

## DWC IMR Update

### Pre-Webinar Questions & Answers

*Q: What resources does MAXIMUS Federal have in place to meet the current demand of IMR?*

A: MAXIMUS Federal has scaled up operations in every functional area in an effort to meet the unexpectedly large volumes in IMR.

*Q: How can the claims administrators help to make the IMR process more efficient?*

A: Claims administrators can help make the IMR process more efficient by providing thorough and accurate information on the IMR application sent to the injured worker with the UR determination.

*Q: Can the claims administrators be involved in the development and testing of the online application?*

A: MAXIMUS Federal welcomes input and involvement from the claims administrator community in the development and testing of the IMR online application. Those interested should contact [IMRHelp@maximus.com](mailto:IMRHelp@maximus.com).

*Q: Why can't MAXIMUS Federal give us a date when a decision was mailed? We followed up with MAXIMUS via phone on a claim where we were awaiting a decision. We called and MAXIMUS Federal told us a decision had been made but they would not tell us the date the decision letter was mailed. We never received the notification.*

A: MAXIMUS Federal customer service representatives can provide the interested parties with the status of an IMR, including the date a decision letter was mailed. If you are told otherwise by a MAXIMUS employee, please contact [IMRHelp@maximus.com](mailto:IMRHelp@maximus.com)

*Q: Is MAXIMUS Federal currently meeting the time requirements for issuing decisions?*

A: Due to the unexpectedly large volume of IMR requests, MAXIMUS Federal is not currently meeting time requirements for all decisions issued.

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*Q: What are the requirements of the TPA/Carrier in regards to Acknowledgment Notices from the IMR?*

A: Claims administrators do not need to take any action in response to the Acknowledgment notices. These notices are sent purely for the benefit of the injured workers and their representatives. A courtesy copy is provided to claims administrators.

*Q: What procedures should be followed if a request for records is received from MAXIMUS Federal on services that have been authorized?*

A: You must provide MAXIMUS Federal with proof, in writing, that all services in dispute at IMR have been authorized. MAXIMUS Federal can then terminate the IMR.

*Q: What procedures should be followed if a request for records is received on a case that has been settled by Compromise and Release?*

A: Send MAXIMUS Federal a letter indicating that the case has been settled by Compromise and Release. Please also provide a copy of the settlement. MAXIMUS Federal can then terminate the IMR.

*Q: We have seen multiple requests for the same injured worker, however with different case #'s. If an IMR packet of Medical and UR records was previously submitted and a new Request is received for a different case #, does the entire packet need to be resubmitted? Is there any way to indicate the records were previously sent (this is assuming no new Medical or UR reports were received from the previous request)?*

A: Yes, medical records need to be submitted separately for each IMR request.

*Q: What procedures should be followed if a request for records is received on a case where we can find no evidence of a UR denial?*

A: Please respond to the request by stating that records could not be provided because there was no record of a UR denial for the treatment requests at issue in the IMR.

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*Q: Could MAXIMUS Federal send a copy of the application along with the Notification and Assignment of Request?*

A: At this time, MAXIMUS Federal will not be able to send copies of the completed application with the Notice of Assignment. It should be noted that all MAXIMUS Federal correspondence has recently been modified to include most of the information contained on the application—including but not limited to the UR denial date, the date of injury, the claims administrator claim number, and the text of the treatments in dispute listed on the IMR application.

*Q: How does MAXIMUS Federal determine where correspondence should be sent?*

A: MAXIMUS Federal sends correspondence to the addresses for the interested parties exactly as they are listed on the Application for Independent Medical Review.

*Q: Can I submit my IMR advocacy letter and information with my original IMR request? When I get the UR denial, I look at the MTUS, ACOEM or ODG source and have everything handy. I have been attaching my supporting documentation to the original IMR request instead of waiting for MAXIMUS to send the "we accept" letter.*

A: Interested parties can submit supporting documents at any time during the IMR process.

*Q: Have you given any thought to having the insurance company/TPA or employer copied on the Application for IMR so that the insurance company/TPA or employer the chance to get the information required together on anything but an expedited basis?*

A: Requests for changes to the regulations governing the IMR process should be submitted to the Division of Workers' Compensation.

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*Q: In what type of situations will MAXIMUS Federal agree to terminate IMR? What documentation is needed from the claims administrator when we are requesting termination of an IMR assignment? Best method for us to communicate with MAXIMUS Federal when requesting termination of IMR?*

A: MAXIMUS Federal can terminate an IMR in the follow circumstances: upon request by the injured worker; where the claims administrator provides proof in writing that the treatments in dispute have been authorized; or where the claims administrator provides evidence that the underlying case has been settled and/or litigated to finality.

*Q: Is MAXIMUS Federal able to consolidate IMR reviews when multiple Applications for IMR have been filed? What is the best method for the claims administrator to notify MAXIMUS Federal if multiple Applications for IMR have been filed and should be reviewed for consolidation?*

A: At this time, there are no official procedures in law or regulation governing consolidation of IMR requests.

*Q: What can claims administrators do if they receive requests for records that they contend have been previously provided?*

A: In these situations, please contact [IMRHelp@maximus.com](mailto:IMRHelp@maximus.com).

*Q: Do deadlines to submit records refer to calendar or business days?*

A: Calendar days, unless business days are expressly stated.

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*Q: If the notice is received on the 10th day do we have 15 days from date of receipt?*

A: California Code of Regulations, title 8, section 9792.10.5(a)(1) provides that claims administrators have “fifteen (15) days following receipt of the mailed notification from the independent review organization that the disputed medical treatment has been assigned for independent medical review.” Please review that section since there are different timelines for electronic notification (12 days) and for expedited review (24-hours).

*Q: If the 14th day lands on a Friday, do we have until Monday to send?*

A: No. Documents must be received by MAXIMUS Federal on day 15. Labor Code section 4610.5 (l) allows claims administrators 10 days to provide the relevant medical and UR records. The regulation, section 9792.10.5(a), allows an additional five days to account for the mailing of the notice. It would be advised on day 14 to send the documents via overnight delivery.

*Q: Can claims adjusters send advocacy letters?*

A: The regulations do not prohibit advocacy letters. However, since the purpose of IMR is solely to determine whether a recommended treatment is medically necessary, the most important items for consideration will generally be the documentation provided by the requesting physician that accompanies the request for authorization and the rationale set forth in the UR determination that denies or modifies the requested treatment.

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*Q: Please be advised, we received our first invoice from MAXIMUS Federal on 9/23/13. However, the date of the invoice was 9/1/2013. Right away we have lost 3 weeks in meeting the regulations of paying the bill within 30 days of the billing. I believe it is unreasonable to expect us to process and pay in such a short amount of time.*

A: Claims administrators should receive invoices within five days from the date of the invoice. If a Claims Administrator received an invoice more than five days from the date of the invoice, they are encouraged to contact [IMRHelp@maximus.com](mailto:IMRHelp@maximus.com)

*Q: How does MAXIMUS Federal sort through IMR applications to identify duplicates before sending notification?*

A: To identify duplicate submissions, MAXIMUS Federal employs a multi-point authentication process that looks at information such as UR Denial Date, Date of Injury and Injured Worker Name.

*Q: Can claims administrators submit medical records to MAXIMUS Federal in digital form?*

A: Yes, MAXIMUS Federal will accept medical records in digital form.