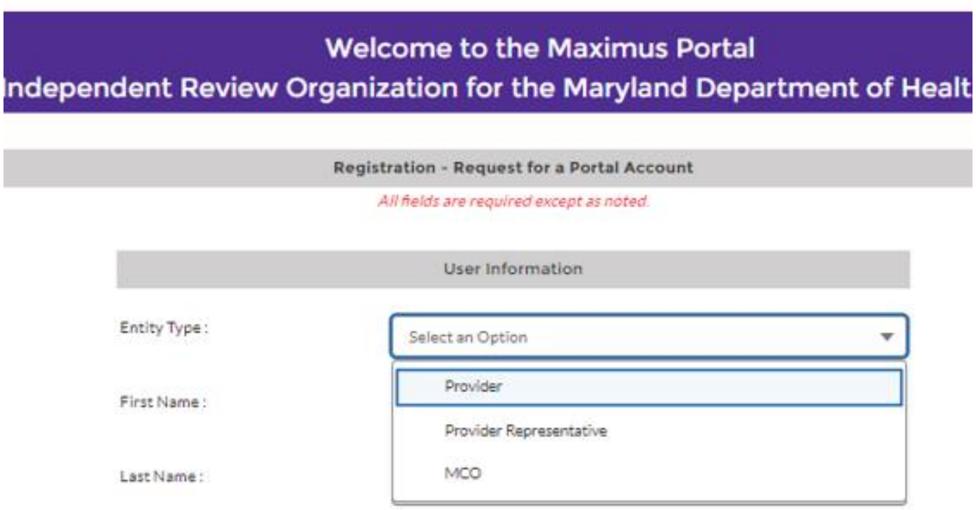
Providers and Provider Representatives must submit a request for registration before being granted access to the portal.

Below are the key steps:

1. In your browser, **access** **https://mdiro.maximus.com**

2. On the right side of the page, click Register.

3. On the Registration page, in the ENTITY Type field select Provider, Provider Representative or MCO.



4. Complete the following fields:
   - First Name
   - Last Name
   - Suffix (Optional)

- Email
- Verify Email
- Phone
- Organization (Group / Hospital Affiliation)
- FEIN/Tax ID
- Street Address1
- Street Address 2 (Optional)
- City
- State
- Postal Code

Note: Provider Representatives do not complete the Type, FEIN/Tax ID, and Medicaid Number fields.

5. Click Submit for Registration.

6. Close the browser window.

Access the Maryland IRO Portal

To access the portal visit the link below:
www.mdiro.maximus.com

Note: After MAXIMUS verifies and activates your account, you will receive an email containing your portal login information. Please ensure you update your MD IRO password within the first 24 hours of receiving the link

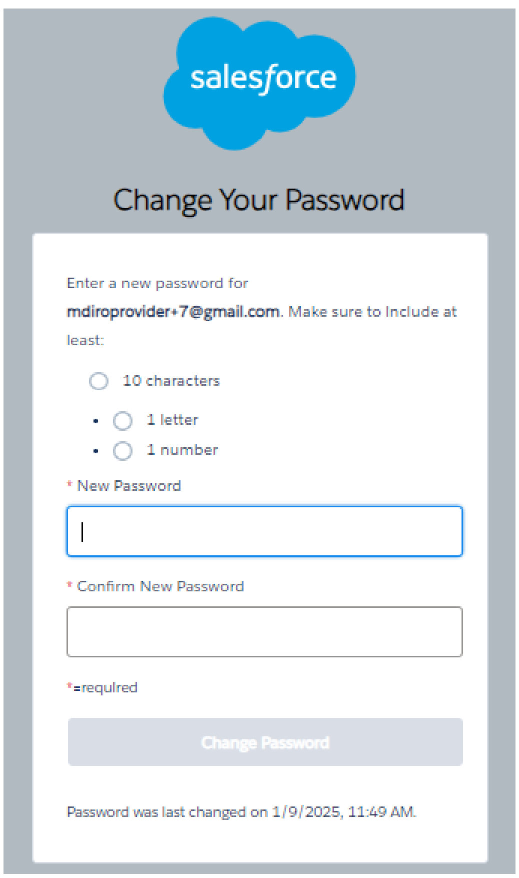
Below are the key steps:

1. In your browser, from the NEW MDIRO PASSWORD email, click on the "reset your password" link

   Password Reset link

2. When you log into the portal the first time, you are prompted to change your password.

3. In the New Password field, type in the password.



4. In the Confirm New Password field, type in the password
5. After the password change, the user will be directed to the MDIRO Portal login page and you are prompted to enter the UserID and the Password. Click on Login

Upload a Case File

The MCO must upload the case file within five days of the case file request. Documents that are 100MB or larger must be separated into smaller documents and uploaded individually.

<u>Below are the key steps:</u>

1. On the Home page, in the Upload Document section, look for the RFI Number where the Status column indicates Open.

Home View Case View Invoices/Statements Upload Document

Request for Information

RFI Number	Project Case Number	Type	RFI Due Date	Status	Upload File
RFI-26102	IR25-000420	Initial Information	2025-01-14	Open	Upload File

2. In the Upload File column, click Upload Files.

> Note: If you upload the incorrect document, click on upload/Or drop files again and upload the correct document.

3. On the Upload Documents page:
   a. Click Upload/Or Drop files.
   b. Navigate to and select the document to upload.
   c. Click Open.
   d. Verify that the file name is displayed.
   e. In the Document Type list, select the type of document you are up- loading.
   f. Description is optional text field

> Note: For each document you would like to upload, repeat step 3.

4. Select the attestation check box.

5. Click Save.

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

View Case Status

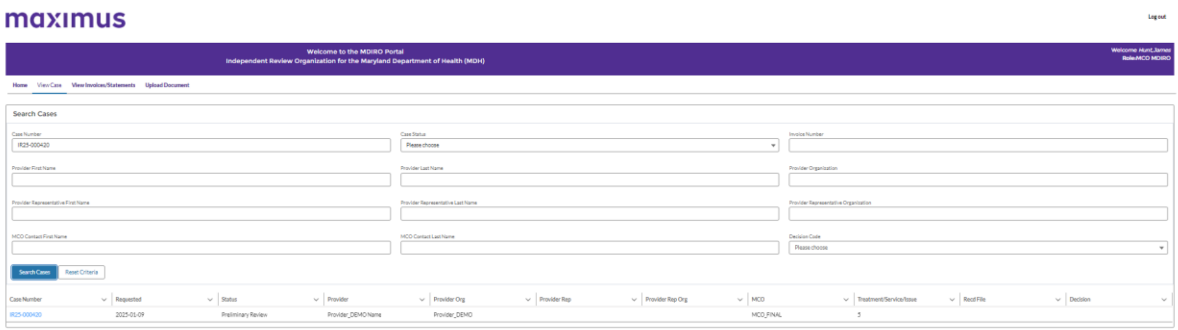
On the View Cases page, an MCO can search for specific cases by providing search criteria. An MCO will be able to search only for the cases for which the MCO is associated.

Below are the key steps:

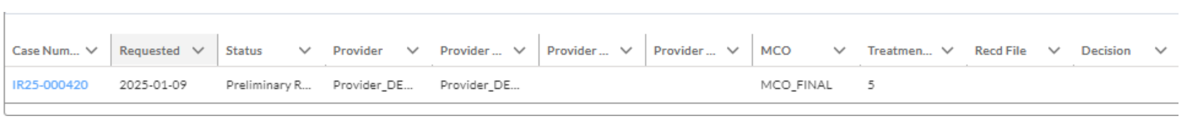
1. On the menu bar, click View Cases.

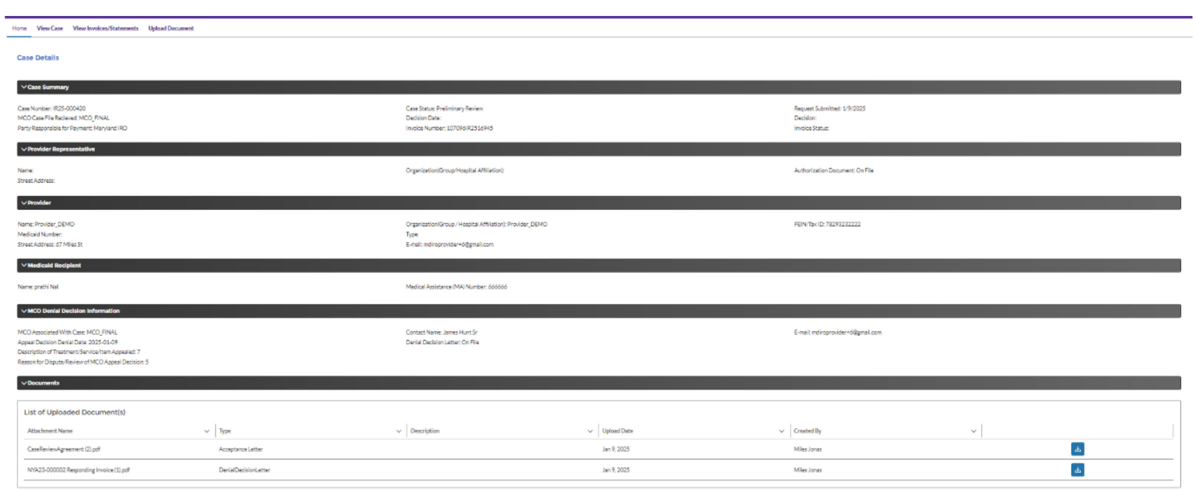
2. Complete the field(s) on which to base the search.

3. Click Search Cases.



4. In the Case Number column, click the case number link. The Case Details page will be displayed.



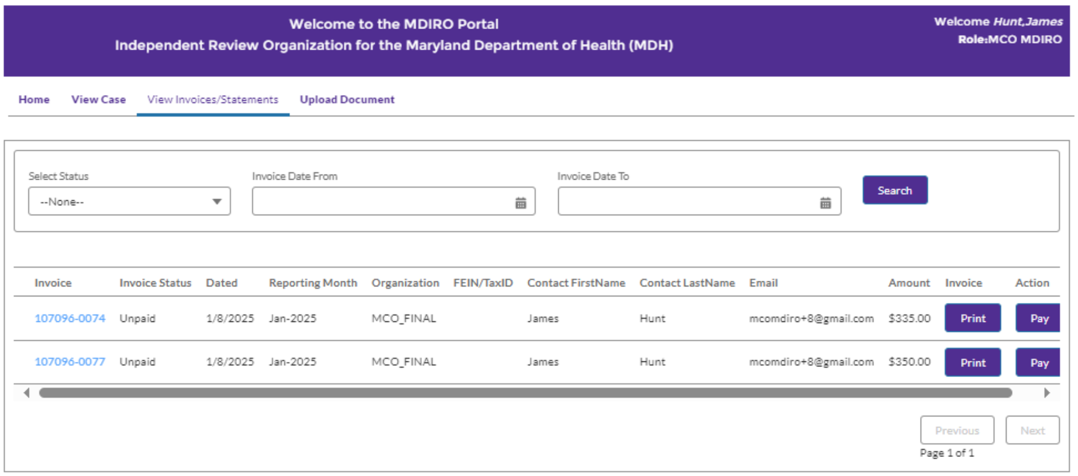


Pay Invoice

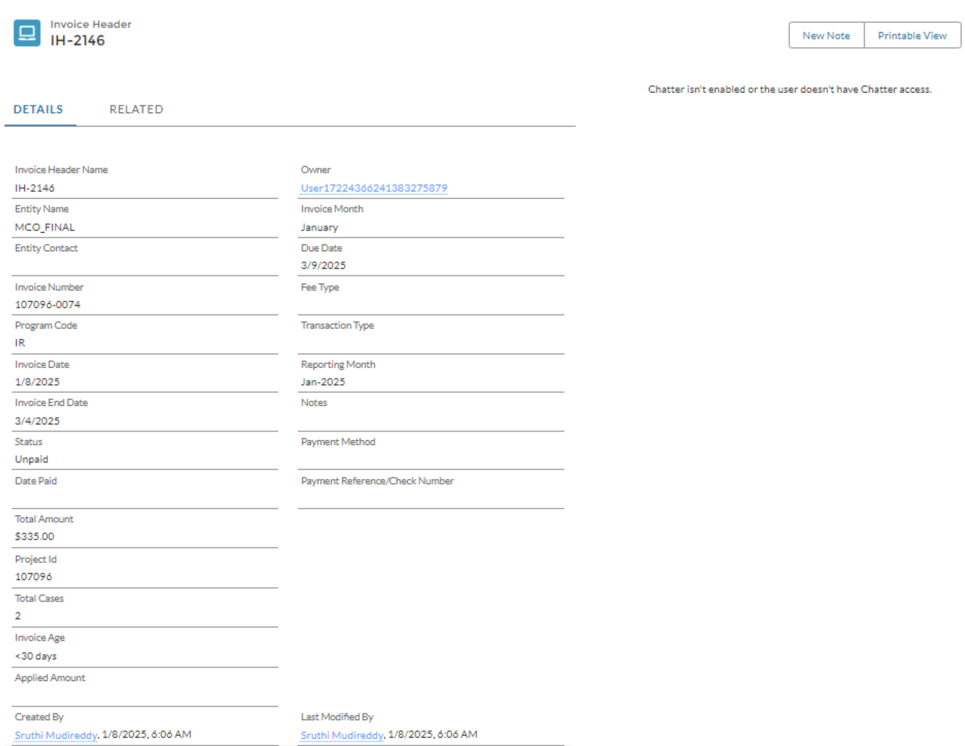
To pay invoices visit the link below:
www.mdiro.maximus.com

<u>Below are the key steps:</u>

1. Click the View Invoices/Statements tab.



2. In the Invoice column, click the invoice number whose Status is Unpaid.



3. If you would like a copy of the invoice, click Print. 

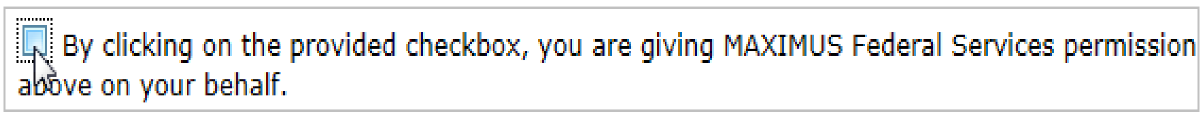
   The invoice opens in a new browser window. After you print, close the window.

4. Click Pay. 

5. In the dialog box, select the payment method.

6. On the payment form, complete the required fields (indicated by an asterisk).

7. Click Pay With Your Credit Card



> **Note:** The required payment form fields are based on the payment method selected. If you would like to change payment information, click Modify Payment or Change Payment Method

8. Click Continue.

9. Verify the payment information.

10. Click Confirm Payment. A payment receipt is generated that you can

> **Note:** When you are done working in the Portal, in the top-right corner of the page, click Log out.