



December 2011

Thank you for informing us that you are electing the private-accredited IRO process for external review.

For instructions on how to participate in this external review process, please refer to the Technical Release 2010-01 issued by the Department of Labor on August 23, 2010 (available at <http://www.dol.gov/ebsa/pdf/ACATechnicalRelease2010-01.pdf>), and modified by Technical Release 2011-02 on June 22, 2011 (available at <http://www.dol.gov/ebsa/pdf/tr11-02.pdf>).

You should consult these technical releases, as well as any amendments that the Department of Labor makes to Technical Release 2010-01 (as modified by Technical Release 2011-02) in the future. These releases will be available at [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform).

For any questions regarding the private-accredited IRO process, please contact the Employee Benefits Security Administration's Office of Health Plan Standards and Compliance Assistance at 202-693-8335.

Thank you very much,

Ellen Kuhn  
Director, Appeals Division  
Consumer Support Group  
Center for Consumer Information and Insurance Oversight  
Centers for Medicare and Medicaid Services  
U.S. Department of Health and Human Services