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Executive Summary

In September 2012, Governor Brown signed into legislation Senate Bill (SB) 863. This reform of the workers’ compensation system in California included Independent Medical Review (IMR), which went into effect January 1, 2013. Now in its seventh year, IMR continues to provide expedient, efficient resolution of disputes over medical necessity for injured workers treated in the state of California workers’ compensation system.

In 2018, the Independent Medical Review Organization (IMRO) processed 252,565 applications, a slight increase from 2017. Of those, 74% (185,783) were determined to be eligible for review. Concurrently, the IMRO issued 184,733 IMR determinations, a 7% rise from the prior year. At the end of 2017, the average length of time the IMRO took to issue a determination, after the receipt of all necessary medical records, was fourteen days. By the end of 2018, this decreased to a monthly average of nine days.

Overall, the IMRO overturned 10.3% of the utilization review decisions that denied treatment requests made by physicians treating injured workers. Analysis of several variables, including the geographic region of the injured worker, the time elapsed since the worker’s occupational injury occurred, and representation by an attorney or other entity acting on behalf of the worker, shows similar rates of overturned case decisions.

The highest number of requests was for pharmaceuticals, which comprise 42% of the issues in dispute, with opioids the most common drug class (33% of drug requests). As in previous years, the second- and third-highest number of requests were for diagnostic tests (e.g. imaging, radiology) (16% of requests) and rehabilitation services (e.g., physical therapy, chiropractic) (15%). The treatment request denials that were overturned most often were for behavioral and mental health services (22% overturned) and evaluation and management, which include specialist consultations and dental services (18% overturned).

Refinement of the service categories continued through 2018, yielding a more comprehensive list of services and pharmaceuticals for tracking decision outcomes. These categories also serve as a foundation for the IMR Search Tool, which features all 843,000 case decisions issued from 2013 to 2018. This year’s report lists rates of IMR decisions upheld and overturned for over 200 distinct medications and 160 specific medical services.

Changes in the Medical Treatment Utilization Schedule (MTUS) that took effect in 2018 include the new drug formulary and the update of several evidence-based guidelines. Expert reviewers for IMR apply these guidelines to their evaluations of medical necessity, citing the Chronic Pain, Low Back Disorders, and Opioid Guidelines most often.
Introduction

In September 2012, Governor Brown signed into legislation SB 863. This reform of the workers’ compensation system in California included Independent Medical Review (IMR), which went into effect January 1, 2013. IMR is an efficient, expedient process for resolving disputes over the appropriateness of medical treatment recommended by physicians for injured workers but rejected in the utilization review (UR) process. The expert reviewers follow the principles of evidence-based medicine to determine the medical necessity of the requested treatment. This report analyzes the progress in this program’s sixth year.

About IMR

A UR decision modifying or denying a treatment request because it is not medically necessary is final and in effect for one year unless it is overturned through IMR. The IMR process requires that appropriately qualified independent medical professionals determine the medical necessity of recommended treatment based on the Medical Treatment Utilization Schedule (MTUS).

To dispute a UR denial or modification on one or more requested treatments, injured workers or their legal representatives must, within 30 days, submit a signed IMR application that has been completed (except for the signature) by the UR claims administrator, along with a copy of the UR decision. Upon receipt of an eligible application, the Independent Medical Review Organization (IMRO) requests medical records from the claims administrator, the worker, the attorney (if the worker is represented), and the requesting physician.

After it receives the medical records, the IMRO assigns the case to an expert physician reviewer. Unless the case is terminated or withdrawn during the process, it is resolved when the assigned physician reviewer communicates the IMR decision(s) to the worker or representative, employer or insurer, and requesting physician in a Final Determination Letter (FDL). Copies of FDLs are publicly available on the DWC website.

The cost of IMR is borne by employers through direct payment to the IMRO. Maximus Federal Services has been the IMRO since the program’s inception in 2013 and is under contract to provide IMR through 2019.

For further information on the IMR process, see Appendix A.
Analysis of 2018 IMR Data

The IMRO provides the Division of Workers’ Compensation (DWC) with case and treatment data for all completed case decisions, which includes information directly from the IMR application; details on the types of treatment in review from the UR reports; and evidence cited by the expert reviewers in their determination of medical necessity. Some demographic information has been taken directly from the FDL, de-identified, and aggregated for review and analysis.

All treatment requests for cases issued in 2018 were assigned specific service categories, to assist with analysis of particular types of treatments and their medical necessity resolutions. Appendix I lists the frequency of requests and outcome ratios for broad categories, subcategories, and types of “clinical” (e.g., non-pharmaceutical) services. Appendix J contains the outcome ratios for drug classes and for particular medications requested most frequently.

Geographic regions were determined from the ZIP Code of the IMR application as listed in the case file. The ZIP Code was matched against the monthly US Postal ZIP Code Table identifying ZIP Codes by county. Counties were then grouped by region. (See Appendix E.)

IMR Program Enhancements in 2018

- DWC adopted a formulary that took effect January 1, 2018; it includes a listing of “exempt” drugs that are available without prospective UR. The formulary, along with the treatment guideline changes in the MTUS implemented in late 2017, provide evidence-based medical treatment recommendations for the care of California’s injured workers.

- Throughout 2018, the IMRO and the DWC developed enhanced procedures for data transmission. Metrics related to program activity are updated frequently, and IMR decisions continue to be added to the DWC IMR search tool in a timely manner.
Applications

In 2018, the IMRO received a total of 252,565 IMR applications, a number that is slightly higher than in 2017 (248,251) but, overall, similar to that received over the past several years. Compared to previous years, the number of eligible IMR applications continues to increase. (See Figure 1.)

As in previous years, over one in five applications (20.8%) were duplicates of applications previously received. (In 2017, 22.4% of all applications filed were duplicates.) After subtracting duplicate applications, the number of “unique” IMR applications received was 199,956, a monthly average of 16,663—consistent with the number in 2017 (16,044) and 2016 (16,335).

After an application is determined not to be a duplicate, it is screened for eligibility. In 2018, 185,783 eligible applications were processed by the IMRO, a monthly average of 15,482—continuing an increase in 2017 (14,593), 2016 (14,371), 2015 (13,785), and 2014 (11,888).

Figure 1: IMR Applications Received by Year, 2014–2018

$N = 252,565$ IMR applications received in 2018, of which 199,956 were unique applications, and 185,783 were eligible applications.

Source: DWC.
Ineligible IMR Applications

Over the past several years of the IMR program, applications determined to be ineligible have decreased in both the percentage of overall “unique” applications filed and volume.

Figure 2a: Ineligible Applications as Percentage of Unique Filings, 2014–2018

Figure 2b: Ineligible Applications by Volume, 2014-2018

An IMR application is ineligible if (1) it lacks the signature of the injured worker/representative; (2) it is not submitted within 30 days of service of the written UR decision; (3) the UR report is not attached to the application, or (4) the UR does not reflect a determination of medical necessity (Conditional Non-Certification).

Figure 2c: Reasons for IMR Ineligibility (All), 2018

N = 199,956 unique IMR applications received in 2018, of which 14,173 were ineligible. Source: DWC. See Appendix C for monthly totals by category.
The IMR Timeline

Timeliness of IMR Decisions
Standard IMR decisions must be issued within 30 days of receipt of the medical records and decisions for expedited applications within 72 hours. Of the 184,672 standard IMR decisions issued in 2018, nearly all (98.1%) were issued within this statutory time requirement. The monthly average length of time taken to issue a decision after the receipt of complete medical records was fourteen days at the beginning of 2018 and nine days by end of 2018.

Figure 3: Average Number of Days Taken to Complete Standard IMRs, 2017 & 2018

Source: DWC.

- The **Average Age from Assigned Date** means the average number of calendar days required to process an IMR from the mailing date of the Notice of Assignment and Request for Information (NOARFI) was mailed to the date the Final Determination Letter (FDL).
- The **Average Age from Complete Medical Records** means the average number of calendar days required to process an IMR from the date Maximus received all necessary records to the mailing date of the FDL.

Sixty-one (61) expedited cases were decided in 2018. The average length of time from receipt of application to issuance of decision was two days.

**Expedited Review**: UR or IMR conducted when the injured worker’s condition is such that the injured worker faces an imminent and serious threat to his or her health, including, but not limited to, the potential loss of life, limb, or other major bodily function, or the normal timeframe for the decision-making process would be detrimental to the injured worker’s life or health or could jeopardize the injured worker's permanent ability to regain maximum function. 8 CCR § 9792.6.1(j)
Final Determinations Issued: Standard Case Decisions

The IMRO issued 184,672 *standard* determinations in 2018, which is a 7.3% increase in volume of decisions over the previous year (172,145 in 2017). The IMRO issued 15,389 standard determinations each month on average in 2018. Of these case decisions, 39.4% (72,733) contained only pharmacy-related treatment requests and thus were eligible for the lower application fee, $345. (The standard application fee is currently $390.)

**Figure 4a: Final Determination Letters (Standard Case Decisions) by Year, 2014–2018**

**Figure 4b: Final Determination Letters (All) by Month, 2018**

*N* = 184,733 IMR case decisions issued January–December 2018.  
Source: DWC.
Who Files for IMR?

Worker Representation

In 2018, 175,740 (95.1%) of the 184,733 IMR decisions were for applications that listed representation for the injured worker—the same percentage as the previous year (95.1%). The ratio of case outcomes for represented and unrepresented applicants was similar.

Figure 5: Case Outcomes by Worker Representation Status

2018 Unrepresented

2018 Represented

N = 184,733 IMR case decisions issued January–December 2018. Applications listing representation for injured workers comprised 95.1% (175,740) of the decisions. There were 8,993 unrepresented cases with decisions. Source: DWC.

- **Overturned**: All the disputed items/services are medically necessary and appropriate.
- **Partially Overturned**: Some (not all) of the disputed items/services are medically necessary and appropriate.
- **Upheld**: None of the disputed items/services are medically necessary and appropriate.

Year of Injury

Case outcomes are also similar in terms of the age of the injury for which the IMR is filed. Cases in which the injury is recent, from a few years ago, and from several years ago were grouped into equivalent sample sizes, and the case outcomes were very similar.

Table 1: Case Outcomes by Age of Injury

<table>
<thead>
<tr>
<th>Date of Injury(Calendar Year)</th>
<th>Total</th>
<th>Overturned</th>
<th>Partially Overturned</th>
<th>Upheld</th>
<th>% Overturned</th>
<th>% Partially Overturned</th>
<th>% Upheld</th>
</tr>
</thead>
<tbody>
<tr>
<td>CY 2018</td>
<td>8,421</td>
<td>890</td>
<td>518</td>
<td>7,013</td>
<td>10.6%</td>
<td>6.2%</td>
<td>83.3%</td>
</tr>
<tr>
<td>CY 2012</td>
<td>9,045</td>
<td>848</td>
<td>556</td>
<td>7,641</td>
<td>9.4%</td>
<td>6.1%</td>
<td>84.5%</td>
</tr>
<tr>
<td>CY 2002-2003</td>
<td>7,398</td>
<td>712</td>
<td>440</td>
<td>6,246</td>
<td>9.6%</td>
<td>5.9%</td>
<td>84.4%</td>
</tr>
</tbody>
</table>

N = Stratified sample of 24,864 IMR case decisions issued January–December 2018. Source: DWC.
Geographic Region

The number of IMR case decisions issued in 2018 continues to be proportionate to the number of claims filed in the ten California geographic regions. As in the past several years, case decision outcomes were consistent across all geographic regions.

Figure 6: Case Outcomes by Geographic Region of Injured Workers, 2018

<table>
<thead>
<tr>
<th>Geographic Region</th>
<th>% Upheld</th>
<th>% Partially Overturned</th>
<th>% Overturned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bay Area</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Coast</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Valley</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eastern Sierra Foothills</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inland Empire</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Los Angeles</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>North State-Shasta</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sacramento Valley</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sacramento Valley (N.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>San Diego</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others/Out-of-State</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

N = 184,733 IMR case decisions issued January–December 2018.
Source: DWC.

Other Demographic Information

A sample of 2,500 IMR decisions analyzed concluded that applicants’ age and sex are representative for the injured worker population. Of the 2,500 randomly selected cases, the division between men and women was about even. The average age of injured workers in the sample is 53. (In 2017, the average injured worker age in a small sample of decisions was 52.)
Table 2: Case Outcomes by Age and Sex of Injured Worker

<table>
<thead>
<tr>
<th>Age</th>
<th>Sex</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youngest</td>
<td>Female</td>
<td>1,214</td>
</tr>
<tr>
<td>Average</td>
<td>Male</td>
<td>1,260</td>
</tr>
<tr>
<td>Oldest</td>
<td>Not Listed</td>
<td>26</td>
</tr>
</tbody>
</table>

* N = Random sample of 2,500 IMR case decisions issued January–December 2018. Source: DWC.

Medical Treatment in Dispute

Disputed Treatment Request

“Treatment request” refers to the medical treatment that was denied or modified in UR and challenged through the IMR process. IMR cases have one or more disputed treatments. In 2018, 360,124 treatment decisions were made in the 184,733 decided cases. Overall, 10.33% of these treatment request decisions were overturned, meaning the IMRO decided that the disputed service is medically necessary and appropriate. Conversely, a treatment request for a disputed service that is ultimately found not to be medically necessary and appropriate in IMR is “upheld.” The 10.33% overturn rate is an increase over the previous years, with 8.28% of disputed treatments overturned in 2017, and 8.40% overturned in 2016.

Figure 7: All Treatment Request Outcomes, 2017 and 2018

* N = 360,124 treatment requests from 184,733 IMR case decisions issued January–December 2018. Source: DWC.
Decisions by Treatment Category

Pharmaceuticals were the most common treatment category disputed in 2018 (41.7%). In 2017, they comprised 42.6% of requests. Diagnostic testing (MRIs, x-rays, etc.) was the second-most requested category of treatment review (16.3%). Requests for rehabilitation, which includes physical therapy, occupational therapy, and chiropractic, is the third-largest category (14.7%).

Figure 8a: Service Categories of Disputed Treatment Requests, 2018

* DMEPOS means durable medical equipment, prosthetics, orthotics and supplies.

Figure 8b: IMR Decisions by Treatment Category, 2018

N = 360,124 treatment requests from 184,733 IMR case decisions issued January–December 2018. Source: DWC.
Pharmaceuticals

- Nearly one of every three pharmaceutical requests (32.5%) in 2018 were for opioids, an increase over the previous year. Requests for muscle relaxants (13.7%) and topical analgesics (12.2%) were again the second- and third-most requested pharmaceuticals.
- The rate at which UR denials for opioids are overturned (9.8%) is close to that for all pharmaceuticals (10.3%) and all IMR treatment requests (10.3%).
- UR denials are overturned less frequently for muscle relaxants (4.1%) and topical analgesics (5.1%) than other pharmaceuticals. However, the overturn rate for these two drug classes is slightly higher than in 2017 (around 3%).

Figure 9a: Most Requested Pharmaceuticals, 2017 and 2018

Figure 9b: IMR Decisions of Most Requested Pharmaceuticals, 2018

Source: DWC
Note: See Appendix J for treatment request decisions for all drug classes.
IMR Decisions and Application of MTUS Treatment Guidelines

The MTUS includes medical treatment guidelines, a Medical Evidence Search Sequence, and a Methodology for Evaluating Medical Evidence to provide an evidence-based analytical framework for the treatment of work-related injuries. The MTUS assists medical providers in understanding which evidence-based treatments have been effective in providing improved medical outcomes. In making a determination of medical necessity for a requested treatment, IMR reviewers follow the guidance in the MTUS, which is updated regularly to remain current with the latest treatment recommendations.

**Figure 10: Application of MTUS Treatment Guidelines**

- Decisions based on recommendations within the MTUS Treatment Guidelines (266,067) - 26.1%
- Decisions based on recommendations solely outside of the MTUS Treatment Guidelines (94,057) - 73.9%

*N* = 360,124 treatment requests from 184,733 IMR case decisions issued January–December 2018. Source: DWC.
Physician Reviewers
Expert reviewers licensed in California evaluated more than six of every ten cases in 2018.

Figure 11: IMR Expert Reviewers by the State of License, 2018

![Pie chart showing 38.1% California and 61.9% Other State]

N = 184,733 IMR case decisions issued January–December 2018.
Source: DWC.

Although expert reviewers may have more than one board certification, cases are assigned based on the relevant specialty of the reviewer, determined by the issues in dispute during preliminary review. The expert reviewer does not need to have the same board certification as the requesting physician but is knowledgeable and qualified to review the requested treatment. Reviewers with ten common specialties were assigned the majority of cases.

Table 3: IMR Expert Reviewers by Board Certification/Relevant Specialty, 2018

<table>
<thead>
<tr>
<th>Board Certification</th>
<th>Total</th>
<th>% of Case Decisions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupational Medicine</td>
<td>40,733</td>
<td>22%</td>
</tr>
<tr>
<td>Physical Medicine &amp; Rehabilitation</td>
<td>33,384</td>
<td>18%</td>
</tr>
<tr>
<td>Family Practice</td>
<td>24,920</td>
<td>13%</td>
</tr>
<tr>
<td>Pain Management</td>
<td>18,156</td>
<td>10%</td>
</tr>
<tr>
<td>Orthopedic Surgery</td>
<td>14,820</td>
<td>8%</td>
</tr>
<tr>
<td>Emergency Medicine</td>
<td>11,359</td>
<td>6%</td>
</tr>
<tr>
<td>Internal Medicine</td>
<td>10,354</td>
<td>6%</td>
</tr>
<tr>
<td>Undersea &amp; Hyperbaric Medicine</td>
<td>5,140</td>
<td>3%</td>
</tr>
<tr>
<td>Rheumatology</td>
<td>4,336</td>
<td>2%</td>
</tr>
<tr>
<td>Surgical Critical Care</td>
<td>2,830</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>166,032</strong></td>
<td><strong>90%</strong></td>
</tr>
</tbody>
</table>

N = 184,733 IMR case decisions issued January–December 2018.
Source: DWC.
See Appendix L for complete list of Board Certifications and Relevant Specialties.
Conclusion and Future Directions

Activity for IMR remains steady as the program enters its seventh year. In 2018, the number of applications received by the IMRO (not counting duplicates) and the number of case decisions issued increased slightly over those in the previous calendar year. This reversed a trend in 2017, when the number of case decisions issued decreased for the first time in a year-to-year comparison. IMR remains an expedient, efficient means of resolution for medical necessity disputes in California's workers' compensation system.

- Most of the applications (not counting duplicates) filed are determined to be eligible for IMR (93%), and the number of ineligible applications filed continues to decrease—with a monthly average of 1,181, less than half that of three years earlier (2,527 in 2015).
- By the end of 2018, reviews were being completed within nine days of the IMRO’s receipt of the medical records relevant to the cases, well before the statutory maximum of 30 days.
- In the first full year of the significant updating of the MTUS and the addition of the drug formulary, the average rate of overturn for treatment request denials noticeably increased, from 8% in 2017 to 10% in 2018. This increase occurred across the service categories.

The DWC website continues to provide all stakeholders and the public with substantial resources for the IMR program. Along with the previous IMR Annual Reports, presentations, and monthly program updates, the IMR Search Tool offers opportunities for training and education, with access to all IMR decisions issued since SB 863 went into effect in 2013.

Since February 2019, upon the finalization of an agreement with the Reed Group, the DWC has been able to provide healthcare professionals involved the California Workers’ Compensation System free access to evidence-based recommendations incorporated into the MTUS – the same guidelines used by UR and IMR physicians.

Recent updates in the MTUS address workplace mental health. The first guideline in the series will cover posttraumatic stress disorder. In 2019, the DWC will update its online MTUS Physician Education Module to include the drug formulary and other recent changes.

The IMRO continues to develop the functionality of its portal. Plans for this year include expanding access for injured workers and attorneys, with continued expansion of dashboard reports, online IMR application requests, and invoicing for claims administrators.

Finally, the DWC continues to advance the use of technology in workers' compensation with the testing and adopting of rules for the electronic submission of UR data and the Doctor’s First Report, which will have a positive impact on the administration of the IMR program.
Appendices

Appendix A: The Independent Medical Review Process

- **Standard Review Process**
- **Optional Review Process**

**UTILIZATION REVIEW (UR):** Medical treatment is denied or modified, or decision is delayed*

Injured worker or representative files application for Independent Medical Review (IMR)

Independent Medical Review Organization (IMRO) conducts preliminary review

If application is eligible, IMRO requests medical records from claims administrator and/or employer

IMRO assigns case to Physician Reviewer

**IMR Terminated (treatment no longer needed, request withdrawn, etc.)***

**Final Determination Letter issued and sent to all parties†**

If eligibility is questioned, IMR application routed to DWC

DWC issues Ineligibility Determination† for:
- Liability dispute
- Conditionally non-certified*
- No signature
- Untimely filing

* Treatment decisions may be delayed if physician or claims administrator has not provided the information requested. This is referred to as “conditionally non-certified.”

† Closed cases
### Appendix B: IMR Applications Received by Month

<table>
<thead>
<tr>
<th>Month</th>
<th>Total Apps</th>
<th>Unique</th>
<th>Eligible</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>19,896</td>
<td>15,984</td>
<td>14,606</td>
</tr>
<tr>
<td>February</td>
<td>21,327</td>
<td>16,953</td>
<td>15,664</td>
</tr>
<tr>
<td>March</td>
<td>23,310</td>
<td>18,402</td>
<td>17,065</td>
</tr>
<tr>
<td>April</td>
<td>22,828</td>
<td>17,431</td>
<td>16,109</td>
</tr>
<tr>
<td>May</td>
<td>22,613</td>
<td>17,759</td>
<td>16,464</td>
</tr>
<tr>
<td>June</td>
<td>21,306</td>
<td>16,771</td>
<td>15,601</td>
</tr>
<tr>
<td>July</td>
<td>20,695</td>
<td>16,365</td>
<td>15,311</td>
</tr>
<tr>
<td>August</td>
<td>22,285</td>
<td>17,833</td>
<td>16,624</td>
</tr>
<tr>
<td>September</td>
<td>18,678</td>
<td>14,868</td>
<td>13,842</td>
</tr>
<tr>
<td>October</td>
<td>21,778</td>
<td>17,446</td>
<td>16,368</td>
</tr>
<tr>
<td>November</td>
<td>19,881</td>
<td>15,863</td>
<td>14,802</td>
</tr>
<tr>
<td>December</td>
<td>17,968</td>
<td>14,281</td>
<td>13,327</td>
</tr>
<tr>
<td>Total</td>
<td>252,565</td>
<td>199,956</td>
<td>185,783</td>
</tr>
</tbody>
</table>

*N = 252,565 IMR applications received in 2018, of which 199,956 were unique applications, and 185,783 were eligible applications*

Source: DWC.
Appendix C: Ineligible Applications by Month

<table>
<thead>
<tr>
<th>Month</th>
<th>No Signature</th>
<th>No UR</th>
<th>No Sig and UR</th>
<th>Untimely</th>
<th>CNC*</th>
<th>Other</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>69</td>
<td>356</td>
<td>14</td>
<td>347</td>
<td>435</td>
<td>157</td>
<td>1,378</td>
</tr>
<tr>
<td>Feb</td>
<td>72</td>
<td>445</td>
<td>18</td>
<td>273</td>
<td>307</td>
<td>174</td>
<td>1,289</td>
</tr>
<tr>
<td>Mar</td>
<td>105</td>
<td>435</td>
<td>18</td>
<td>312</td>
<td>308</td>
<td>159</td>
<td>1,337</td>
</tr>
<tr>
<td>Apr</td>
<td>84</td>
<td>414</td>
<td>19</td>
<td>289</td>
<td>323</td>
<td>193</td>
<td>1,322</td>
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<td>12</td>
<td>302</td>
<td>288</td>
<td>192</td>
<td>1,295</td>
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<td>141</td>
<td>339</td>
<td>14</td>
<td>279</td>
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<td>166</td>
<td>1,170</td>
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<td>Jul</td>
<td>78</td>
<td>327</td>
<td>11</td>
<td>282</td>
<td>257</td>
<td>99</td>
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<tr>
<td>Aug</td>
<td>64</td>
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<td>15</td>
<td>271</td>
<td>312</td>
<td>178</td>
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<tr>
<td>Sep</td>
<td>58</td>
<td>301</td>
<td>14</td>
<td>298</td>
<td>226</td>
<td>129</td>
<td>1,026</td>
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<tr>
<td>Oct</td>
<td>97</td>
<td>317</td>
<td>16</td>
<td>245</td>
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<td>Dec</td>
<td>61</td>
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<td>17</td>
<td>253</td>
<td>211</td>
<td>114</td>
<td>954</td>
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<tr>
<td>Total</td>
<td>1,018</td>
<td>4,283</td>
<td>181</td>
<td>3,403</td>
<td>3,434</td>
<td>1,814</td>
<td>14,133**</td>
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</table>

% of Total    7.2%   30.3%   1.3%   24.1%   24.3%   12.8%   100.0%

*N = 199,956 unique IMR applications received in 2018, of which 14,173 were ineligible.
Source: DWC.

*CNC: Conditionally noncertified decision: A UR decision that has been denied because the treating physician has not provided the medical information requested by the claims administrator that is required to make a medical necessity determination on the treatment recommendation.

**Forty (40) ineligible applications not included. Disposition information not available at time of reporting.

Appendix D: Final Determination Letters (Case Decisions) Issued by Month

<table>
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<th>Month</th>
<th>Total</th>
<th>Month</th>
<th>Total</th>
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<td>August</td>
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<td>September</td>
<td>14,415</td>
</tr>
<tr>
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<td>15,211</td>
<td>October</td>
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</tr>
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<td>November</td>
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<tr>
<td>June</td>
<td>15,616</td>
<td>December</td>
<td>14,705</td>
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*N = 184,733 IMR case decisions issued January–December 2018.
Source: DWC.
## Appendix E: Geographic Regions Defined by Constituent Counties

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<th>County</th>
<th>Region</th>
<th>County</th>
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<td></td>
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<td>Los Angeles</td>
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<td>San Mateo</td>
<td>Del Norte</td>
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<td></td>
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<td>Humboldt</td>
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<td></td>
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<td>Lake</td>
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<td>Lassen</td>
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<td>Mendocino</td>
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</tr>
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<td>San Benito</td>
<td>Modoc</td>
<td></td>
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<td></td>
<td>San Luis Obispo</td>
<td>Plumas</td>
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<tr>
<td></td>
<td>Santa Barbara</td>
<td>Shasta</td>
<td></td>
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<td></td>
<td>Santa Cruz</td>
<td>Sierra</td>
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<td>North State / Shasta</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Kern</td>
<td>Trinity</td>
<td></td>
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<tr>
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<td>Butte</td>
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<td>Merced</td>
<td>Glenn</td>
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<tr>
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<td>San Joaquin</td>
<td>Sutter</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Stanislaus</td>
<td>Tehama</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tulare</td>
<td>Yuba</td>
<td></td>
</tr>
<tr>
<td>Eastern Sierra Foothills</td>
<td>Alpine</td>
<td>Sacramento Valley - North</td>
<td>Butte</td>
</tr>
<tr>
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<td></td>
<td></td>
<td>Colusa</td>
</tr>
<tr>
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<td></td>
<td></td>
<td>Glenn</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Sutter</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Tehama</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Yuba</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sacramento Valley - South</td>
<td>Sacramento</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Yolo</td>
</tr>
<tr>
<td></td>
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<td></td>
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<td>San Diego</td>
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Appendix F: Geographic Distribution of IMR Case Decisions

<table>
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<tr>
<th>Region</th>
<th>Total</th>
<th>Upheld</th>
<th>Partially Overturned</th>
<th>Overturned</th>
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<tr>
<td>Bay Area</td>
<td>39,231</td>
<td>32,922</td>
<td>4,155</td>
<td>2,154</td>
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<tr>
<td>Central Coast</td>
<td>13,581</td>
<td>11,245</td>
<td>1,442</td>
<td>894</td>
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<td>19,488</td>
<td>2,036</td>
<td>1,321</td>
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<td>419</td>
<td>236</td>
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<td>Inland Empire</td>
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<td>27,868</td>
<td>2,993</td>
<td>1,971</td>
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<td>Los Angeles</td>
<td>42,041</td>
<td>36,312</td>
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<td>322</td>
<td>119</td>
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<td>Sacramento Valley</td>
<td>9,497</td>
<td>7,816</td>
<td>1,132</td>
<td>549</td>
</tr>
<tr>
<td>Sacramento Valley (N.)</td>
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<td>2,608</td>
<td>278</td>
<td>164</td>
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<td>10,368</td>
<td>8,612</td>
<td>1,183</td>
<td>573</td>
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<td>Others/Out-of-State</td>
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<td>3,625</td>
<td>375</td>
<td>164</td>
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<td><strong>TOTAL</strong></td>
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<td>156,519</td>
<td>17,629</td>
<td>10,580</td>
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** Five (5) cases not included. Location information not available at time of reporting.

Appendix G: IMR Case-Level Results, Represented and Unrepresented

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<tr>
<th>Case Decision</th>
<th>Represented</th>
<th>Unrepresented</th>
<th>Total</th>
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<td>970</td>
<td>17,631</td>
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<tr>
<td>Partial Overturn</td>
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<td>486</td>
<td>10,583</td>
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<td>Upheld</td>
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<td>156,521</td>
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<td><strong>Total</strong></td>
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<td>8,993</td>
<td>184,733</td>
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Appendix H: Case Decisions Issued in 2018 by Date of Injury

<table>
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<tr>
<th>Year of Injury</th>
<th>Total IMR Cases 2018</th>
<th>Year of Injury</th>
<th>Total IMR Cases 2018</th>
<th>Year of Injury</th>
<th>Total IMR Cases 2018</th>
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<td>CY 2018</td>
<td>8,421</td>
<td>CY 2011</td>
<td>7,563</td>
<td>CY 2004</td>
<td>3,150</td>
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<td>CY 2017</td>
<td>29,965</td>
<td>CY 2010</td>
<td>6,687</td>
<td>CY 2003</td>
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<td>CY 2016</td>
<td>26,790</td>
<td>CY 2009</td>
<td>5,345</td>
<td>CY 2002</td>
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<td>CY 2013</td>
<td>10,804</td>
<td>CY 2006</td>
<td>3,678</td>
<td>CY 1999</td>
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<td>CY 2012</td>
<td>9,045</td>
<td>CY 2005</td>
<td>3,234</td>
<td>Before CY 1999</td>
<td>11,720</td>
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N = 184,733 IMR case decisions issued January–December 2018. 
Source: DWC.
## Appendix I: IMR Decisions by Treatment Category (Clinical Services)

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<tr>
<th>Diagnostic Testing</th>
<th># Requests</th>
<th>Overturned</th>
<th>% Overturn</th>
<th>Upheld</th>
<th>% Upholds</th>
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<td><strong>EMG/NCV/NCS</strong></td>
<td>7,275</td>
<td>826</td>
<td>11.4%</td>
<td>6,449</td>
<td>88.6%</td>
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<td>- Electromyography (EMG)</td>
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<td>600</td>
<td>12.0%</td>
<td>4,392</td>
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<td>- Nerve Conduction Velocity (NCV)</td>
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<tr>
<td>- Other nerve tests</td>
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<td>455</td>
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<td>88.8%</td>
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<td>- Angiogram</td>
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<td>5</td>
<td>21.7%</td>
<td>18</td>
<td>78.3%</td>
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<td>- Arteriogram</td>
<td>5</td>
<td>1</td>
<td>20.0%</td>
<td>4</td>
<td>80.0%</td>
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<td>- Arthrogram</td>
<td>326</td>
<td>75</td>
<td>23.0%</td>
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<td>- Bone Scan</td>
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<td>19.3%</td>
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<td>12.3%</td>
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<td>-</td>
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<td>- Echocardiogram</td>
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<td>- Fluoroscopy</td>
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<td>- MRI (magnetic resonance imaging)</td>
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<td>- Ultrasound</td>
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<td>92.6%</td>
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<td>- Other imaging</td>
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<td><strong>Lab &amp; Pathology</strong></td>
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<td>91.0%</td>
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<td>- Blood Chemistry</td>
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<td>- Complete Blood Count (CBC)</td>
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<td>94.0%</td>
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<td>9.5%</td>
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<td>90.5%</td>
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<td>94.2%</td>
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<td>6.7%</td>
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<td>- Urine Drug Screen</td>
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<td>79.7%</td>
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<td>94.7%</td>
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<td>91.9%</td>
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<td>25.0%</td>
<td>12</td>
<td>75.0%</td>
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<td>- Electrocardiogram (EKG)</td>
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<td>12.4%</td>
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<td>87.6%</td>
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<td>DMEPOS</td>
<td># Requests</td>
<td>Overturned</td>
<td>% Overturn</td>
<td>Upheld</td>
<td>% Upholds</td>
</tr>
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<td>--------------------------------------------</td>
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<td>------------</td>
<td>------------</td>
<td>--------</td>
<td>-----------</td>
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<td><strong>Durable Medical Equipment (DME)</strong></td>
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<td>- Continual Passive Motion (CPM) Device</td>
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<td>12.5%</td>
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<td>87.5%</td>
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<td>- Hot/Cold Compression Unit</td>
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<td>4.7%</td>
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<td>9</td>
<td>90.0%</td>
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<td>- Lift Chair</td>
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<td>5.6%</td>
<td>34</td>
<td>94.4%</td>
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<td>9.0%</td>
<td>101</td>
<td>91.0%</td>
</tr>
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<td>- Traction Unit</td>
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<td>5.6%</td>
<td>221</td>
<td>94.4%</td>
</tr>
<tr>
<td>- Treadmill</td>
<td>5</td>
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<tr>
<td>- Other DME</td>
<td>7,738</td>
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<td><strong>Electrical Stimulation</strong></td>
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<tr>
<td>- Combo, e-stim other</td>
<td>55</td>
<td>4</td>
<td>7.3%</td>
<td>51</td>
<td>92.7%</td>
</tr>
<tr>
<td>- E-stim Supplies</td>
<td>928</td>
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<td>10.7%</td>
<td>829</td>
<td>89.3%</td>
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<tr>
<td>- H-Wave Unit</td>
<td>1,461</td>
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<td>1,230</td>
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</tr>
<tr>
<td>- Inferential Unit</td>
<td>623</td>
<td>31</td>
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<td>592</td>
<td>95.0%</td>
</tr>
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<td>- TENS Unit</td>
<td>3,150</td>
<td>295</td>
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<td>- Other electrical stimulation</td>
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<td>780</td>
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<tr>
<td><strong>Prosthetics / Orthotics</strong></td>
<td>5,107</td>
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<td>- Brace</td>
<td>3,520</td>
<td>360</td>
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<tr>
<td>- Collar</td>
<td>363</td>
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<td>93.7%</td>
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<tr>
<td>- Lumbar Support</td>
<td>462</td>
<td>18</td>
<td>3.9%</td>
<td>444</td>
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</tr>
<tr>
<td>- Orthotics</td>
<td>649</td>
<td>99</td>
<td>15.3%</td>
<td>550</td>
<td>84.7%</td>
</tr>
<tr>
<td>- Other prosthetics/orthotics</td>
<td>113</td>
<td>22</td>
<td>19.5%</td>
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<td><strong>Supplies</strong></td>
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<td>5,806</td>
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<td>- Batteries</td>
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<td>163</td>
<td>91.6%</td>
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<td>- Bone Growth Stimulator</td>
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<td>- Cane</td>
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<td>123</td>
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<td>- Commodes</td>
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<td>4.4%</td>
<td>329</td>
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<td>- Crutches</td>
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<td>502</td>
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<tr>
<td>- Electrodes</td>
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<td>577</td>
<td>89.5%</td>
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<td>- Pain Pump</td>
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<tr>
<td>- Pillow</td>
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<td>19.4%</td>
<td>83</td>
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<tr>
<td>- Sling</td>
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<td>89</td>
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<td>885</td>
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<td>- ThermaCare Heat Patch</td>
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<td>53</td>
<td>79.1%</td>
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<tr>
<td>- Walker</td>
<td>717</td>
<td>65</td>
<td>9.1%</td>
<td>652</td>
<td>90.9%</td>
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<td>- Wheel Chair (includes service, repair, product replacement)</td>
<td>145</td>
<td>30</td>
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<td>79.3%</td>
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<tr>
<td>Evaluation &amp; Management</td>
<td># Requests</td>
<td>Overturned</td>
<td>% Overturn</td>
<td>Upheld</td>
<td>% Upholds</td>
</tr>
<tr>
<td>-------------------------</td>
<td>------------</td>
<td>------------</td>
<td>------------</td>
<td>--------</td>
<td>----------</td>
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<tr>
<td>Dental Service</td>
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<td>Evaluation and Management</td>
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<td>- Office Visit</td>
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<td>2,015</td>
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<td>- Transfer of Care</td>
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<td>28</td>
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<td>- Treatment Progress Report</td>
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<td>-</td>
<td>5</td>
<td>100%</td>
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<td>- Workplace Ergonomic Evaluation</td>
<td>30</td>
<td>13</td>
<td>43.3%</td>
<td>17</td>
<td>56.7%</td>
</tr>
<tr>
<td>- Other evaluation / management service</td>
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<td>28</td>
<td>21.4%</td>
<td>103</td>
<td>78.6%</td>
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<tr>
<td>Medical Specialties</td>
<td>10,869</td>
<td>1,963</td>
<td>18.1%</td>
<td>8,906</td>
<td>81.9%</td>
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<tr>
<td>- Anesthesiology</td>
<td>721</td>
<td>57</td>
<td>7.9%</td>
<td>664</td>
<td>92.1%</td>
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<tr>
<td>- Consult (unspecified)</td>
<td>1,491</td>
<td>354</td>
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<td>1,137</td>
<td>76.3%</td>
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<tr>
<td>- Follow-ups</td>
<td>605</td>
<td>150</td>
<td>24.8%</td>
<td>455</td>
<td>75.2%</td>
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<tr>
<td>- Internal Medicine</td>
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<td>12.8%</td>
<td>109</td>
<td>87.2%</td>
</tr>
<tr>
<td>- Medical Clearance</td>
<td>1,704</td>
<td>131</td>
<td>7.7%</td>
<td>1,573</td>
<td>92.3%</td>
</tr>
<tr>
<td>- Medical Toxicology</td>
<td>101</td>
<td>21</td>
<td>20.8%</td>
<td>80</td>
<td>79.2%</td>
</tr>
<tr>
<td>- Medication Management</td>
<td>365</td>
<td>75</td>
<td>20.5%</td>
<td>290</td>
<td>79.5%</td>
</tr>
<tr>
<td>- Neurological Surgery</td>
<td>51</td>
<td>11</td>
<td>21.6%</td>
<td>40</td>
<td>78.4%</td>
</tr>
<tr>
<td>- Neurology</td>
<td>250</td>
<td>81</td>
<td>32.4%</td>
<td>169</td>
<td>67.6%</td>
</tr>
<tr>
<td>- Ophthalmology</td>
<td>72</td>
<td>25</td>
<td>34.7%</td>
<td>47</td>
<td>65.3%</td>
</tr>
<tr>
<td>- Orthopedics</td>
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<td>23.8%</td>
<td>660</td>
<td>76.2%</td>
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<tr>
<td>- Orthopedic Surgery</td>
<td>33</td>
<td>9</td>
<td>27.3%</td>
<td>24</td>
<td>72.7%</td>
</tr>
<tr>
<td>- Pain Management</td>
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<td>395</td>
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<td>1,203</td>
<td>75.3%</td>
</tr>
<tr>
<td>- Physical Medicine &amp; Rehabilitation</td>
<td>953</td>
<td>110</td>
<td>11.5%</td>
<td>843</td>
<td>88.5%</td>
</tr>
<tr>
<td>- Podiatry</td>
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<td>17</td>
<td>21.0%</td>
<td>64</td>
<td>79.0%</td>
</tr>
<tr>
<td>- Psychiatry</td>
<td>273</td>
<td>42</td>
<td>15.4%</td>
<td>231</td>
<td>84.6%</td>
</tr>
<tr>
<td>- Sleep Evaluation</td>
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<td>16</td>
<td>7.0%</td>
<td>212</td>
<td>93.0%</td>
</tr>
<tr>
<td>- Surgery (referral)</td>
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<td>85</td>
<td>21.7%</td>
<td>307</td>
<td>78.3%</td>
</tr>
<tr>
<td>- Urology (Consult)</td>
<td>53</td>
<td>20</td>
<td>37.7%</td>
<td>33</td>
<td>62.3%</td>
</tr>
<tr>
<td>- Other medical specialties</td>
<td>907</td>
<td>142</td>
<td>15.7%</td>
<td>765</td>
<td>84.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Home Health &amp; Transportation</th>
<th># Requests</th>
<th>Overturned</th>
<th>% Overturn</th>
<th>Upheld</th>
<th>% Upholds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Health services</td>
<td>1,817</td>
<td>150</td>
<td>8.3%</td>
<td>1,667</td>
<td>91.7%</td>
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<tr>
<td>Transportation services</td>
<td>573</td>
<td>42</td>
<td>7.3%</td>
<td>531</td>
<td>92.7%</td>
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</table>
## Injection

<table>
<thead>
<tr>
<th>Peripheral</th>
<th># Requests</th>
<th>Overturned</th>
<th>% Overturn</th>
<th>Upheld</th>
<th>% Upholds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Injection</td>
<td>8,771</td>
<td>1,055</td>
<td>12.0%</td>
<td>7,716</td>
<td>88.0%</td>
</tr>
<tr>
<td>- Botox</td>
<td>200</td>
<td>41</td>
<td>20.5%</td>
<td>159</td>
<td>79.5%</td>
</tr>
<tr>
<td>- Corticosteroid</td>
<td>94</td>
<td>21</td>
<td>22.3%</td>
<td>73</td>
<td>77.7%</td>
</tr>
<tr>
<td>- Injection – Ankle</td>
<td>126</td>
<td>14</td>
<td>11.1%</td>
<td>112</td>
<td>88.9%</td>
</tr>
<tr>
<td>- Injection – Elbow</td>
<td>261</td>
<td>49</td>
<td>18.8%</td>
<td>212</td>
<td>81.2%</td>
</tr>
<tr>
<td>- Injection – Foot</td>
<td>77</td>
<td>12</td>
<td>15.6%</td>
<td>65</td>
<td>84.4%</td>
</tr>
<tr>
<td>- Injection – Hand</td>
<td>78</td>
<td>14</td>
<td>17.9%</td>
<td>64</td>
<td>82.1%</td>
</tr>
<tr>
<td>- Injection – Hip</td>
<td>249</td>
<td>54</td>
<td>21.7%</td>
<td>195</td>
<td>78.3%</td>
</tr>
<tr>
<td>- Injection – Knee</td>
<td>1,342</td>
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<td>11.3%</td>
<td>1,190</td>
<td>88.7%</td>
</tr>
<tr>
<td>- Injection – Shoulder</td>
<td>883</td>
<td>131</td>
<td>14.8%</td>
<td>752</td>
<td>85.2%</td>
</tr>
<tr>
<td>- Injection – Wrist</td>
<td>176</td>
<td>39</td>
<td>22.2%</td>
<td>137</td>
<td>77.8%</td>
</tr>
<tr>
<td>- Nerve Block</td>
<td>1,215</td>
<td>149</td>
<td>12.3%</td>
<td>1,066</td>
<td>87.7%</td>
</tr>
<tr>
<td>- PRP</td>
<td>1,211</td>
<td>54</td>
<td>4.5%</td>
<td>1,157</td>
<td>95.5%</td>
</tr>
<tr>
<td>- Steroid</td>
<td>206</td>
<td>26</td>
<td>12.6%</td>
<td>180</td>
<td>87.4%</td>
</tr>
<tr>
<td>- Synvisc</td>
<td>483</td>
<td>25</td>
<td>5.2%</td>
<td>458</td>
<td>94.8%</td>
</tr>
<tr>
<td>- Trigger Point</td>
<td>1,982</td>
<td>260</td>
<td>13.1%</td>
<td>1,722</td>
<td>86.9%</td>
</tr>
<tr>
<td>- Viscosupplementation</td>
<td>183</td>
<td>13</td>
<td>7.1%</td>
<td>170</td>
<td>92.9%</td>
</tr>
<tr>
<td>- Other peripheral</td>
<td>5</td>
<td>1</td>
<td>20.0%</td>
<td>4</td>
<td>80.0%</td>
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</tbody>
</table>

## Spine 15,110 | 1,512 | 10.0% | 13,598 | 90.0% |

<table>
<thead>
<tr>
<th>Spine</th>
<th># Requests</th>
<th>Overturned</th>
<th>% Overturn</th>
<th>Upheld</th>
<th>% Upholds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caudal Epidural</td>
<td>316</td>
<td>40</td>
<td>12.7%</td>
<td>276</td>
<td>87.3%</td>
</tr>
<tr>
<td>Cervical injection</td>
<td>822</td>
<td>45</td>
<td>5.5%</td>
<td>777</td>
<td>94.5%</td>
</tr>
<tr>
<td>Epidural</td>
<td>4,341</td>
<td>412</td>
<td>9.5%</td>
<td>3,929</td>
<td>90.5%</td>
</tr>
<tr>
<td>Facet</td>
<td>1,692</td>
<td>115</td>
<td>6.8%</td>
<td>1,577</td>
<td>93.2%</td>
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<tr>
<td>LESI (Lumbar Epidural Steroid Inj.)</td>
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<td>300</td>
<td>12.0%</td>
<td>2,204</td>
<td>88.0%</td>
</tr>
<tr>
<td>Lumbar injection (non-steroid)</td>
<td>243</td>
<td>21</td>
<td>8.6%</td>
<td>222</td>
<td>91.4%</td>
</tr>
<tr>
<td>Medial Branch Block</td>
<td>2,166</td>
<td>190</td>
<td>8.8%</td>
<td>1,976</td>
<td>91.2%</td>
</tr>
<tr>
<td>Sacroiliac</td>
<td>1,080</td>
<td>112</td>
<td>10.4%</td>
<td>968</td>
<td>89.6%</td>
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<tr>
<td>Transforaminal injection</td>
<td>1,918</td>
<td>273</td>
<td>14.2%</td>
<td>1,645</td>
<td>85.8%</td>
</tr>
<tr>
<td>Other spine</td>
<td>28</td>
<td>4</td>
<td>14.3%</td>
<td>24</td>
<td>85.7%</td>
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</table>

## Other Injections 1,745 | 222 | 12.7% | 1,523 | 87.3% |

## Programs

<table>
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<th># Requests</th>
<th>Overturned</th>
<th>% Overturn</th>
<th>Upheld</th>
<th>% Upholds</th>
</tr>
</thead>
<tbody>
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<td>Chronic Pain Program</td>
<td>106</td>
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<td>24.5%</td>
<td>80</td>
<td>75.5%</td>
</tr>
<tr>
<td>Detox</td>
<td>47</td>
<td>10</td>
<td>21.3%</td>
<td>37</td>
<td>78.7%</td>
</tr>
<tr>
<td>Functional Restoration</td>
<td>1,847</td>
<td>434</td>
<td>23.5%</td>
<td>1,413</td>
<td>76.5%</td>
</tr>
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<td>Gym Membership</td>
<td>637</td>
<td>11</td>
<td>1.7%</td>
<td>626</td>
<td>98.3%</td>
</tr>
<tr>
<td>Interpreter</td>
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<td>2</td>
<td>28.6%</td>
<td>5</td>
<td>71.4%</td>
</tr>
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<td>Weight Loss Program</td>
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<td>90.3%</td>
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<tr>
<td>Work Conditioning</td>
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<td>9.0%</td>
<td>252</td>
<td>91.0%</td>
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<tr>
<td>Work Hardening</td>
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<td>8.9%</td>
<td>185</td>
<td>91.1%</td>
</tr>
<tr>
<td>Other programs</td>
<td>63</td>
<td>9</td>
<td>14.3%</td>
<td>54</td>
<td>85.7%</td>
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</table>

27
## Behavioral & Mental Health Services

<table>
<thead>
<tr>
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<th># Requests</th>
<th>Overturned</th>
<th>% Overturn</th>
<th>Upheld</th>
<th>% Upholds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beck Anxiety and/or Depression Inventories</td>
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<td>10.5%</td>
<td>94</td>
<td>89.5%</td>
</tr>
<tr>
<td>Psychiatrist</td>
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<td>80</td>
<td>27.5%</td>
<td>211</td>
<td>72.5%</td>
</tr>
<tr>
<td>Psychologist</td>
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<td>Other evaluation</td>
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### Therapies

<table>
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<th>% Overturn</th>
<th>Upheld</th>
<th>% Upholds</th>
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<td>11</td>
<td>10.5%</td>
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<td>27.5%</td>
<td>211</td>
<td>72.5%</td>
</tr>
<tr>
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<td>342</td>
<td>21.0%</td>
<td>1,288</td>
<td>79.0%</td>
</tr>
<tr>
<td>Other evaluation</td>
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<td><strong>23.0%</strong></td>
<td><strong>1,507</strong></td>
<td><strong>77.0%</strong></td>
</tr>
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<td>19.6%</td>
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<td>80.4%</td>
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<tr>
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<td>272</td>
<td>26.0%</td>
<td>773</td>
<td>74.0%</td>
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<tr>
<td>Group Therapy</td>
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<td>81.3%</td>
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<tr>
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<td>82.8%</td>
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<tr>
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## Rehabilitation

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<th>Rehabilitation Type</th>
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<th>Upheld</th>
<th>% Upholds</th>
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</tr>
<tr>
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<td>12,298</td>
<td>92.5%</td>
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<tr>
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<td>% Overturn</td>
<td>Upheld</td>
<td>% Upholds</td>
</tr>
<tr>
<td>------------------------------</td>
<td>------------</td>
<td>------------</td>
<td>------------</td>
<td>--------</td>
<td>-----------</td>
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<tr>
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<td>- Surgery – Elbow</td>
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</tr>
<tr>
<td>- Surgery – Hip</td>
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<td>9.1%</td>
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<td>90.9%</td>
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<tr>
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<td>19</td>
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<td>8.3%</td>
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<td>9.7%</td>
<td>232</td>
<td>90.3%</td>
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<td>- Radiofrequency Ablation</td>
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<td>95.2%</td>
</tr>
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<td>- Spine Surgery, other</td>
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<td>468</td>
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<td>- Other surgery</td>
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<td>91.4%</td>
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<td>- Hand Surgeon</td>
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<td>41</td>
<td>69.5%</td>
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<tr>
<td>- Neurological Surgeon</td>
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<td>92</td>
<td>81.4%</td>
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<td>- Preoperative (Surgical)</td>
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<td>93.2%</td>
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<td>- Clearance</td>
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<td>- Vascular Surgeon</td>
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<td>8.3%</td>
<td>11</td>
<td>91.7%</td>
</tr>
<tr>
<td>- Other surgeon</td>
<td>64</td>
<td>7</td>
<td>10.9%</td>
<td>57</td>
<td>89.1%</td>
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</tbody>
</table>

Source: DWC.
Appendix J: IMR Decisions for Treatment Requests by Drug Class

- Brand names are distinguished from their generic counterparts by the ALL CAPS typeface.
- Both generic and brand name pharmaceuticals are listed based on the frequency of the specified pharmaceutical requests from the utilization review reports and IMR applications.
- For large drug classes, such as Opioids, all individual generic and/or brand names with at least 75 requests (e.g., 0.05% of all pharma) are listed below. For more information on a particular generic and/or brand name drug not listed, please visit the DWC IMR search tool.

<table>
<thead>
<tr>
<th>Drug Class</th>
<th># Requests</th>
<th>Overturned</th>
<th>% Overturn</th>
<th>Upheld</th>
<th>% Upholds</th>
</tr>
</thead>
<tbody>
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<td>Alpha-blockers</td>
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<td>15</td>
<td>22.4%</td>
<td>52</td>
<td>77.6%</td>
</tr>
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<td>Androgens and Anabolic Steroids</td>
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<td>22</td>
<td>20.6%</td>
<td>85</td>
<td>79.4%</td>
</tr>
<tr>
<td>Anesthetics</td>
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<td>7</td>
<td>15.2%</td>
<td>39</td>
<td>84.8%</td>
</tr>
<tr>
<td>Antacids</td>
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<td>3</td>
<td>14.3%</td>
<td>18</td>
<td>85.7%</td>
</tr>
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<td>Anti-coagulants</td>
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<td>23</td>
<td>16.1%</td>
<td>120</td>
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<td>74.6%</td>
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<td>132</td>
<td>28.4%</td>
<td>333</td>
<td>71.6%</td>
</tr>
<tr>
<td>- Bupropion</td>
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<td>22.3%</td>
<td>230</td>
<td>77.7%</td>
</tr>
<tr>
<td>- CELEXA</td>
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<td>21.9%</td>
<td>75</td>
<td>78.1%</td>
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<td>- CYMBALTA</td>
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<td>20.2%</td>
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<td>79.8%</td>
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<td>- Doxepin</td>
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<td>22.5%</td>
<td>107</td>
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</tr>
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<td>450</td>
<td>70.4%</td>
</tr>
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<td>- EFFEXOR (including XR)</td>
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<td>103</td>
<td>74.1%</td>
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<tr>
<td>- ELAVIL</td>
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<td>21.9%</td>
<td>164</td>
<td>78.1%</td>
</tr>
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<td>- Escitalopram</td>
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<td>29.9%</td>
<td>54</td>
<td>70.1%</td>
</tr>
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<td>26.3%</td>
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<td>73.7%</td>
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<td>- LEXAPRO</td>
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<td>27.3%</td>
<td>144</td>
<td>72.7%</td>
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<td>23.9%</td>
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<td>76.1%</td>
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<td>- Nortriptyline</td>
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<td>26.7%</td>
<td>294</td>
<td>73.3%</td>
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<td>26.4%</td>
<td>89</td>
<td>73.6%</td>
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<td>19.5%</td>
<td>91</td>
<td>80.5%</td>
</tr>
<tr>
<td>- Sertraline</td>
<td>155</td>
<td>50</td>
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<td>67.7%</td>
</tr>
<tr>
<td>- TRINTELLIX</td>
<td>77</td>
<td>27</td>
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<td>64.9%</td>
</tr>
<tr>
<td>- Venlafaxine (includes ER)</td>
<td>199</td>
<td>41</td>
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<td>158</td>
<td>79.4%</td>
</tr>
<tr>
<td>- WELLBUTRIN</td>
<td>332</td>
<td>94</td>
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<tr>
<td>- ZOLOFT</td>
<td>168</td>
<td>43</td>
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<td>125</td>
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</tr>
<tr>
<td>- Other antidepressant</td>
<td>421</td>
<td>110</td>
<td>26.1%</td>
<td>311</td>
<td>73.9%</td>
</tr>
<tr>
<td>Antidiabetics</td>
<td>139</td>
<td>26</td>
<td>18.7%</td>
<td>113</td>
<td>81.3%</td>
</tr>
<tr>
<td>Antidiarrheals</td>
<td>26</td>
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<td>Antiemetics</td>
<td>1,346</td>
<td>126</td>
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<td>1,220</td>
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<tr>
<td>- Ondansetron</td>
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<td>286</td>
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<tr>
<td>- PHENERGAN</td>
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<td>92.8%</td>
</tr>
<tr>
<td>- Promethazine</td>
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<td>69</td>
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<tr>
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<td>72</td>
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<td>- Other antiemetic</td>
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<td>88.3%</td>
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<td>Drug Class</td>
<td># Requests</td>
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<td>% Overturn</td>
<td>Upheld</td>
<td>% Upholds</td>
</tr>
<tr>
<td>----------------------------</td>
<td>------------</td>
<td>------------</td>
<td>------------</td>
<td>--------</td>
<td>-----------</td>
</tr>
<tr>
<td><strong>Anti-epilepsy drugs (AEDs)</strong></td>
<td>11,228</td>
<td>2,262</td>
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<td>8,966</td>
<td>79.9%</td>
</tr>
<tr>
<td>- Gabapentin (including ER)</td>
<td>6,073</td>
<td>1,245</td>
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<tr>
<td>- GRALISE</td>
<td>166</td>
<td>32</td>
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<tr>
<td>- HORIZANT</td>
<td>118</td>
<td>20</td>
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<td>98</td>
<td>83.1%</td>
</tr>
<tr>
<td>- LYRICA</td>
<td>2,103</td>
<td>445</td>
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<td>1,658</td>
<td>78.8%</td>
</tr>
<tr>
<td>- NEURONTIN</td>
<td>1,659</td>
<td>291</td>
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<td>1,368</td>
<td>82.5%</td>
</tr>
<tr>
<td>- Pregabalin</td>
<td>102</td>
<td>24</td>
<td>23.5%</td>
<td>78</td>
<td>76.5%</td>
</tr>
<tr>
<td>- TOPAMAX</td>
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<td>82.3%</td>
</tr>
<tr>
<td>- Topiramate</td>
<td>246</td>
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<td>190</td>
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<tr>
<td>- Other anti-epilepsy drug</td>
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<tr>
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<td>710</td>
<td>144</td>
<td>20.3%</td>
<td>566</td>
<td>79.7%</td>
</tr>
<tr>
<td>- Clonidine</td>
<td>94</td>
<td>14</td>
<td>14.9%</td>
<td>80</td>
<td>85.1%</td>
</tr>
<tr>
<td>- Other antihypertensive</td>
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<td>130</td>
<td>21.1%</td>
<td>486</td>
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</tr>
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<tr>
<td>- Cephalexin</td>
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</tr>
<tr>
<td>- KEFLEX</td>
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<td>4.6%</td>
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<tr>
<td>- Other anti-infective</td>
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<td>12.7%</td>
<td>683</td>
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</tr>
<tr>
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<td>406</td>
<td>80</td>
<td>19.7%</td>
<td>326</td>
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<tr>
<td>- IMITREX</td>
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<td>16.9%</td>
<td>108</td>
<td>83.1%</td>
</tr>
<tr>
<td>- Sumatriptan</td>
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<td>20</td>
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<td>78.9%</td>
</tr>
<tr>
<td>- Other antimigraine</td>
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<td>79.0%</td>
</tr>
<tr>
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</tr>
<tr>
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</tr>
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</tr>
<tr>
<td><strong>Atypical Antipsychotics</strong></td>
<td>544</td>
<td>105</td>
<td>19.3%</td>
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<td>- ABILIFY</td>
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<td>26.2%</td>
<td>93</td>
<td>73.8%</td>
</tr>
<tr>
<td>- Quetiapine</td>
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<td>13</td>
<td>14.8%</td>
<td>75</td>
<td>85.2%</td>
</tr>
<tr>
<td>- SEROQUEL</td>
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<td>83.8%</td>
</tr>
<tr>
<td>- Other atypical antipsychotic</td>
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<td>30</td>
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<td>80.1%</td>
</tr>
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<td><strong>Barbiturates</strong></td>
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<td>3.6%</td>
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<td>4,065</td>
<td>96.3%</td>
</tr>
<tr>
<td>- Alprazolam</td>
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<td>18</td>
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<td>450</td>
<td>96.2%</td>
</tr>
<tr>
<td>- ATIVAN</td>
<td>505</td>
<td>14</td>
<td>2.8%</td>
<td>491</td>
<td>97.2%</td>
</tr>
<tr>
<td>- Clonazepam</td>
<td>344</td>
<td>18</td>
<td>5.2%</td>
<td>326</td>
<td>94.8%</td>
</tr>
<tr>
<td>- Diazepam</td>
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<td>2.5%</td>
<td>344</td>
<td>97.5%</td>
</tr>
<tr>
<td>- KLONOPIN</td>
<td>279</td>
<td>16</td>
<td>5.7%</td>
<td>263</td>
<td>94.3%</td>
</tr>
<tr>
<td>- Lorazepam</td>
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<td>13</td>
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<td>357</td>
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</tr>
<tr>
<td>- RESTORIL</td>
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<td>11</td>
<td>4.3%</td>
<td>246</td>
<td>95.7%</td>
</tr>
<tr>
<td>- Temazepam</td>
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</tr>
<tr>
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<td>424</td>
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<td>402</td>
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</tr>
<tr>
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<td>22</td>
<td>2.9%</td>
<td>748</td>
<td>97.1%</td>
</tr>
<tr>
<td>- Other benzodiazepine</td>
<td>177</td>
<td>8</td>
<td>4.5%</td>
<td>169</td>
<td>95.5%</td>
</tr>
<tr>
<td>Category</td>
<td># Requests</td>
<td>Overturned</td>
<td>% Overturn</td>
<td>Upheld</td>
<td>% Upholds</td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>------------</td>
<td>------------</td>
<td>------------</td>
<td>--------</td>
<td>-----------</td>
</tr>
<tr>
<td>Beta Blockers</td>
<td>16</td>
<td>6</td>
<td>37.5%</td>
<td>10</td>
<td>62.5%</td>
</tr>
<tr>
<td>Bisphosphonates</td>
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<td>11</td>
<td>91.7%</td>
</tr>
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<td>Botulinum Toxins</td>
<td>119</td>
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<td>20.2%</td>
<td>95</td>
<td>79.8%</td>
</tr>
<tr>
<td>- BOTOX</td>
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<td>18</td>
<td>19.6%</td>
<td>74</td>
<td>80.4%</td>
</tr>
<tr>
<td>- Other botulinum toxin</td>
<td>27</td>
<td>6</td>
<td>28.6%</td>
<td>21</td>
<td>71.4%</td>
</tr>
<tr>
<td>Calcium Channel Blockers</td>
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<td>9.1%</td>
<td>20</td>
<td>90.9%</td>
</tr>
<tr>
<td>Cannabinoids</td>
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<td>2</td>
<td>2.6%</td>
<td>74</td>
<td>97.4%</td>
</tr>
<tr>
<td>Central Adrenergic Agonists</td>
<td>25</td>
<td>6</td>
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<td>76.0%</td>
</tr>
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<td>12</td>
<td>85.7%</td>
</tr>
<tr>
<td>Corticosteroids</td>
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<td>75</td>
<td>13.7%</td>
<td>471</td>
<td>86.3%</td>
</tr>
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<td>- Cortisone</td>
<td>335</td>
<td>73</td>
<td>21.8%</td>
<td>262</td>
<td>78.2%</td>
</tr>
<tr>
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<td>2</td>
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</tr>
<tr>
<td>- Other corticosteroid</td>
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<td>0</td>
<td>-</td>
<td>26</td>
<td>100.0%</td>
</tr>
<tr>
<td>Diuretics</td>
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<td>15</td>
<td>88.2%</td>
</tr>
<tr>
<td>Dopamine Agonists</td>
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<td>84.7%</td>
</tr>
<tr>
<td>Erectile Dysfunction medications</td>
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<td>84.0%</td>
</tr>
<tr>
<td>- CIALIS</td>
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<td>132</td>
<td>80.5%</td>
</tr>
<tr>
<td>- VIAGRA</td>
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<td>102</td>
<td>85.7%</td>
</tr>
<tr>
<td>- Other erectile dysfunction</td>
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<td>13</td>
<td>12.4%</td>
<td>92</td>
<td>87.6%</td>
</tr>
<tr>
<td>Fibric Acid</td>
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<td>-</td>
<td>11</td>
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<tr>
<td>GI Agents</td>
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<td>82.4%</td>
</tr>
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<td>- AMITIZA</td>
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<td>17.8%</td>
<td>166</td>
<td>82.2%</td>
</tr>
<tr>
<td>- Other GI agent</td>
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<td>5</td>
<td>16.1%</td>
<td>26</td>
<td>83.9%</td>
</tr>
<tr>
<td>H2 Blocker</td>
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<td>214</td>
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<td>1,297</td>
<td>85.8%</td>
</tr>
<tr>
<td>- Famotidine</td>
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<td>75</td>
<td>15.5%</td>
<td>410</td>
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<td>225</td>
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<tr>
<td>- Ranitidine</td>
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<td>- ZANTAC</td>
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<td>19.0%</td>
<td>272</td>
<td>81.0%</td>
</tr>
<tr>
<td>- Other H2 blocker</td>
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<td>2</td>
<td>6.5%</td>
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<td>93.5%</td>
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<td>Hormones</td>
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<td>1,041</td>
<td>89.8%</td>
</tr>
<tr>
<td>- Dexamethasone</td>
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<td>8.9%</td>
<td>92</td>
<td>91.1%</td>
</tr>
<tr>
<td>- MEDROL</td>
<td>491</td>
<td>45</td>
<td>9.2%</td>
<td>446</td>
<td>90.8%</td>
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<tr>
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<td>6.8%</td>
<td>150</td>
<td>93.2%</td>
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<tr>
<td>- Prednisone</td>
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<td>11.9%</td>
<td>177</td>
<td>88.1%</td>
</tr>
<tr>
<td>- Other hormone</td>
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<td>14.1%</td>
<td>176</td>
<td>85.9%</td>
</tr>
<tr>
<td>Laxative</td>
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<td>1,465</td>
<td>84.3%</td>
</tr>
<tr>
<td>- COLACE</td>
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<td>85</td>
<td>13.3%</td>
<td>553</td>
<td>86.7%</td>
</tr>
<tr>
<td>- Docusate</td>
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<td>15.1%</td>
<td>247</td>
<td>84.9%</td>
</tr>
<tr>
<td>- MIRALAX</td>
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<td>15</td>
<td>12.9%</td>
<td>101</td>
<td>87.1%</td>
</tr>
<tr>
<td>- Senna</td>
<td>200</td>
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<td>25.0%</td>
<td>150</td>
<td>75.0%</td>
</tr>
<tr>
<td>- SENOKOT</td>
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<td>33</td>
<td>18.8%</td>
<td>143</td>
<td>81.3%</td>
</tr>
<tr>
<td>- Other laxative</td>
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<td>14.2%</td>
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<td>85.8%</td>
</tr>
<tr>
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<td>694</td>
<td>92.2%</td>
</tr>
<tr>
<td>- FIORICET</td>
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<td>4</td>
<td>1.4%</td>
<td>287</td>
<td>98.6%</td>
</tr>
<tr>
<td>- Other misc. analgesic</td>
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<td>11.9%</td>
<td>407</td>
<td>88.1%</td>
</tr>
<tr>
<td>Muscle Relaxants</td>
<td># Requests</td>
<td>Overturned</td>
<td>% Overturn</td>
<td>Upheld</td>
<td>% Upholds</td>
</tr>
<tr>
<td>------------------</td>
<td>------------</td>
<td>------------</td>
<td>------------</td>
<td>--------</td>
<td>-----------</td>
</tr>
<tr>
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<td>1,850</td>
<td>94.9%</td>
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<tr>
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<td>0.6%</td>
<td>499</td>
<td>99.4%</td>
</tr>
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<td>Chlorzoxazone</td>
<td>111</td>
<td>3</td>
<td>2.7%</td>
<td>108</td>
<td>97.3%</td>
</tr>
<tr>
<td>Cyclobenzaprine (including ER)</td>
<td>5,029</td>
<td>172</td>
<td>3.4%</td>
<td>4,857</td>
<td>96.6%</td>
</tr>
<tr>
<td>FEXMID</td>
<td>293</td>
<td>1</td>
<td>0.3%</td>
<td>292</td>
<td>99.7%</td>
</tr>
<tr>
<td>FLEXERIL</td>
<td>4,173</td>
<td>137</td>
<td>3.3%</td>
<td>4,036</td>
<td>96.7%</td>
</tr>
<tr>
<td>LORZONE</td>
<td>106</td>
<td>2</td>
<td>1.9%</td>
<td>104</td>
<td>98.1%</td>
</tr>
<tr>
<td>Metaxalone</td>
<td>301</td>
<td>11</td>
<td>3.7%</td>
<td>290</td>
<td>96.3%</td>
</tr>
<tr>
<td>Methocarbamol</td>
<td>547</td>
<td>26</td>
<td>4.8%</td>
<td>521</td>
<td>95.2%</td>
</tr>
<tr>
<td>NORFLEX</td>
<td>283</td>
<td>15</td>
<td>5.3%</td>
<td>268</td>
<td>94.7%</td>
</tr>
<tr>
<td>Orphenadrine</td>
<td>267</td>
<td>16</td>
<td>6.0%</td>
<td>251</td>
<td>94.0%</td>
</tr>
<tr>
<td>ROBAXIN</td>
<td>980</td>
<td>50</td>
<td>5.1%</td>
<td>930</td>
<td>94.9%</td>
</tr>
<tr>
<td>SKELAXIN</td>
<td>242</td>
<td>13</td>
<td>5.4%</td>
<td>229</td>
<td>94.6%</td>
</tr>
<tr>
<td>SOMA</td>
<td>1,753</td>
<td>14</td>
<td>0.8%</td>
<td>1,739</td>
<td>99.2%</td>
</tr>
<tr>
<td>Tizanidine</td>
<td>2,515</td>
<td>187</td>
<td>7.4%</td>
<td>2,328</td>
<td>92.6%</td>
</tr>
<tr>
<td>ZANAFLEX</td>
<td>1,315</td>
<td>93</td>
<td>7.1%</td>
<td>1,222</td>
<td>92.9%</td>
</tr>
<tr>
<td>Other muscle relaxant</td>
<td>281</td>
<td>13</td>
<td>4.6%</td>
<td>268</td>
<td>95.4%</td>
</tr>
<tr>
<td><strong>NSAIDs</strong></td>
<td><strong>13,044</strong></td>
<td><strong>1,988</strong></td>
<td><strong>15.2%</strong></td>
<td><strong>11,056</strong></td>
<td><strong>84.8%</strong></td>
</tr>
<tr>
<td>Acetaminophen</td>
<td>129</td>
<td>25</td>
<td>19.4%</td>
<td>104</td>
<td>80.6%</td>
</tr>
<tr>
<td>ANAPROX (including DS)</td>
<td>177</td>
<td>29</td>
<td>16.4%</td>
<td>148</td>
<td>83.6%</td>
</tr>
<tr>
<td>ANSAID</td>
<td>148</td>
<td>21</td>
<td>14.2%</td>
<td>127</td>
<td>85.8%</td>
</tr>
<tr>
<td>Aspirin</td>
<td>146</td>
<td>15</td>
<td>10.3%</td>
<td>131</td>
<td>89.7%</td>
</tr>
<tr>
<td>CELEBREX</td>
<td>1,309</td>
<td>181</td>
<td>13.8%</td>
<td>1,128</td>
<td>86.2%</td>
</tr>
<tr>
<td>Celecoxib</td>
<td>449</td>
<td>63</td>
<td>14.0%</td>
<td>386</td>
<td>86.0%</td>
</tr>
<tr>
<td>Diclofenac (sodium, potassium)</td>
<td>1,416</td>
<td>124</td>
<td>8.8%</td>
<td>1,292</td>
<td>91.2%</td>
</tr>
<tr>
<td>Etodolac (including ER)</td>
<td>93</td>
<td>18</td>
<td>19.4%</td>
<td>75</td>
<td>80.6%</td>
</tr>
<tr>
<td>Fenoprofen</td>
<td>148</td>
<td>21</td>
<td>14.2%</td>
<td>127</td>
<td>85.8%</td>
</tr>
<tr>
<td>Flurbiprofen</td>
<td>203</td>
<td>16</td>
<td>7.9%</td>
<td>187</td>
<td>92.1%</td>
</tr>
<tr>
<td>Ibuprofen</td>
<td>1,959</td>
<td>376</td>
<td>19.2%</td>
<td>1,583</td>
<td>80.8%</td>
</tr>
<tr>
<td>Ketoprofen (includes ER)</td>
<td>341</td>
<td>41</td>
<td>12.0%</td>
<td>300</td>
<td>88.0%</td>
</tr>
<tr>
<td>Ketorolac</td>
<td>140</td>
<td>13</td>
<td>9.3%</td>
<td>127</td>
<td>90.7%</td>
</tr>
<tr>
<td>Meloxicam</td>
<td>447</td>
<td>80</td>
<td>17.9%</td>
<td>367</td>
<td>82.1%</td>
</tr>
<tr>
<td>MOBIC</td>
<td>584</td>
<td>93</td>
<td>15.9%</td>
<td>491</td>
<td>84.1%</td>
</tr>
<tr>
<td>MOTRIN</td>
<td>527</td>
<td>85</td>
<td>16.1%</td>
<td>442</td>
<td>83.9%</td>
</tr>
<tr>
<td>Nabumetone</td>
<td>184</td>
<td>30</td>
<td>16.3%</td>
<td>154</td>
<td>83.7%</td>
</tr>
<tr>
<td>NAPROSYN</td>
<td>566</td>
<td>107</td>
<td>18.9%</td>
<td>459</td>
<td>81.1%</td>
</tr>
<tr>
<td>Naproxen (including ER)</td>
<td>2,281</td>
<td>419</td>
<td>18.4%</td>
<td>1,862</td>
<td>81.6%</td>
</tr>
<tr>
<td>RELAFEN</td>
<td>166</td>
<td>39</td>
<td>23.5%</td>
<td>127</td>
<td>76.5%</td>
</tr>
<tr>
<td>TORADOL</td>
<td>348</td>
<td>40</td>
<td>11.5%</td>
<td>308</td>
<td>88.5%</td>
</tr>
<tr>
<td>TYLENOL</td>
<td>280</td>
<td>63</td>
<td>22.5%</td>
<td>217</td>
<td>77.5%</td>
</tr>
<tr>
<td>VOLTAREN (includes XR)</td>
<td>406</td>
<td>34</td>
<td>8.4%</td>
<td>372</td>
<td>91.6%</td>
</tr>
<tr>
<td>ZIPSOR</td>
<td>178</td>
<td>6</td>
<td>3.4%</td>
<td>172</td>
<td>96.6%</td>
</tr>
<tr>
<td>Other NSAID</td>
<td>419</td>
<td>49</td>
<td>11.7%</td>
<td>370</td>
<td>88.3%</td>
</tr>
<tr>
<td>Category</td>
<td>Requests</td>
<td>Overturned</td>
<td>% Overturn</td>
<td>Upheld</td>
<td>% Upholds</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>----------</td>
<td>------------</td>
<td>------------</td>
<td>----------</td>
<td>-----------</td>
</tr>
<tr>
<td>Nutritional Products</td>
<td>709</td>
<td>56</td>
<td>7.9%</td>
<td>653</td>
<td>92.1%</td>
</tr>
<tr>
<td>Opioid Antagonists</td>
<td>441</td>
<td>59</td>
<td>13.4%</td>
<td>382</td>
<td>86.6%</td>
</tr>
<tr>
<td>- MOVANTIK</td>
<td>337</td>
<td>39</td>
<td>11.6%</td>
<td>298</td>
<td>88.4%</td>
</tr>
<tr>
<td>- Other opioid antagonist</td>
<td>104</td>
<td>20</td>
<td>19.2%</td>
<td>84</td>
<td>80.8%</td>
</tr>
<tr>
<td>Opioids</td>
<td>48,869</td>
<td>4,768</td>
<td>9.8%</td>
<td>44,101</td>
<td>90.2%</td>
</tr>
<tr>
<td>- BELBUCA</td>
<td>167</td>
<td>21</td>
<td>12.6%</td>
<td>146</td>
<td>87.4%</td>
</tr>
<tr>
<td>- Buprenorphine (including ER)</td>
<td>125</td>
<td>32</td>
<td>25.6%</td>
<td>93</td>
<td>74.4%</td>
</tr>
<tr>
<td>- Codeine/Acetaminophen</td>
<td>579</td>
<td>44</td>
<td>7.6%</td>
<td>535</td>
<td>92.4%</td>
</tr>
<tr>
<td>- DILAUDID</td>
<td>476</td>
<td>58</td>
<td>12.2%</td>
<td>418</td>
<td>87.8%</td>
</tr>
<tr>
<td>- Hydrocodone (including ER)</td>
<td>4,797</td>
<td>463</td>
<td>9.7%</td>
<td>4,334</td>
<td>90.3%</td>
</tr>
<tr>
<td>- Hydromorphone (including ER)</td>
<td>178</td>
<td>25</td>
<td>14.0%</td>
<td>153</td>
<td>86.0%</td>
</tr>
<tr>
<td>- KADIAN</td>
<td>97</td>
<td>13</td>
<td>13.4%</td>
<td>84</td>
<td>86.6%</td>
</tr>
<tr>
<td>- Methadone</td>
<td>609</td>
<td>63</td>
<td>10.3%</td>
<td>546</td>
<td>89.7%</td>
</tr>
<tr>
<td>- Morphine (including ER)</td>
<td>1,014</td>
<td>120</td>
<td>11.8%</td>
<td>894</td>
<td>88.2%</td>
</tr>
<tr>
<td>- MS-CONTIN (including ER)</td>
<td>813</td>
<td>101</td>
<td>12.4%</td>
<td>712</td>
<td>87.6%</td>
</tr>
<tr>
<td>- MSIR</td>
<td>105</td>
<td>11</td>
<td>10.5%</td>
<td>94</td>
<td>89.5%</td>
</tr>
<tr>
<td>- NARCAN</td>
<td>110</td>
<td>28</td>
<td>25.5%</td>
<td>82</td>
<td>74.5%</td>
</tr>
<tr>
<td>- NORCO</td>
<td>16,691</td>
<td>1,622</td>
<td>9.7%</td>
<td>15,069</td>
<td>90.3%</td>
</tr>
<tr>
<td>- NUCYNTA</td>
<td>732</td>
<td>88</td>
<td>12.0%</td>
<td>644</td>
<td>88.0%</td>
</tr>
<tr>
<td>- OPIANTA (including ER)</td>
<td>77</td>
<td>10</td>
<td>13.0%</td>
<td>67</td>
<td>87.0%</td>
</tr>
<tr>
<td>- Oxycodone (including ER)</td>
<td>3,328</td>
<td>340</td>
<td>10.2%</td>
<td>2,988</td>
<td>89.8%</td>
</tr>
<tr>
<td>- OXYCONTIN</td>
<td>1,099</td>
<td>127</td>
<td>11.6%</td>
<td>972</td>
<td>88.4%</td>
</tr>
<tr>
<td>- PERCOCET</td>
<td>3,418</td>
<td>356</td>
<td>10.4%</td>
<td>3,062</td>
<td>89.6%</td>
</tr>
<tr>
<td>- ROVICODONE</td>
<td>118</td>
<td>13</td>
<td>11.0%</td>
<td>105</td>
<td>89.0%</td>
</tr>
<tr>
<td>- SUBOXONE</td>
<td>207</td>
<td>30</td>
<td>14.5%</td>
<td>177</td>
<td>85.5%</td>
</tr>
<tr>
<td>- Tramadol (including ER)</td>
<td>9,269</td>
<td>834</td>
<td>9.0%</td>
<td>8,435</td>
<td>91.0%</td>
</tr>
<tr>
<td>- TREVIX</td>
<td>99</td>
<td>1</td>
<td>1.0%</td>
<td>98</td>
<td>99.0%</td>
</tr>
<tr>
<td>- TYLENOL with Codeine</td>
<td>1,776</td>
<td>108</td>
<td>6.1%</td>
<td>1,668</td>
<td>93.9%</td>
</tr>
<tr>
<td>- ULTRACET</td>
<td>531</td>
<td>45</td>
<td>8.5%</td>
<td>486</td>
<td>91.5%</td>
</tr>
<tr>
<td>- ULTRAM (including ER)</td>
<td>1,325</td>
<td>97</td>
<td>7.3%</td>
<td>1,228</td>
<td>92.7%</td>
</tr>
<tr>
<td>- VICODIN</td>
<td>260</td>
<td>25</td>
<td>9.6%</td>
<td>235</td>
<td>90.4%</td>
</tr>
<tr>
<td>- VICOPROFEN</td>
<td>75</td>
<td>4</td>
<td>5.3%</td>
<td>71</td>
<td>94.7%</td>
</tr>
<tr>
<td>- Other opioid</td>
<td>794</td>
<td>89</td>
<td>11.2%</td>
<td>705</td>
<td>88.8%</td>
</tr>
<tr>
<td></td>
<td># Requests</td>
<td>Overturned</td>
<td>% Overturn</td>
<td>Upheld</td>
<td>% Upholds</td>
</tr>
<tr>
<td>---------------------------</td>
<td>------------</td>
<td>------------</td>
<td>------------</td>
<td>---------</td>
<td>-----------</td>
</tr>
<tr>
<td><strong>Proton Pump Inhibitors (PPI)</strong></td>
<td>5,456</td>
<td>581</td>
<td>10.6%</td>
<td>4,875</td>
<td>89.4%</td>
</tr>
<tr>
<td>- ACIPHEX</td>
<td>100</td>
<td>11</td>
<td>11.0%</td>
<td>89</td>
<td>89.0%</td>
</tr>
<tr>
<td>- DUXIS</td>
<td>116</td>
<td>12</td>
<td>10.3%</td>
<td>104</td>
<td>89.7%</td>
</tr>
<tr>
<td>- Esomeprazole</td>
<td>113</td>
<td>18</td>
<td>15.9%</td>
<td>95</td>
<td>84.1%</td>
</tr>
<tr>
<td>- Lansoprazole</td>
<td>743</td>
<td>77</td>
<td>10.4%</td>
<td>666</td>
<td>89.6%</td>
</tr>
<tr>
<td>- NEXIUM</td>
<td>279</td>
<td>26</td>
<td>9.3%</td>
<td>253</td>
<td>90.7%</td>
</tr>
<tr>
<td>- Omeprazole</td>
<td>1,542</td>
<td>177</td>
<td>11.5%</td>
<td>1,365</td>
<td>88.5%</td>
</tr>
<tr>
<td>- Pantoprazole</td>
<td>687</td>
<td>71</td>
<td>10.3%</td>
<td>616</td>
<td>89.7%</td>
</tr>
<tr>
<td>- PREVACID</td>
<td>591</td>
<td>41</td>
<td>6.9%</td>
<td>550</td>
<td>93.1%</td>
</tr>
<tr>
<td>- PRILOSEC</td>
<td>780</td>
<td>91</td>
<td>11.7%</td>
<td>689</td>
<td>88.3%</td>
</tr>
<tr>
<td>- PROTONIX</td>
<td>282</td>
<td>22</td>
<td>7.8%</td>
<td>260</td>
<td>92.2%</td>
</tr>
<tr>
<td>- Rabeprazole</td>
<td>127</td>
<td>21</td>
<td>16.5%</td>
<td>106</td>
<td>83.5%</td>
</tr>
<tr>
<td>- Other proton pump inhibitor</td>
<td>96</td>
<td>14</td>
<td>14.6%</td>
<td>82</td>
<td>85.4%</td>
</tr>
<tr>
<td><strong>Sedative-Hypnotics</strong></td>
<td>7,362</td>
<td>495</td>
<td>6.7%</td>
<td>6,867</td>
<td>93.3%</td>
</tr>
<tr>
<td>- AMBIEN (including CR)</td>
<td>1,665</td>
<td>26</td>
<td>1.6%</td>
<td>1,639</td>
<td>98.4%</td>
</tr>
<tr>
<td>- ATARAX</td>
<td>95</td>
<td>16</td>
<td>16.8%</td>
<td>79</td>
<td>83.2%</td>
</tr>
<tr>
<td>- BELSOMRA</td>
<td>75</td>
<td>5</td>
<td>6.7%</td>
<td>70</td>
<td>93.3%</td>
</tr>
<tr>
<td>- BUSPAR</td>
<td>122</td>
<td>23</td>
<td>18.9%</td>
<td>99</td>
<td>81.1%</td>
</tr>
<tr>
<td>- Buspirone</td>
<td>131</td>
<td>37</td>
<td>28.2%</td>
<td>94</td>
<td>71.8%</td>
</tr>
<tr>
<td>- Eszopiclone</td>
<td>264</td>
<td>11</td>
<td>4.2%</td>
<td>253</td>
<td>95.8%</td>
</tr>
<tr>
<td>- Hydroxyzine</td>
<td>115</td>
<td>12</td>
<td>10.4%</td>
<td>103</td>
<td>89.6%</td>
</tr>
<tr>
<td>- LUNESTA</td>
<td>589</td>
<td>25</td>
<td>4.2%</td>
<td>564</td>
<td>95.8%</td>
</tr>
<tr>
<td>- Moderate Sedation</td>
<td>2,008</td>
<td>99</td>
<td>4.9%</td>
<td>1,909</td>
<td>95.1%</td>
</tr>
<tr>
<td>- Trazadone</td>
<td>1,177</td>
<td>199</td>
<td>16.9%</td>
<td>978</td>
<td>83.1%</td>
</tr>
<tr>
<td>- VISTARIL</td>
<td>127</td>
<td>12</td>
<td>9.4%</td>
<td>115</td>
<td>90.6%</td>
</tr>
<tr>
<td>- Zolpidem (including ER)</td>
<td>770</td>
<td>10</td>
<td>1.3%</td>
<td>760</td>
<td>98.7%</td>
</tr>
<tr>
<td>- Other sedative-hypnotic</td>
<td>224</td>
<td>20</td>
<td>8.9%</td>
<td>204</td>
<td>91.1%</td>
</tr>
<tr>
<td><strong>Statins</strong></td>
<td>109</td>
<td>23</td>
<td>21.1%</td>
<td>86</td>
<td>78.9%</td>
</tr>
<tr>
<td><strong>Stimulants</strong></td>
<td>301</td>
<td>24</td>
<td>8.0%</td>
<td>277</td>
<td>92.0%</td>
</tr>
<tr>
<td><strong>Topical Compounds</strong></td>
<td>165</td>
<td>13</td>
<td>7.9%</td>
<td>152</td>
<td>92.1%</td>
</tr>
<tr>
<td><strong>Tumor Necrosis Factor Modifiers</strong></td>
<td>18</td>
<td>3</td>
<td>16.7%</td>
<td>15</td>
<td>83.3%</td>
</tr>
<tr>
<td><strong>Viscosupplementation</strong></td>
<td>805</td>
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<td>- EUFLEXXA</td>
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<td>- ORTHOVISC Injection</td>
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<td>- SUPARTZ Injection</td>
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<td>- Other viscosupplementation</td>
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<td>Topical Analgesics</td>
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<td>Overturned</td>
<td>% Overturn</td>
<td>Upheld</td>
<td>% Upholds</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>------------</td>
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<td>------------</td>
<td>--------</td>
<td>-----------</td>
</tr>
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<td>BIOFREEZE</td>
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<td>Capsaicin</td>
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<td>Cyclobenzaprine</td>
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<td>-</td>
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<td>DURAGESIC</td>
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<tr>
<td>ENOVARX</td>
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<td>3.7%</td>
<td>157</td>
<td>96.3%</td>
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<tr>
<td>Fentanyl (Transdermal System)</td>
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<td>Flurbiprofen</td>
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<td>Gabapentin</td>
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<td>Ketamine</td>
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<td>98.9%</td>
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<td>Ketoprofen</td>
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<td>2.8%</td>
<td>139</td>
<td>97.2%</td>
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<tr>
<td>Lidocaine</td>
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<td>125</td>
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<tr>
<td>LIDODERM</td>
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<td>2,077</td>
<td>95.3%</td>
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<tr>
<td>LIDOPRO</td>
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<td>2,095</td>
<td>97.7%</td>
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<td>Miscellaneous topical opioids</td>
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<td>95.5%</td>
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<td>PENNSAID</td>
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<td>VOLTAREN Gel</td>
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<td>Other topical analgesic</td>
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<td>5.2%</td>
<td>1,193</td>
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</table>

| Miscellaneous Pharmaceuticals  | 34         | 5          | 14.7%      | 29     | 85.3%     |
| (antiarrhythmic, anti-Parkinson’s, antiviral, antitussive, cholinergic agonist, gout medication, prostaglandin, and synthetic ovulation stimulant) |

N = 150,241 treatment requests for pharmaceuticals issued January–December 2018.
Source: DWC.
## Appendix K: Medical Treatment Utilization Schedule Citations, 2018

<table>
<thead>
<tr>
<th>8 C.C.R.</th>
<th>Section</th>
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<tbody>
<tr>
<td>§9792.22</td>
<td>General Approaches</td>
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<tr>
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<td>- Prevention</td>
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<td>- General Approach to Initial Assessment and Documentation</td>
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<td>- Initial Approaches to Treatment</td>
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<td></td>
<td>- Cornerstones of Disability Prevention and Management</td>
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<td>§9792.23</td>
<td>Clinical Topics</td>
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<td>§9792.23.1</td>
<td>Cervical and Thoracic Spine Disorders Guideline</td>
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<td>§9792.23.2</td>
<td>Shoulder Disorders Guideline</td>
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<td>Elbow Disorders Guideline</td>
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<td>§9792.23.4</td>
<td>Hand, Wrist, and Forearm Disorders Guideline</td>
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<td>§9792.23.5</td>
<td>Low Back Disorders Guideline</td>
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<td>Knee Disorders Guideline</td>
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<td>§9792.23.7</td>
<td>Ankle and Foot Disorders Guideline</td>
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<td>§9792.23.9</td>
<td>Eye Disorders Guideline</td>
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<td>§9792.23.10</td>
<td>Hip and Groin Guideline</td>
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<tr>
<td>§9792.23.11</td>
<td>Occupational/Work Related Asthma Guideline</td>
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<tr>
<td>§9792.23.12</td>
<td>Occupational Interstitial Lung Disease Guideline</td>
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<td>§9792.24</td>
<td>Special Topics</td>
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<tr>
<td>§9792.24.2</td>
<td>Chronic Pain Guidelines</td>
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<td>Opioids Guideline</td>
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<td>§9792.24.5</td>
<td>Traumatic Brain Injury</td>
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<td>Total</td>
<td>279,324</td>
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Note: More than one section of the MTUS was cited in the decision for 13,257 treatment requests.

\[ N = 360,124 \text{ treatment requests from 184,733 IMR case decisions issued January–December 2018.} \]

Source: DWC.
## Appendix L: Expert Reviewer Relevant Specialty

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Reviewed Cases</th>
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<td>Addiction Psychology</td>
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<tr>
<td>Cardiovascular Disease</td>
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<tr>
<td>Child &amp; Adolescent Psychiatry</td>
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<td>Chiropractic</td>
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<tr>
<td>Dentist</td>
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<td>Dermatology</td>
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<td>Emergency Medicine</td>
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<td>Geriatric Psychiatry</td>
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<tr>
<td>Hand Surgery</td>
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<td>Hospice &amp; Palliative Medicine</td>
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<td>Neurological Surgery</td>
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<td>Occupational Medicine</td>
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<td>Orthopedic Surgery</td>
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<td>Pain Management</td>
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<td>Physical Medicine &amp; Rehabilitation</td>
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<td>Sports Medicine</td>
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<td>Surgery</td>
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<td>Surgical Critical Care</td>
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<td>Undersea &amp; Hyperbaric Medicine</td>
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<td>Urology</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>184,733</strong></td>
</tr>
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</table>

*N = 184,733 IMR case decisions issued January–December 2018.*

Source: DWC.