

SUMMARY RESULTS OF MEMBER REQUESTS FOR EXTERNAL REVIEW



If an adverse determination results in a denial, modification, reduction or termination of coverage of or payment for a health care service and a Member is not satisfied with the determination after the required levels of appeal are completed through American Specialty Health; there is an option to pursue a voluntary level of appeal through an External Review Organization. Following are the statistical results of the External Review Requests processed.*

2021

Number of ERO requests received: 0

Number of ERO requests granted: NA

Number of ERO requests upheld: NA

2022

Number of ERO requests received: 0

Number of ERO requests granted: NA

Number of ERO requests upheld: NA

2023

Number of ERO requests received: 0

Number of ERO requests granted: NA

Number of ERO requests upheld: NA

2024

Number of ERO requests received: 0

Number of ERO requests granted: NA

Number of ERO requests upheld: NA

*Results are accurate as of 3/4/25