

Independent Review Panel Meeting November 3, 2025

Summary of Independent Reviews

Implementation - 10/15/2025			
Final Decision	Number	Percent	Dollar Amount
Upheld	604	49%	\$ 12,958,020.26
Overtured	610	49%	\$ 25,901,347.34
Split	29	2%	\$ 2,586,324.71
Total	1243	100%	\$ 41,445,692.31
Status	Number	Percent	Dollar Amount
Upheld (Final Decision)	604	33%	\$ 12,958,020.26
Overtured (Final Decision)	497	27%	\$ 13,516,792.26
Split (Final Decision)	29	2%	\$ 2,586,324.71
Paid By MCO Prior to IR Starting	15	1%	\$ 593,459.55
Paid by MCO After IR Started	115	6%	\$ 4,107,101.18
Ineligible	537	29%	\$ 19,201,840.88
Pending	29	2%	\$ 989,008.27
Grand Total	1,826	100%	\$ 53,952,547.11

1/1/2025-10/15/2025			
Final Decision	Number	Percent	Dollar Amount
Upheld	121	50%	\$ 3,582,293.19
Overtured	112	47%	\$ 4,871,201.66
Split	7	3%	\$ 229,601.42
Total	240	100%	\$ 8,683,096.27
Status	Number	Percent	Dollar Amount
Upheld (Final Decision)	121	30%	\$ 3,582,293.19
Overtured (Final Decision)	75	19%	\$ 3,101,690.11
Split (Final Decision)	7	2%	\$ 229,601.42
Paid By MCO Prior to IR Starting	4	1%	\$ 227,594.28
Paid by MCO After IR Started	37	9%	\$ 1,769,511.55
Ineligible	130	32%	\$ 4,816,951.99
Pending	29	7%	\$ 989,008.27
Grand Total	403	100%	\$ 14,716,650.81

CY 2024			
Final Decision	Number	Percent	Dollar Amount
Upheld	119	57%	\$ 3,559,372.03
Overtured	83	40%	\$ 2,512,116.74
Split	8	4%	\$ 223,135.96
Total	210	100%	\$ 6,294,624.73
Status	Number	Percent	Dollar Amount
Upheld (Final Decision)	119	35%	\$ 3,559,372.03
Overtured (Final Decision)	59	17%	\$ 1,795,942.78
Split (Final Decision)	8	2%	\$ 223,135.96
Paid By MCO Prior to IR Starting	1	0%	\$ 10,439.70
Paid by MCO After IR Started	24	7%	\$ 716,173.96
Ineligible	127	38%	\$ 4,427,973.00
Pending	0	0%	\$ -
Grand Total	338	100%	\$ 10,733,037.43

CY 2023			
Final Decision	Number	Percent	Dollar Amount
Upheld	78	48.45%	\$ 1,933,079.70
Overtured	81	50%	\$ 752,825.63
Split	2	1.24%	\$ 24,150.00
Total	161	100%	\$ 2,710,055.33
Status	Number	Percent	Dollar Amount
Upheld (Final Decision)	78	31%	\$ 1,933,079.70
Overtured (Final Decision)	66	26%	\$ 1,722,546.10
Split (Final Decision)	2	1%	\$ 24,150.00
Paid By MCO Prior to IR Starting	2	1%	\$ 176,720.01
Paid by MCO After IR Started	15	6%	\$ 752,825.63
Ineligible	90	36%	\$ 7,672,833.48
Pending	0	0%	\$ -
Grand Total	253	100%	\$ 12,282,154.92

CY 2022			
Final Decision	Number	Percent	Dollar Amount
Upheld	36	41%	\$ 1,053,539.06
Overturned	51	59%	\$ 11,647,757.95
Split	0	0%	\$ -
Total	87	100%	\$ 12,701,297.01
Status	Number	Percent	Dollar Amount
Upheld (Final Decision)	36	29%	\$ 1,053,539.06
Overturned (Final Decision)	37	29%	\$ 1,273,931.98
Split (Final Decision)	0	0%	-
Paid By MCO Prior to IR Starting	1	1%	\$ 4,205.89
Paid by MCO After IR Started	14	11%	\$ 373,825.97
Ineligible	38	30%	\$ 2,059,376.45
Pending	0	0%	-
Grand Total	126	100%	\$ 4,764,879.35

CY 2021			
Final Decision	Number	Percent	Dollar Amount
Upheld	24	40%	\$ 658,441.05
Overturned	36	60%	\$ 1,361,788.78
Split	0	0%	-
Total	60	100%	\$ 2,020,229.83
Status	Number	Percent	Dollar Amount
Upheld (Final Decision)	24	23%	\$ 658,441.05
Overturned (Final Decision)	31	30%	\$ 1,296,395.55
Split (Final Decision)	0	0%	-
Paid By MCO Prior to IR Starting	0	0%	-
Paid by MCO After IR Started	7	7%	\$ 65,393.23
Ineligible	43	41%	\$ 1,839,294.35
Pending	0	0%	-
Grand Total	105	100%	\$ 3,859,524.18

CY 2020			
Final Decision	Number	Percent	Dollar Amount
Upheld	102	52%	\$ 2,821,011.80
Overturned	91	46%	\$ 3,102,370.43
Split	4	2%	\$ 1,904,372.17
Total	197	100%	\$ 7,827,754.40
Status	Number	Percent	Dollar Amount
Upheld (Final Decision)	102	41%	\$ 2,821,011.80
Overturned (Final Decision)	81	33%	\$ 2,620,550.32
Split (Final Decision)	4	2%	\$ 1,904,372.17
Paid By MCO Prior to IR Starting	4	2%	\$ 287,674.02
Paid by MCO After IR Started	10	4%	\$ 481,820.11
Ineligible	45	18%	\$ 1,396,667.77
Pending	0	0%	-
Grand Total	246	100%	\$ 9,512,096.19

CY 2019			
Final Decision	Number	Percent	Dollar Amount
Upheld	117	48%	\$ 2,805,277.89
Overturned	123	50%	\$ 5,450,824.37
Split	6	2%	\$ 411,258.76
Total	246	100%	\$ 8,667,361.02
Status	Number	Percent	Dollar Amount
Upheld (Final Decision)	117	38%	\$ 2,805,277.89
Overturned (Final Decision)	117	38%	\$ 3,837,978.41
Split (Final Decision)	6	2%	\$ 411,258.76
Paid By MCO Prior to IR Starting	2	1%	\$ 95,969.34
Paid by MCO After IR Started	6	2%	\$ 1,612,845.96
Ineligible	61	20%	\$ 1,464,276.62
Pending	0	0%	-
Grand Total	309	100%	\$ 10,227,606.98

CY 2018			
Final Decision	Number	Percent	Dollar Amount
Upheld	7	17%	\$ 127,298.73
Overtured	33	79%	\$ 1,073,663.44
Split	2	5%	\$ 23,407.82
Total	42	100%	\$ 1,224,369.99
Status	Number	Percent	Dollar Amount
Upheld (Final Decision)	7	15%	\$ 127,298.73
Overtured (Final Decision)	31	67%	\$ 969,447.12
Split (Final Decision)	2	4%	\$ 23,407.82
Paid By MCO Prior to IR Starting	1	2%	\$ 18,450.59
Paid by MCO After IR Started	2	4%	\$ 104,216.32
Ineligible	3	7%	\$ 341,419.21
Pending	0	0%	-
Grand Total	46	100%	\$ 1,584,239.79

Per Act 349: A managed care organization found by the secretary to be in violation of any provision of this Subpart may be subject to a penalty of up to twenty-five thousand dollars per violation. In addition, if a managed care organization is subject to more than one hundred independent reviews annually and the percentage of adverse determinations overturned in favor of the healthcare provider as a result of an independent review is greater than twenty-five percent, the managed care organization may be subject to a penalty of up to twenty-five thousand dollars.

In 2018 there were no MCO with more than 100 IRs

In 2019 UHC received 161 IRs and 53.9% were overturned - No penalties applied.

In 2020 there were no MCO with more than 100 IRs

In 2021 there were no MCO with more than 100 IRs

In 2022 there were no MCO with more than 100 IRs

In 2023 LHCC received 118 IRs and 30.7% were overturned - No penalties applied.

In 2024 there were no MCO with more than 100 IRs

Breakdown of Independent reviews per MCO													
Total Independent Reviews Per MCO - January 1, 2025 - October 15, 2025													
		# of IR's Received Per MCO	Ineligible	Paid by MCO prior to IR starting	# of IR's with a Split Decision	Total IR's Processed	# of IR's Pending for Decision		# of IR's Upheld by the Independent Reviewer		# of IR's Overturned by the Independent Reviewer		(Includes IRs paid by MCO after IR started)
ABH	Physical Health	71	14	0	1	56	3	5%	25	45%	28	50%	100%
	Behavioral Health	23	6	0	0	17	2	12%	11	65%	4	24%	100%
	Total	94	20	0	1	73	5	7%	36	49%	32	44%	100%
ACLA	Physical Health	30	6	0	0	24	3	13%	10	42%	11	46%	100%
	Behavioral Health	32	16	0	1	15	4	27%	7	47%	4	27%	100%
	Total	62	22	0	1	39	7	18%	17	44%	15	38%	100%
HBL	Physical Health	45	4	2	0	39	8	21%	22	56%	9	23%	100%
	Behavioral Health	60	48	0	0	12	3	25%	7	58%	2	17%	100%
	Total	105	52	2	0	51	11	22%	29	57%	11	22%	100%
HUM	Physical Health	18	2	0	0	16	1	6%	6	38%	9	56%	100%
	Behavioral Health	3	1	0	0	2	0	0%	1	50%	1	50%	100%
	Total	21	3	0	0	18	1	6%	7	39%	10	56%	100%
LHCC	Physical Health	21	12	0	1	8	0	0%	3	38%	5	63%	100%
	Behavioral Health	14	1	0	2	11	0	0%	11	100%	0	0%	100%
	Total	35	13	0	3	19	0	0%	14	74%	5	26%	100%
UHC	Physical Health	82	19	1	2	60	5	8%	16	27%	39	65%	100%
	Behavioral Health	3	0	1	0	2	0	0%	2	100%	0	0%	100%
	Total	85	19	2	2	62	5	8%	18	29%	39	63%	100%
Total	Physical Health	267	57	3	4	203	20	10%	82	40%	101	50%	100%
	Behavioral Health	135	72	1	3	59	9	11%	39	46%	11	43%	100%
	Total	402	129	4	7	262	29	11%	121	46%	112	43%	100%

Physical Health Reviewer	# of Assigned Reviews
Cristin Bordelon	103
Anthony Lascaro	14
Luis Leitzelar	93
Total	210

Behavioral Health Reviewer	# of Assigned Reviews
Cristin Bordelon	37
Anthony Lascaro	3
Luis Leitzelar	23
Total	63

The total number of IR's Received per MCO differs from the Grand Total on the Summary of Independent Reviews 2025 YTD because we received one Magellan IR request; which is not eligible for the independent review process.

The number of assigned reviews is the total of IR's processed, IR's with a split decision, and paid by MCO prior to IR starting.

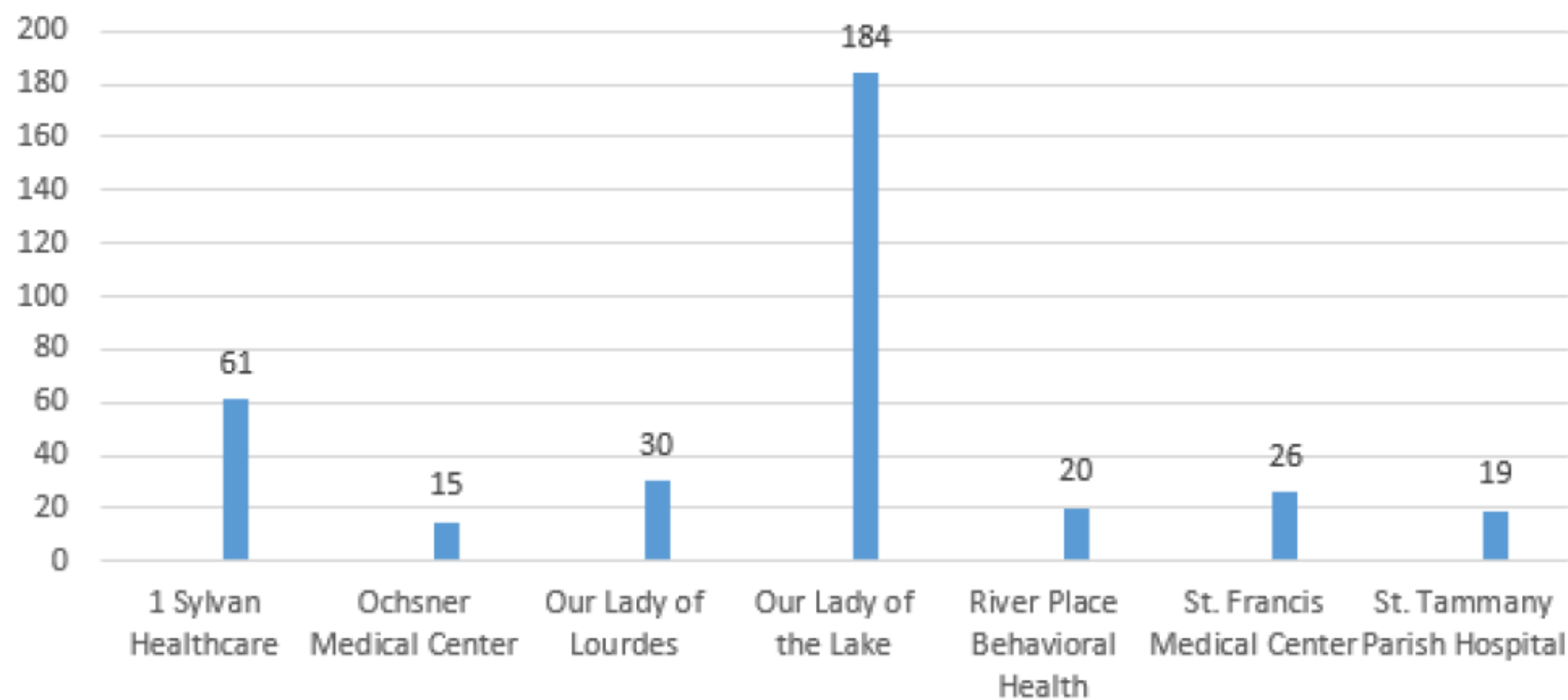
Breakdown of ineligible independent reviews per MCO								
Total Independent Reviews Ineligible for the IR process - January 1, 2025 - October 15, 2025								
	Missing Required Documents	LDH received outside of the timeframe outlined in Act 349	IRR not submitted to Plan	SIU	Provider withdrew request	Sent to reviewer, later found out not eligible (IRR not sent to plan or MCO responded to IRR over 60 days before LDH received IR request)	Other	Total
1 Sylvan Healthcare	47	13	0	0	0	0	0	60
Baton Rouge General Medical Center	0	1	0	0	0	0	0	1
Christus Health Coushatta	0	2	0	0	0	0	0	2
Christus Highland Medical Center	2	0	0	0	0	0	0	2
Christus St. Francis Cabrini Hospital	2	2	0	0	0	0	0	4
Christus St. Patrick Hospital	0	3	0	0	0	0	0	3
David Jansen	1	0	0	0	0	0	0	1
Dimple K. Zaver	1	0	0	0	0	0	0	1
Iberia Medical Center	0	1	0	0	0	0	0	1
LSUMC-S Family Practice	0	1	0	0	0	0	0	1
Magnolia Family Services	0	0	1	0	0	0	0	1
Oceans Behavioral Hospital of Lafayette	0	1	0	0	0	0	0	1
Ochsner Medical Center	0	3	0	0	0	0	0	3
Our Lady of Angels	0	1	0	0	0	0	0	1
Our Lady of Lourdes	0	4	0	0	1	0	0	5
Our Lady of the Lake	5	13	9	0	2	0	2	31
Physicians Group Laboratories	0	0	0	1	0	0	0	1
River Place Behavioral Health	0	4	0	0	0	0	0	4
St. Francis Medical Center	0	1	1	0	2	0	0	4
St. Tammany Parish Hospital	0	2	0	0	0	0	0	2
Stonebridge Behavior Hospital	0	0	0	1	0	0	0	1
Total	58	52	11	2	5	0	2	130

Other = Magellan denial and Provider submitted request for incorrect MCO.

Total Independent Reviews by Provider - January 1, 2025 - October 15, 2025

Rank	Provider	# of IR's Received	Ineligible	Paid by MCO prior to IR starting	# of IR's with a Split Decision	Total IR's Processed	# of IR's Pending for Decision	# of IR's Upheld by Reviewer	# of IR's Overturned by Reviewer				
2	1 Sylvan Healthcare	61	60	0	0	1	0	0%	1	100%	0	0%	100%
9	Baton Rouge General Medical Center	6	1	0	0	5	1	20%	1	20%	3	60%	100%
11	Christus Health Coushatta	3	2	0	0	1	0	0%	1	100%	0	0%	100%
14	Christus Highland Medical Center	2	2	0	0	0	0		0		0		
10	Christus St. Francis Cabrini Hospital	4	4	0	0	0	0		0		0		
11	Christus St. Patrick Hospital	3	3	0	0	0	0		0		0		
17	David Jansen	1	1	0	0	0	0		0		0		100%
17	Dimple K. Zaver	1	1	0	0	0	0		0		0		100%
11	Iberia Medical Center	3	1	0	0	2	0	0%	2	100%	0	0%	100%
17	Lafayette General Medical Center	1	0	0	0	1	0	0%	0	0%	1	100%	100%
14	Louisiana Behavioral Health Hospital	2	0	0	0	2	0	0%	1	50%	1	50%	
17	LSUMC-S Family Practice	1	1	0	0	0	0		0		0		
17	Magnolia Family Services	1	1	0	0	0	0		0		0		
17	North Oaks Medical Center	1	0	0	0	1	1	100%	0	0%	0	0%	100%
17	Oceans Behavioral Hospital of Baton Rouge	1	0	0	0	1	1	100%	0	0%	0	0%	100%
17	Oceans Behavioral Hospital of Lafayette	1	1	0	0	0	0		0		0		100%
14	Oceans Behavioral Hospital of Opelousas	2	0	0	0	2	0	0%	2	100%	0	0%	100%
17	Ochsner Acadia General Hospital	1	0	0	0	1	0	0%	0	0%	1	100%	100%
7	Ochsner Medical Center	15	3	0	0	12	1	8%	1	8%	10	83%	100%
8	Our Lady of Angels	8	1	0	0	7	1	14%	4	57%	2	29%	100%
3	Our Lady of Lourdes	30	5	0	1	24	2	8%	11	46%	11	46%	100%
1	Our Lady of the Lake	184	31	3	6	144	16	11%	70	49%	58	40%	100%
17	Physicians Group Laboratories	1	1	0	0	0	0		0		0		100%
5	River Place Behavioral Health	20	4	0	0	16	0	0%	13	81%	3	19%	100%
17	Springhill Medical Center	1	0	0	0	1	1	100%	0	0%	0	0%	100%
17	St. Bernard Parish Hospital	1	0	0	0	1	0	0%	1	100%	0	0%	
17	St. Charles Parish Hospital	1	0	0	0	1	0	0%	1	100%	0	0%	
4	St. Francis Medical Center	26	4	1	0	21	4	19%	9	43%	8	38%	100%
17	St. Mary Medical Center	1	0	0	0	1	0	0%	0	0%	1	100%	
6	St. Tammany Parish Hospital	19	2	0	0	17	1	6%	3	18%	13	76%	
17	Stonebridge Behavior Hospital	1	1	0	0	0	0		0		0		
	Total	403	130	4	7	262	29	11%	121	46%	112	43%	

Provider who submitted 10 or more
independent reviews YTD 2025



Total Independent Review Reconsiderations Per MCO - January 1, 2025 - September 30, 2025

		# of IRR's Received Per MCO	Ineligible	Total IRR's Processed	# of IRR's Pending for Decision		# of IRR's Upheld		# of IRR's Overturned	
ABH	Physical Health	315	2	313	10	3%	235	75%	68	22%
	Behavioral Health	83	0	83	4	5%	72	87%	8	10%
	Total	398	2	396	14	4%	307	78%	76	19%
ACLA	Physical Health	299	24	275	30	11%	111	40%	134	49%
	Behavioral Health	76	4	72	10	14%	41	57%	21	29%
	Total	375	28	347	40	12%	152	44%	155	45%
HBL	Physical Health	418	3	415	31	7%	226	54%	158	38%
	Behavioral Health	149	4	145	8	6%	95	66%	42	29%
	Total	567	7	560	39	7%	321	57%	200	36%
HUM	Physical Health	86	0	86	0	0%	44	51%	42	49%
	Behavioral Health	4	0	4	0	0%	1	25%	3	75%
	Total	90	0	90	0	0%	45	50%	45	50%
LHCC	Physical Health	338	9	329	36	11%	68	21%	225	68%
	Behavioral Health	273	7	266	19	7%	137	52%	110	41%
	Total	611	16	595	55	9%	205	34%	335	56%
UHC	Physical Health	329	9	320	6	2%	107	33%	200	63%
	Behavioral Health	7	0	7	0	0%	3	43%	4	57%
	Total	336	9	327	6	2%	110	34%	204	62%
Total	Physical Health	1,785	47	1,738	113	7%	791	46%	827	48%
	Behavioral Health	592	15	577	41	7%	349	60%	188	33%
	Total	2,377	62	2,315	154	7%	1,140	49%	1,015	44%

UHC reported 4 IRRs withdrawn and 3 IRRs "Dismissal". LDH is awaiting clarification from UHC regarding Dismissal.

Independent Review Reconsiderations VS Independent Reviews 2025

IRR - 1/1/25-9/30/25 & IR 1/1/25-10/15/2025

MCO	# of IRR's Processed	# of IR's Processed	# of IRR's Overturned by MCO		# of IR's Overturned by the Independent Reviewer		# of IRR's Upheld by MCO		# of IR's Upheld by the Independent Reviewer	
ABH	396	73	76	19%	32	44%	307	78%	36	49%
ACLA	347	39	155	45%	15	38%	152	44%	17	44%
HBL	560	51	200	36%	11	22%	321	57%	29	57%
HUM	90	18	45	50%	10	56%	45	50%	7	39%
LHCC	595	19	335	56%	5	26%	205	34%	14	74%
UHC	327	62	204	62%	39	63%	110	34%	18	29%
Total	2,315	262	1,015	44%	112	43%	1,140	49%	121	46%

THANK YOU

