

**HAYES PLUS, INC. EXECUTIVE SUMMARY**  
**REQUEST FOR PROPOSAL TO PROVIDE INDEPENDENT REVIEW SERVICES TO THE STATE OF**  
**OREGON**

Since its incorporation in 1999, **HAYES Plus™** has been a leader in the field of independent medical review. The company is known throughout the healthcare industry for its high-quality reviews, extensive panel of experts and responsiveness to client and regulatory needs. **HAYES Plus™** is a founding member of the National Association of Independent Review Organizations (NAIRO), and was instrumental in helping to develop the only national accreditation standards for independent review organizations under the American Healthcare Accreditation Commission/URAC.

**HAYES Plus™** provides expert medical review services to health plans, employer groups, third-party administrators (TPAs) and state agencies throughout the United States.

With a panel of almost 700 reviewers representing all medical specialties, **HAYES Plus™** is able to handle cases involving all types of medical issues. The company also boasts a number of highly specialized, double-boarded experts on its panel. To date, **HAYES Plus™** has matched 100 percent of cases assigned to an appropriate expert reviewer. In addition, many of our expert reviewers are drawn from academic medical centers and other leading research facilities throughout the country, thus allowing **HAYES Plus™** to provide its clients with outstanding quality reviews, as well as comprehensive specialty coverage.

**HAYES Plus™** was among the first group of organizations to be accredited by the American Healthcare Accreditation Commission/URAC as an independent review organization (IRO). The company was reaccredited by URAC in June 2002. At this time, URAC is the only national body accrediting IRO's.

In addition to URAC accreditation, **HAYES Plus™** is certified to perform external reviews in the following states:

|                      |               |
|----------------------|---------------|
| Arizona              | March 2001    |
| Colorado             | March 2001    |
| Delaware             | January 2003  |
| District of Columbia | May 2000      |
| Indiana              | June 2001     |
| Louisiana            | November 2001 |
| Maine                | February 2003 |
| Massachusetts        | June 2001     |
| Michigan             | February 2001 |
| New York             | June 2001     |
| North Carolina       | May 2002      |
| Ohio                 | April 2000    |
| Oklahoma             | August 2000   |

Pennsylvania  
Washington

April 2002  
July 2001

The **HAYES Plus™** mission is to provide unbiased, informed expert medical reviews of coverage disputes involving medical necessity, medical appropriateness, experimental/ investigational procedures and access to care. Credentialed reviewers at **HAYES Plus™** use the latest published scientific evidence and widely accepted practice guidelines in performing case reviews. Through its evidence-based medical review program, **HAYES Plus™** is dedicated to quality health care and improved clinical outcomes.

**HAYES Plus™** believes independent medical review serves a number of critical functions in healthcare. By ensuring that clinical and medical factors are brought to bear on insurance coverage decision-making, independent medical review benefits both the patient/enrollee and health plans. Enrollees can be assured that the best available scientific evidence and/or practice guidelines have been included in decisions affecting their healthcare. Health plans have the benefit of expert evaluations of coverage criteria, providing the plans with frequent opportunities to test the validity of their criteria against scientific evidence and national practice guidelines. Finally, by providing a non-adversarial forum free of charges of conflict of interest for resolving coverage disputes, **HAYES Plus™** believes independent medical review reduces litigation over health insurance decisions.