



**UPDATE:  
INDEPENDENT MEDICAL REVIEW  
INDEPENDENT BILL REVIEW  
HEALTH CARE PROVIDER EDUCATION**

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Commission on Health & Safety and Workers' Compensation

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# INDEPENDENT MEDICAL REVIEW

# IMR Highlights

- IMR decisions are filed for between 1% and 2% of all medical treatment requests
- IMR decisions are issued less than 30 days after receipt of complete medical records
- Uphold UR decisions in 89% of final determinations
- The largest category of IMR requests are for medications
  - 49% of 2015 IMR decisions: pharmaceuticals
  - 32% of pharmaceutical IMRs: opioid pain medications
    - 88% upheld, 12% overturned
- New Feature planned for IMR decisions webpage
  - Search Function to be added for IMR decisions

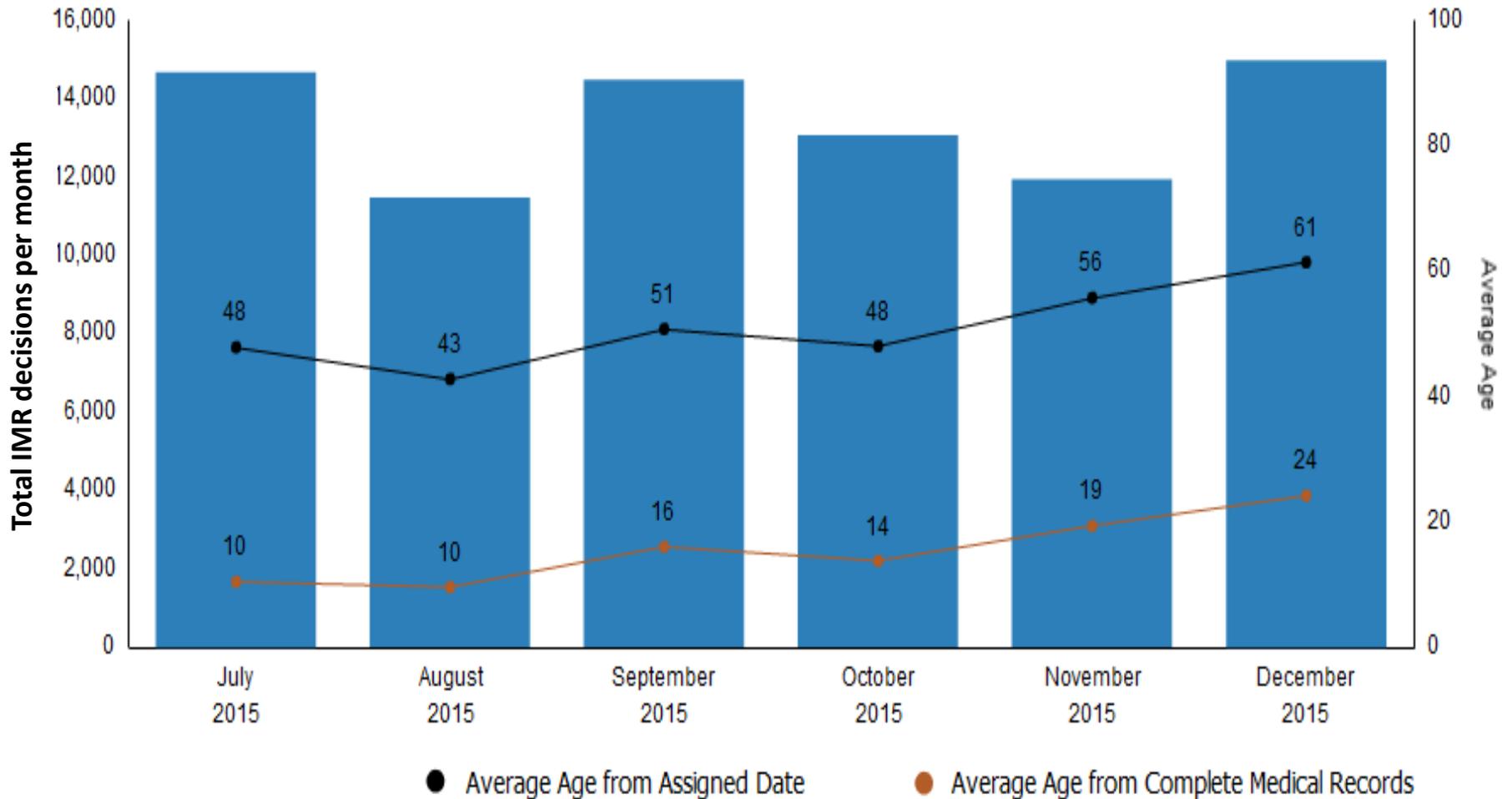
# SUPPORTING DATA

For IMR Highlights

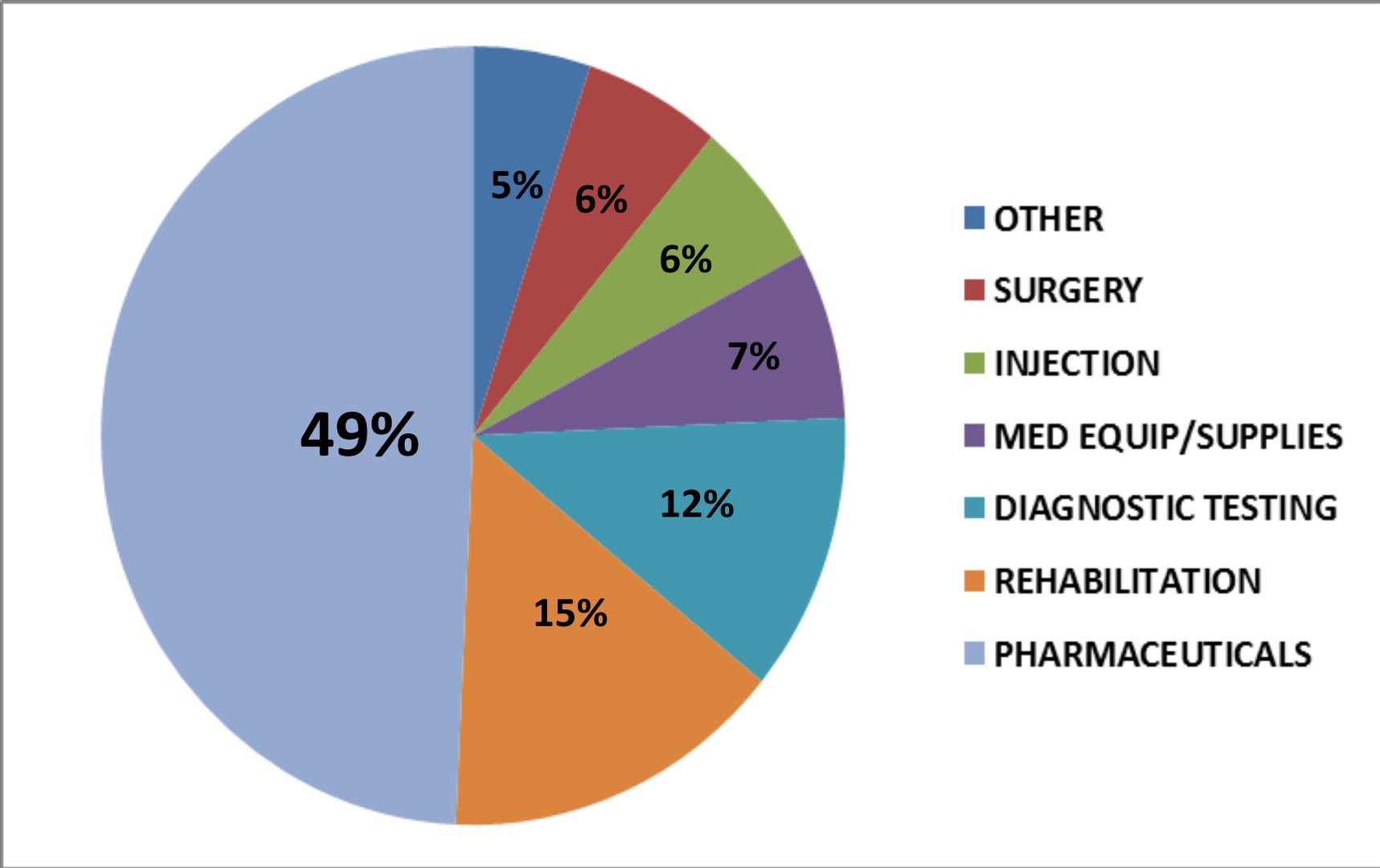
# A small number of treatment requests end up in the IMR Process

- 550,000 – 579,000 new WC claims filed every year requiring medical treatment.
- 2014:
  - 31.5 million treatment request bills reported to DWC's Workers' Compensation Information System for 2014 date of service (all dates of injury).
  - 309,000 treatments disputed through IMR
    - 196,000 IMR applications, 166,000 IMR final determinations, 1.9 treatments per IMR letter.

# IMR Timeliness

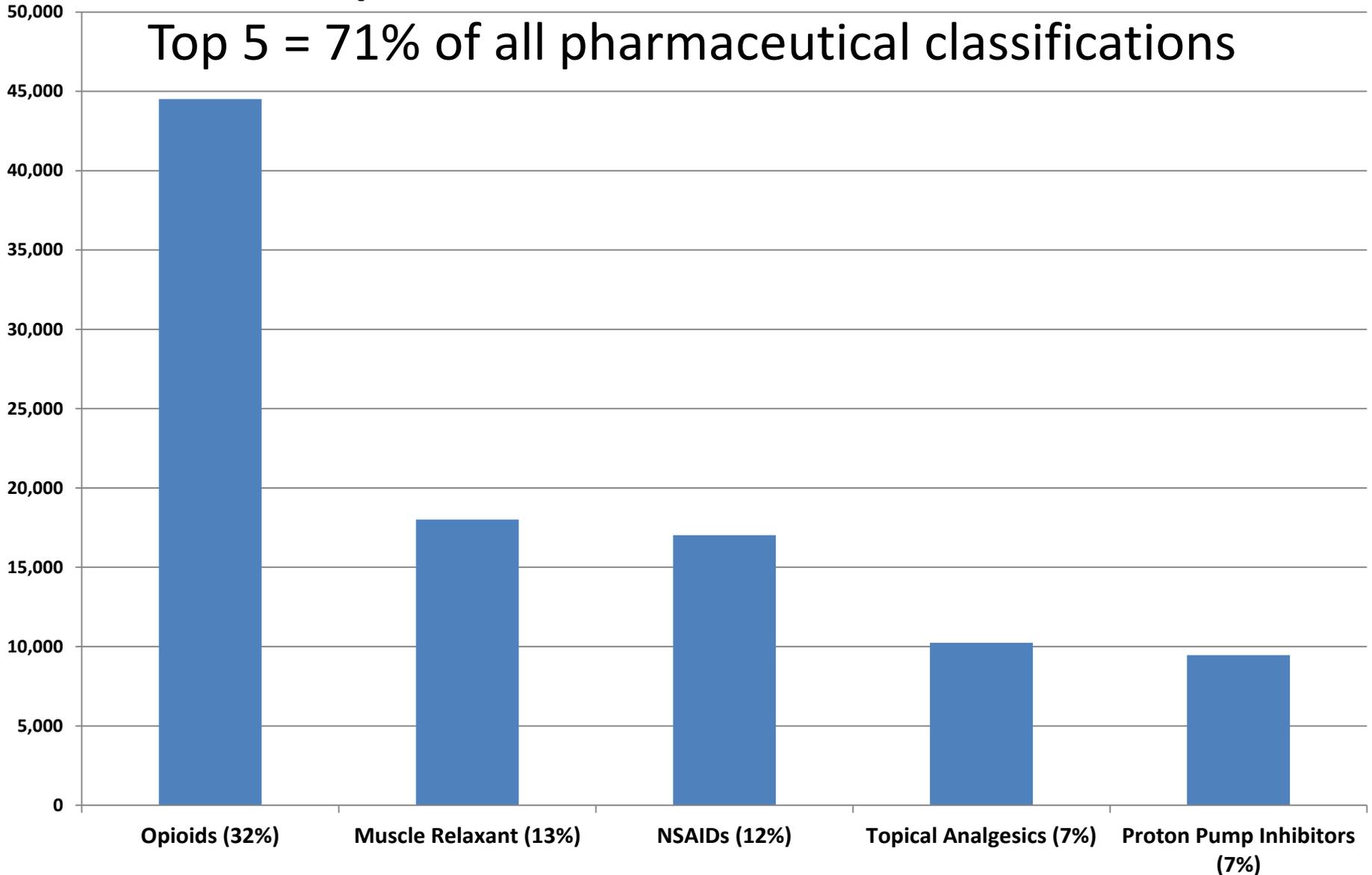


# Half of All Treatment Requests for Pharma



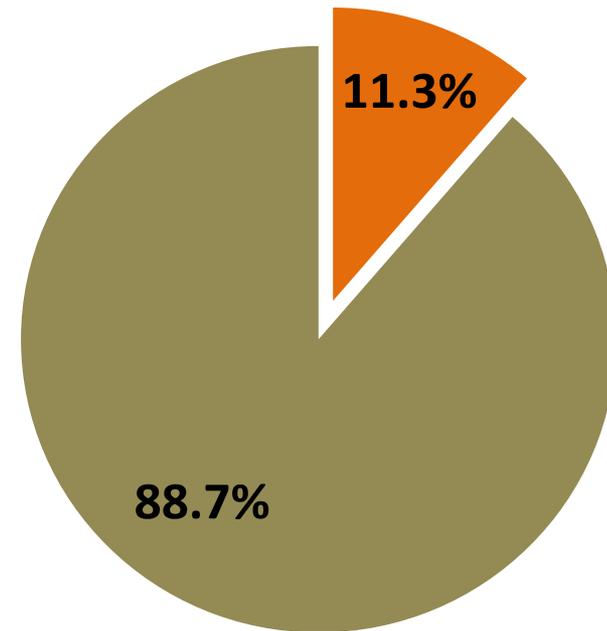
# Most Requested Pharmaceuticals 2015

Top 5 = 71% of all pharmaceutical classifications



# IMR Overturns 1 in 9 UR Denials in 2015

- IMR Cases contain one or more denied treatment requests, averaging 1.9.
- Similar overturn rate as 2014 (between 11% and 12%).



**■ OVERTURNED (34,874)**  
**■ UPHELD (274,071)**

# Where do the IMRs originate?

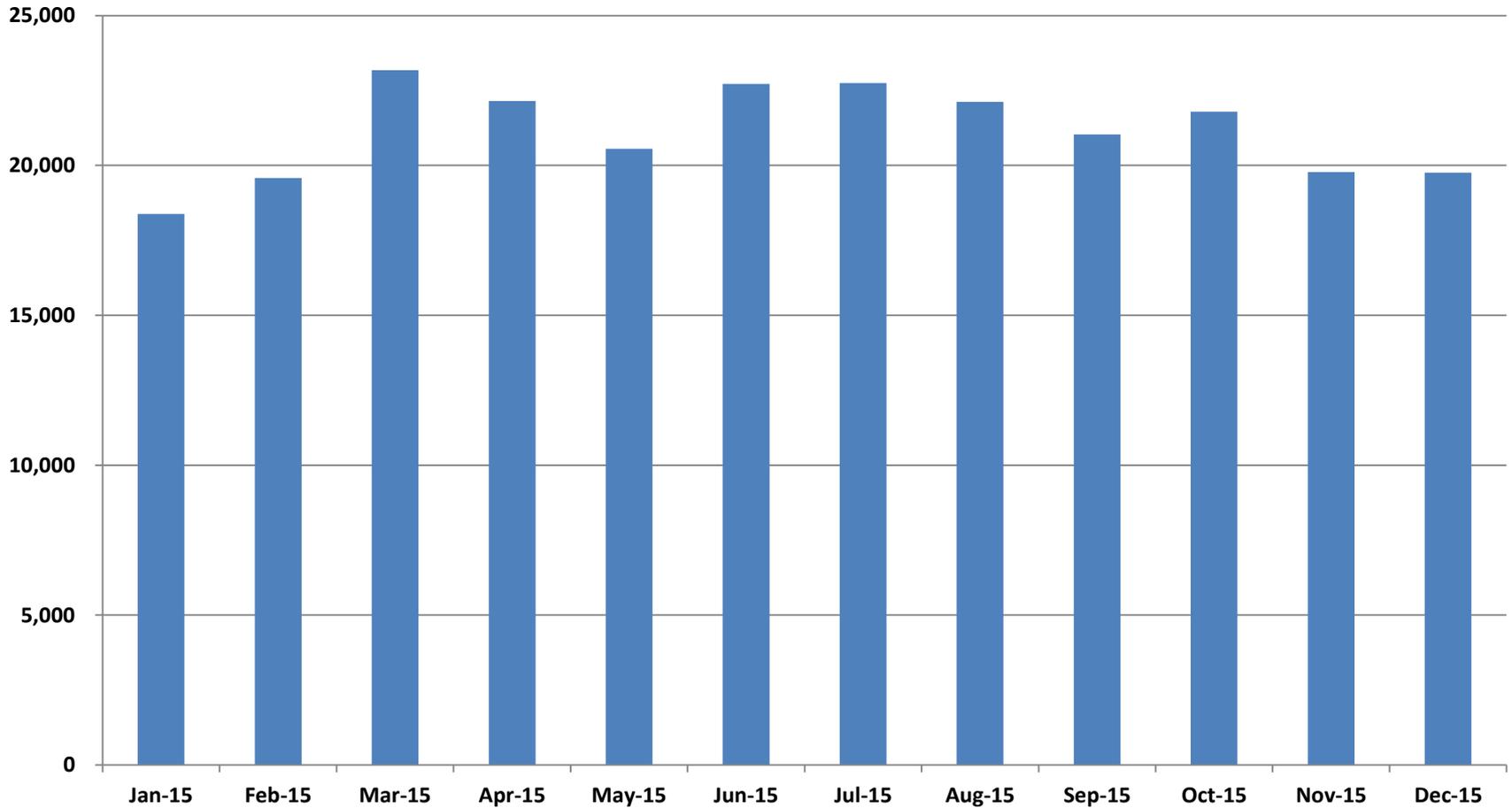
Los Angeles	20,200	25%	Contra Costa	3,751	5%
Orange	5,213	6%	Sacramento	3,521	4%
San Bernardino	5,041	6%	Santa Clara	2,687	3%
Riverside	4,587	6%	Ventura	2,398	3%
Alameda	4,097	5%	All Other Counties	25,167	31%
San Diego	3,912	5%	<b>TOTAL</b>	<b>80,574</b>	<b>100%</b>

Based on Injured Worker's County of Residence  
July to December 2015

# IMR Applications Received in 2015

253,771 total

Monthly Average = 21,148



# IMR Applications

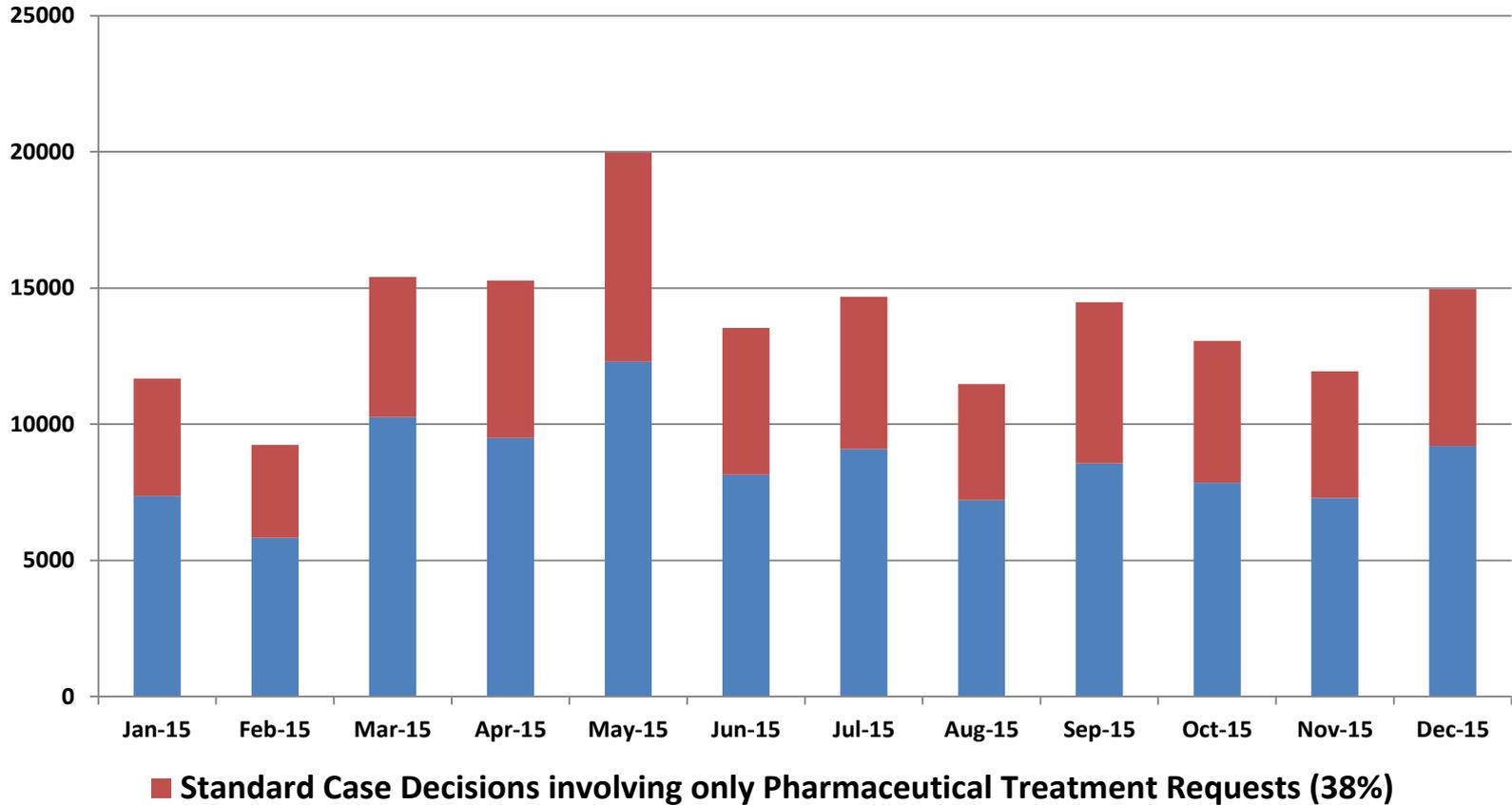
	2014	2015
<b><i>Total IMR Applications Received</i></b>	<b>228,201</b>	<b>253,771</b>
<b><i>Unique IMR Applications (less duplicates)</i></b>	<b>171,853</b>	<b>195,691</b>
<b><i>*Eligible IMR Applications</i></b>	<b>145,734</b>	<b>165,619</b>

***\*Reasons for ineligibility include untimely submissions and applications submitted without signatures.***

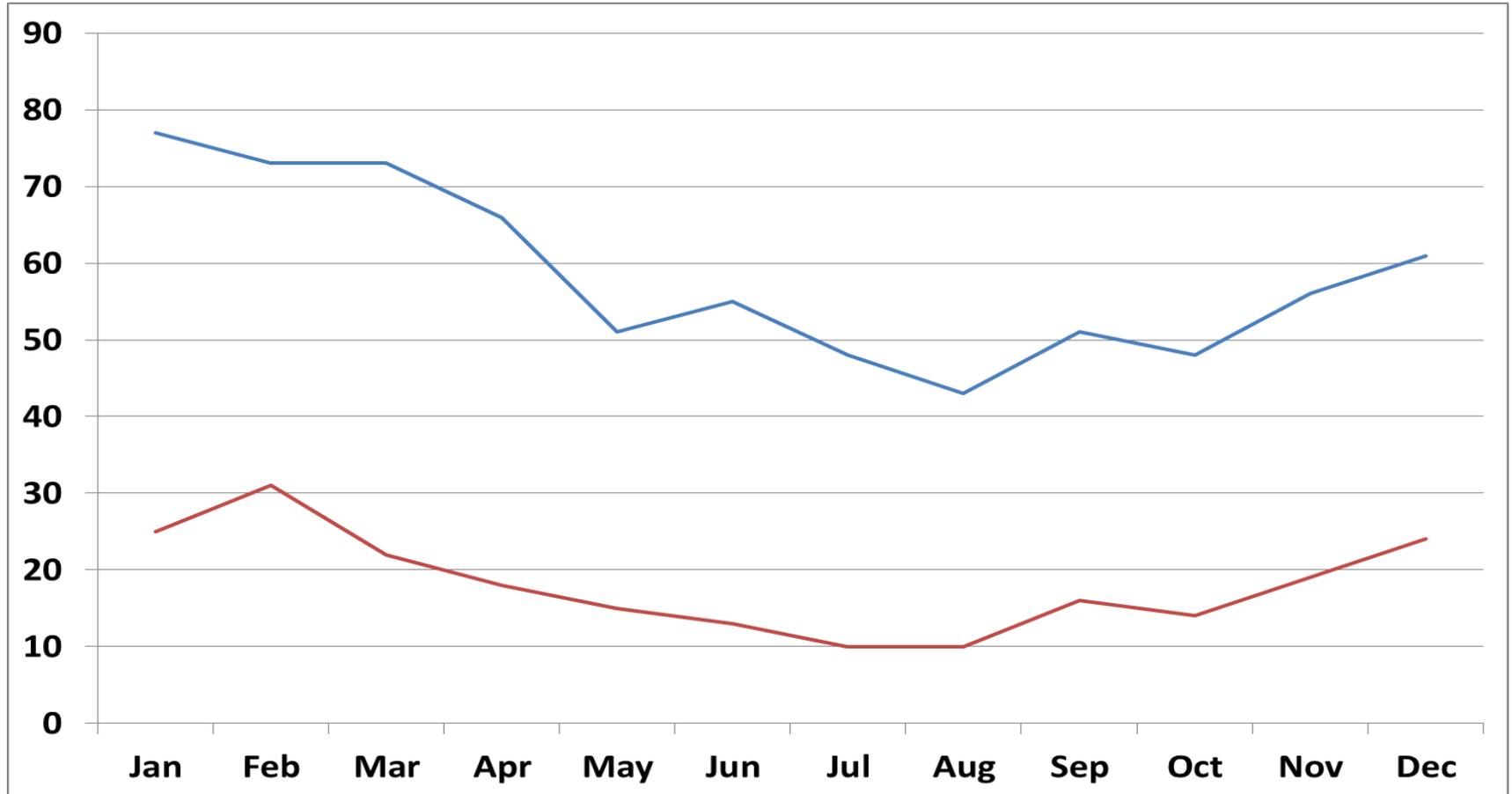
# IMR-Completed Cases 2015

165,690 total

Monthly Average = 13,808



# IMR Timelines 2015



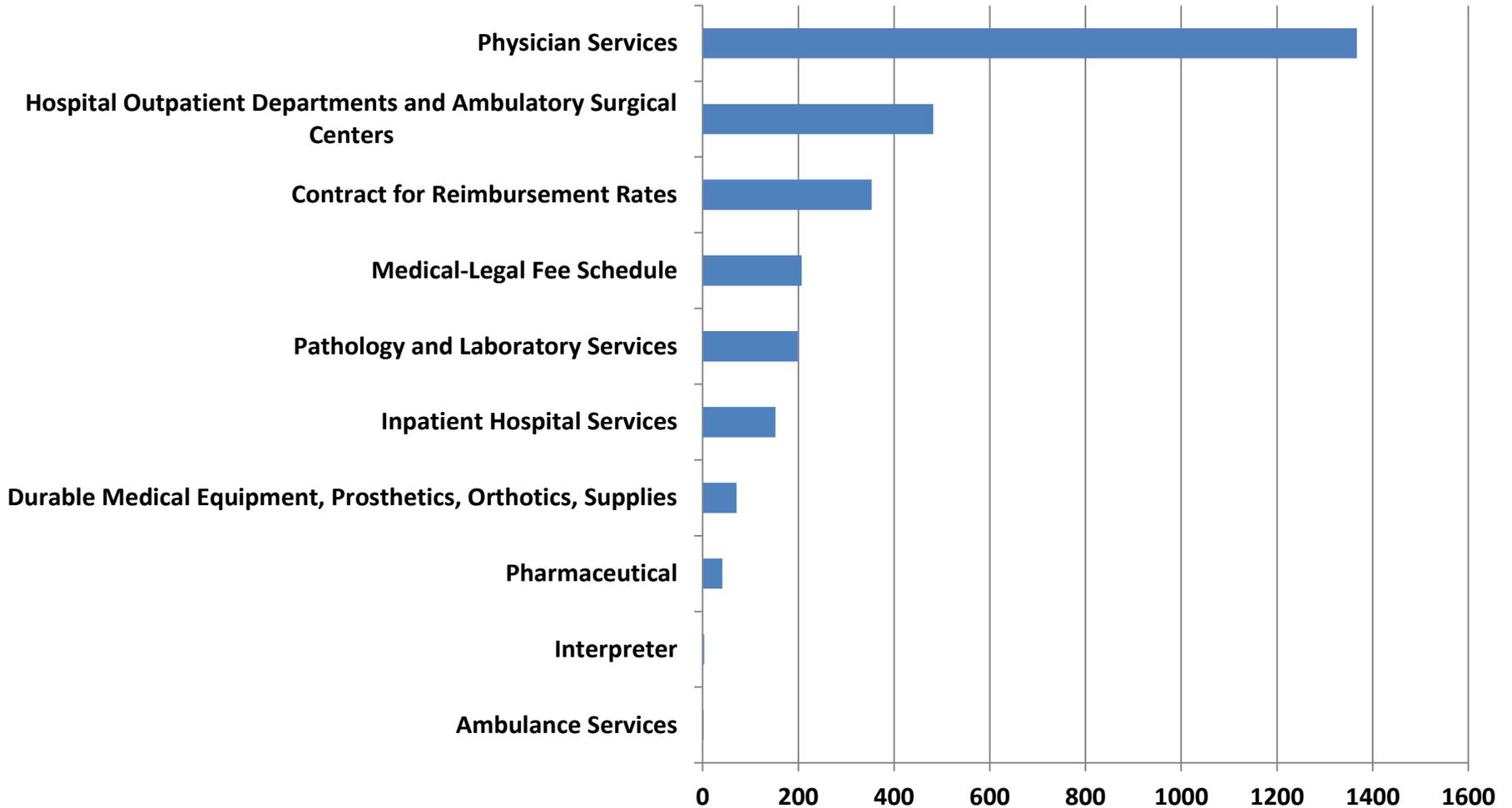
- Number of days to completion from date of assignment
- Number of days from receipt of completed medical records

# INDEPENDENT BILL REVIEW

# IBR Highlights

- 15% increase in filings from 2014
  - 2310 applications filed
  - 2167 decisions issued
- 75% of IBR determinations result in at least a partial overturn of a disputed billing denial
- In December 2015, IBR determinations were completed in an average 4.8 days
- ~ 50% of determinations involve physician services

# IBR Service Categories 2015



# Health Care Provider Education

- Physician's Guide
- QME CE Course Evaluations
- Online CME modules
- Education for Formulary