

State of California  
Department of Industrial Relations  
Division of Workers' Compensation

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# 2025 Independent Medical Review (IMR) Report: Analysis of 2024 Data

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## Executive Summary

The Independent Medical Review (IMR) process was established under Senate Bill 863 and has been in effect in the California workers' compensation system since January 1, 2013. Now in its twelfth year, IMR continues to provide expedient, effective resolution of disputes over medical necessity for injured workers treated in California's workers' compensation system.

IMR activity increased from 2023 to 2024. The Independent Medical Review Organization (IMRO) processed 199,651 applications for medical dispute resolution, a 14.07% increase from 2023. Over 30,000 applications were found to be duplicates, and nearly 16,000 were deemed ineligible. Eligible applications averaged 12,342 per month.

Concurrently, the IMRO issued 141,621 IMR final determinations, 8.29% more than the previous year. Throughout the year, the average length of time the IMRO took to issue a final determination after the receipt of all medical records was six to seven days. Expert reviewers licensed in the state of California reviewed 81% of all IMR cases, of which 74% were evaluated by a reviewer with board certification in Occupational Medicine, Physical Medicine & Rehabilitation, Pain Medicine, or Orthopedic Surgery.

Overall, the IMRO overturned 12.7% of the Utilization Review (UR) decisions that denied treatment requests made by physicians treating injured workers. This rate of overturn was more than in the previous year (10.2%).

Pharmaceutical requests in 2024 accounted for 32.7% of the issues in dispute. This reflects a slight increase from 2023 (31.4%), when compared with the decreasing trend in prior years (42% in 2018, 37% in 2019, and 34% in 2020). Opioids comprised 23.91% of the drug requests; the second and third-highest number of requests were for Topical Analgesics (17.44%) and Muscle Relaxants (16.31%).

The treatment request denials that were overturned most often were for evaluation and management services (23.1% overturned), other programs such as Functional Restoration program, Brain Injury program, Weight loss program, etc. (22.2% overturned), and behavioral and mental health service (20.1% overturned).

Like treating physicians and UR practitioners, the IMRO's expert reviewers follow guidelines set forth in the Medical Treatment Utilization Schedule (MTUS) for determining medical necessity. These guidelines are free to providers through an agreement with the Division of Workers' Compensation (DWC) and its publisher, the ReedGroup ([MTUS Registration \(mdguidelines.com\)](https://www.mdguidelines.com)). The DWC offers a complimentary online continuing education module available to anyone interested in learning about the application of the MTUS and the use of evidence-based medicine for California's injured workers ([MTUS Physician Education Module](#)).

## Introduction

In September 2012, Governor Brown signed SB 863 into law. This reform of the workers' compensation system in California included adoption of the IMR process, which went into effect on January 1, 2013, for injuries that occurred in 2013. On July 1, 2013, IMR was available to all injured workers regardless of their dates of injury.

IMR is an efficient, expedient process for resolving disputes over the medical necessity of medical treatment recommended by physicians for injured workers but denied or modified in the Utilization Review (UR) process ([UR information](#)). IMR's expert reviewers follow the recommendations of the Medical Treatment Utilization Schedule (MTUS) and the principles of evidence-based medicine to determine the medical necessity of requested treatments ([MTUS information](#)).

This annual report analyzes the activity and progress in the program's twelfth year.

## About IMR

Essentially, IMR is the process by which to appeal an adverse utilization review decision.

When a physician treating an injured worker makes a treatment request, the claims administrator may put the request through utilization review (UR) to determine whether the request is medically necessary. If the request is modified or denied, the injured worker may appeal the modification or denial via a process called independent medical review (IMR).

To appeal a UR denial or modification decision, the injured worker (or their representative) must sign the pre-filled IMR application form (and, if applicable, the authorized representative designation form), and timely submit it, along with a copy of the UR decision letter, to the IMR organization (IMRO). Upon receipt of a complete IMR application, the IMRO will determine eligibility and begin the process of collecting pertinent records from the claim's administrator, the injured worker (or their representative), and the requesting physician.

After receiving the medical records, the IMRO assigns the case to an expert physician reviewer. Unless the case is terminated or withdrawn during the process, it is resolved when the assigned physician reviewer communicates the IMR decision(s) to the worker or representative, employer or insurer, and treating physician in a Final Determination Letter (FDL). Redacted information in these FDLs is available on the DWC's website.

The cost of IMR is borne by employers (claims administrators) through direct payment to the IMRO. Maximus Federal Services has been the contracted IMRO since the program's inception in 2013 and is currently under contract to provide IMR through September 2027.

### ***Analysis of 2024 IMR Data***

The IMRO provides the DWC with case and treatment data for all completed case decisions, including information directly from the IMR application, details on the types of treatment under review from UR reports, and evidence cited by the expert reviewers in their determinations of medical necessity. The data used for this report was extracted and collected for analysis on March 10, 2025, and is current as of that date.

All treatment requests for cases issued in 2024 were assigned specific service categories to assist with analysis of particular types of treatments and their medical necessity resolutions. Geographic regions were determined from the ZIP Codes of the IMR applications as listed in the case files. The ZIP Codes were matched against the monthly US Postal ZIP Code Table identifying ZIP codes by county. Counties were then grouped by region. (See Geographic Regions Appendix for more information.)

## Findings

### Applications

In 2024, the IMRO received a total of **199,651** IMR applications, 14.07% more than the previous year (175,027). As in previous years, approximately one in five applications (17.7%) duplicated an application previously received. After duplicate applications were subtracted, the number of “unique” applications received totaled **164,238** for the year.

After an application is determined not to be a duplicate, it is screened for eligibility. In 2024, **148,106** eligible applications were processed by the IMRO, a monthly average of 12,342. This average is an 11.28% increase from the average of 11,091 in 2023.

**Table 1. IMR Applications by Calendar Year (CY), 2015 to 2024**

Calendar Year	Total Number of Applications Filed	Total Number of Unique Applications	Total Number of Applications Deemed Eligible
2024	199,651	164,238	148,106
2023	175,027	144,999	133,093
2022	170,855	140,386	129,298
2021	178,927	145,702	136,828
2020	184,100	148,713	139,411
2019	222,236	177,204	165,610
2018	252,565	199,956	185,783
2017	248,251	192,538	175,118
2016	249,436	196,057	172,452
2015	253,779	195,685	165,427
<b>TOTAL</b>	<b>2,134,827</b>	<b>1,705,478</b>	<b>1,551,126</b>

**Table 2. IMR Applications by Month, 2024**

Month	Total Number of Applications Filed	Total Number of Unique Applications	Total Number of Applications Deemed Eligible
January	15,032	12,477	11,228
February	15,354	12,750	11,646
March	16,063	13,325	12,146
April	16,779	13,761	12,401
May	17,305	14,296	12,859
June	15,964	13,097	11,793
July	17,941	14,709	13,215
August	17,277	14,090	12,572
September	16,443	13,558	12,130
October	18,760	15,377	13,828
November	16,136	13,216	12,016
December	16,597	13,582	12,272

Month	Total Number of Applications Filed	Total Number of Unique Applications	Total Number of Applications Deemed Eligible
<b>TOTAL</b>	<b>199,651</b>	<b>164,238</b>	<b>148,106</b>

### ***Ineligible Applications***

Common reasons that make IMR applications ineligible are as follows:

- (1) It lacks the signature of the injured worker or their representative.
- (2) It is not submitted within 30 days of service of the written UR decision.
- (3) The UR report is not attached to the application; and/or
- (4) The UR does not reflect a determination of medical necessity (conditional non-certification).

Additionally, an application may be ineligible if the claims administrator asserts a factual, medical, or legal basis that precludes liability for the injury or for the specific course of treatment.

The number of applications determined to be ineligible increased slightly from the previous year (9.8%), and the percentage of these applications in proportion to all “unique” applications increased 1.6% from last year. In 2024, the total number of untimely filings, those not submitted within 30 days of service of the written UR decision, increased (18.7%) from 2023’s total number of untimely filings.

**Table 3. Ineligible Applications as Percentage of Unique Filings, CY 2015 to CY 2024**

Calendar Year	Total Number of Unique Applications	Total Number of Ineligible Applications	Percent of Applications Deemed Ineligible
2024	164,255	15,963	9.8%
2023	144,999	11,906	8.2%
2022	140,386	11,088	7.9%
2021	145,702	8,874	6.1%
2020	148,713	9,277	6.1%
2019	177,204	11,594	6.5%
2018	199,956	14,173	7.1%
2017	192,538	17,420	9.0%
2016	196,057	23,605	12.0%
2015	195,685	30,258	15.5%
<b>TOTAL</b>	<b>1,705,495</b>	<b>154,158</b>	<b>9.0%</b>

**Table 4. Reasons for Ineligibility, 2024 vs. 2023**

Category	CY 2024	CY 2023
No Signature on Application	1156	1249
Untimely Filing	2354	1984



Category	CY 2024	CY 2023
No UR Report Attached	2,883	2,467
No Signature and No UR Report	94	113
Conditional Non-certification (CNC)*	8,396	4,892
Other	1,249	1,201
<b>TOTAL</b>	<b>16,132</b>	<b>11,906</b>

\*Conditionally noncertified decision (CNC): A UR decision that has been denied because the claims administrator requested but did not receive additional information (which may take the form of the results of a test or an exam) necessary to determine medical necessity of the requested treatment.

### **IMR Timeline**

Standard IMR decisions must be issued within 30 days of receipt of the complete IMR application and supporting medical records and within 3 days for expedited applications. Of the 141,621 *standard* IMR decisions issued in 2024, 43 were issued outside the statutory time requirement. The monthly average length of time taken to issue a decision after receipt of complete medical records was steady throughout the year, taking 6 to 8 days for most months.

**Table 5. Average Number of Days to Complete Standard IMRs, 2024**

Month	Total Number of Standard Final Decisions Issued	Average Age from Assigned Date	Average Age from Complete Medical Records
January	11,589	27	7
February	10,926	24	6
March	11,450	24	6
April	12,142	24	6
May	11,368	25	6
June	9,840	28	6
July	12,464	28	6
August	12,756	30	6
September	13,330	30	8
October	12,279	27	6
November	10,817	28	7
December	12,660	31	8

"Average Age from Assigned Date" represents the average number of calendar days required to process an IMR from the date the Notice of Assignment and Request for Information (NOARFI) was mailed to the date the Final Determination Letter (FDL) was mailed.

"Average Age from Complete Medical Records" represents the average number of calendar days required to process an IMR from the date MAXIMUS received all necessary records to the date the FDL was mailed.

**Table 6. Standard IMR Final Determinations Issued, CY 2015 to CY 2024**

Calendar Year	Total Number of FDLs Issued
2024	141,621
2023	130,774
2022	127,046
2021	133,400
2020	136,698
2019	163,698
2018	184,672
2017	172,145
2016	175,960
2015	165,496
<b>TOTAL</b>	<b>1,531,510</b>

In 2024, two hundred and eight expedited cases were decided. The average length of time from the receipt of application and supporting records to issuance of decision was three days.

**Expedited Review:** UR or IMR conducted when the injured worker's condition is such that the injured worker faces an imminent and serious threat to his or her health, including, but not limited to, the potential loss of life, limb, or other major bodily function, or the normal timeframe for the decision-making process would be detrimental to the injured worker's life or health or could jeopardize the injured worker's permanent ability to regain maximum function. (8 CCR § 9792.6.1(j))

### ***Geographic Region of the Injured Worker***

Case decision outcomes for the sample period of October to December 2024 indicate consistency in case dispositions across all geographic regions in the state.

**Table 7. Case Outcomes by Geographic Region of the Injured Worker, Q4 2024**

Region	Total Number	Uphold	Partial Overturn	Overturn
Bay Area	7,950	84.7%	6.4%	8.9%
Central Coast	2,335	84.5%	6.7%	8.9%
Central Valley	5,107	87.6%	5.3%	7.1%
Eastern Sierra Foothills	613	86.8%	5.7%	7.5%
Inland Empire	6,272	85.5%	7.4%	7.2%
Los Angeles	7,573	87.5%	6.9%	5.6%
North State-Shasta	437	87.6%	4.1%	8.2%
Sacramento Valley	1,770	86.0%	5.4%	8.6%
Sacramento Valley-North	618	84.8%	8.1%	7.1%
San Diego	2,088	83.7%	6.7%	9.6%

Region	Total Number	Uphold	Partial Overturn	Overturn
Out-of-State/Others	1,000	85.4%	6.1%	8.5%
TOTAL	35,763	85.9%	6.5%	7.6%

Overturn = All the disputed items/services are necessary and appropriate.

Partial Overturn = Some (not all) of the disputed items/services are necessary and appropriate.

Uphold = None of the disputed items/services are medically necessary and appropriate.

### **Physician Reviewers**

Expert reviewers may hold licenses to practice in any of the 50 states. Reviewers licensed in California evaluated 81% of the decisions in 2024. This is a lesser proportion than in the previous years, when reviewers licensed in the state evaluated 83% of the decisions issued in 2023, and 87% of the decisions issued in 2022.

Although expert reviewers may have more than one board certification, cases are assigned based on the *relevant* specialty of the reviewer, determined by the issues in dispute during preliminary review. The expert reviewer does not need to have the same board certification as the requesting physician but needs to be knowledgeable and qualified to review the requested treatment. Reviewers with four specialties common in the practice of industrial injury and illness completed 74% of all case decisions in 2024.

**Table 8. IMR Expert Reviewers by Board Certification/Relevant Specialty, 2024**

Board Certification	Total	Percentage
Occupational Medicine	53,316	37.7%
Orthopedic Surgery	21,743	15.4%
Pain Medicine	15,139	10.7%
Emergency Medicine	13,462	9.5%
Physical Medicine & Rehabilitation	14,260	10.1%
Anesthesiology	5,785	4.1%
Oriental Medicine	4,193	3.0%
Chiropractor	2,979	2.1%
Neurology	916	0.6%
Psychologist	2,084	1.5%
Internal Medicine	1,043	0.7%
Psychiatry	953	0.7%
Foot Surgery	613	0.4%
Dentist	314	0.2%
Ophthalmology	143	0.1%
Podiatrist	133	0.1%
Other / Not Listed	4,446	3.1%
TOTAL	141,522	100.0%

### ***Treatment Requests and Outcomes***

“Treatment request” refers to the medical treatment that was denied or modified in UR and challenged through the IMR process. IMR cases have one or more disputed treatments. In 2024, 248,716 treatment request decisions were made in the 141,621 decided cases. Overall, 12.7% of these treatment request decisions were *overturned*, meaning the IMRO decided that the disputed service was medically necessary and appropriate. Conversely, a treatment request for a disputed service that is ultimately found not to be medically necessary and appropriate in IMR is *upheld*.

Pharmaceuticals are the most-often requested treatment for which UR modifications or denials issue. Since the establishment of the MTUS Drug Formulary in 2018, the number of pharmaceutical requests has steadily decreased in both the volume of requests received for review and their proportion to requests for other medical services.

**Table 9. Outcomes for All Treatment Requests, CY 2015 to CY 2024**

Calendar Year	Total Number of Treatment Requests	UR Decision Upheld	UR Decision Overturned
2024	248,716	87.3%	12.7%
2023	227,611	89.8%	10.2%
2022	240,976	91.8%	8.2%
2021	264,196	92.8%	7.2%
2020	270,281	90.5%	9.5%
2019	319,505	89.6%	10.4%
2018	360,124	89.7%	10.3%
2017	343,451	91.7%	8.3%
2016	343,141	91.6%	8.4%
2015	308,765	88.8%	11.2%

**Table 10. Treatment Request Outcomes by Category, 2024**

Category	Total Number	Upheld	Overturned
Accommodation	211	89.1%	10.9%
Behavioral and Mental Health Services	4,410	79.9%	20.1%
Diagnostic Testing	28,843	82.3%	17.7%
DMEPOS	23,901	88.5%	11.5%
Evaluation and Management	11,197	76.9%	23.1%
Home Health	1,501	87.5%	12.5%
Injection	22,420	91.1%	8.9%
Pharmaceuticals	81,233	88.8%	11.2%
Programs	3,714	77.8%	22.2%
Rehabilitation	53,550	89.9%	10.1%

Category	Total Number	Upheld	Overtured
Surgery	17,037	84.2%	15.8%
Transportation	699	94.1%	5.9%
<b>TOTAL</b>	<b>248,716</b>	<b>87.3%</b>	<b>12.7%</b>

**Table 11. Treatment Requests by Category and Percentage of Total, CY 2024 vs. CY 2023**

Service Category	Total Treatment Requests CY 2024	Percent of CY 2024 Total	Total Treatment Requests CY 2023	Percent of CY 2023 Total
Accommodation	211	0.1%	468	0.2%
Behavioral and Mental Health	4,410	1.8%	3,985	1.8%
Diagnostic Testing	28,843	11.6%	29,725	13.1%
DMEPOS	23,901	9.6%	21,217	9.3%
Evaluation and Management	11,197	4.5%	10,366	4.6%
Home Health	1,501	0.6%	1,389	0.6%
Injection	22,420	9.0%	20,926	9.2%
Pharmaceuticals	81,233	32.7%	71,455	31.4%
Programs	3,714	1.5%	3,166	1.4%
Rehabilitation	53,550	21.5%	49,057	21.6%
Surgery	17,037	6.8%	15,247	6.7%
Transportation	699	0.3%	610	0.3%
<b>TOTAL</b>	<b>248,716</b>	<b>100.0%</b>	<b>227,611</b>	<b>100.0%</b>

**Table 12. Treatment Requests for Pharmaceuticals by Drug Class, CY 2024**

Category	Total Number	Upheld	Overtured
Opioids	19,425	90.8%	9.2%
Muscle Relaxants	13,247	97.5%	2.5%
Topical Analgesics	14,169	92.7%	7.3%
NSAIDS	8,881	77.4%	22.6%
Anti-Epilepsy Drugs	7,297	89.6%	10.4%
Others	7,756	81.3%	18.7%
Antiulcer Agents	2,440	79.3%	20.7%
Sedative-Hypnotics	1,930	91.6%	8.4%
Antidepressants	2,304	72.7%	27.3%
Anti-Infectives	1,408	93.9%	6.1%
Laxative	1,381	79.4%	20.6%
Benzodiazepines	995	93.3%	6.7%
<b>TOTAL</b>	<b>81,233</b>	<b>88.8%</b>	<b>11.2%</b>

### **Medical Treatment Utilization Schedule Treatment Guidelines**

The MTUS includes medical treatment guidelines, a Medical Evidence Search Sequence, and a Methodology for Evaluating Medical Evidence to provide an evidence-based analytical framework for the treatment of work-related injuries. The MTUS assists medical providers in understanding which evidence-based treatments have been effective in providing improved medical outcomes. In making a determination of medical necessity for a requested treatment, IMR reviewers follow the guidance in the MTUS, which is updated regularly to remain current with the latest evidence-based treatment recommendations.

The current MTUS adopts and incorporates by reference the treatment guidelines of the American College of Occupational and Environmental Medicine (ACOEM). This past year, the DWC adopted updated guidelines for Opioids.

**Table 13. Current California MTUS-ACOEM Treatment Guidelines**

Section/Chapter	MTUS Effective Date
Prevention	October 31, 2018
General Approach to Initial Assessment and Documentation	October 31, 2018
Initial Approaches to Treatment	March 14, 2022
Cornerstones of Disability Prevention & Management	August 10, 2023
Ankle and Foot Disorders	September 21, 2020
Antiemetics	October 26, 2020
Cervical and Thoracic Spine	April 18, 2019
Chronic Pain	December 1, 2017
COVID-19	November 10, 2023
Elbow Disorders	April 18, 2019
Eye Disorders	December 1, 2017
Hand, Wrist, and Forearm Disorders	November 10, 2023
Hip and Groin Disorders	October 7, 2019
Occupational Interstitial Lung Disease	September 21, 2020
Knee Disorders	September 21, 2020
Low Back Disorders	November 23, 2021
Occupational Work-Related Asthma	September 21, 2020
Opioids	March 27, 2024
Shoulder Disorders	August 10, 2023
Traumatic Brain Injury	October 31, 2018
Workplace Mental Health: Introduction	August 11, 2019
Workplace Mental Health: Posttraumatic Stress Disorder	April 18, 2019
Workplace Mental Health: Depressive Disorders	September 21, 2020
Workplace Mental Health: Anxiety Disorders	July 19, 2021

## Conclusion

Over the course of the year, the IMRO processed almost 16,638 applications every month, a higher number than those processed in 2023 (14,586). The average number of standard case determinations issued in 2024 (11,802) was more than in 2023 (10,898).

Most of the applications filed (not counting duplicates) were determined to be eligible (91.7%) in 2023 and (90.2%) in 2024. The volume of ineligible applications increased slightly compared with total yearly overall filings. The number of applications that were not submitted on time (within 30 days of service of the written UR decision) increased, while the number of applications with no signature and/or which included a copy of the UR decision letter decreased.

99.85% of the standard cases were decided within the statutory time requirements. On average, reviews were completed within six to eight days of the IMRO's receipt of the medical records, and less than 30 days from a case's notice of assignment.

The average rate of overturn for treatment request denials was 12.7%, up from 10.2% the previous year. The categories with the highest overturn rate were Evaluation and Management services (23.1%), Programs (22.2%), and Behavioral and Mental Health services (20.1%). The continued use of the MTUS Drug Formulary has resulted in a drop in the number of pharmaceutical requests, their share of overall requests, and a slight decrease in their average rate of overturn.

Most of the cases are being assigned to reviewers licensed in California. In 2024 expert reviewers licensed in the state evaluated 81% of IMR cases. The DWC meets regularly with the IMRO to address any concerns and to work on continuously improving the IMR process. This includes review of case errors, identification and resolution of program inefficiencies, and monitoring of IMR related appeals.

## Appendices

### *Appendix A1. Pharmacy Request Outcomes: Opioid Analgesics*

Drug Name	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Hydrocodone (incl. ER)	3307	3011	91%	296	9%
Norco	5273	4565	87%	708	13%
Oxycodone (incl. ER)	1719	1549	90%	170	10%
Percocet	1743	1535	88%	208	12%
Tramadol (incl. ER)	3968	3806	96%	162	4%
Tylenol with Codeine	613	572	93%	41	7%
Other Opioid Analgesics	2802	2601	93%	201	7%
<b>TOTAL</b>	<b>19425</b>	<b>17639</b>	<b>91%</b>	<b>1786</b>	<b>9%</b>

### Appendix A2. Pharmacy Request Outcomes: Skeletal Muscle Relaxants

Drug Name	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Baclofen	1356	1330	98%	26	2%
Cyclobenzaprine	4496	4373	97%	123	3%
Flexeril	1844	1761	95%	83	5%
Methocarbamol	1273	1256	99%	17	1%
Robaxin	448	439	98%	9	2%
Soma	333	327	98%	6	2%
Tizanidine	2228	2184	98%	44	2%
Zanaflex	399	394	99%	5	1%
Other Muscle Relaxant	870	851	98%	19	2%
<b>TOTAL</b>	<b>13247</b>	<b>12915</b>	<b>97%</b>	<b>332</b>	<b>3%</b>

### Appendix A3. Pharmacy Request Outcomes: Topical Analgesics

Drug Name	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Diclofenac	2300	2095	91%	205	9%
Lidocaine	5856	5564	95%	292	5%
Lidoderm	1122	1048	93%	74	7%
Lidopro	703	674	96%	29	4%
Miscellaneous topical non-opioids	456	414	91%	42	9%
Voltaren Gel	1835	1693	92%	142	8%
Other Topical Analgesics	1897	1646	87%	251	13%
<b>TOTAL</b>	<b>14169</b>	<b>13134</b>	<b>93%</b>	<b>1035</b>	<b>7%</b>

### Appendix A4. Pharmacy Request Outcomes: NSAIDs

Drug Name	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Celebrex	1042	856	82%	186	18%
Diclofenac	1849	1638	89%	211	11%
Ibuprofen	1342	927	69%	415	31%
Meloxicam	897	664	74%	233	26%
Mobic	377	280	74%	97	26%
Naproxen (incl. ER)	946	641	68%	305	32%
Tylenol	442	323	73%	119	27%
Other NSAIDs	1986	1544	78%	442	22%
<b>TOTAL</b>	<b>8881</b>	<b>6873</b>	<b>77%</b>	<b>2008</b>	<b>23%</b>

### Appendix A5. Pharmacy Request Outcomes: Anticonvulsants

Drug Name	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Gabapentin (incl. ER)	4811	4366	91%	445	9%
Lyrica	881	792	90%	89	10%



Drug Name	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Neurontin	496	459	93%	37	7%
Pregabalin	696	607	87%	89	13%
Other Anticonvulsants	413	316	77%	97	23%
<b>TOTAL</b>	<b>7297</b>	<b>6540</b>	<b>90%</b>	<b>757</b>	<b>10%</b>

#### ***Appendix A6. Pharmacy Request Outcomes: Sedatives/Hypnotics***

Drug Name	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Ambien (incl. CR)	393	386	98%	7	2%
Moderate Sedation	225	217	96%	8	4%
Trazodone	468	393	84%	75	16%
Zolpidem (incl. ER)	194	193	99%	1	1%
Other Sedatives	650	579	89%	71	11%
<b>TOTAL</b>	<b>1930</b>	<b>1768</b>	<b>92%</b>	<b>162</b>	<b>8%</b>

#### ***Appendix A7. Pharmacy Request Outcomes: Antiulcer Agents***

Drug Name	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Lansoprazole	274	205	75%	69	25%
Omeprazole	683	533	78%	150	22%
Prevacid	345	267	77%	78	23%
Prilosec	212	174	82%	38	18%
Other Antiulcer Agents	926	167	18%	759	82%
<b>TOTAL</b>	<b>2440</b>	<b>1936</b>	<b>79%</b>	<b>504</b>	<b>21%</b>

#### ***Appendix A8. Pharmacy Request Outcomes: Antidepressants***

Drug Name	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Amitriptyline	278	192	69%	86	31%
Cymbalta	435	334	77%	101	23%
Duloxetine	448	335	75%	113	25%
Nortriptyline	278	191	69%	87	31%
Other Antidepressants	865	622	72%	243	28%
<b>TOTAL</b>	<b>2304</b>	<b>1674</b>	<b>73%</b>	<b>630</b>	<b>27%</b>

#### ***Appendix A9. Pharmacy Request Outcomes: Benzodiazepines***

Drug Name	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Alprazolam	95	88	93%	7	7%
Diazepam	160	152	95%	8	5%
Valium	175	154	88%	21	12%
Xanax	147	142	97%	5	3%

Drug Name	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Other Benzodiazepines	418	392	94%	26	6%
<b>TOTAL</b>	<b>995</b>	<b>928</b>	<b>93%</b>	<b>67</b>	<b>7%</b>

#### **Appendix A10. Pharmacy Request Outcomes: Anti-infective Agents**

Drug Name	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Cephalexin	269	263	98%	6	2%
Keflex	591	584	99%	7	1%
Other anti-infective agents	548	475	87%	73	13%
<b>TOTAL</b>	<b>1408</b>	<b>1322</b>	<b>94%</b>	<b>86</b>	<b>6%</b>

#### **Appendix A11. Pharmacy Request Outcomes: Laxatives**

Drug Name	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Colace	747	594	80%	153	20%
Docusate	159	130	82%	29	18%
Senna	122	93	76%	29	24%
Other Laxatives	353	280	79%	73	21%
<b>TOTAL</b>	<b>1381</b>	<b>1097</b>	<b>79%</b>	<b>284</b>	<b>21%</b>

#### **Appendix A12. Pharmacy Request Outcomes: All Other Drug Classes**

Drug Name	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Antiemetics	997	793	80%	204	20%
Opioid Antagonist Analgesics	637	565	89%	72	11%
Antimigraine Agents	748	554	74%	194	26%
Analgesics	714	557	78%	157	22%
Antineoplastic Hormones	611	560	92%	51	8%
Enteral Nutrition	565	489	87%	76	13%
Antihypertensive Combinations	612	455	74%	157	26%
Anesthetics	396	371	94%	25	6%
Investigational Antidiabetic	259	216	83%	43	17%
Antiasthma Bronchodilators	156	108	69%	48	31%
CNS Simulants	141	126	89%	15	11%
Gastric Medications	176	136	77%	40	23%
Erectile Dysfunction	139	109	78%	30	22%
Other/Unclassified/Not Found	81	71	88%	10	12%
Adrenal Corticosteroids	193	156	81%	37	19%
Anticoagulants	131	87	66%	44	34%

Drug Name	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Antipsychotics	140	108	77%	32	23%
Lipid Supplements	163	143	88%	20	12%
Cardiovascular Medications	123	93	76%	30	24%
Topical Compounds	87	76	87%	11	13%
Gastrointestinal Medications	66	50	76%	16	24%
Botulinum Toxin	65	47	72%	18	28%
Alpha Blockers	42	28	67%	14	33%
Anti-Parkinson Agents	20	16	80%	4	20%
Antihistamines	35	29	83%	6	17%
Barbituric Acid Derivative	17	17	100%	0	0%
Androgens Anabolic	27	25	93%	2	7%
Beta Blockers	31	24	77%	7	23%
Cannabinoids	15	15	100%	0	0%
<b>TOTAL</b>	<b>7387</b>	<b>6024</b>	<b>82%</b>	<b>1363</b>	<b>18%</b>

## **Appendix B1. Treatment Request Outcomes: Behavioral and Mental Health Services**

### **Subcategory: Evaluation and Management**

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Beck Anxiety and/or Depression Inventory	19	19	100%	0	0%
Psychiatrist	484	405	84%	79	16%
Psychologist	474	333	70%	141	30%
<b>TOTAL</b>	<b>977</b>	<b>757</b>	<b>77%</b>	<b>220</b>	<b>23%</b>

### **Subcategory: Therapies**

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Behavioral Therapy	1080	860	80%	220	20%
Biofeedback	130	112	86%	18	14%
Cognitive Therapy	1721	1369	80%	352	20%
Hypnotherapy	146	118	81%	28	19%
Other therapies	356	308	87%	48	13%
<b>TOTAL</b>	<b>3433</b>	<b>2767</b>	<b>81%</b>	<b>666</b>	<b>19%</b>

## **Appendix B2. Treatment Request Outcomes: Programs**

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Functional Restoration	2308	1713	74%	595	26%
Gym Membership	253	250	99%	3	1%
Weight Loss Program	123	99	80%	24	20%
Work Conditioning	356	331	93%	25	7%
Work Hardening	368	350	95%	18	5%
Other Programs	306	148	48%	158	52%
<b>TOTAL</b>	<b>3714</b>	<b>2891</b>	<b>78%</b>	<b>823</b>	<b>22%</b>

### Appendix B3. Treatment Request Outcomes: Diagnostic Testing

#### Subcategory: EMG/NCV/NCS

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Electromyography (EMG)	3316	2830	85%	486	15%
Nerve Conduction Velocity	250	200	80%	50	20%
Other nerve tests	29	24	83%	5	17%
<b>TOTAL</b>	<b>3595</b>	<b>3054</b>	<b>85%</b>	<b>541</b>	<b>15%</b>

#### Subcategory: Imaging, Radiology

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Arthrogram	222	176	79%	46	21%
Bone Scan	137	116	85%	21	15%
CT scan	977	849	87%	128	13%
Echocardiogram	164	119	73%	45	27%
Fluoroscopy	63	49	78%	14	22%
MRI	10744	9133	85%	1611	15%
Ultrasound	2638	2357	89%	281	11%
X-Rays	2490	1780	71%	710	29%
Other imaging	213	201	94%	12	6%
<b>TOTAL</b>	<b>17648</b>	<b>14780</b>	<b>84%</b>	<b>2868</b>	<b>16%</b>

#### Subcategory: Lab and Pathology

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
CBC	979	780	80%	199	20%
Metabolic Panel	671	499	74%	172	26%
Urinalysis	834	749	90%	85	10%
Urine Drug Screen	1686	1350	80%	336	20%
Other lab tests	1609	1169	73%	440	27%
<b>TOTAL</b>	<b>5779</b>	<b>4547</b>	<b>79%</b>	<b>1232</b>	<b>21%</b>

#### Subcategory: Other Diagnostic Tests

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Electrocardiogram (EKG)	770	598	78%	172	22%
Other tests	1051	760	72%	291	28%
<b>TOTAL</b>	<b>1821</b>	<b>1358</b>	<b>75%</b>	<b>463</b>	<b>25%</b>

## Appendix B4. Treatment Request Outcomes: DMEPOS

### Subcategory: Durable Medical Equipment (DME)

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Continual Passive Motion	607	548	90%	59	10%
Exercise Kit	517	436	84%	81	16%
Hot/Cold/Compression	4892	4611	94%	281	6%
Traction Unit	178	178	100%	0	0%
Othe DME	1693	1478	87%	215	13%
<b>TOTAL</b>	<b>7887</b>	<b>7251</b>	<b>92%</b>	<b>636</b>	<b>8%</b>

### Subcategory: Electrical Stimulation

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
E-stim Supplies	879	855	97%	24	3%
H-Wave Unit	1549	1320	85%	229	15%
Interferential Unit	238	235	99%	3	1%
TENS Unit	2999	2717	91%	282	9%
Other elec. stimulation	313	311	99%	2	1%
<b>TOTAL</b>	<b>5978</b>	<b>5438</b>	<b>91%</b>	<b>540</b>	<b>9%</b>

### Subcategory: Prosthetics & Orthotics

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Brace-Splint-Immobilizer	3195	2669	84%	526	16%
Collar	319	286	90%	33	10%
Lumbar Support	634	606	96%	28	4%
Orthotics/Prosthetics	730	574	79%	156	21%
<b>TOTAL</b>	<b>4878</b>	<b>4135</b>	<b>85%</b>	<b>743</b>	<b>15%</b>

### Subcategory: Supplies

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Bone Growth Stimulator	333	317	95%	16	5%
Commodes/Raised Toilet Seat	180	144	80%	36	20%
Conductive Gel	8	7	88%	1	13%
Crutches	362	281	78%	81	22%
Electrodes	42	40	95%	2	5%
Hot/Cold/Compression Wraps	1023	892	87%	131	13%
Sling	656	534	81%	122	19%

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
TENS Pads/patches/wires	609	529	87%	80	13%
Walker	529	424	80%	105	20%
Other supplies	2339	1957	84%	382	16%
<b>TOTAL</b>	<b>5156</b>	<b>4336</b>	<b>84%</b>	<b>820</b>	<b>16%</b>

## ***Appendix B5. Treatment Request Outcomes: Evaluation and Management***

### **Subcategory: Dental Services**

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Dental Service	800	502	63%	298	37%

### **Subcategory: Evaluation and Management**

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Multidisciplinary Evaluation	798	582	73%	216	27%
Office Visit	724	597	82%	127	18%
Other	57	42	74%	15	26%
<b>TOTAL</b>	<b>1579</b>	<b>1221</b>	<b>77%</b>	<b>358</b>	<b>23%</b>

### **Subcategory: Medical Specialties**

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Anesthesiology	26	23	88%	3	12%
Consult	1372	1054	77%	318	23%
Follow-up	1321	967	73%	354	27%
Medical Clearance	2576	2062	80%	514	20%
Orthopedic and Orthopedic Surgery	831	662	80%	169	20%
Pain Management	854	707	83%	147	17%
Other	3235	2492	77%	743	23%
<b>TOTAL</b>	<b>8817</b>	<b>6890</b>	<b>78%</b>	<b>1927</b>	<b>22%</b>

## ***Appendix B6. Treatment Request Outcomes: Home Health and Transportation***

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Home Health/Care/Help	1501	1313	87%	188	13%
Transportation	699	658	94%	41	6%
<b>TOTAL</b>	<b>2200</b>	<b>1971</b>	<b>90%</b>	<b>229</b>	<b>10%</b>

## Appendix B7. Treatment Request Outcomes: Injections

### Subcategory: Peripheral

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Botox	220	178	81%	42	19%
Corticosteroid/Steroid	69	56	81%	13	19%
Injection - Ankle	188	168	89%	20	11%
Injection - Elbow	262	229	87%	33	13%
Injection - Finger/thumb	98	78	80%	20	20%
Injection - Foot	109	95	87%	14	13%
Injection - Hand	76	62	82%	14	18%
Injection - Hip	263	209	79%	54	21%
Injection - Knee	1431	1253	88%	178	12%
Injection - Shoulder	910	684	75%	226	25%
Injection - Wrist	321	253	79%	68	21%
Nerve Block	1077	946	88%	131	12%
PRP (Platelet Rich Plasma)	4520	4448	98%	72	2%
Synvisc	127	113	89%	14	11%
Trigger Point	1594	1418	89%	176	11%
Viscosupplementation	213	187	88%	26	12%
Other peripheral	498	403	81%	95	19%
<b>TOTAL</b>	<b>11976</b>	<b>10780</b>	<b>90%</b>	<b>1196</b>	<b>10%</b>

### Subcategory: Spine

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Caudal Epidural	217	203	94%	14	6%
Cervical Injection	1276	1231	96%	45	4%
Epidural	1504	1436	95%	68	5%
Facet	746	709	95%	37	5%
Lumbar Epidural	1699	1542	91%	157	9%
Lumbar Injection	239	225	94%	14	6%
Medial Branch Block	1823	1562	86%	261	14%
Sacroiliac (SI)	814	777	95%	37	5%
Transforaminal Injection	1924	1762	92%	162	8%
Other spine surgery	192	182	95%	10	5%
<b>TOTAL</b>	<b>10434</b>	<b>9629</b>	<b>92%</b>	<b>805</b>	<b>8%</b>



**Subcategory: Other Injections**

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Other Injection	10	9	90%	1	10%

**Appendix B8. Treatment Request Outcomes: Rehabilitation****Subcategory: Acupuncture**

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Acupuncture	9167	8528	93%	639	7%

**Subcategory: Chiropractic**

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Chiropractic	5690	5115	90%	575	10%
Manual Manipulation	199	176	88%	23	12%
<b>TOTAL</b>	<b>5889</b>	<b>5291</b>	<b>90%</b>	<b>598</b>	<b>10%</b>

**Subcategory: Physical Therapy/Occupational Therapy (PT/OT)**

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Active and passive modalities, PT and/or OT	7433	6645	89%	788	11%
Occupational Therapy	2249	2004	89%	245	11%
Physical Therapy	18452	16294	88%	2158	12%
Other	1190	1046	88%	144	12%
<b>TOTAL</b>	<b>29324</b>	<b>25989</b>	<b>89%</b>	<b>3335</b>	<b>11%</b>

**Subcategory: Other Rehabilitation**

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Aqua Therapy	1602	1478	92%	124	8%
Hot/Cold Therapy	105	102	97%	3	3%
Compression Therapy	17	17	100%	0	0%
Functional Capacity Test	681	610	90%	71	10%
Hand Therapy	305	274	90%	31	10%
Massage Therapy	3497	3154	90%	343	10%
Other Therapies	1826	1623	89%	203	11%
<b>TOTAL</b>	<b>8033</b>	<b>7258</b>	<b>90%</b>	<b>775</b>	<b>10%</b>

## Appendix B9. Treatment Request Outcomes: Surgery

### Subcategory: Adjunct Surgical Services

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Adjunct Surgical Services	3552	3285	92%	267	8%
Assist Surgeon	1904	1560	82%	344	18%
Inpatient Stay	942	793	84%	149	16%
Other	0	0	0%	0	0%
<b>TOTAL</b>	<b>6398</b>	<b>5638</b>	<b>88%</b>	<b>760</b>	<b>12%</b>

### Subcategory: Arthroscopic Surgery

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Arthroscopy	413	336	81%	77	19%
Surgery - Ankle	221	175	79%	46	21%
Surgery - Elbow	268	177	66%	91	34%
Surgery - Hip	113	92	81%	21	19%
Surgery - Knee	1137	918	81%	219	19%
Surgery - Shoulder	851	672	79%	179	21%
Surgery - Wrist	236	180	76%	56	24%
<b>TOTAL</b>	<b>3239</b>	<b>2550</b>	<b>79%</b>	<b>689</b>	<b>21%</b>

### Subcategory: Non-arthroscopic Surgery

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Arthroplasty	157	123	78%	34	22%
Carpal Tunnel	485	380	78%	105	22%
Discectomy	341	261	77%	80	23%
Fusion	840	751	89%	89	11%
Knee Replace/ Revision	251	199	79%	52	21%
Radiofrequency ablation	748	665	89%	83	11%
Rhizotomy	78	71	91%	7	9%
Shoulder Surgery	800	662	83%	138	17%
Spinal Cord Stimulator	379	354	93%	25	7%
Spine Surgery	762	613	80%	149	20%
Other surgery	963	720	75%	243	25%
<b>TOTAL</b>	<b>5804</b>	<b>4799</b>	<b>83%</b>	<b>1005</b>	<b>17%</b>

### Subcategory: Surgical Consult

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Preoperative Clearance	994	846	85%	148	15%

Service	Total Requests	Upholds	Percent Upheld	Overturns	Percent Overturned
Other surgical consult	602	505	84%	97	16%
<b>TOTAL</b>	<b>1596</b>	<b>1351</b>	<b>85%</b>	<b>245</b>	<b>15%</b>

### *Geographic Regions Appendix*

Region	Counties
Bay Area	Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano and Sonoma.
Central Coast	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Cruz and Ventura
Central Valley	Fresno, Kern, Kings, Madera, Merced, San Joaquin, Stanislaus and Tulare
Eastern Sierra Foothills	Alpine, Amador, Calaveras, El Dorado, Inyo, Mariposa, Mono, Nevada, Placer and Tuolumne
Inland Empire	Imperial, Orange, Riverside and San Bernardino
Los Angeles	Los Angeles
North State/Shasta	Del Norte, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Sierra, Siskiyou and Trinity
Sacramento Valley–North	Butte, Colusa, Glenn, Sutter, Tehama and Yuba
Sacramento Valley–South	Sacramento and Yolo
San Diego	San Diego