



Ohio External Review System
Health Plan Issuer (HPI) User Authorization Form

Instructions:

1. A completed user authorization form must be submitted for:
 - a) Each person in your organization who needs access to the online Ohio External Review System on behalf of the HPI(s) indicated below; and
 - b) Any non-person email contact (such as an electronic mailbox you have designated to receive external review case notifications).
2. Email each completed form to: External.Review@insurance.ohio.gov

If you have questions or need assistance, please contact the external review program administrator at (614) 644-0188 or External.Review@insurance.ohio.gov.

Please complete all information requested in sections 1-4 below:

1. Health Plan Issuer (HPI) Name(s):

HPI FEIN Number:

2. HPI User Information:

User Name*:

First:

Last:

MI:

Email*:

Phone*:

Extension:

Job Title[†]:

Does this user work for a Third Party Administrator (TPA) on behalf of the HPI(s) listed above? If "Yes," provide TPA Name and FEIN #:

Yes

No

TPA Name:

TPA FEIN #:

* Enter "N/A" in these fields if the user is not a person (e.g., an electronic mailbox address designated to receive email notification for expedited external review case assignments).

[†] Enter a brief explanation if the user is not a person (e.g., "24-hour expedited review email address").

3. HPI User Role: (Select **ALL** that apply.)

Important Note: Only the “HPI External Review Notice” and/or the “HPI 24-Hour Expedited Review Notice” user Roles can be used for non-person email contacts.

	HPI User Role	HPI User Role Description
	<p>HPI External Review Administrator</p> <p><u>Select applicable case type:</u></p> <p>Contractual Cases Only</p> <p>Medical (IRO) Cases Only</p> <p>Contractual and Medical (IRO) Cases</p> <p><i>Note: This User Role must be assigned to at least one <u>person</u> for each organization. Do not select this Role for non-person users.</i></p>	<ol style="list-style-type: none"> 1) Authorized to access the Ohio External Review system to submit cases for review and to report review outcome data for all cases submitted for the affiliated HPI account 2) Serves as a <u>primary point of contact</u> regarding Ohio External Review system and case review matters for the affiliated HPI account 3) Receives all external review administrative and compliance email notifications sent to the affiliated HPI account 4) <u>Responsible to authorize or cancel access</u> to the Ohio External Review system for other HPI users and to authorize or report updates to HPI entity-level and HPI user-level contact information for the affiliated HPI account
	<p>HPI External Review Affiliated User</p> <p><i>Note: Do not select this Role for non-person users.</i></p>	<ol style="list-style-type: none"> 1) Authorized to access the Ohio External Review system to submit cases for review 2) Authorized to view and report review outcome data for all cases submitted for the affiliated HPI account 3) Receives email notification for only cases they have personally submitted for the affiliated HPI account
	<p>HPI External Review Non-Affiliated User</p> <p><i>Note: Do not select this Role for non-person users.</i></p>	<ol style="list-style-type: none"> 1) Authorized to access the Ohio External Review system to submit cases for review 2) Authorized to view and report review outcome data <u>only</u> for cases they have personally submitted for the affiliated HPI account 3) Receives email notification <u>only</u> for cases they have personally submitted for the affiliated HPI account
	<p>HPI Expedited Review Notice</p> <p><i>Note: This user Role is only for email notification and does not access the system. This user Role may be selected for person and/or non-person users.</i></p>	<p>Receives email notification of <u>expedited</u> medical (IRO) case submissions for the affiliated HPI account</p>
	<p>HPI External Review Notice</p> <p><u>Select applicable case type:</u></p> <p>Contractual Cases Only</p> <p>Medical (IRO) Cases Only</p> <p>Contractual and Medical (IRO) Cases</p> <p><i>Note: This user Role does not access the system and is used only for email notices. This user Role may be selected for person and/or non-person users.</i></p>	<p>Receives email notification of new case submissions and whenever a review decision is completed for any case submitted for the affiliated HPI account</p>

4. Manager/officer or previously verified External Review Administrator for this organization authorizing access to the External Review System for this user (all requested information below must be completed):

Name:

Email:

Title:

Phone:

Effective Date of this Authorization: