

Update: Independent Medical Review (IMR) and Independent Bill Review (IBR)

Commission on Health and Safety in Workers' Compensation

August 15, 2014

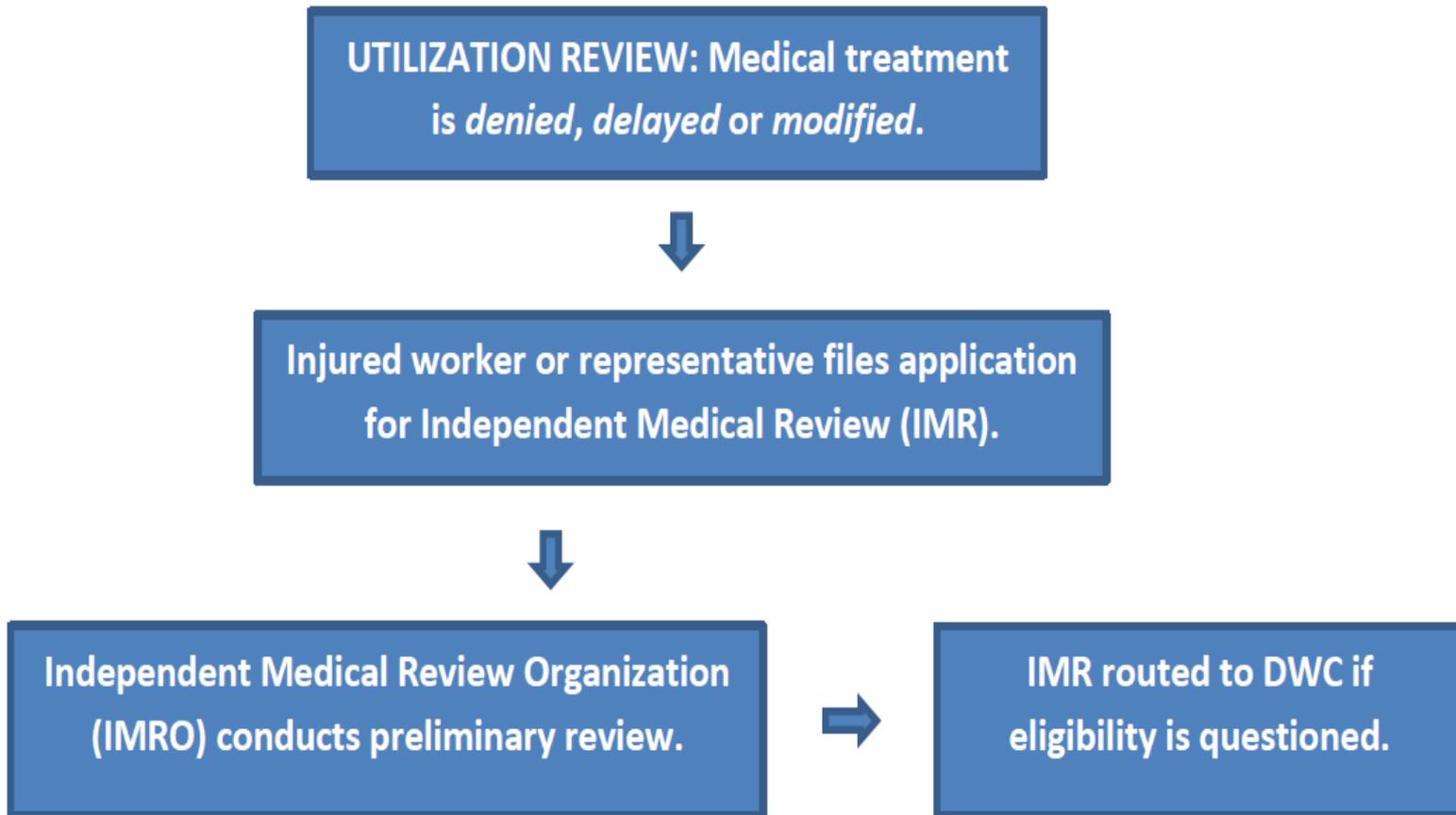
Oakland

Rupali Das, MD, MPH

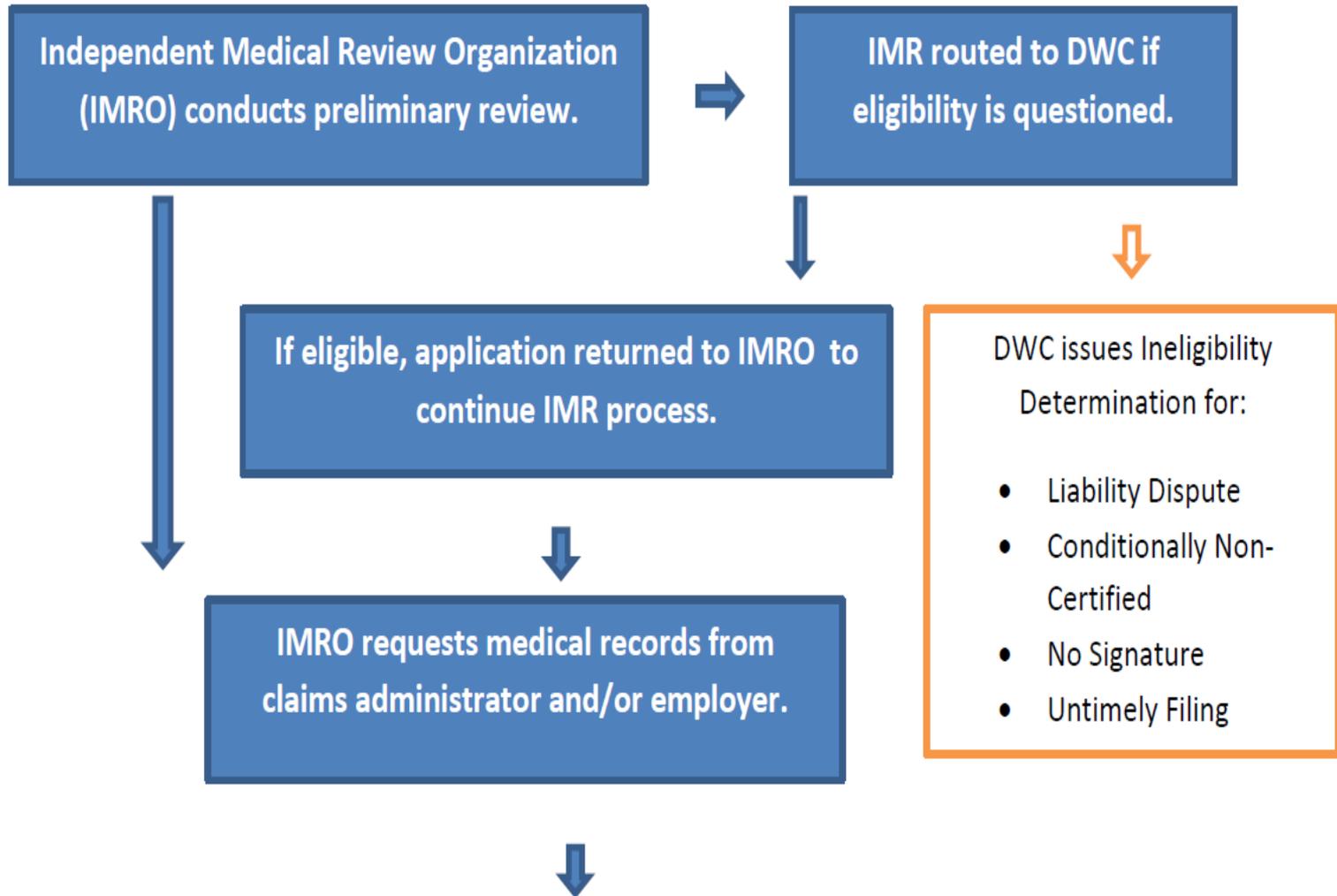
Executive Medical Director

Division of Workers' Compensation

IMR Process (I)



IMR Process (II)



IMR Process (III)

IMRO requests medical records from claims administrator and/or employer.

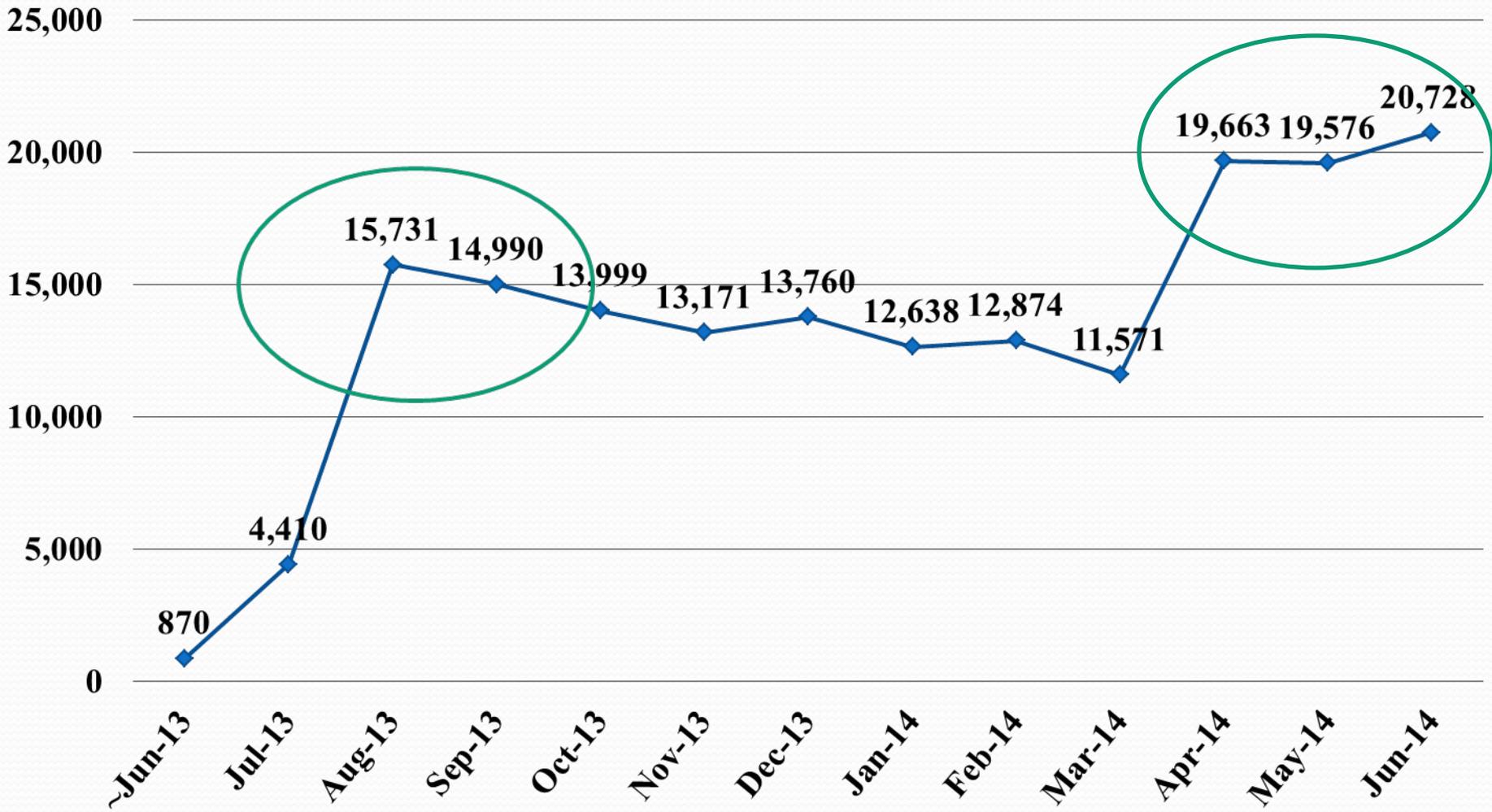


IMRO assigns case to Physician Reviewer.



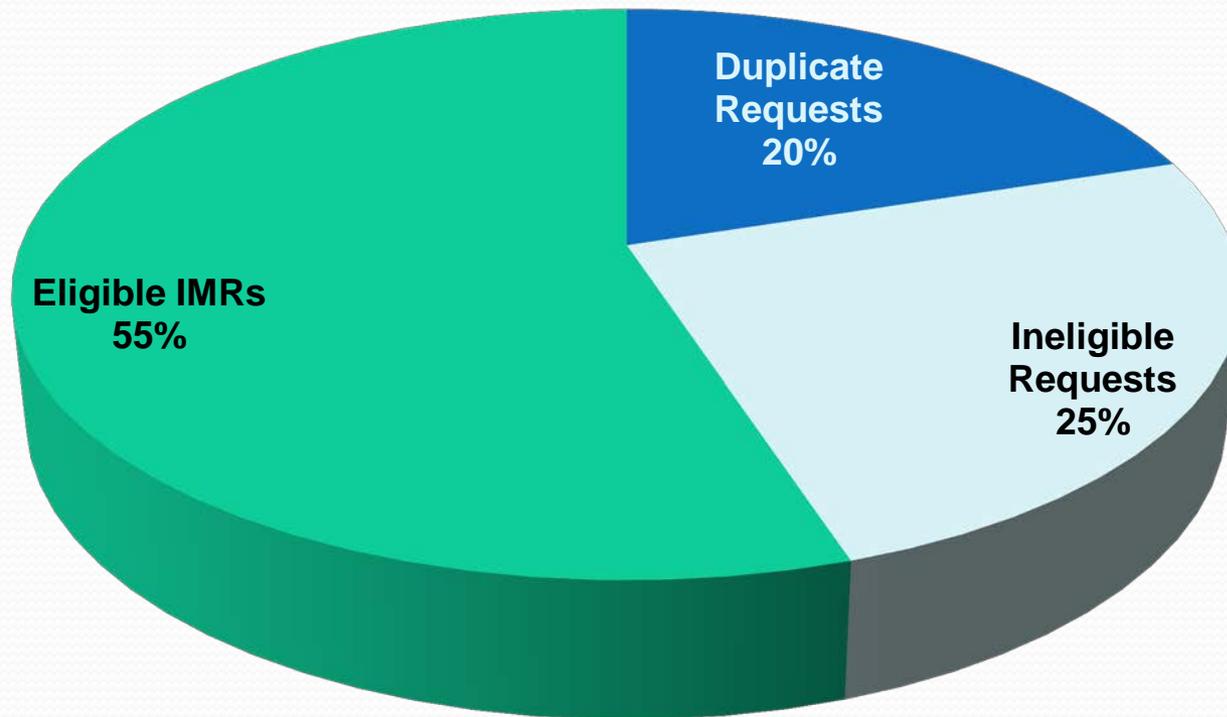
Final Determination Letter issued and sent to all parties.

IMR Applications Appear to Increase



Total IMR Applications Through June 2014 = 173,981

Recent Rise in Applications Likely Due to “Duplicates”



Based on April-June 2014 data

IMR Process Improvements

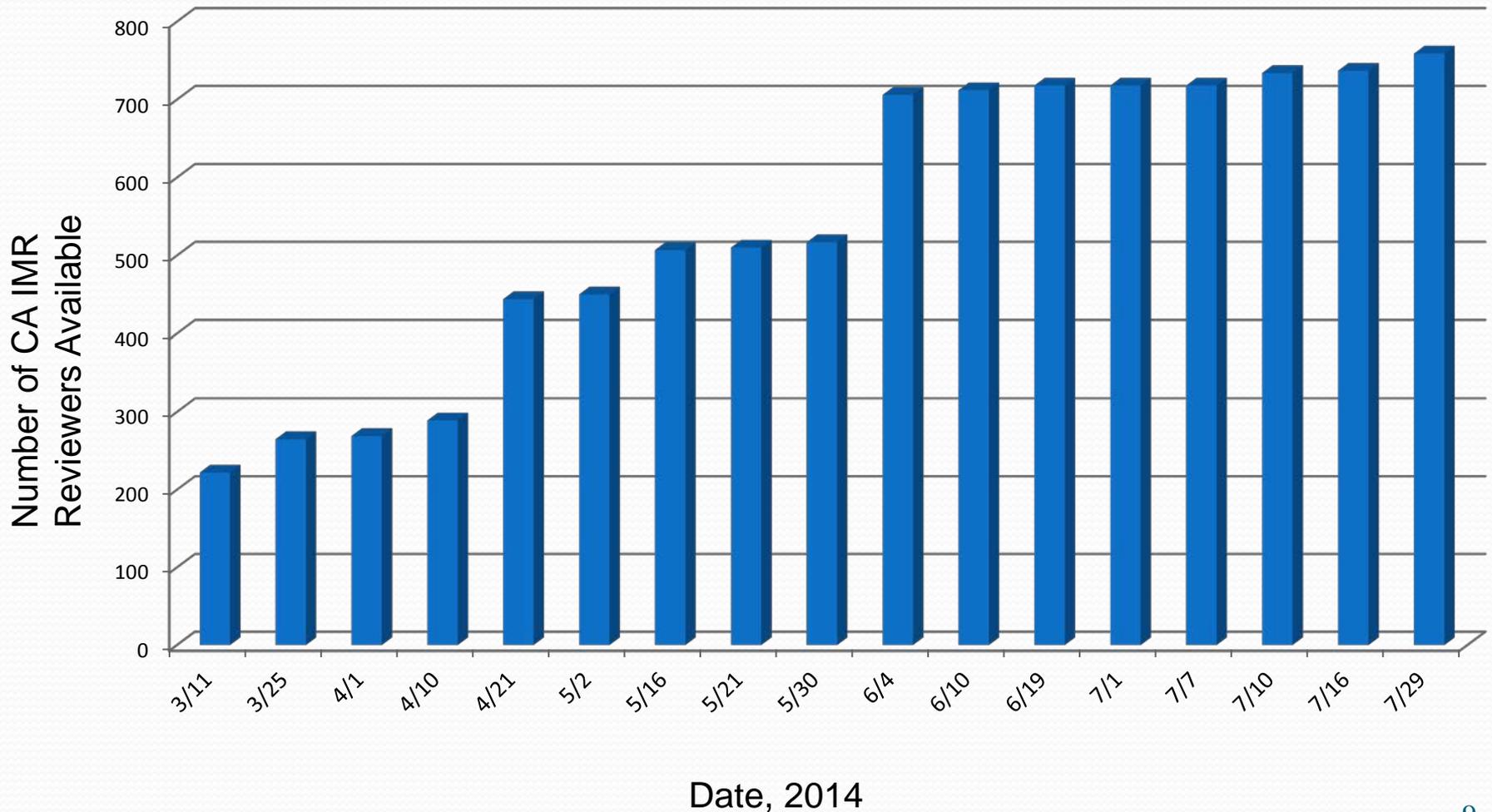
- Reduced Costs
- More IMR physician reviewers hired
- More Final Determination Letters issued

IMR Cost Reduction

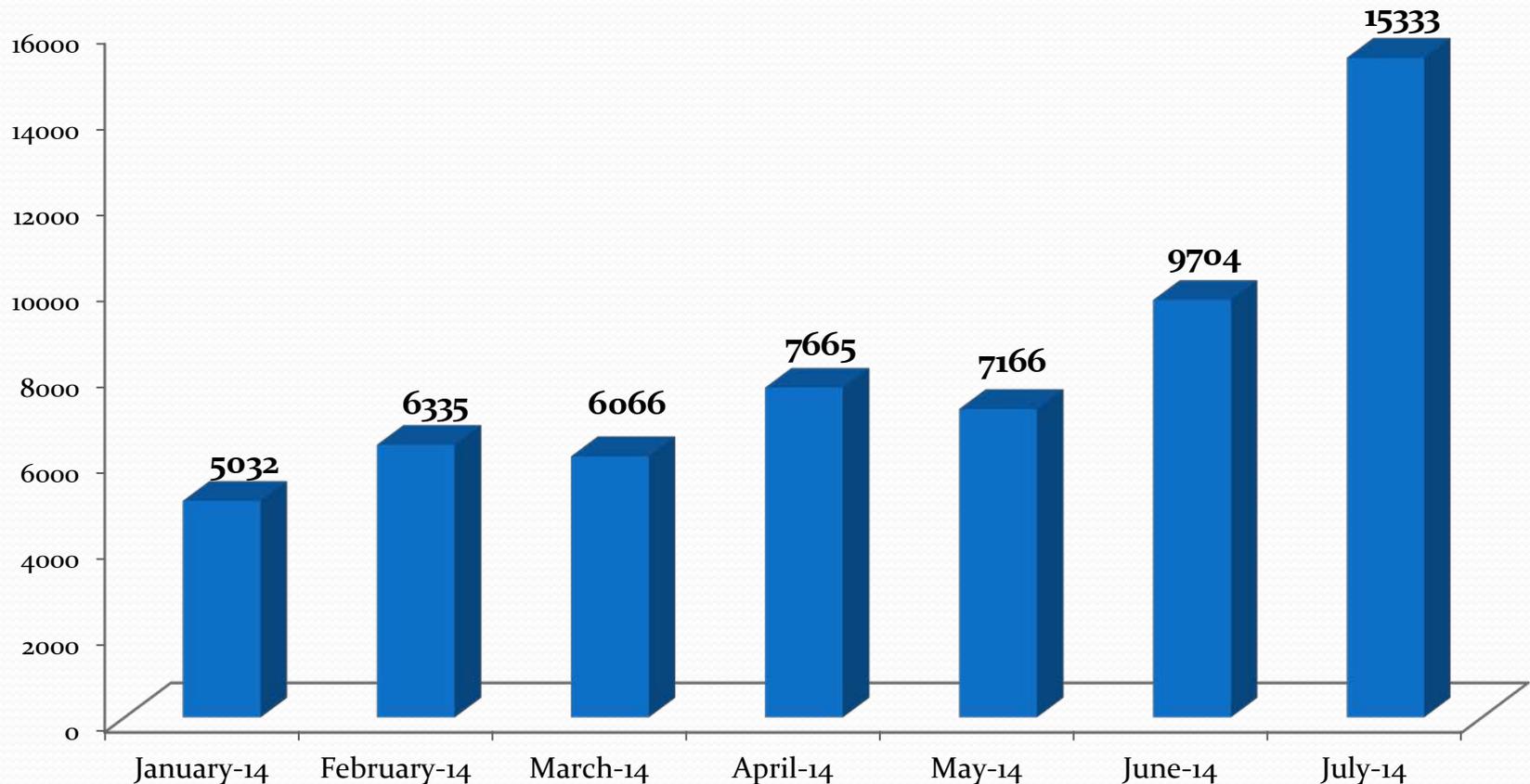
	2013 (\$)	Current (\$)*
Standard Review	560	420 (non-pharmacy)
Expedited Review	685	515 (non-pharmacy)
Standard (Pharmacy)	N/A	390
Terminated before assigned to physician	Full cost	160
Terminated during review	Full cost	420

*As of April 1, 2014

IMR Physician Reviewers, 2014



Rise in IMR Final Determination Letters Issued, 2014

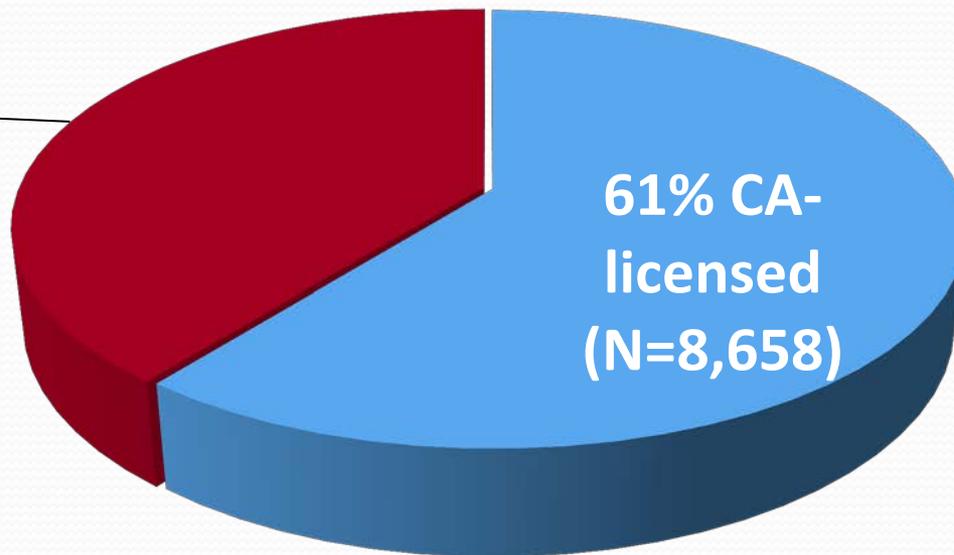


Top Ten IMR Reviewer Specialties

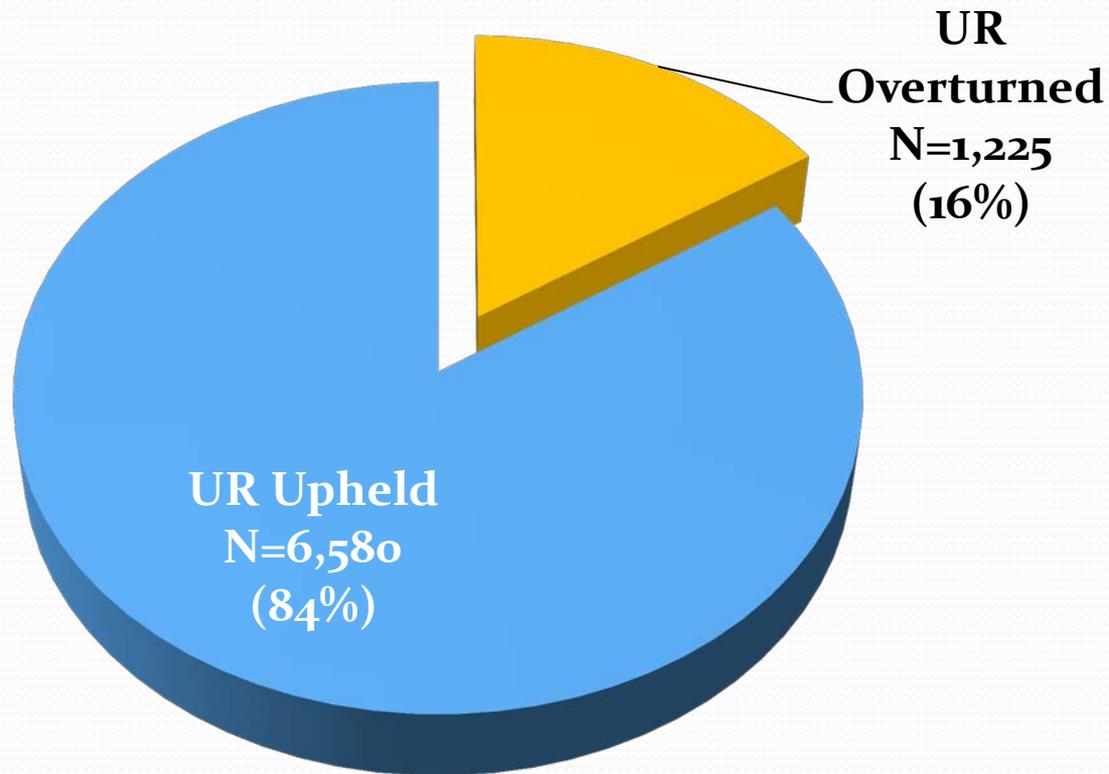
Reviewer Specialty	Percentage of Total Reviews
Occupational Medicine	41.0%
Physical Medicine & Rehabilitation	19.4%
Pain Management	14.6%
Orthopedic Surgery	7.3%
Internal Medicine	3.8%
Acupuncturist	2.4%
Spine Surgery	2.1%
Family Practice	2.1%
Chiropractor	2.0%
Psychologist	1.7%

IMR Physician Reviewers: State of License

**39% non-CA
licensed
(N=5,622)**

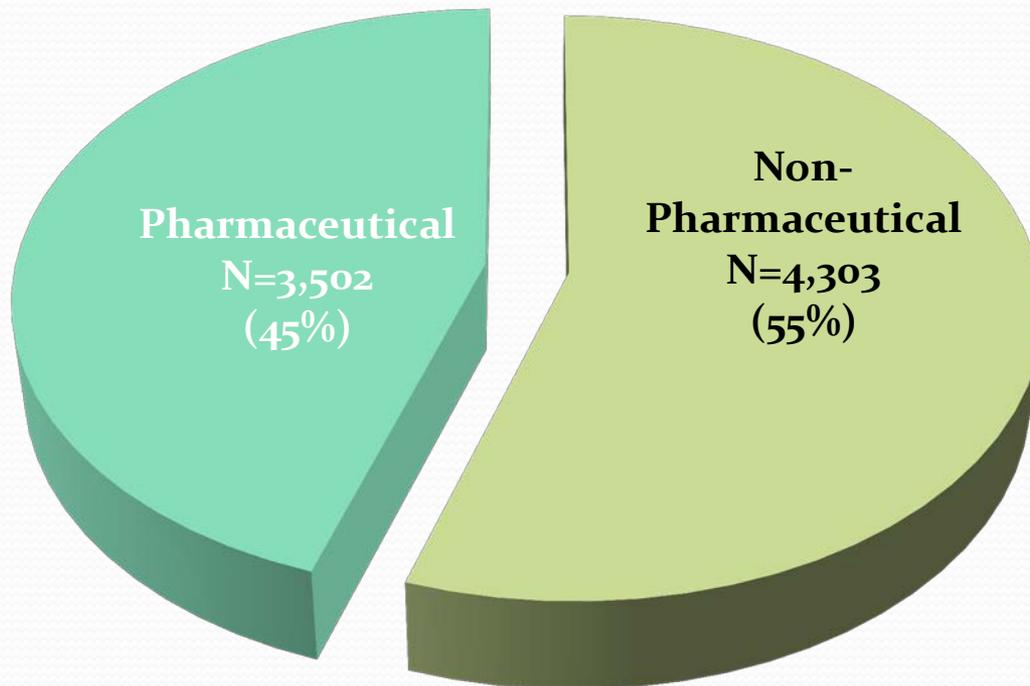


Most UR Treatment Decisions Upheld by IMR in 2013



N= 7,805 Total Treatment Decisions

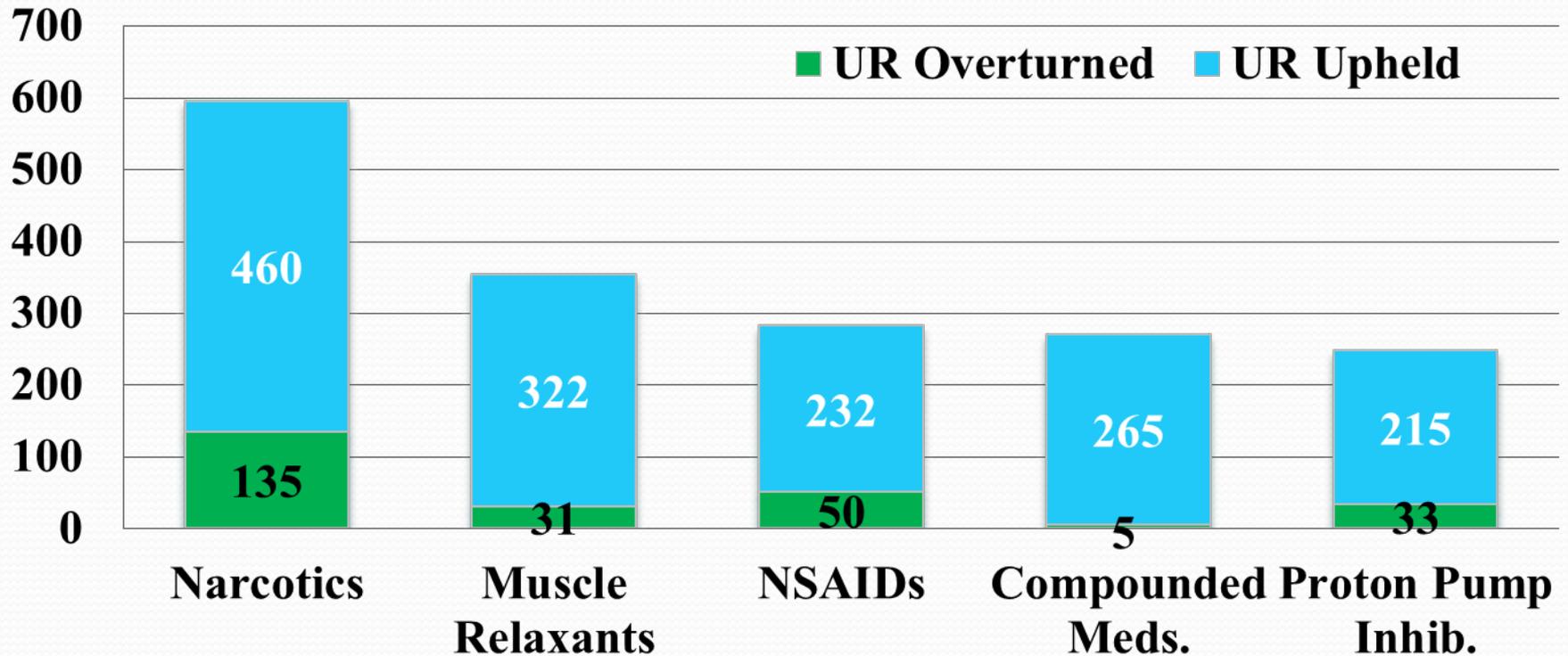
Pharmaceuticals: Most Common Category of IMR Request



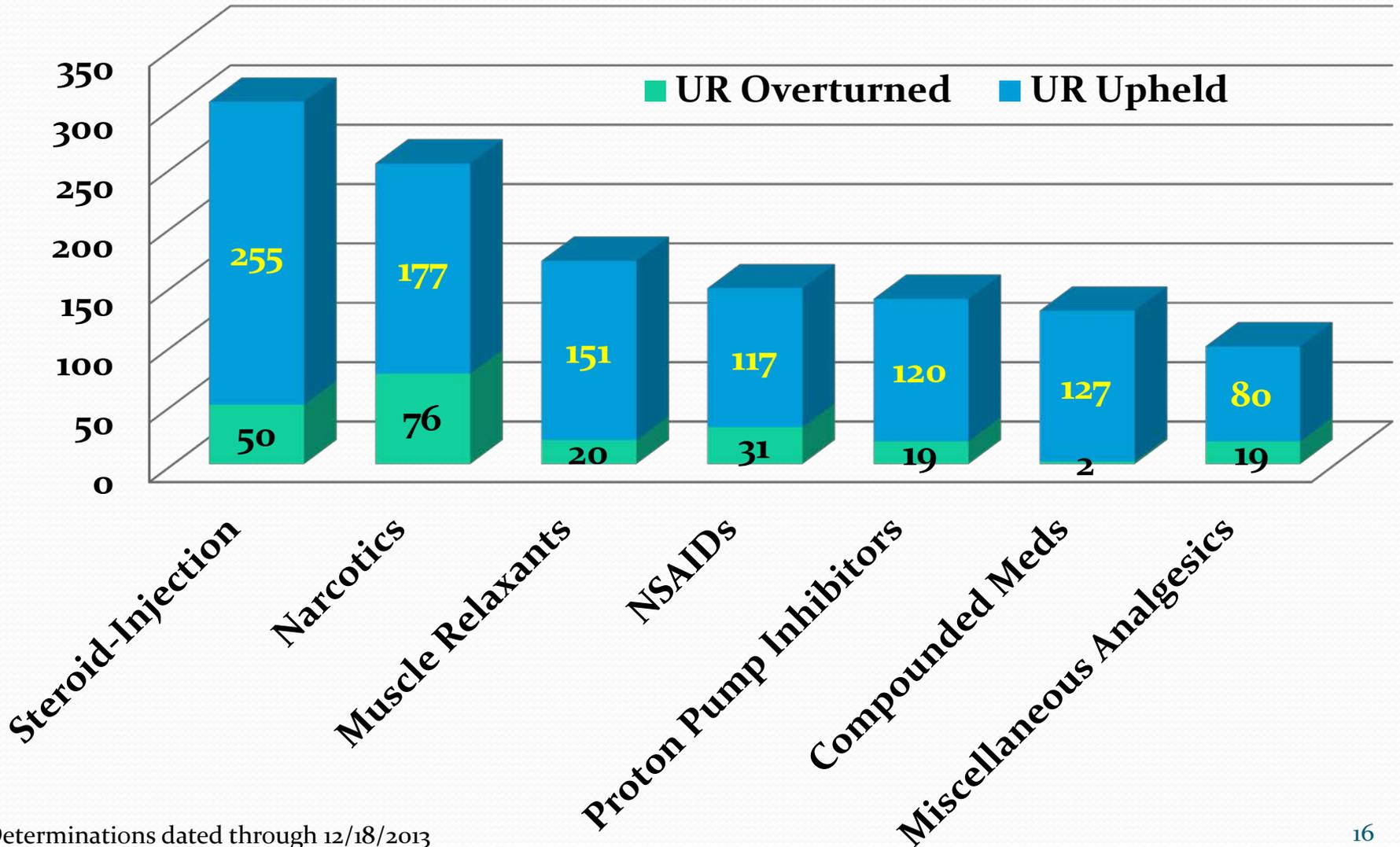
N= 7,805 Total Treatment Decisions

As of December 31 2013

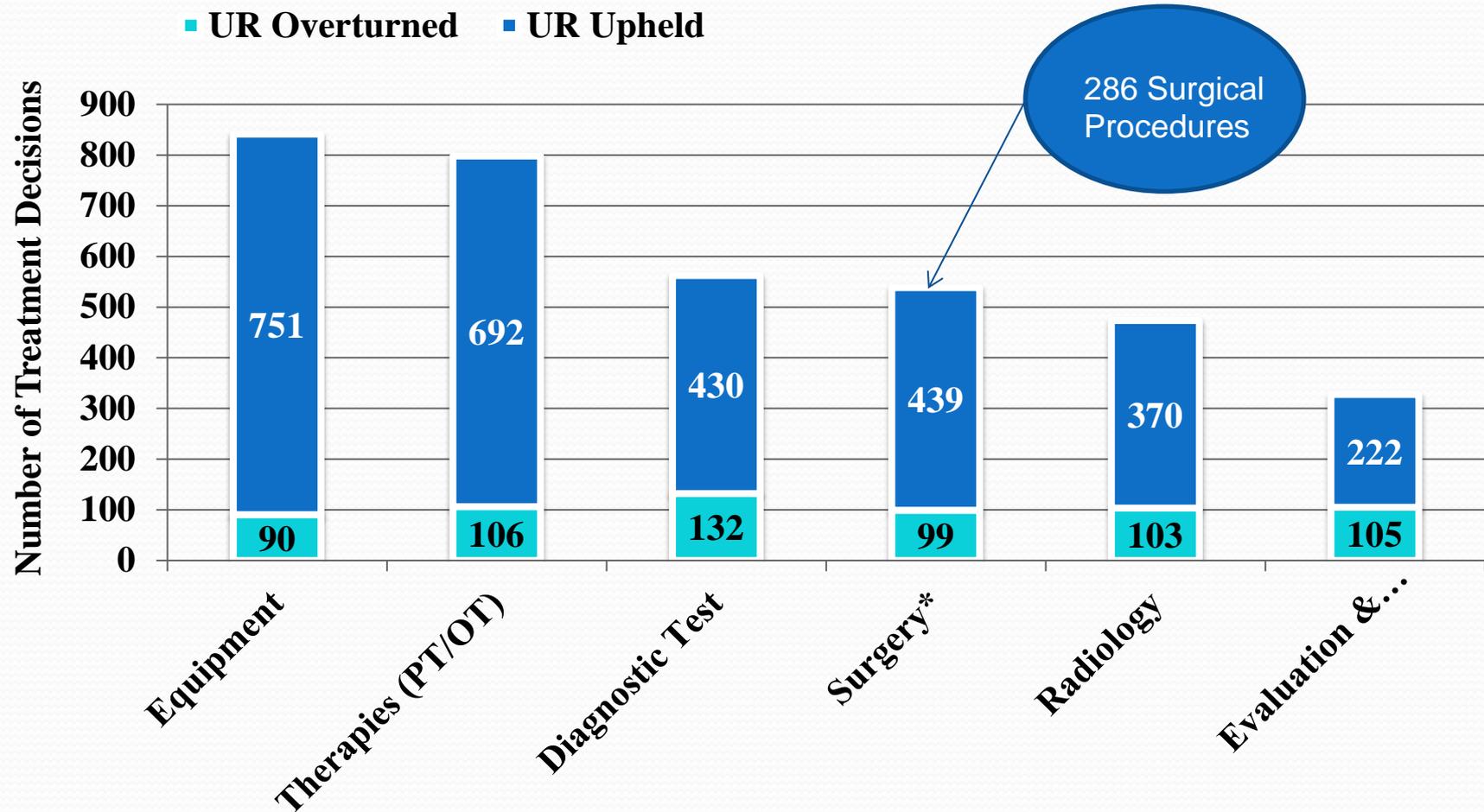
Narcotics Most Common Non-Injection Pharmaceutical Request in IMR, 2013



Pharmaceuticals: Steroid Injections Most Frequent Request

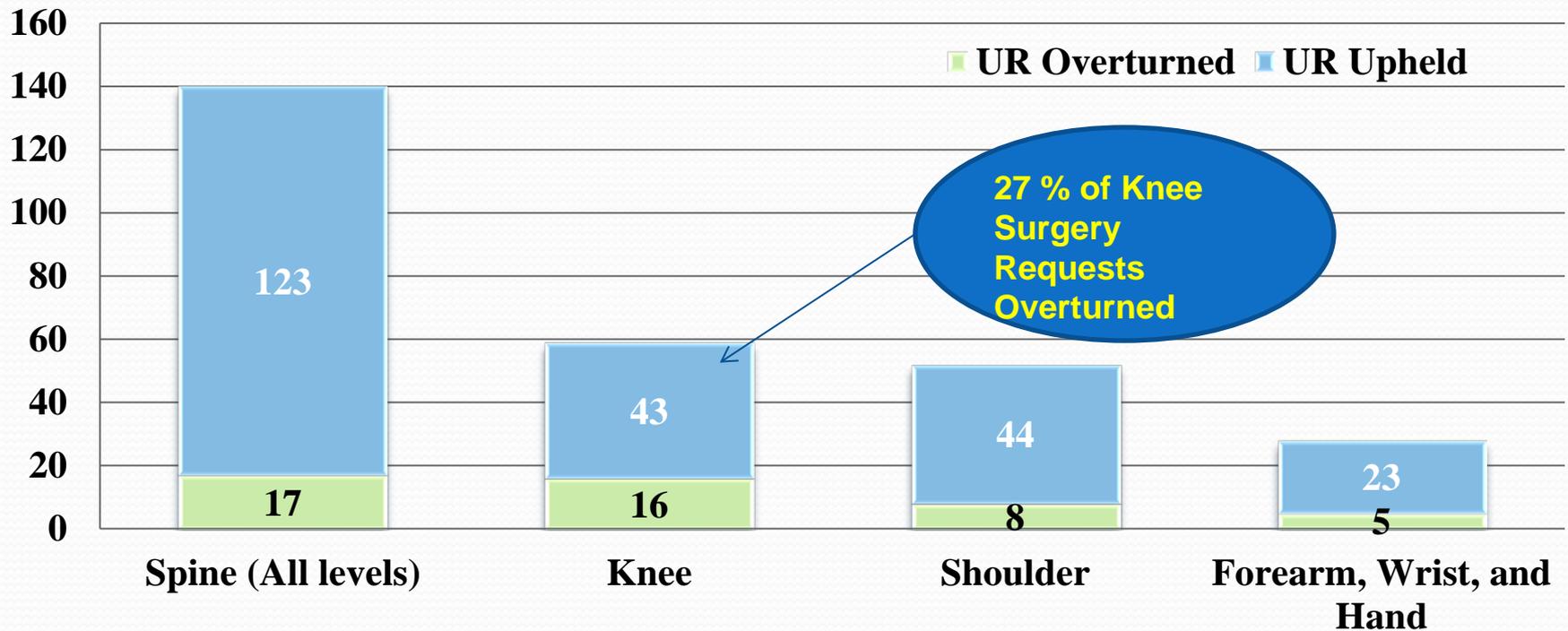


Most Common Non-Pharmaceutical IMR Treatment Decisions



*Surgery treatment decisions include requests for procedures, assistant surgeons, and pre-operative and post-operative care.

Spine Surgery: Most Common Surgical Request

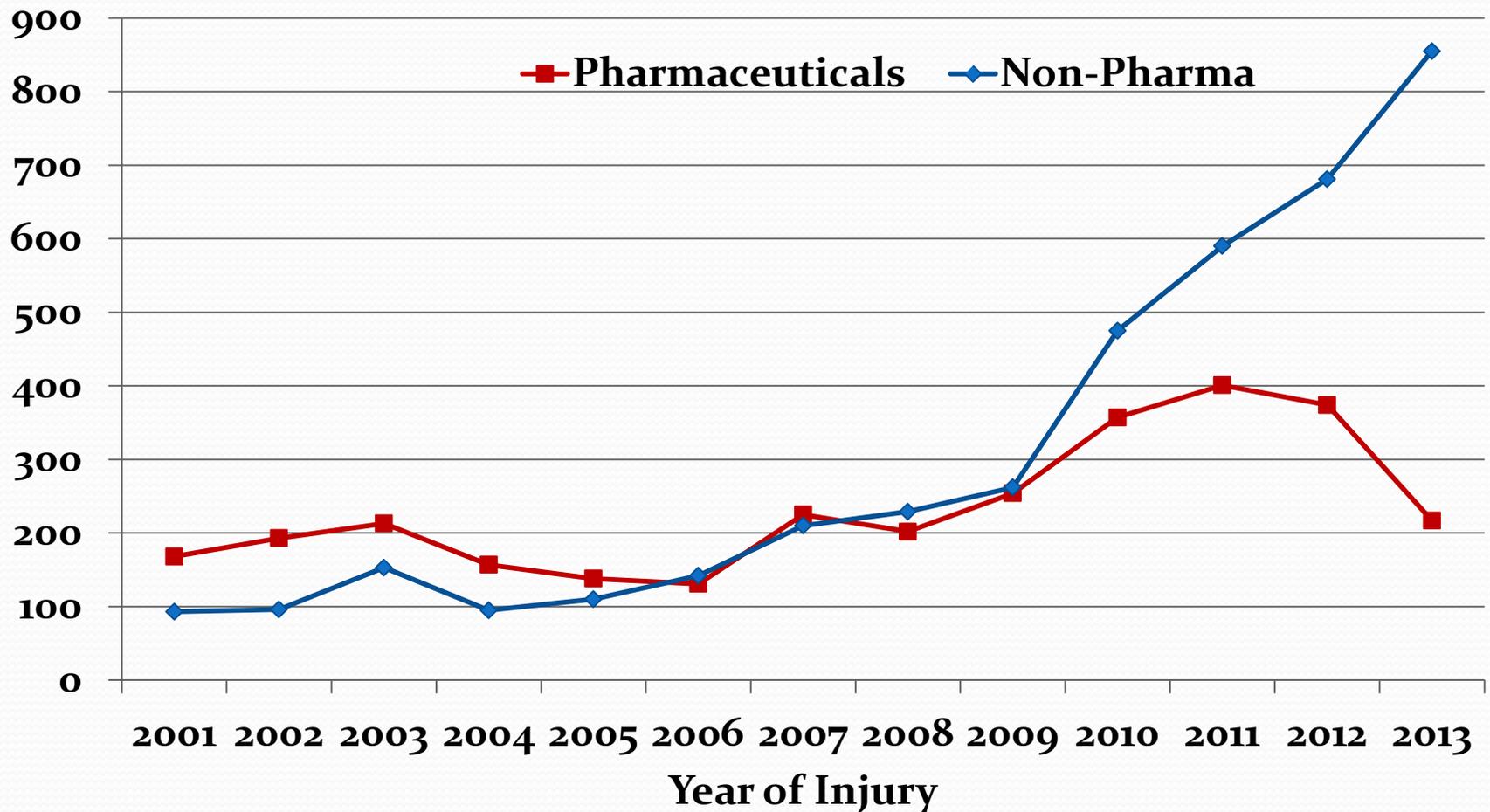


Most IMR Cases: Recent Injuries



Older Injuries:

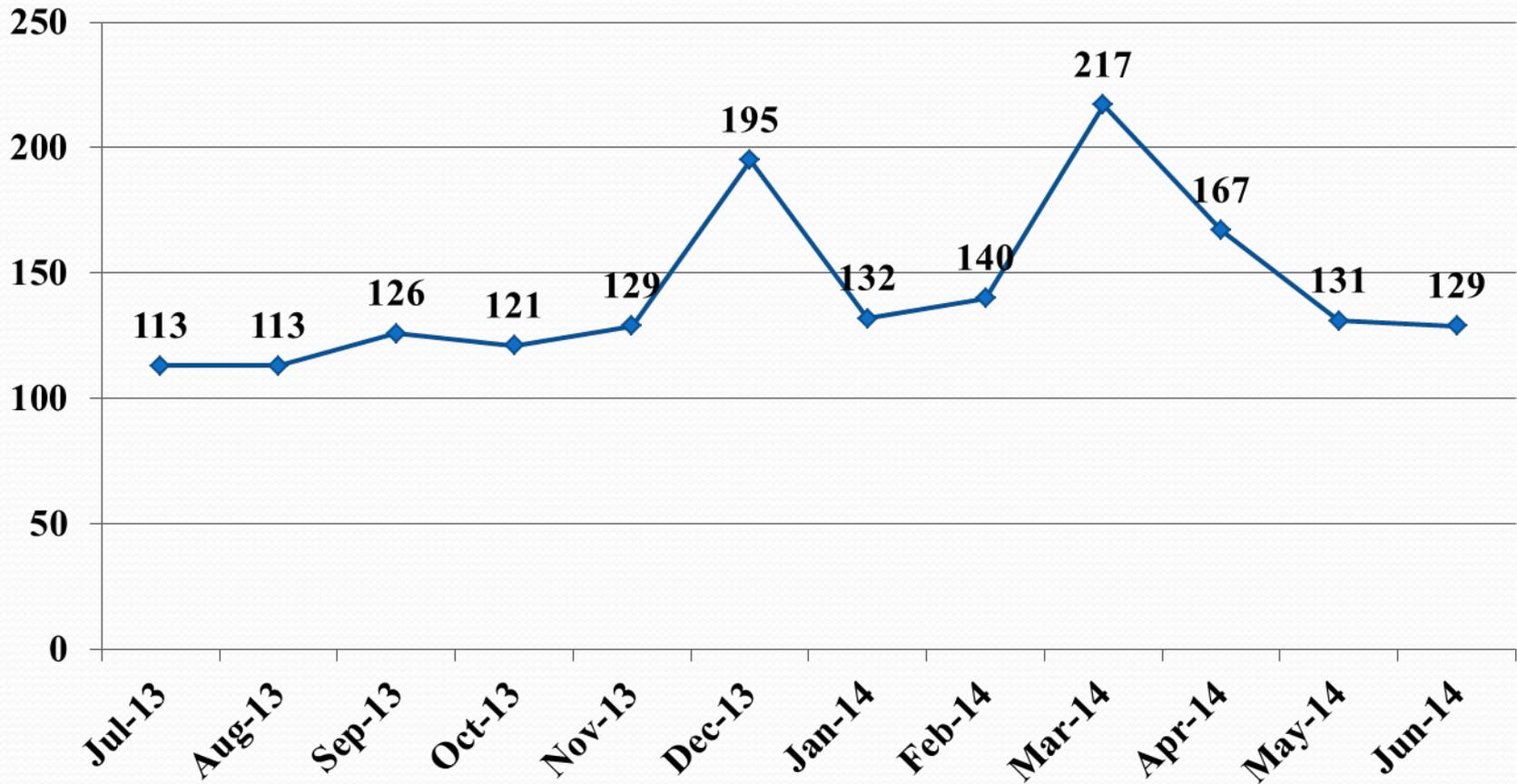
Pharmaceuticals Fairly Consistent, Non-Pharmaceuticals Decline



IBR: Costs Reduced

IBR	2013 (\$)	Current (\$)
Completed	335	250
Terminated	65	50

IBR Applications Remain Steady



Total IBRs Thru June 2014: 1,909

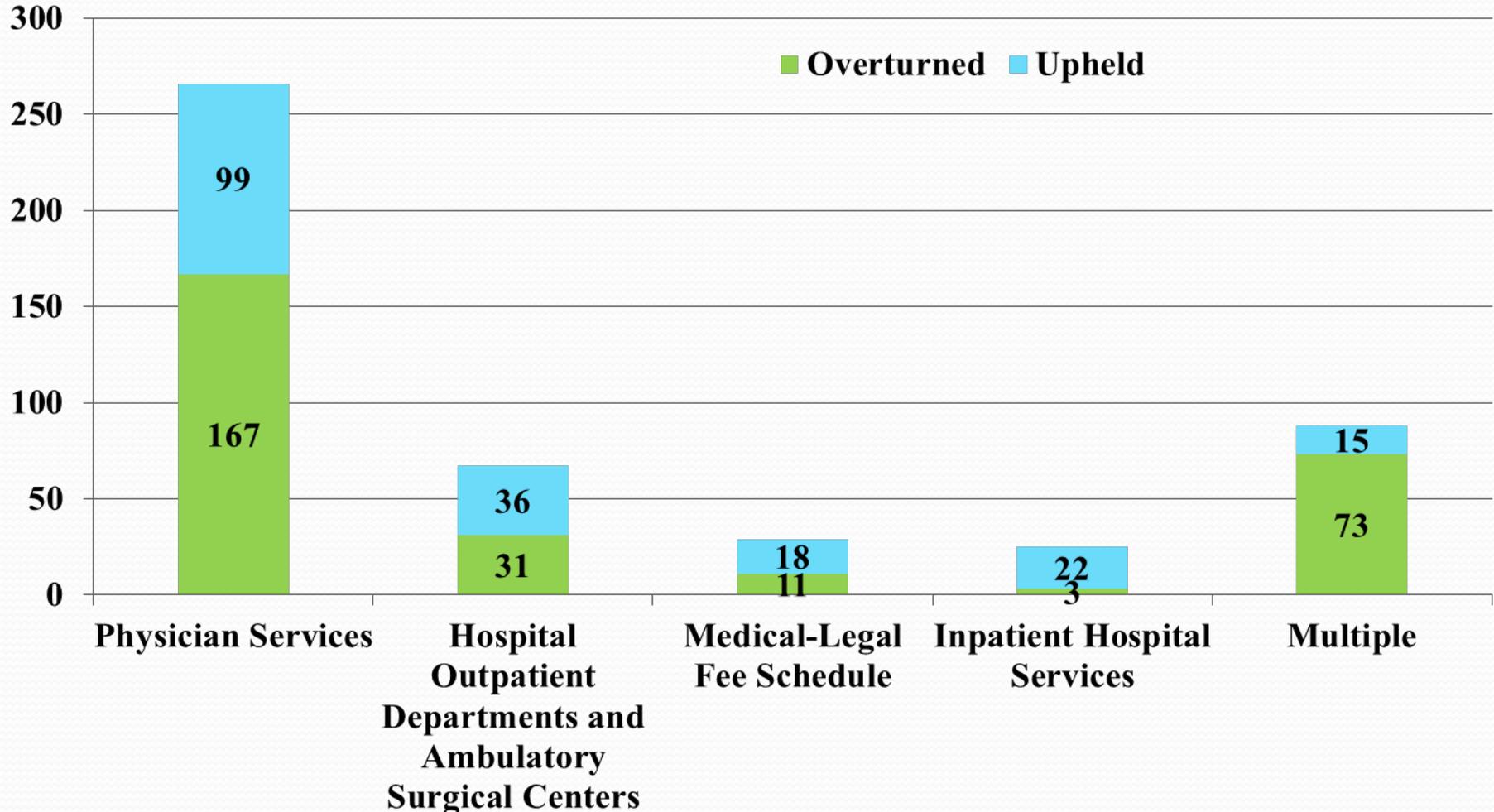
Most IBR Determinations: Payment Owed to Provider



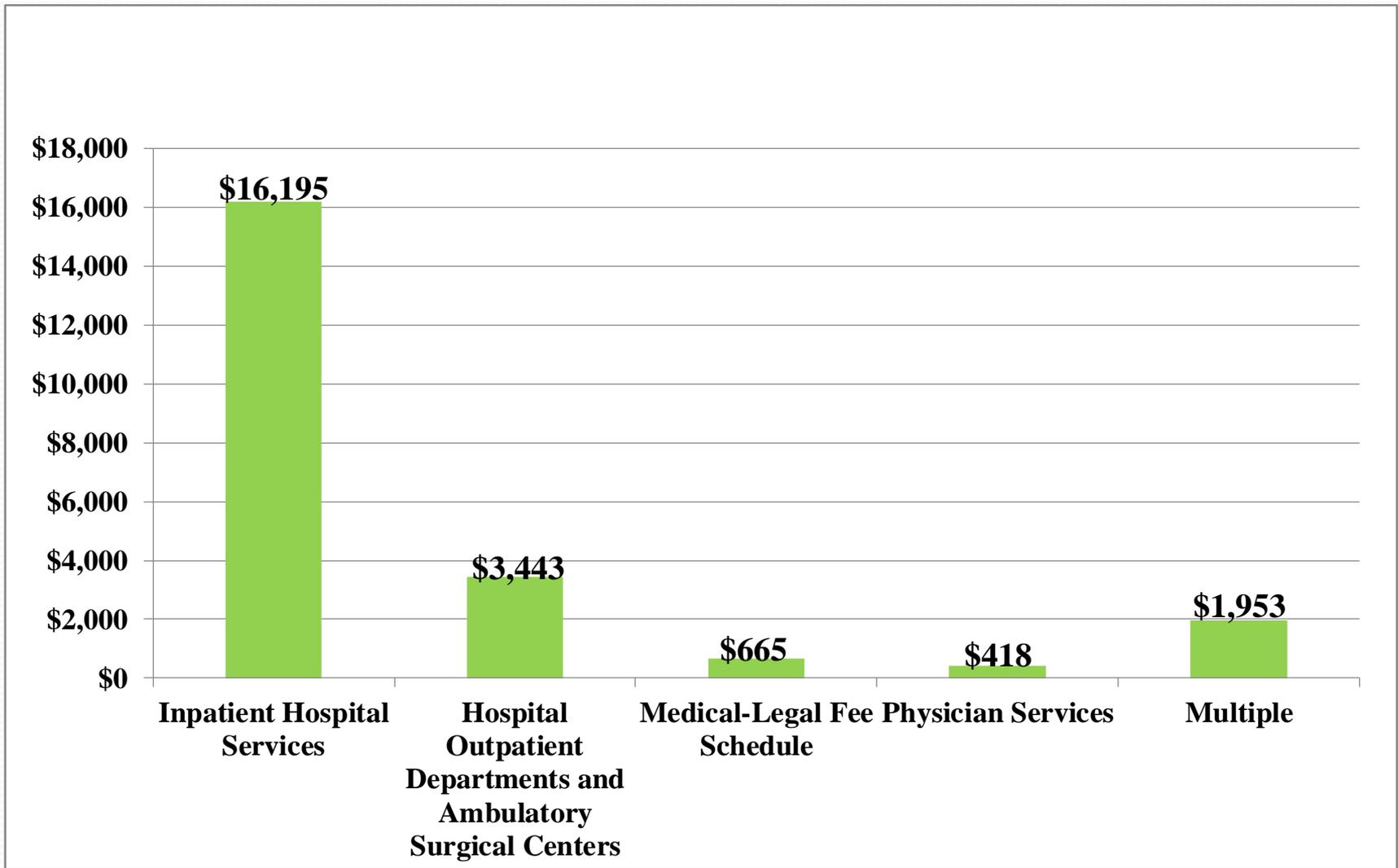
508 IBR Decisions (208 Upheld and 308 Overturned)

IBR decisions are posted on DWC webpage: <http://www.dir.ca.gov/dwc/IBR.htm>

Services Types Seen In IBR

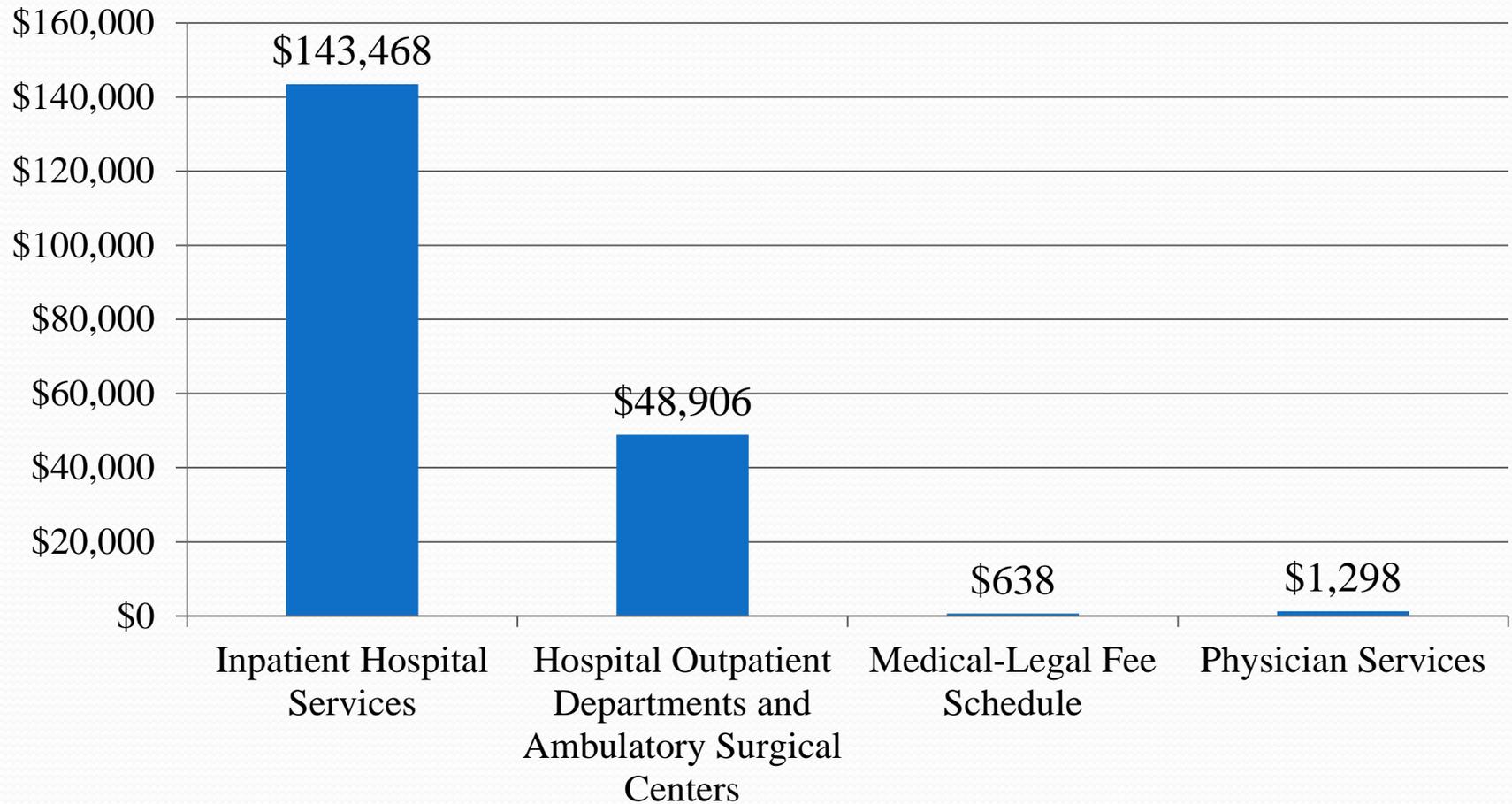


Amounts Paid To Providers in IBR



Paid to Date for All Services Total = \$385,360. Average = \$2,308 per IBR

Average Disputed Amounts Where Claims Administrator Prevails



Looking Ahead

- 2013 Annual Reports on IMR, IBR
- Medical Treatment Utilization Schedule Updates
 - Strength of Evidence
 - Opioid Use Guidelines
 - Education for providers, others
- Revision of “Physicians’ Guide to Workers’ Comp”
- QME quality assurance, education

Staff Acknowledgments

- John Gordon, DIR Research Unit
- Raymond Titano, DWC Medical Unit
- Katy Lind Evelyn, MS, RN, DWC Medical Unit