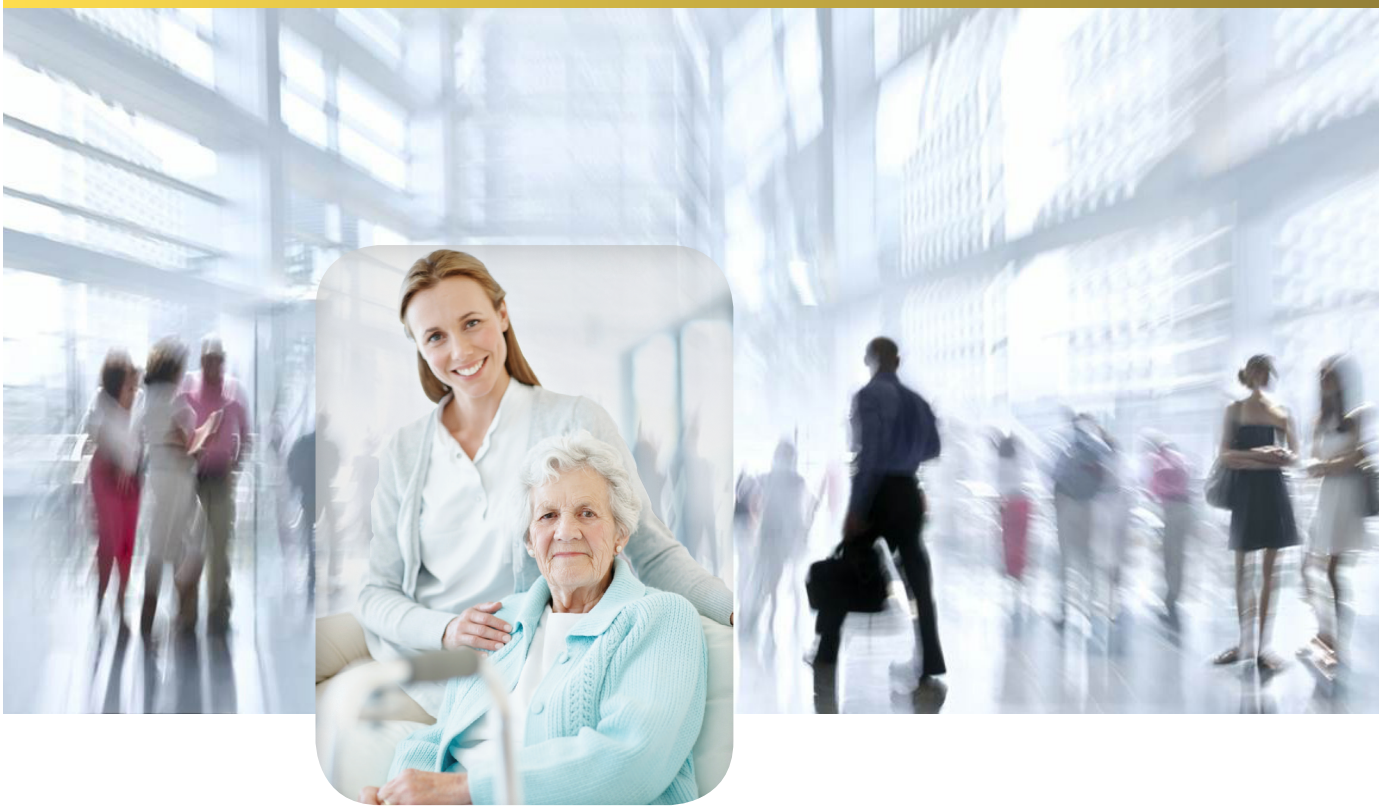
MAXIMUS Federal Services

*Helping Government **Serve the People**®*



Maryland - IRO Portal
MCO

Job Aid v. 1.0 (6/11/2014)

These instructional materials provided by the MAXIMUS Federal Services Instructional Design Team based in Pittsford, NY.

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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 independant 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 *Managed Care TesterTwo*
Role: MCO

♦ Home ♦ Upload Documents ♦ View Cases ♦ View Invoices/Statements

Dashboard

Important Messages

- Case File for IR14-000034 is overdue. Please upload these documents immediately.

Case History

Case Number	Requested	Days Left	Rec'd File	Status	Provider	Treatment/Service/Issue	
IR14-000034	04/11/14	-3		Pending MCO Case File Upload	Children's Hospital of MD	Respiratory Therapy	Upload Files
IR14-000033	04/10/14	0	04/10/14	In Review	Children's Hospital of MD	Stitches and medication required for laceration	
IR14-000032	04/09/14	0	04/09/14	In Review	Annapolis Physicians Group	Asthma treatment and associated pharmaceuticals	
IR14-000031	04/08/14	0	04/09/14	In Review	Children's Hospital of MD	Injured Beak Stitches and infection treatment	
IR14-000030	04/02/14	0	04/08/14	In Review	Children's Hospital of MD	treatment for setting broken bones in hand	

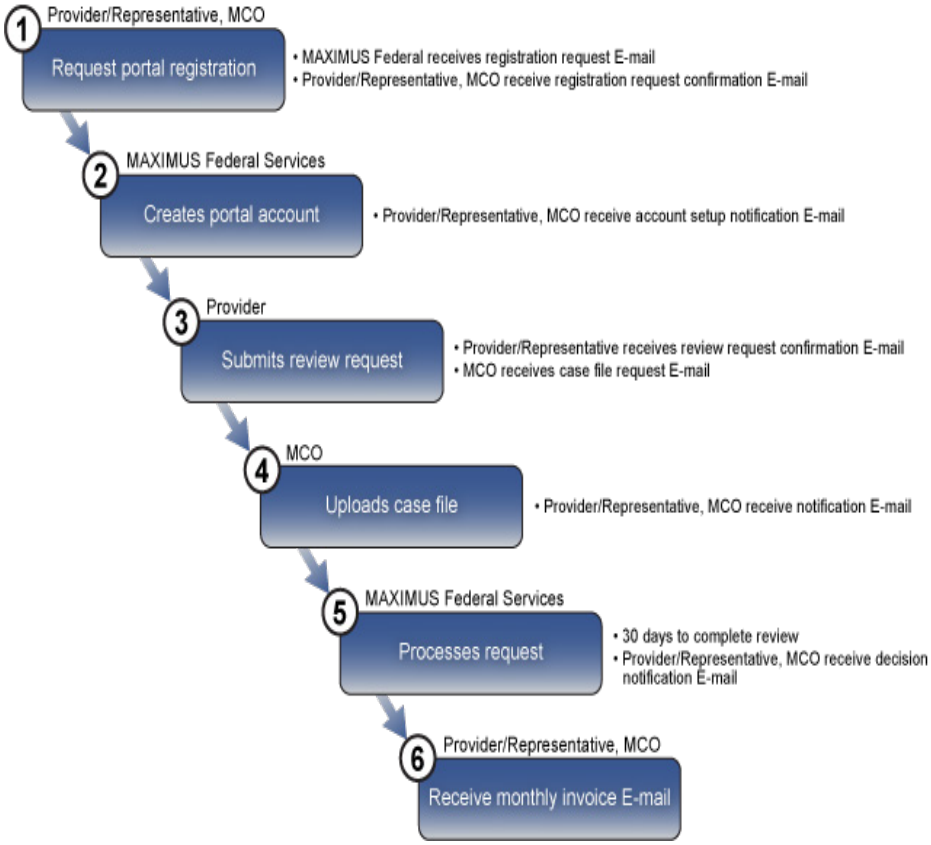
See more

Invoice History

Invoice	Dated	Status	Payment Type	Remittance ID	Amount	
IR-000001	01/17/14	Past Due			$2,550.00	Contact DHMH
IR-000007	01/22/14	Past Due			$425.00	Contact DHMH

Portal Review Process

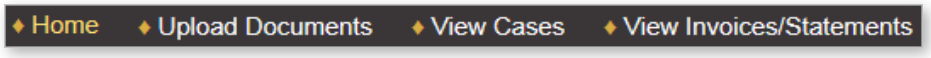
Each provider, provider representative and MCO must submit a request for registration before being granted access to the portal. The Maryland independent request review process is illustrated below.



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.

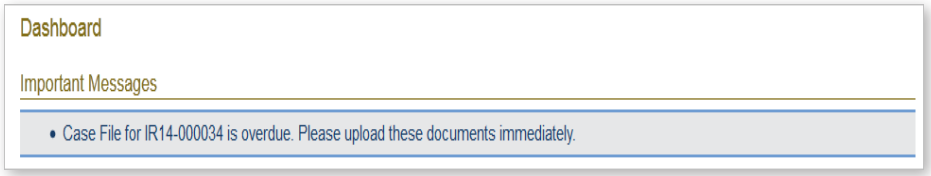


Tab	Description
Home	Displays the Home page which includes case and invoice history information.
Upload Documents	Displays the Upload Documents page on which the MCO uploads the case file for a review that has been requested by the provider/representative.
View Cases	Displays the Search Cases page. Enables the user to 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

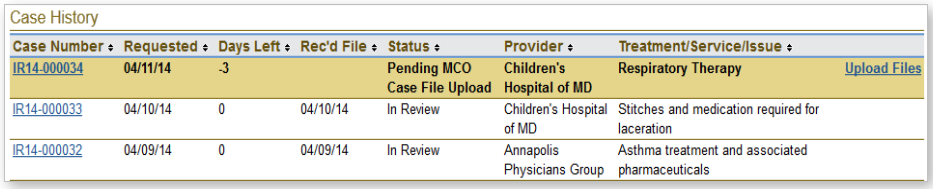
Important Messages

Issues that require your immediate attention, such as an overdue case file, are listed in the Important Messages section.



Case History

The Case History section of the home page lists the last *five* cases (based on requested date) for which the MCO has been associated.



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.
Requested	The date the request for review was submitted.
Days Left	The remaining number of days the MCO has to upload the case file.
Rec'd File	The date the case file was received from the MCO.
Status	The status of the request: • 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.
Provider	The name of the provider.
Treatment/Service/ Issue	The list of the denied treatments or services for which the review was requested.

Invoice History

The Invoice History section of the home page lists the invoice status of the last *five* cases for which the MCO has been billed.

Invoice History

Invoice	Dated	Status	Payment Type	Remittance ID	Amount
IR-000001	01/17/14	Past Due			$2,550.00
IR-000007	01/22/14	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)
Remittance ID	The payment identification number
Amount	The amount due

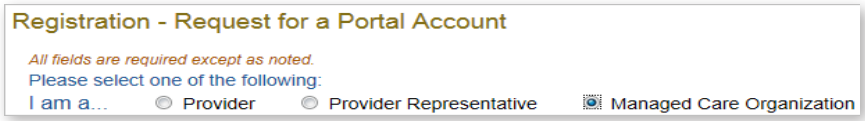
Procedures

Request Portal Registration

Each MCO 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 **Managed Care Organization.**



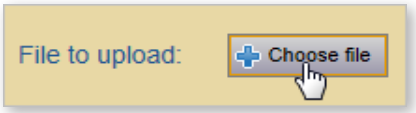
4. **Do you have a signed Case Review Agreement with MAXIMUS**, select **Yes**.

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.

Note
You may print, sign, and scan the form and save 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.

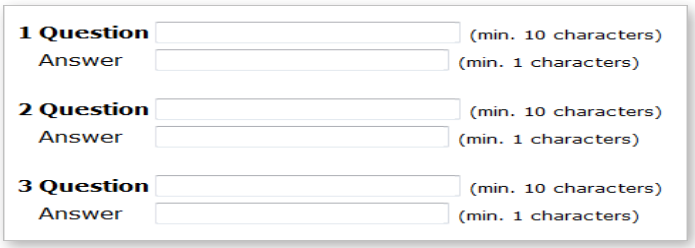
Note
If you upload the incorrect document, click Delete and upload the correct document.

7. Complete the following fields:
   - First Name
   - Last Name
   - Organization
   - Address (street, city, state, zip code)
   - E-mail
   - Phone
8. Click **Submit for Registration**.
9. Close the browser window.

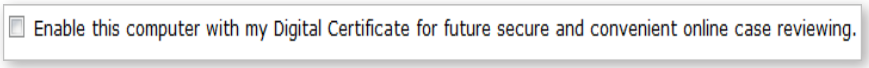
Note
After MAXIMUS verifies and activates your account, you will receive an email containing your portal login information.

Access the Maryland IRO Portal

1. In your browser, access **https://mdiro.maximus.com/**
2. In the **User ID** field**,** type *your email address*.
3. In the **Password** field, type the *temporary password* provided in the account activation email.
4. Click **Login**.
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.



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.



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).

Upload a Case File

The MCO must upload the case file within ***five*** days of the case file request.

1. On the **Home page**, in the **Case History** section, look for the case number where the **Status** column indicates **Pending MCO Case File Upload**.

Status
Pending MCO Case File Upload

2. At the end of the Case Number row, click **Upload Files**.
3. On the **Upload Documents** page:
   a. In the **Document Type** list, select the type of document you are uploading.
   b. Under **Selected File**, click **Choose file**.
   c. Navigate to and select the document to upload.
   d. Click **Open**.
   e. Verify that the file name is displayed.
4. Select the **attestation** check box.
5. Click **Upload Files**.
6. In the top-right corner of the page, click **Log out**.

Note
If you upload the incorrect document, click Delete and upload the correct document.

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

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 the MCO is associated.

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 is displayed.

Note

When you are done working in the portal, in the top-right corner of the page, click Log out.