



State of New Jersey

DEPARTMENT OF BANKING AND INSURANCE

OFFICE OF THE COMMISSIONER

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BULLETIN NO. 21-13

To: ALL NEW JERSEY LICENSED HEALTH INSURANCE COMPANIES, HEALTH SERVICE CORPORATIONS, MEDICAL SERVICE CORPORATIONS, HOSPITAL SERVICE CORPORATIONS, HEALTH MAINTENANCE ORGANIZATIONS, ORGANIZED DELIVERY SYSTEMS, AND OTHER ENTITIES THAT ISSUE FINAL ADVERSE BENEFIT DETERMINATIONS, HEALTH CARE PROVIDERS, COVERED PERSONS, AND OTHER INTERESTED PARTIES

From: MARLENE CARIDE, COMMISSIONER

Re: CHANGE TO EXTERNAL APPEAL APPLICATIONS FOR INDEPENDENT HEALTH CARE PROGRAM, EFFECTIVE JANUARY 1, 2022

The Department of Banking and Insurance (“Department”) is issuing this Bulletin to provide guidance to all health insurance companies, health service corporations, medical service corporations, hospital service corporations, health maintenance organizations, organized delivery systems, and other entities that issue final adverse benefit determinations in this State (collectively “carriers”), as well as health care providers, covered persons, and other interested parties, regarding procedures for the filing of External Appeal Applications for the Independent Health Care Program (“IHCAP”), pursuant to N.J.S.A. 26:2S-11.

A contract for the independent utilization review organization to conduct external appeals under the IHCAP was recently awarded to a new vendor, Maximus Federal Services (“Maximus”). Under the contract, effective January 1, 2022, the Department is directing all external appeal applications be submitted directly to the vendor. Instructions regarding the external appeal application process will be available on the Maximus website at <https://njihcap.maximus.com>.

Please note that the Department issued Bulletin No. 20-08¹ on March 24, 2020, waiving the applicant fee and mandating that all external appeal applications be submitted to the Department via email at ihcap@dobi.nj.gov. This bulletin will remain in effect until January 1, 2022, when applicants should submit appeals directly to Maximus. The applicant fee waiver remains in effect.

¹ Bulletin No. 20-08 is available at https://www.state.nj.us/dobi/bulletins/blt20_08.pdf.

If you have any questions regarding the filing of External Appeal Applications for the Independent Health Care Program, please contact Maximus at:

Maximus Federal – NJ IHCAP
3750 Monroe Avenue, Suite 705
Pittsford, New York 14534
Office: 888-866-6205
Fax: 585-425-5296
Stateappealseast@maximus.com

If you have questions regarding this bulletin, please contact the Department at:

ihcap@dobi.nj.gov
1-888-393-1062
609-777-9470



12/27/2021

Date

Marlene Caride
Commissioner

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