

1 Executive Summary

As a national leader in healthcare, Lumetra provides comprehensive review services that benefit insurers, enrollees, providers, and practitioners. Lumetra's proven, timely resolution of review cases, in alignment with the availability of 350 credentialed, board-certified, and diverse physicians, will help insurers meet ORS requirements and ensure that Oregon citizens receive the right care, every time.

"I consider Medicare beneficiaries fortunate to have an organization of individuals with such talent and commitment to excellence working on their behalf in California."

**Nancy Tollison
Project Officer
CMS Region X**

Lumetra is pleased to present the State of Oregon Department of Consumer & Business Services, Insurance Division, with a proposal to perform independent medical review services.

We are a national, nonprofit organization with over 20 years of providing innovative services that improve the quality, safety, effectiveness, and integrity of healthcare. Lumetra will provide the Department with proven, timely, efficient, and highly accurate review services that balance the rights of enrollees, regulatory concerns, and insurer constraints. The net results are unparalleled review and mediation satisfaction rates, as well as a national reputation for excellence in the external review field.

As a current contractor for the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services, Lumetra has met performance goals and exceeded expectations throughout seven consecutive three-year contract cycles. Over the last two decades, Lumetra has worked with CMS to improve internal systems in order to effectively carry out the Quality Improvement Organization (QIO) and related special studies contracts. Among other efforts, we apply quality improvement methodologies to our organization's operations to ensure that we are most effectively utilizing our clients' funding and resources.

Lumetra will work with Oregon insurers and enrollees to determine the necessity of medical procedures; whether treatments are experimental or investigational; and, whether continuity of care (under ORS 743.854) applies. Also, our independent review capabilities help validate if services meet professionally recognized standards of healthcare quality, and are delivered in the most appropriate, cost-effective setting.

While Lumetra has a proven track record in improving the quality of life for enrollees, our work with health providers and insurers is also second to none. Most importantly, we focus on providing a balance between the needs of all involved parties. For example, in 2005, we contracted with the State of Colorado to provide independent external reviews for the State Division of Insurance. The success of this program is reflected in the State's willingness to serve as a Lumetra reference. In addition, Lumetra has just been selected to provide impartial health entity review services for the Virginia State Corporation Commission, Bureau of Insurance. We are also actively pursuing other state review opportunities.

In short, our ability to provide appropriate expertise has resulted in an unprecedented expansion of our services beyond the scope of Medicare.