



## State of New Jersey

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### SEMI-ANNUAL LEGISLATIVE REPORT INDEPENDENT HEALTH CARE APPEALS PROGRAM DEPARTMENT OF BANKING AND INSURANCE

This is the semi-annual report to the Legislature on activities related to the Independent Health Care Appeals Program from July 1, 2024, through December 31, 2024.

The Health Care Quality Act established the Independent Health Care Appeals Program to provide covered persons with the right to appeal to an independent utilization review organization (IURO) a carrier's denial, limitation or termination of a covered service on the grounds that it is not medically necessary. The overturn of a carrier's denial signifies that the IURO determined, after a review of all medical information submitted by the carrier and the covered person, that the services requested for the covered person were medically necessary and appropriate and should therefore be covered by the carrier. If all or part of the IURO's decision is in favor of the covered person, the carrier is required to provide coverage for the healthcare services found to be medically necessary within ten business days. The IURO's decision is binding on the carrier and the covered person, except if other remedies are available under state or federal law. The New Jersey Department of Banking and Insurance (Department) administers the Independent Health Care Appeals Program and currently contracts with one IURO to conduct the appeal reviews.

One thousand seven hundred ninety-two (1,792) external appeals were filed with the Department's vendor during the period of this report. Of the 1,792 appeals, 964 were accepted for review by the IURO. Appeals determined to be ineligible for the Independent Health Care Appeals Program were rejected for the following reasons: failure to exhaust the carrier's internal appeal process; not a utilization management (UM) issue; member is covered by self-funded plan; fair hearing request; failure to provide signed consent to appeal; issue already resolved; out of state coverage; appeal untimely; and the appeal involves a non-covered benefit.

The IURO rendered decisions on 964 appeals during this period. Of the 964 appeals, the IURO upheld the carrier's denial 566 times (59%) and overturned or modified the carrier's denial 398 times (41%). In the previous 6-month period, January 1, 2024, through June 30, 2024, the IURO rendered decisions on 1,102 appeals. The carrier's denial was upheld in 61% of the cases and overturned or modified in 39% of the cases.

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The appeals involved various types of medical service denials as shown below:

**July 1, 2024 – December 31, 2024**

Category	Number of Appeals
Covered Medication	0
Hospital Admission, Days, Reduction of Acuity	221
Outpatient Medical Treatment/Diagnostic Testing	83
Skilled Nursing Facility	40
Dental - Medicaid	73
Medical Daycare	7
Home Health Care	175
Medical Equipment (DME) and/or Supplies	55
Surgical Procedure	42
Service Experimental/Investigational	0
Outpatient Rehab Therapy (PT, OT, Cardio, etc.)	15
Behavioral Health – Inpatient	39
Behavioral Health – Residential	3
Behavioral Health – Outpatient	12
Substance Abuse - Detox	5
Substance Abuse – Inpatient	18
Substance Abuse - Residential	3
In-Network Exception	12
Medication	146
Emergency Admission	0
Other	15
Totals	964

The medical specialties that are most frequently represented in the appeals are as follows:

Specialty	Number of Appeals
Infectious Disease	20
Gastroenterology	51
Pediatrics	0
Internal Medicine	21
Cardiology	43
Dental	36
Physical Medicine and Rehabilitation	40
Neurology	2
Psychiatry	2
Endocrinology	0
Pulmonary	24
Orthopedics	36
Oncology	18
Neonatology	0
Pediatric Endocrinology	9
Urology	7
Pain Management	0
General Surgery	12
Radiation Oncology	19
Nephrology	66

Pediatric Pulmonary	0
Plastic Surgery	6
OB/GYN	16
Hematology Oncology	0
Geriatrics	0
Oral Maxillofacial	1
Dermatology	11
Ophthalmology	3
ENT (Eye, Nose, Throat)	0
Anesthesiology	15
Allergy Immunology	1
Neurosurgery	9
Addiction Medicine	51
Child and Adolescent Psychiatry	14
Clinical Genetics and Genomics	0
Endocrinology, Diabetes, and Metabolism	16
Emergency Medicine	0
Critical Care Medicine	0
Family Medicine	11
Geriatric Psychiatry	33
Interventional Radiology and Diagnostic Radiology	0
Neurodevelopmental Disabilities; Neurology with Special Qualification in Child Neurology	0
Neurology with Special Qualification in Child Neurology	17
Neurology; Neuromuscular Medicine	0
Neuromuscular Medicine	4
Orthodontics	37
Otolaryngology; Neurotology	9
Pediatric Critical Care Medicine	35
Pediatric Gastroenterology	125
Optometry	1
Acupuncture	0
Pediatric Rehabilitation Medicine	48
Pediatric Cardiology	0
Podiatric Surgery	0
Reproductive Endocrinology and Infertility	1
Rheumatology	8
Sleep Medicine	4
Pediatric Surgery	0
Vascular Neurology	51
Vascular Surgery	2
Hospice and Palliative Care Medicine	29
Pediatric Hematology-Oncology	0
Chiropractic	0
Totals	964

The number and disposition of appeals filed for each carrier is shown on the table below.

**July 1, 2024 – December 31, 2024**

Carrier	Market Share	Total Appeals Completed	IURO Determination			% Agree With Plan
			Disagree with Plan	% Disagree with Plan	Agree with Plan	
Aetna Better	3.89%	61	19	31%	42	69%
Aetna	5.68%	11	7	64%	4	36%
AmeriChoice/UHCCP**	11.69%	112	42	38%	70	62%
Amerigroup	6.31%	139	56	40%	83	60%
AmeriHealth	4.85%	48	26	54%	22	46%
Cigna	2.16%	7	3	43%	4	57%
Horizon	54.43%	516	211	41%	305	59%
Oscar	0.75%	9	8	89%	1	11%
Oxford**	4.36%	13	4	31%	9	69%
United**	2.84%	4	2	50%	2	50%
WellCare/Fidelis	2.88%	44	20	45%	24	55%
<b>Total</b>	<b>100%</b>	<b>964</b>	<b>398</b>	<b>41%</b>	<b>566</b>	<b>59%</b>

\*\* AmeriChoice (now d/b/a United Healthcare Community Plan), Oxford and United are all owned by UnitedHealth Group. The combined market share is 18.89%.

The table below shows the number of appeals received and the number reviewed by the IUROs since establishment of the IHCAP in 1997:

Year	Appeals Received	Appeals Accepted by IURO
CY 1997	27	25
CY 1998	122	104
CY 1999	174	144
CY 2000	174	133
CY 2001	303	273
CY 2002	260	233
CY 2003	342	318
CY 2004	337	314
CY 2005	358	343
CY 2006	354	340
CY 2007	306	299
CY 2008	359	355
CY 2009	477	477
CY 2010	424	422
CY 2011	712	702
CY 2012	672	665
CY 2013	548	521
CY 2014	454	446
CY2015	602	581
CY2016	1027	984
CY2017	1574	1166

CY2018	2472	2390
CY2019	2478	2398
CY2020	2127	1882
CY2021	2212	1996
CY2022	2814	1360
CY2023	3803	1835
CY2024	3861	2066

As the table demonstrates, the annual number of appeals filed by covered persons remains low considering the number of residents enrolled in HMOs and other managed care plans (over 3.1 million). However, there has been a continuous increase in appeals, with a marked upturn in appeals starting in 2011. The number of appeals shown on the chart as received, represents the appeals determined to meet the criteria for review. The number of actual appeals reviewed by the IURO is often lower because of the carrier’s decision to cover the service before the IURO initiates its review.

### **How the Appeal System Works**

It is important to remember that covered persons are required to exhaust the carrier’s internal appeals process before submitting an appeal for review by an IURO, except in urgent or emergency cases.

During the period covered by this report, all external appeal case reviews were conducted by one IURO under contract with the Department – Maximus Federal Services. The reviews are performed by medical professionals, including specialty physicians appropriate to the area under review. The physician reviewers examine cases on the basis of medical records and other documents, generally accepted practice guidelines and applicable clinical protocols. The cost of the review is paid by the carrier and the fees ranged from \$900 to \$920 for this reporting period. Consumers pay a \$25 filing fee for an external appeal, which is waived in cases of financial hardship and for Medicaid enrollees. The carrier is required to refund the \$25 filing fee to the covered person if the carrier’s denial is overturned.

Consumers are allowed up to four months and up to sixty days for Medicaid enrollees from the date of a carrier’s final adverse benefit determination to file an external appeal. Under routine circumstances, a decision must be rendered by the IURO within 45 calendar days from receiving the appeal request; however, the IURO can act within a matter of hours in urgent or emergency cases.

### **Consumer Education**

New Jersey law requires that covered persons who are denied coverage based on lack of medical necessity for an otherwise covered medical procedure or service must be given an appeal form that includes instructions on how to file an appeal. On the few occasions when the Department has learned that a carrier failed to notify its member of the right to appeal, the Department has taken prompt corrective action.

An Appeal and Complaint Guide for New Jersey Consumers is available on the Department’s website at [www.state.nj.us/dobi/division\\_consumers/insurance/appealcomplaintguide.pdf](http://www.state.nj.us/dobi/division_consumers/insurance/appealcomplaintguide.pdf). This Guide explains the utilization management appeal process and provides instructions for filing complaints against carriers with the Department. The Department also produces an annual HMO Report Card which includes information on the appeal process.