



Client Name: County of Ventura	
Line of Business: Workers' Compensation	Responsible Office: West Hills
Contract #: 7385	Client Services: Lisa Wilson

- **Peer-to-Peer lack of connection:** If the denial was based on a peer-to-peer review not being made with the requesting doctor, the examiner will immediately escalate to the UR escalation email group noted above.

IMR Process

When IMR overturn notes are received the examiner will send the notes to the UR team.

If decision is upheld, no further action is needed. If the decision is overturned, the examiner will enter the DCN with IMR determination in the notes for documentation.

Utilization Review Pass-Through Treatment Requests (Requires No UR Review):

- All Diagnostic Services ○ **All diagnostic service requests** (i.e. MRIs, X-Rays, Ultrasounds, EKG, CT Scans, etc.) will be authorized by the examiner **without** the need for a UR review.
 - Any diagnostic request that is part of a broader treatment request, such as a surgery request, can be submitted to UR. UR will authorize all diagnostic requests received, even if all other medical requests are denied.
- Hearing Aids
- Consultation/Treatment:
 - Initial Consultations/Second Opinions ○ Consultation/Rule Out Evals
- Pharmaceutical: ○ Exempt initial prescriptions
 - Formulary medication
- Physical Medicine (PT/OT & Chiro): ○ Initial 18 PT/OT/ Chiro Visits ○ 12 Post Surgical PT/OT/Chiropractic visits ○ Initial 6 Acupuncture visits / Aquatic therapy visits
- Chemotherapy and related treatments ○ On any accepted claim, chemotherapy and related treatments will be automatically approved as a passthrough, providing the treatment is procured within the state of California. Treatment requests outside of CA or the Country will require utilization review and discussion if non-certified.
- Durable Medical Equipment:
 - Therapy Kits ○ Swiss Ball ○ Non-Custom Bracing ○ Post-Op DME
 - Footwear Orthotics
- Surgical/Invasive Procedures:
 - Initial Trigger Point/Cortisone/Orthovisc (w/Panels) ○ Nerve Blocks

1. Except where client variances are outlined in this document, client service standards are in accordance with established Sedgwick CMS Service Expectations.
2. Contact your Supervisor and Client Service Manager if you believe there is a conflict between Client Service Instructions and Carrier Claims Handling Requirements.