

HOW DO I: MANAGE WORKFLOW AND CORRESPONDENCE OF EHR / IRO?

An individual has submitted a request for an External Healthcare Review (EHR). The State will assign an Independent Review Organization (IRO), and will notify the IRO with letter and a special PIN Number. It will be necessary for the IRO to create an account in SBS for Organizations, and access the case with the PIN Number. For more information about listing companies in SBS for Organizations, please see the guide "Add a Company Entity to My Account".

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Independent Review Organization

The IRO and Respondent will be notified that an IRO has been assigned. Log into the SBS for Organizations account, scroll down to Independent Review Organization (IRO) header and select Go to Dashboard.

■ State Services Go To Dashboard			
Education Providers		Go To Da	ishboard
Provider and Course Renewals View Provider Summary Provider and Course Summary Print View Save Searches for Dashboard	Course Roster Upload and Input Update Provider Addresses and Contacts Education Transcript Print Notifications	Provider, Course and Instructor Applications Attachments Course Offerings User Settings	
Companies		Go To Da	ishboard
View Company Summary View Com	Update Company Addresses and Contacts Notifications	 Company Summary Print ☑ User Settings 	
Companies - External Healthcare Review (EHR)		Go To Da	shboard
፼ External Healthcare Review		☑ User Settings	
Independent Review Organization (IRO)		Go To Da	ishboard
₽ External Healthcare Review		☑ User Settings	



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NAIC NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS



Locate the case

Under the IRO Matrix header, locate the Case. Expand the case information by clicking the arrow to the left of the State name to down position. Click on the Tracking ID number link to the new case.

	Connecticut	3		IPRO						Active					
	Connecticut	5		IRO ROI	Test Inc.					Active					
	Arizona	3		SBS Tes	ing IRO	04/02/2018				Active					
	Show 10 👻 entries										Filter:		Export to E	cel	
	Tracking ID		Type of EHR Case	11	Company Name	11	CoCode	11	Complain	hant Name	11	Case Status		Date Opened	11
	80341		Standard		Testing Insurance, Inc.		t:	2	ANGELA TESTA			Open	2023-07-	19	
					Your Health Plan Co.		424242		Charles Jackson	n		Awaiting IRO Decision	2019-06-	04	
	Showing 1 to 2 of 2 entries													Previous 1	Next



User Settings - Notifications

3.1 Sign up for External Healthcare Review Notifications. On the Home Page, select the User Settings button.

SBS for Organ State Based Systems	nizations					125
■ State Services - Go To D	Dashboard 👻					
	Add Entity	User Settin	gs	1 Notifications		
Company External Health Revie	ew (EHR) Matrix					
Expand/Collapse All						
License State	NAIC CoCode	Company Name	FEIN	NAIC Group N	umber Mailing Address	Business Address
• Arizona	00000	Company Test Insurance	00-000000		POST OFFICE BOX 0000 PHOENIX, AZ 85002	0000 SKY DRIVE PHOENIX, AZ 85021





3.2 Select Yes/No to all System Notifications or Email Notifications in alignment with your preferences.

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	User Settings							-
=	Notifications - Company External Health R	eview						
	Select "Yes" to receive an email or system	m notification for chan	ges to your account.					
	Yes/No to all System Notifications:	✓ Select All	Yes/No to all to Em	nail Notifications:	Select All			
	System	Email		System	Email	System	Email	
Compa	EHR Entity Approval: 🗸 Yes	× No	Note Notification:	✓ Yes	× No			
Expa	Attachment Notification:	× No	EHR Expedited Case:	✔ Yes	× No			
O Ai							_	

3.3 The screen below shows a received Notification.

SBS for Organ State Based Systems	izations					175
■ State Services Go To Da	shboard 👻			_		
	L	Q ₀		1		
	Add Entity	User Setting	gs Not	tifications		
Company External Health Review	v (EHR) Matrix					
Expand/Collapse All						
License State	NAIC CoCode	Company Name	FEIN	NAIC Group Number	Mailing Address	Business Address
Arizona	00000	Company Test Insurance	00-000000		POST OFFICE BOX 0000 PHOENIX, AZ 85002	0000 SKY DRIVE PHOENIX, AZ 85021

View Case Summary Information

Case Summary information includes the EHR Case General Information, EHR Case Attachments, and EHR Notes header. Communications between the State and the IRO, and the State and the Respondent come through EHR Notes and EHR Attachments. All communication will be logged here and will take place through the State creating access for the appropriate Entity to communications.

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SBS for Organizations stote Based Systems			1 - t- Z	15	Ei
■ State Services → Go To Dashboard → O ● ●					
+ EHR Case General Information					*
Tracking ID: 80341	Complainant Name: ANGELA TESTA		Type of EHR Case: Standard		
IRO Name: SBS Testing IRO	Company Name: Testing Insurance, Inc.		Case Status: Open		
Date Opened: 07/19/2023					
+ EHR Case Attachments					*
No results found.					
💠 EHR Notes					*
+					
No Results Found.		D			







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View Secure Note to IRO

Under the EHR Notes header, a new Note to the IRO has been added. The Secured Access information indicates the Entity(ies) with access. The process is the same for the Respondent as well.

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SBS for Organi State Based Systems	zations					A	15	E
≡ State Services - Go To D	Dashboard 🗸 🖸 🗢							
+ EHR Case General Information								*
Tracking ID: 80341		Complainant Nam	e: ANGELA TESTA		Type of EHR Case: Standa	ď		
IRO Name: SBS Testing IRO		Company Name:	Testing Insurance, Inc.		Case Status: Open			
Date Opened: 07/19/2023								
🕈 EHR Case Attachments								*
No results found.								
🕈 EHR Notes								*
+ Note IT	Created By	17	Created Date	11	Access Updated Date	11	Secured Access	
This is a note	DOI: JWILHOIT@NAIC.ORG	0	8/04/2023	08/04/2023		SBS Testin	g IRO	
NAIC Central Office + NAIC Executive Office • Capital Markets & Investment Analysis Office •	Address Service Desk 1100 Wainut Street (816) 783-8500 Suite 1500 8 am to 4 pm. (CT) Kanses City, MD 64106-2197 Monday - Friday							
		01	2023 National Association of Insurance Com	missioners. All rights reserved.				

Communication responses through EHR Notes

Responses back to the State may be added under the EHR Notes header. Select the Plus Sign and an Add Note box will open. Add content and select Submit. The process works the same for the Respondent (Company) to send a note back as well. These return responses that send notes back to the State will be logged under the EHR Notes header.

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SBS for Organizations	Add Note	195
E State Services - Go To Dashboard - O O .	*Note: This is from the IRO	
+ EHR Case General Information		×
Tracking ID: 80341	Co	Type of EHR Case: Standard
IRO Name: SBS Testing IRO	Co	Case Status: Open
Date Opened: 07/19/2023	3980 characters remaining.	
EHR Case Attachments		×
No results found.	Sug	7R Cancel
EHR Notes		¥
+ Note IT Created By	Created Date	Access Updated Date
This is a note DOI: JWILHOIT@NAIC.ORG	08/04/2023 08/04/	2023 SBS Testing IRO



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View Secure Attachment to IRO

Similar to Notes, attachments of documents may be sent through the EHR Case Attachments header. Below a new Attachment to the IRO has been added. Attachments could also be sent to the Respondent. The Secured Access column denotes what Entity (Entities) have access to the Attachment.

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SBS for C State Based Syster	Organizati ‴	ons				1			A	
	Go To Dashbo	oard • 0	• •							
+ EHR Case General Int	formation									
Tracking ID: 80341				Complainant	Name: ANGELA TESTA			Type of EHR Case: Standard		
IRO Name: SBS Testing IR	RO			Company Nar	ne Testing Insurance, Inc.			Case Status: Open		
Date Opened: 07/19/2023										
EHR Case Attachmen	nts									
+	File Name			Attached	By 11	Attached Date	11	Access Updated Date		Secured Acce
report - 2023-08-01T1346	552.208.pdf		DOI: JWILHOIT	@NAIC.ORG	08/	14/2023			SBS Testing	IRO
EHR Notes										
+										
Created Date	Created By	Notes Group	Entity		Notes					
08/04/2023 09:09 AM	Jacob Wilholt	Other	Testing Insurance, Inc.		This is a note					
Note			Created By		Created Date		Access	Updated Date		Secured Access
Lair										

Communication responses through EHR Case Attachments

Responses requiring document(s) that are sent back to the State may be added under the EHR Case Attachments header. Select the Plus Sign and an Upload Attachment box will open.

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SBS for State Based Syst	Organizati ^{ems}	ons								A	_15	2
≡ State Services -	Go To Dashbo	oard - O	• •									
+ EHR Case General I	nformation											
Tracking ID: 80341				Complainan	t Name: ANGELA TI	ESTA			Type of EHR Case: Standard	i .		
IRO Name: SBS Testing	IRO			Company Na	me: Testing Insura	ance, Inc.			Case Status: Open			
Date Opened: 07/19/202	3											
+ EHR Case Attachme	ents											
+	File Name		11	Attach	ed By		Attached Date	11	Access Updated Date		Secured Access	i.
report - 2023-08-01T13-	4652.208.pdf		0	01: JWILHOIT@NAIC.ORG		08/04/2	023					
EHR Notes												
+												
Created Date	Created By	Notes Group	Entity		Notes							
08/04/2023 09:09 AM	Jacob Wilhoit	Other	Testing Insuran	:e, Inc.	This is a note	Ca.						
Note			Created By		1 0	reated Date		Access	Updated Date		Secured Access	
-0												



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Communication responses through EHR Case Attachments

In the Upload Attachment box, select the desired attachment and select Upload or Upload and Add Another. The process works the same for the IRO and the Respondent.

NAIC INSURANCE COMMISSIONERS		ABOUT HELP 💵 🛡 Jacob 👻
SBS for Organizations State Based Systems	Upload Attachment	
≡ State Services - Go To Dashboard - O O O	*Attachment:	
	+ File Upload	
+ EHR Case General Information	Attac At Description:	×
Tracking I SBS Testing IRO	Testing Insurance, Inc.	e of EHR Case:
IRO Name:		e Status: In Progress
Date Opened: 10/02/2023	259 Acters remaining.	
	10/30/2023	
EHR Case Attachments		¥
+ Show 10 v entries	Upload Upload and Add Another Cancel	Filter:
File Name	hment Description I1 Attached By	11 Attached Date
make-pdf (30).pdf test	Jacob Wilhoit	10/02/2023
Print PDFs Testing Insurance, Inc.		
Note Created By	17 Created Date 17 Access Upd	lated Date It Secured Access
This is a note DOI: JWILHOIT@NAIC.ORG	08/04/2023 08/04/2023	SBS Testing IRO

10 View all Case EHR Notes and Attachments.

View all the case Notes and Attachments from the Respondent and IRO under EHR Case Attachments and EHR Notes headers.

	ote								
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+ Show 10 → entries									Filter:
	File Na	ame	11	Attachmer	nt Description	1 Attached By	11	Attache	ed Date
report - 2023-08-01T134	652.208.pdf			Test		Jacob Wilhoit		08/0	04/2023
Print PDFs									
Showing 1 to 1 of 1 entrie	s								Previous 1 Nex
EHR Notes									
+									
Created Date	Created By	Notes Group	Entity	Notes					
08/04/2022 09:09 AM	Jacob Wilhoit	Other	Testing Insurance, Inc.	This is a ne	ote				
00/04/2025 05:05 AM									

