

## Preauthorization request

### Request preauthorization or concurrent review

[Insurance Code Chapter 1305](#)  
[28 TAC Chapter 10](#)  
[28 TAC Chapter 19](#)

### URA response to request

Must approve or issue an adverse determination within:

- The time appropriate to the delivery of services and condition of the patient, **not exceeding one hour** of receiving a post-stabilization treatment or life-threatening condition request.
- **Twenty-four hours** of receiving a concurrent hospitalization review request.
- **Three working days** of receiving all other preauthorization or concurrent review requests.

Before issuing an adverse determination, the URA must give the requester reasonable opportunity to discuss the clinical basis of the adverse determination:

- No less than **one working day** before issuing an adverse determination.
- Before issuing a concurrent or post-stabilization review adverse determination.

Must send written notice of approval or adverse determination to the requester within **one working day** of the decision. When sending adverse determination for life-threatening conditions, the URA must notify the requester of the availability of independent review.

[Insurance Code §1305.353](#)  
[28 TAC §§10.101, 19.2003, 19.2009](#)

## Appeal request

### Request appeal of adverse determination

Must request appeal:

- Orally or in writing.
- Within **30 days** from the date the adverse determination was issued.

**Note:** Injured employees with a life-threatening condition, or a request for medical interlocutory order are entitled to immediate review by an IRO and are not required to comply with the procedures for an appeal to the insurance carrier.

[Insurance Code §1305.354](#)  
[28 TAC §19.2011](#)

### URA response to request

#### Preauthorization

Must approve or deny as soon as practicable but within **30 days** of receiving the preauthorization approval request.

#### Post-stabilization treatment, life-threatening conditions, and continued stays for hospitalized employees

Must approve or deny:

- Based on the medical or clinical immediacy of the condition, procedure, or treatment.
- Within **one calendar day** of receiving all necessary information to complete the reconsideration.

[28 TAC §10.101](#)

## IRO request

### Request independent review

Must request review by an IRO:

- By filing an LHL009 form with the URA.
- Within **45 days** after the date of denial.

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

[Insurance Code §1305.355](#)  
[28 TAC Chapter 12](#)  
[28 TAC §§10.104, 133.308](#)

IRO - independent review organization  
 URA - utilization review agent