



DWC IMR Update  
Injured Worker / Applicant Attorney  
December 18, 2013

- **MAXIMUS Federal Services (MFS)**
  - Blake Travis – MAXIMUS Corporate Communications
  - Tom Naughton – SVP, Operations
  - Lou Shields – Project Director, IMR and IBR
  - Rob Nydam – Director, Business Process Architecture
- **CA Division of Workers' Compensation (DWC)**
  - Destie Overpeck – Acting Administrative Director
  - Rupali Das, MD, MPH – Executive Medical Director
  - Katherine Zalewski – DIR Chief Counsel
  - George Parisotto – DWC Acting Chief Counsel
  - Mary Jean Crisostomo – Medical Unit Manager, IMR
  - Melissa Hicks – Medical Unit Manager, IBR

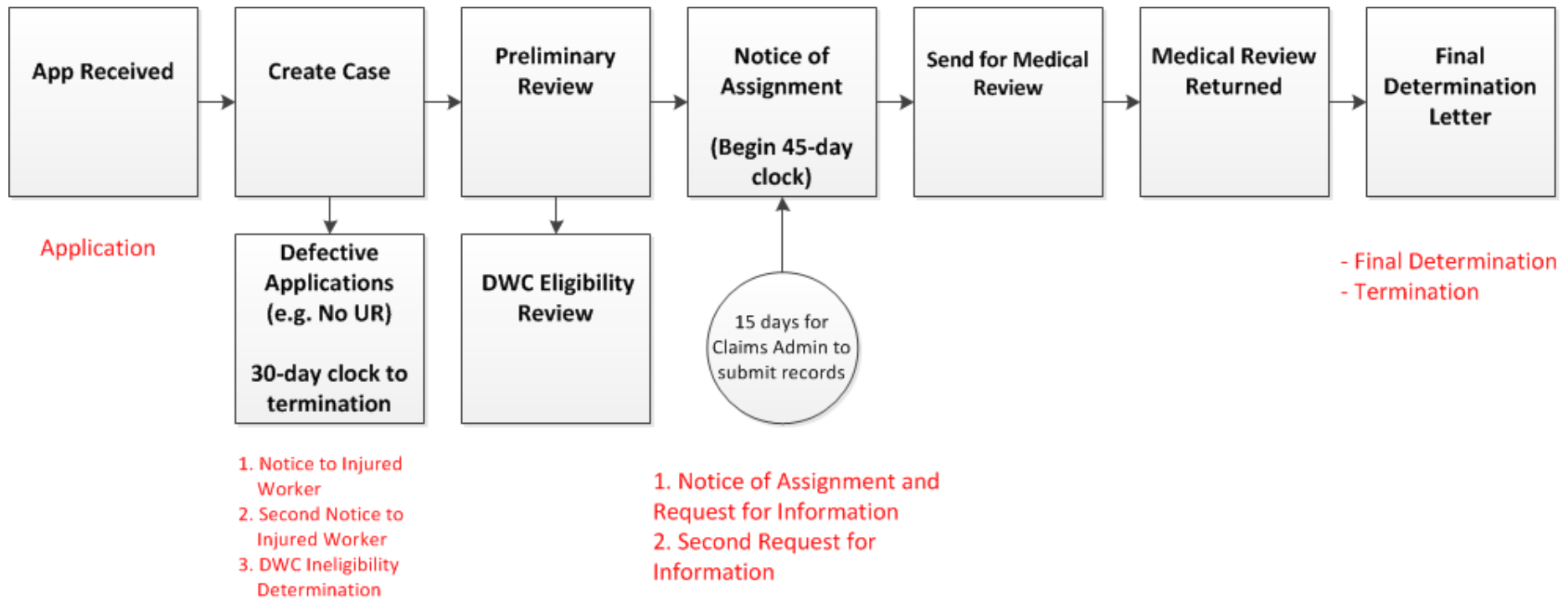
# Purpose of Webinar

- Current status
- Explain the current IMR process
- Explain future changes coming to the IMR process
- Q&A

# Current Status

- Actual volume is 5x greater than the planned volume
- Receiving in excess of 20K applications/month
- Approximately 33% of applications received are duplicates
- Approximately 20% of unique applications received do not include a copy of the UR determination
- Still receiving applications with missing or incomplete data
  - Missing signatures
  - Missing addresses
  - Etc....

# IMR Process Flow



# IMR Documents

IMR Documents		
Letter Name	Injured Worker Action Required?	Adjuster Action Required?
<i>Application for Independent Medical Review</i>	YES	YES
<i>Notice to Injured Worker</i>	YES	NO
<i>Second Notice to Injured Worker</i>	YES	NO
<i>DWC Ineligibility Determination</i>	NO	NO
<i>Notice of Assignment and Request for Information</i>	NO	YES
<i>Second Request for Information</i>	NO	YES
<i>Final Determination Letter</i>	NO	NO
<i>Termination Letter</i>	NO	NO

# Requesting an Expedited IMR

- To be eligible for expedited, the application for IMR must demonstrate that either :
  - The request was expedited at the UR level of review; or
  - The treating/requesting physician certifies that there is a serious or imminent threat to the health of the injured worker
- Consider asking your doctor to send medical records as soon as possible

Type of Review  
(Required)

<input checked="" type="checkbox"/>	Expedited
<input type="checkbox"/>	Regular

# Future Changes Coming to the IMR Process

- **New Application with clearer instructions**
  - Currently out for public comment
  - Must submit the UR determination with Application
  - New box for Applicant Attorney information
- **Online Application (Spring 2014)**
  - Ability to sign and submit electronically
  - Ability to submit documents electronically
  - Option for electronic correspondence
  - Log into system to obtain status



# Q&A – Questions submitted during Webinar

- **Tips for ensuring a smooth IMR Process**
  - Application must be complete and accurate
    - Application must be signed
    - A copy of the UR determination must be submitted with the application
  - Send in medical records/additional documentation when submitting the application
  - Avoid sending in duplicates
  - Treatment in dispute on letters will come right off of the application
    - If you enter “see UR Denial” on Application that is what will appear on all correspondence

## How to contact Us

- Questions related to status of an IMR, please call us at (855) 865-8873
- Any questions that are not status related should be directed to [IMRhelp@maximus.com](mailto:IMRhelp@maximus.com)