Introductions

• 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
• 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

1. Notice to Injured Worker
2. Second Notice to Injured Worker
3. DWC Ineligibility Determination

App Received → Create Case → Preliminary Review → Notice of Assignment (Begin 45-day clock) → Send for Medical Review → Medical Review Returned → Final Determination Letter

- Defective Applications (e.g. No UR)
- 30-day clock to termination

15 days for Claims Admin to submit records

1. Notice of Assignment and Request for Information
2. Second Request for Information

Application
## IMR Documents

<table>
<thead>
<tr>
<th>Letter Name</th>
<th>Injured Worker Action Required?</th>
<th>Adjuster Action Required?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for Independent Medical Review</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Notice to Injured Worker</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Second Notice to Injured Worker</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>DWC Ineligibility Determination</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>Notice of Assignment and Request for Information</td>
<td>NO</td>
<td>YES</td>
</tr>
<tr>
<td>Second Request for Information</td>
<td>NO</td>
<td>YES</td>
</tr>
<tr>
<td>Final Determination Letter</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>Termination Letter</td>
<td>NO</td>
<td>NO</td>
</tr>
</tbody>
</table>
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
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
Wrap - Up

- **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