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

- 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

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

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