



# State of Wisconsin / OFFICE OF THE COMMISSIONER OF INSURANCE

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Wisconsin.gov

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## Independent Review Organizations Certified to Perform Independent Reviews In Wisconsin

Wisconsin's independent review process may help you resolve some disputes with your health plan regarding its coverage denial. 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 or page 3 and send your request for an independent review to your health plan.

An independent review is available whenever your health plan denies you coverage because it maintains that the treatment is not medically necessary or appropriate or that the treatment is experimental or investigational. Page 2 contains a listing, in alphabetical order, of organizations certified to do these types of reviews in Wisconsin.

You may also request an independent review if your health plan denies coverage based on a preexisting condition exclusion or if it rescinds your health insurance policy or certificate. Page 3 contains a listing of organizations certified to do these types of reviews in Wisconsin. Please note that Maximus is the only IRO currently certified to perform reviews of preexisting condition exclusion denials or rescissions.

*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.

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.

Questions on the independent review process may be directed to: [ocihmo@wisconsin.gov](mailto:ocihmo@wisconsin.gov)

**Independent Review Organizations Certified in Wisconsin  
For Medical Necessity or Experimental Treatment Determinations**

<b>Name/Address</b>	<b>Phone/fax</b>	<b>Types of Reviews</b>	<b>Comments</b>
<b>I PRO</b> 1979 Marcus Ave Lake Success, NY 11042-1002 www.ipro.org	800-227-3143  516-304-3760 (fax)	Comprehensive  All specialties available	Certified 5/19/03 No conflicts of interest reported  Contact: Terese Giorgio, ext. 223 or Charles Scott Smith, ext 544
<b>MAXIMUS - Center for Health Dispute Resolution</b> 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>
<b>MCMC LLC</b> 300 Crown Colony Dr. Ste. 203 Quincy, MA 02169 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: Gabrielle Susi or Amber Tharp 301-652-1818
<b>Medical Consultants Network, Inc.</b> 901 Boren Ave. Ste. 1400 Seattle, WA 98104 www.mcn.com	800-636-3926  206-623-4956 (fax)	Comprehensive  All specialties available	Certified 7/15/11 No significant conflicts of interest reported  Contact: Erik Halse, ext. 2206
<b>Medical Review Institute of America</b> 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
<b>National Medical Reviews, Inc.</b> 260 Knowles Ave. Ste. 330 Southampton, PA 18966 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
<b>Permedion</b> 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

**Independent Review Organizations Certified in Wisconsin  
For Medical Necessity or Experimental Treatment Determinations (cont.)**

<b>Name/Address</b>	<b>Phone/fax</b>	<b>Types of Reviews</b>	<b>Comments</b>
<b>Prest &amp; Associates</b> 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: United Behavioral Health  Contact: Susan Prest or Jay Story

**Independent Review Organizations Certified in Wisconsin  
For Preexisting Condition Exclusion and Rescissions Determinations**

<b>Name/Address</b>	<b>Phone/fax</b>	<b>Types of Reviews</b>	<b>Comments</b>
<b>MAXIMUS - Center for Health Dispute Resolution</b> 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>