

California Orthopaedic Association

To: coa1@pacbell.net
Subject: COA - DIR/DWC Notice on IMR



California
Orthopaedic
Association

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TO: COA Members
Orthopaedic Practice Managers

FROM: Robert O'Hollaren, M.D.

The below DIR/DWC Newsline contains important information if medical services that you request for injured workers are denied and an Independent Medical Review (IMR) appeal is filed.

Any injured worker, or someone he/she designates, who has requested Independent Medical Review (IMR) and who has not received a resolution within the required 45-day period is urged to contact Maximus directly. The Maximus contact information is listed below. DIR/DWC continues to be under pressure to issue fines on Maximus when they fail to meet their required deadlines.



N E W S L I N E

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Contact Information for Status of IMR Requests

The Department of Industrial Relations (DIR) and its Division of Workers' Compensation (DWC) remain committed to improving California's workers' compensation system to ensure that injured workers can receive timely and appropriate medical treatment. The independent medical review (IMR) process allows

injured workers who have been denied a specific course of medical treatment by a claims administrator to request a review of that decision by an IMR physician.

Currently, IMR determinations are issued within 30 days from receipt of medical records. Any injured worker, or someone she or he designates, who has requested independent medical review and who has not received a resolution within the required 45-day period is urged to contact the IMR organization, Maximus Federal Services. The contact detail, as noted on DWC's [IMR information page](#), is as follows:

Toll free: 1-855-865-8873

Fax: (916) 605-4270

Email: IMRhelp@maximus.com

To request IMR, the injured worker or their representative must sign the application form sent by the claims administrator and mail the application with the utilization review (UR) denial letter to Maximus within 30 days of service of the written UR denial.

IMR was implemented as emergency regulations on January 1, 2013 and adopted as permanent regulations on February 12, 2014. It resolves medical treatment disputes by physicians utilizing evidence-based standards within 45 days for those workers whose treatment was denied at the utilization review. Information on IMR, showing how many requests have been received and how many are open or closed, is updated monthly on [DIR's website](#).

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