



Tips for a smoother IMR process

The Goal

- The goal of this document is to provide you with helpful information regarding common IMR (Independent Medical Review) issues and concerns.
- We hope you can use this information to help ensure a smoother and more productive IMR process for all involved.

Overview

- Top 5 tips for Injured Workers
- Top 5 tips for Claims Administrators
- How to contact MAXIMUS

Tips for Injured Workers

1. Sign the application.
2. Use the application included with the UR decision.
3. Submit the UR decision with the application.
4. Submit the application once.
5. How to request a withdrawal.

Injured Worker Tip #1: Sign the application

Request for Review and Consent to Obtain Medical Records

I request an independent medical review of the above-described requested medical treatment. I certify that I have sent a copy of this application to the claims administrator named above. I allow my health care providers and claims administrator to furnish medical records and information relevant for review of the disputed treatment identified on this form to the independent medical review organization designated by the Administrative Director of the Division of Workers' Compensation. These records may include medical, diagnostic imaging reports, and other records related to my case. These records may also include non-medical records and any other information related to my case, excepting records regarding HIV status, unless infection with or exposure to HIV is claimed as my work injury. My permission will end one year from the date below, except as allowed by law. I can end my permission sooner if I wish.

Employee Signature: **MUST SIGN HERE**

Date:

- **If you do not sign the IMR application, your request for IMR may be found ineligible.**

Injured Worker Tip #2:

Use the application included with the UR decision

- Best bet: sign and submit the completed IMR application provided with the UR decision
- **Do not fill out a blank application – it may be found ineligible because all of the necessary information is not included!**

Injured Worker Tip #3: Submit UR decision with application

State of California, Division of Workers' Compensation
APPLICATION FOR INDEPENDENT MEDICAL REVIEW
DWC Form IMR

TO REQUEST INDEPENDENT MEDICAL REVIEW:

1. Sign and date this application and consent to obtain medical records.
2. Mail or fax the application and a copy of the written decision you received that denied or modified the medical treatment requested by your physician to:
DWC-IMR, c/o Maximus Federal Services, Inc., P.O. Box 138009, Sacramento, CA 95813-8009
FAX Number: (916) 605-4270
3. Mail or fax a copy of the signed application to your Claims Administrator.

- **If you do not submit a complete copy of the UR decision with the IMR application, your request for IMR may be found ineligible.**

Injured Worker Tip #4: Submit application once

- If you submit the same application more than once, it could delay the IMR process.
- If you want to know whether your documents were received, please contact MAXIMUS.

Injured Worker Tip #5: Requesting withdrawals

- At any point in the IMR process, you or your representative can ask MAXIMUS to stop processing your application.
- This is called a request for withdrawal and permanently ends the IMR process.
- You must submit your request in writing and must reference the MAXIMUS IMR Case No. for which withdrawal is being sought.

Tips for Claims Administrators

1. Submit records with cover sheet.
2. Submit records with MOVEit.
3. Where we send correspondence.
4. Requesting terminations.
5. Respond to the NOARFI.

Claims Administrator Tip #1: Submit records with cover sheet

MAXIMUS FEDERAL SERVICES, INC.
Independent Medical Review
P.O. Box 138009
Sacramento, CA 95813-8009
(855) 865-8873 Fax: (916) 605-4270



PDF file.

MAXIMUS Case Number:



CM14-555555

Document Type Requested:



Medical Records

Participant:



Injured Worker

- Using the cover sheet you get with the Notice of Assignment and Request for Information (NOARFI) helps ensure documents are received and routed appropriately

Claims Administrator Tip #2: Submit records with MOVEit!

- MOVEit is a web-based portal that allows you to submit files to MAXIMUS securely and electronically.
- Much better traceability than paper and fax.
- MOVEit is by far the best and most reliable way for you to submit records for IMR.
- If you wish to use MOVEit or have questions about it, please feel free to contact MAXIMUS at the phone number or email listed at the end of this document.

Claims Administrator Tip #3: Where we send correspondence

- MAXIMUS sends all correspondence to the addresses listed on the IMR application.
- To avoid delays and confusion, you should ensure that the address listed on the application is the address to which you want IMR correspondence sent.

Claims Administrator Tip #4: Requesting terminations

- You can request a termination if:
 - The underlying workers' compensation case has been settled by compromise and release.
 - All of the treatments delayed, denied or modified at UR have been authorized.
 - There has been a material change in circumstance.
- Requests for termination must be made in writing.
- A copy of the request for termination must be sent to the injured worker (or his/her representative).

Claims Administrator Tip #5: Respond to the NOARFI

- As claims administrators, you are required by law and regulation to provide certain records.
- Per Labor Code §4610.5(i), the Administrative Director of the DWC can issue fines and penalties of up to \$5,000 for failure to submit the required records.
- You can respond to the NOARFI with a request for termination, but are advised to submit the required records with the request.

- If you have IMR-related questions or concerns, please contact MAXIMUS Federal Services:
 - By toll-free phone: (855) 865-8873
 - By email: IMRHelp@maximus.com