



# State of Wisconsin / OFFICE OF THE COMMISSIONER OF INSURANCE

Scott Walker, Governor  
Theodore K. Nickel, Commissioner

Wisconsin.gov

125 South Webster Street • P.O. Box 7873  
Madison, Wisconsin 53707-7873  
Phone: (608) 266-3585 • Fax: (608) 266-9935  
E-Mail: [ociinformation@wisconsin.gov](mailto:ociinformation@wisconsin.gov)  
Web Address: [oci.wi.gov](http://oci.wi.gov)

## 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. 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. 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.

Both state and federal law give individuals the right to request an independent external review of some of their health plan's decisions. If your health plan is required to follow the federal law, it is not limited to using the Wisconsin-certified IROs listed below.

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.

*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.

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

The organizations listed in alphabetical order on page 2 have been certified as IROs in Wisconsin:

## Independent Review Organizations Certified in Wisconsin

Name	Address	Phone/Fax/ Web Address	Contact
<b>Advanced Medical Reviews</b>	10780 Santa Monica Blvd., Ste 333 Los Angeles, CA 90025-4779	800-726-1207 310-765-6261 (fax) www.admere.com	AMR Account Services Dept. or Caitlin Harker
<b>IPRO</b>	1979 Marcus Ave. Lake Success, NY 11042-1002	800-227-3143 516-304-3760 (fax) www.ipro.org	Terese Giorgio ext. 223
<b>MAXIMUS - Center for Health Dispute Resolution</b>	State Appeals 3750 Monroe Ave. Ste. 705 Pittsford, NY 14534-1302	866-763-6395 585-425-5296 (fax) www.healthappeal.com	Lisa Maguire, Esq. (585) 348-3119 or Ronna Marsh (585) 348-3122  Cover page should specify: <b>Not a Medicare Appeal</b>
<b>MCMC LLC</b>	1451 Rockville Pike Ste. 440 Rockville, MD 20852	888-313-6267 301-652-1250 (fax) www.mcmcllc.com	Joelle Georges 301-652-1818
<b>Medical Consultants Network, LLC</b>	1301 5 <sup>th</sup> Ave. Ste. 2900 Seattle, WA 98101	800-636-3926 206-973-8459 (fax) www.mcn.com	Jennifer Grubbs ext. 2205
<b>Medical Review Institute of America</b>	2875 S. Decker Lake Dr. Ste. 300 PO Box 25547 Salt Lake City, UT 84125-0547	800-654-2422 801-261-3189 (fax) www.mrioa.com	Aja Ogzewalla ext. 6475
<b>National Medical Reviews, Inc.</b>	260 Knowles Ave. Ste. 330 Southampton, PA 18966	800-283-8196 215-352-7801 (fax) www.nmrusa.com	Elaine Nace, Esq. ext. 106
<b>Prest &amp; Associates</b>	401 Charmany Dr. Ste. 305 Madison, WI 53705	800-358-5129 608-232-9929 (fax) www.prestmds.com	Susan Prest