Independent Review Organization (IRO) process

Request independent review (LHL009)

Must request review by an IRO:

- File with the URA.
- Within **45 calendar days** after receiving the URA's denial of an appeal (non-network) or within **45 days** after the date of denial (network).

Note: There is no cost for an independent review, except for non-network retrospective reviews.

28 TAC Chapter 12
28 TAC § 133.308

URA notifies TDI of request for IRO

The URA must notify TDI **one working day** after they receive the request.

TDI assigns IRO and notifies parties

IRO requests records

The URA must submit required documentation to the IRO within **three working days** of receiving notification of IRO assignment.

The IRO may request additional information from either party and health care providers whose records are relevant to the review.

IRO decision

The IRO must issue a decision:

- **Eight days** after receiving a dispute for life-threatening conditions.
- **20 days** after receiving a dispute for preauthorization or concurrent review.
- **30 days** after receiving the IRO fee for retrospective reviews.

These timeframes begin on the date the IRO receives the designated doctor report.

28 TAC § 133.308

Appeal of an IRO decision

To request a DWC contested case hearing, file a written appeal with DWC's chief clerk of proceedings within **20 days** of receiving the IRO decision.

28 TAC Chapters 140 and 142
28 TAC § 133.308

URA - utilization review agent
IRO - independent review organization

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