



DWC IMR Update
November 5, 2013

Introductions

- **MAXIMUS Federal Services (MFS)**
 - Blake Travis – MAXIMUS Corporate Communications
 - Tom Naughton – VP, Operations
 - Lou Shields – Project Director, IMR and IBR
 - Denise Koenes – Project Manager, IMR and IBR
 - Paul Manchester, MD, MPH – Medical Director, IMR
 - Rob Nydam – Director, Business Process Architecture
- **MicroPact (MP)**
 - Growson Edwards – SVP, Systems Development
- **CA Division of Workers' Compensation (DWC)**
 - Destie Overpeck – Acting Administrative Director
 - Rupali Das, MD, MPH – Executive Medical Director
 - Katherine Zalewski – DIR Chief Counsel
 - Melissa Hicks – Medical Unit Manager

Purpose of Webinar

- Explain the current IMR process
- Discuss recent changes to the process
- Highlight the interaction between MAXIMUS and the Claims Administrator
- Outline future enhancements
- Q&A

Base Line Data Points

- Receiving in excess of 15K applications/month
- 30 – 35% of applications submitted did not include a copy of the UR determination
- A large percentage of received applications have missing or incomplete data

Lessons Learned

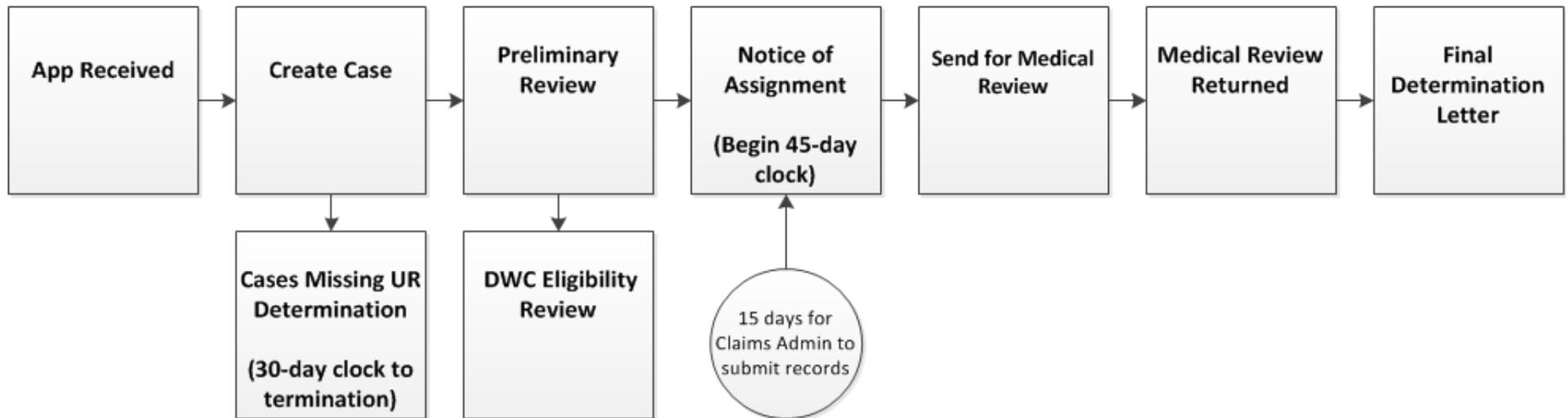
- Actual volume is 5x greater than the planned volume
 - July 5K, August 16K, September 15K, October 20K
- Notice to Injured Worker for application submitted without a UR caused confusion
- Revised Notice of Assignment letter did not have enough case identification data
- There can be more than one UR denial per claims number

Actions Taken to Address Volume

- People
 - Added Project Director and Business Process Architect with technology and operations experience
 - Added 50 additional staff to front end data entry
 - Added 2nd shifts to mailroom operations (fax and mail)
 - Expanded medical review panel (prepping for volume)
- Process/Automation
 - Automated letter generation
 - Have 65+ people working OT to add all data into the system off of the applications
 - Constantly analyzing all business processes to expose inefficiencies
- Technology
 - Doubled Fax lines (from 23 to 46) and capacity
 - Updated scanning capability

IMR Process

HIGH-LEVEL IMR WORKFLOW



Actions Taken to Address Letters

- Added letter addressed to the Injured Worker for the missing UR

MAXIMUS Federal IMR Correspondence		
Letter Name	Injured Worker Action Required?	Claims Administrator Action Required?
<i>Acknowledgment Letter</i>	NO	NO
<i>Notice to Injured Worker</i>	YES	NO
<i>Second Notice to Injured Worker</i>	YES	NO
<i>Notice of Assignment and Request for Information</i>	NO	YES
<i>Second Request for Information</i>	NO	YES
<i>Final Determination Letter</i>	NO	NO

Actions Taken to Address Letters

- New correspondence to Injured Worker; no action required by Claims Administrators

Notice to Injured Worker

RECORD NUMBER
 PARTICIPANT NAME
 PARTICIPANT ORGANIZATION
 ADDRESS 1
 ADDRESS 2
 CITY, STATE ZIP

DATE (Month Day, YYYY)

IMR Case Number:	CM13-0000000	Date of Injury:	MM/DD/YYYY
Claims Number:	000000000000000000	UR Denial Date:	MM/DD/YYYY
Priority:	Expedited / Standard	Application Received:	MM/DD/YYYY
Employee Name:	Prefix First Name Middle Initial Last Name Suffix		
Provider Name:	Prefix First Name Middle Initial Last Name Suffix		
Treatment(s) in Dispute Listed on IMR Application:	"TRANSCRIBED TEXT FROM APPLICATION"		

Actions Proposed – Online application

A proven, secure, self-service portal that is widely used in both the State and Federal market place for claims processing

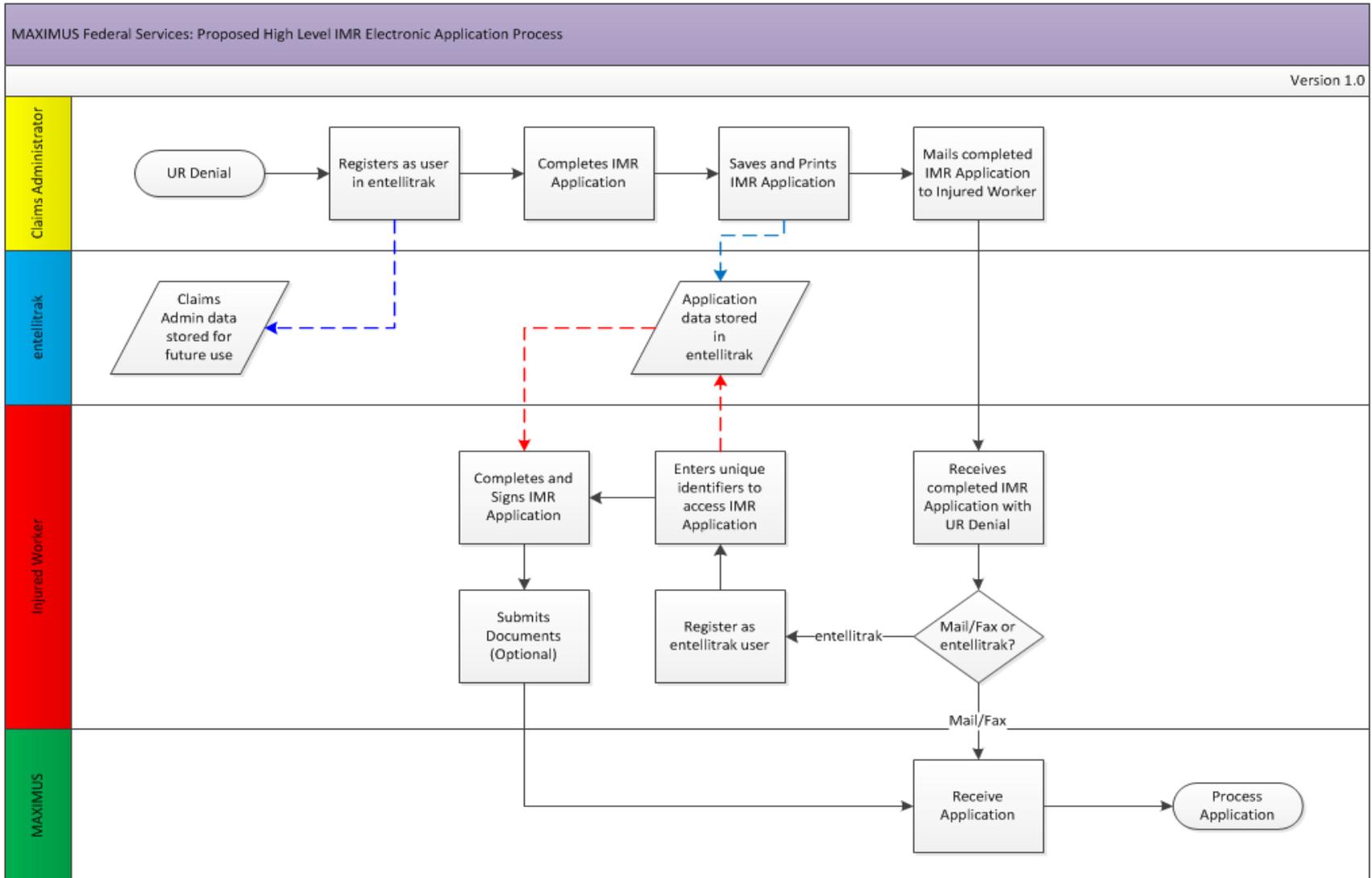
- By allowing external users to have access to selected aspects of an entellitrak system, organizations can :
 - Accelerate and improve information capture
 - Better engage external audiences
- efile can be configured to allow users to :
 - Initiate contact
 - File and check the status of queries and claims
 - Make information requests
 - Submit documents or respond to requests for information
- efile:
 - Is 100% browser-based
 - Is easy for external audiences to use
 - Accommodates an unlimited number of users

Online Application Benefits

Benefits for Claims Administrators:

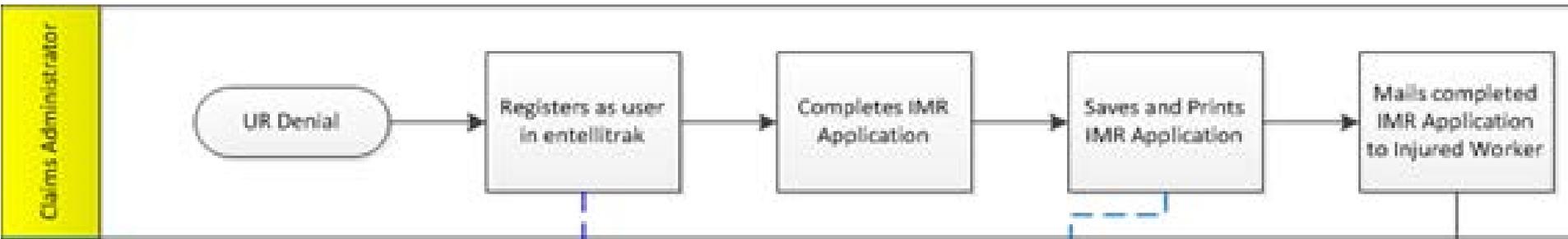
- Real Time Submission IMR Application and Letter Generation
- Ability to Attach Documents
- Real Time Notifications “To” and “From” MAXIMUS IMR processors
- Ability to provide updated documentation and record updates when requested by MAXIMUS IMR processors – reducing manual processes
- Ability to check status of IMR Application
- Error Reduction
- Reduced Paper and Mailing Costs

Online Application Process Flow



More on the Electronic Application Process

- Focusing on the role of the Claims Administrator:



- Register once and reuse your information

Online Application Demo

Online Application – Implementation Critical Path

- Application will go out for public comment
- DWC adopts final application
- Development of Online Application
- MAXIMUS Systems Testing
- User Acceptance Testing
- Training video available online
- Online IMR application goes live – **Q1 2014**

- What resources does MAXIMUS have in place to meet current IMR demands?
- How can the Claims Administrators help to make the IMR process more efficient for all involved?
- Can Claims Administrators be involved in the development and testing of the online application?

Q&A – Process / Policy

- What information can the MAXIMUS customer service department provide to inquiring Claims Administrators?
- What do Claims Administrators need to provide to MAXIMUS to terminate an IMR if the services in dispute have been authorized or if the underlying case has been litigated to finality?
- What if a Claims Administrator gets a request for records on an IMR, but cannot identify the UR denial at issue?
- What if a Claims Administrator receives a request for records near or after the deadline for submission of the requested records?
- What can a Claims Administrator do if he/she contends that the records being requested were previously provided to MAXIMUS?

- What if I am unable to submit documents by fax because the MAXIMUS fax line is busy?
- Can the Claims Administrator submit digital records?
- If I can't reach MAXIMUS on the phone what can I do?

Q&A – Questions submitted during Webinar

- Tips for ensuring a smooth IMR Process until the implementation of the online application
 - Accurate information is submitted on application
 - Avoid sending in duplicates
 - Treatment in dispute on letters will come right off of the application
 - If you enter “see UR Denial” on Application that is what will appear on all correspondence
- Any questions that are not status related should be directed to IMRhelp@maximus.com
- Next Webinar to be scheduled prior to online application release