Nebraska Department of Insurance –
External Review Solution (DOI ER)
User Guide – Applicant Perspective

Prepared by:
DataBank
About this Document

The purpose of this document is to give both functional and technical design of the Department of Insurance External Review (DOI ER) OnBase and Portal Solution for the purposes of being used by a Department of Insurance Admin or OCIO staff.

Table of Contents

About this Document........................................................................................................................................2
Table of Contents .............................................................................................................................................2
Nebraska Enterprise Registration .........................................................................................................................3
Solution Overview................................................................................................................................................4
 DOI External Review Portal Access ..................................................................................................................4
 Data Lookups ..................................................................................................................................................5
 External Review Request Form (Applicant) ......................................................................................................5
 Portal Page 1: Policyholder/Patient Information ..........................................................................................6
 Portal Page 2: Insurance Information ............................................................................................................7
 Portal Page 3: Healthcare Provider Information ..........................................................................................8
 Portal Page 4: Expedited Review ..................................................................................................................9
 Portal Page 5: Experimental/Investigational Denial .....................................................................................10
 Portal Page 6: Supporting Documents ..........................................................................................................11
 Portal Page 7: Denial Reason .......................................................................................................................12
 Portal Page 8: Release of Medical Records ................................................................................................13
 Expedited or Experimental/Investigational Certification (Treating Healthcare Provider)..............................14
 Experimental/Investigational Review Certification ........................................................................................15
 Expedited Review Certification ....................................................................................................................16
NE Enterprise Registration

In order to access the DOI External Review Portal, the user will first need to register with the Nebraska Enterprise System to obtain the credentials that will be used to access the portal.

- The DOI External Review Portal can be located at https://ecmp.nebraska.gov/DOI-ER
- Select Register Here under the New User Instructions section

The user will enter their information and create a username and password for the portal.

After the security questions are set up and Register Account is selection, the user will be automatically directed to another page within the Nebraska Enterprise System. This page is not necessary for registration, and the user may return to the portal home page at https://ecmp.nebraska.gov/DOI-ER
Solution Overview

The solution comprises two primary components: DOI External Review Portal and OnBase Workflow. The two components are linked via OnBase Document Types. All data and documents input/retrieved via the portal are directly stored and accessed in/from OnBase.

- The DOI External Review Portal can be located at https://ecmp.nebraska.gov/DOI-ER
- OnBase Unity Client is available via the Software Center or by contacting OCIO

DOI External Review Portal Access

After a user is registered within the Nebraska Enterprise system, and they have entered those credentials to access the portal, they will be prompted to define the user role they will function as (Patient – Policyholder – Patient Representative; Physician; Insurance Company – Producer; IRO).

<table>
<thead>
<tr>
<th>Patient - Policyholder - Patient Representative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient/Authorized Representative user access to create an external request is granted immediately. Throughout the request and review process, the Patient/Authorized Representative is able to view status and provide additional supporting documentation to support the external review complaint.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Physician</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician user access is granted once Nebraska Department of Insurance staff has reviewed and approved your information. Once access has been granted, you will be able to create a new complaint requesting external review on behalf of a patient. For complaints where you’ve been granted access to, you will also be able to view status and provide additional supporting documentation to the complaint.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Insurance Company - Producer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance Company/Producer user access is granted once Nebraska Department of Insurance staff has reviewed your information. Once access has been granted, you will be able to review and provide additional supporting documentation to assigned complaint and related supporting documentation. Once access has been granted to a complaint, you will also be able to add additional insurer users specific to your assigned complaints.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>IRO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Independent Review Organization user access is granted once Nebraska Department of Insurance staff has reviewed your information. Once access has been granted, you will be able to review and provide additional supporting documentation to assigned complaint.</td>
</tr>
</tbody>
</table>

Please select a user type listed above

If the user is a patient – policyholder - representative they will have immediate access to the solution to submit External Review Requests. If a user is a healthcare provider, insurance company user, or IRO company user; a notification will be sent to DOI ER Reviewer internal staff to approve or deny access. When a new healthcare provider, insurance company user, or IRO company user requests access to the solution, they will be required to choose or enter their contact information. After access is granted or denied, a notification will be sent to the user and they will be able to access the solution.
Data Lookups

All contact information for healthcare providers, healthcare facilities, insurance companies, and IRO companies are required to be reviewed and approved by Department of Insurance Staff. To do this, any time a new user requests access to the solution, they are required to choose from a list of already approved contact information or they can choose “Not listed” in order to enter new information. If they chose “Not listed,” a lookup form is generated with the contact information they entered, and sent to department of insurance staff for review.

Additionally, when a patient – policy holder – representative is filling out their external review case form, they are required to enter their healthcare provider, treating healthcare facility, and insurance company and they are permitted to choose from a list of already approved contact information or they can chose “Not Listed.” If they chose “Not listed,” a lookup form is generated with the contact information they entered, and sent to department of insurance staff for review.

External Review Request Form (Applicant)

To submit a new external review request, a patient/policyholder/representative or physician will log into the DOI ER portal and select “Create New External Review.” From the home screen, a user will also be able to see and resume filling out previously saved External Review Case Requests Forms that have not been submitted as well as check the status of previously submitted External Review Case Requests.

EXTERNAL REVIEW REQUEST

Select “Create New External Review Request” below to begin the external review request process.

Create New External Review Request

The user will fill out their information as prompted through the portal with red ‘*’ fields being required before they can move to the next page. At any point, a user will be able to save their progress and come back later by selecting “Save” and navigating back to the DOI ER Portal login screen.
Portal Page 1: Policyholder/Patient Information

The patient/representative will indicate who is filling out this application, the Patient Information, Policyholder information, and if applicable; the Representative contact information.
Portal Page 2: Insurance Information

The user will then be prompted to select from a list of already approved insurance companies or select “Insurance Company Not Listed” which will allow them to enter one.

After they select or enter an insurance company, they will be prompted to enter their Insurance ID Number, Group Number or Input related Insurance Claim / Reference Numbers. Again with red ‘*’ being required before they can move onto the next page.
Portal Page 3: Healthcare Provider Information

Similar to the insurance information page, a user will be prompted to select from a list of already approved treating healthcare providers or select “Treating Healthcare Provider Not Listed” or “Healthcare Facility is not Listed” and will be prompted to enter the applicable information.

![Healthcare Provider Information Form](image-url)

- **Treating Health Care Provider**
  - Select/Search Treating Health Care Provider from the following list. If the Treating Health Care Provider is not listed, select ‘Treating Health Care Provider Not Listed’ and input all known information.

- **Health Care Facility**
  - Select/Search Health Care Facility from the following list. If the Health Care Facility is not listed, select ‘Health Care Facility is Not Listed’ and input all known information.
Portal Page 4: Expedited Review

When requesting an external review, a patient/policyholder/representative can request that review be expedited. To do this, their treating healthcare provider needs to attest that the external review request qualifies/does qualify to be expedited.

To send this to the treating healthcare provider, they can either choose to download and print a pdf copy of the Expedited Review Certification Form and bring this to their treating healthcare provider.

If they select Method 1, a signed Expedited Review Certification Form MUST BE attached below before the review request can be submitted.

If they select Method 2, an email notification will be sent to their treating healthcare provider and they will be able to do their certification steps via the online portal.
Portal Page 5: Experimental/Investigational Denial

When requesting an external review, a patient/policyholder/representative can indicate that their insurance claim denial reason was experimental/investigational. To do this, their treating healthcare provider needs to attest that the external review request qualifies/does qualify to be expedited.

To send this to the treating healthcare provider, they can either chose to download and print a pdf copy of the Expedited Review Certification Form and bring this to their treating healthcare provider.

If they select Method 1, a signed Experimental/Investigational Review Certification Form MUST BE attached below before the review request can be submitted.

If they select Method 2, an email notification will be sent to their treating healthcare provider and they will be able to do their certification steps via the online portal.
Portal Page 6: Supporting Documents

On this page, users will be able to add any kind of supporting documentation that will support their case review.
Portal Page 7: Denial Reason

On this page, user will indicate what the insurance claim denial reason is, a description of the claim that was denied, and attach a letter of medical necessity if one was provided.

**DENIAL REASON**

**Denial reason stated in the insurer’s appeal decision letter:**
- The health care service or treatment is not medically necessary.
- The health care service or treatment is experimental or investigational.

At least one checkbox above must be selected.

**Summary of External Review Request**
Enter a brief description of the claim, the request for health care service or treatment that was denied.

Optional - If your provider has written a letter of medical necessity explaining why the claim is valid. Please attach below.

Attach

Accepted file types: PDF, JPG, GIF, and TIFF.

**Document Type**
- No attached documents were found.

Page 7 of 8
Portal Page 8: Release of Medical Records

To submit an external review request, the patient must consent to the release of their medical records. This can be done several ways.

Method 1: If the patient is filling out the review request, they may electronically release medical records by checking the box “I authorize the Release of Medical Records”, entering their name, and the date.

Method 2: If the review request is being filled out by a patient representative, they will be prompted to download a pdf Release of Medical Records document which the patient must sign and will be uploaded. The Release of Medical Records MUST BE attached before the review can be submitted.
Expedited or Experimental/Investigational Certification (Treating Healthcare Provider)

When a patient/policyholder/representative indicates that a review requires expedited review or the denial reason was Experimental/Investigational and select Method 2: Email for the treating healthcare provider certification, an email notification will be sent to the treating healthcare provider where they will log in or request access to the DOI portal.

Once they have access, they will be able to view and review all cases assigned to them.

Once a case has been assigned to a treating healthcare provider for Expedited or Experimental/Investigational Review, they will be able to view all details entered in the case review form as well as supporting documentation.
Experimental/Investigational Review Certification

If experimental/Investigational Review is requested, the treating healthcare provider will fill out all applicable information, attach any document to support their review and either agree that the case was denied for experimental/investigational reasons, or overturn.
Expedited Review Certification

If Expedited Review is requested, the treating healthcare provider will fill out all applicable information, attach any document to support their review and either agree that the case needs expedited review or overturn.

![Expedited Review Certification Form](image-url)