

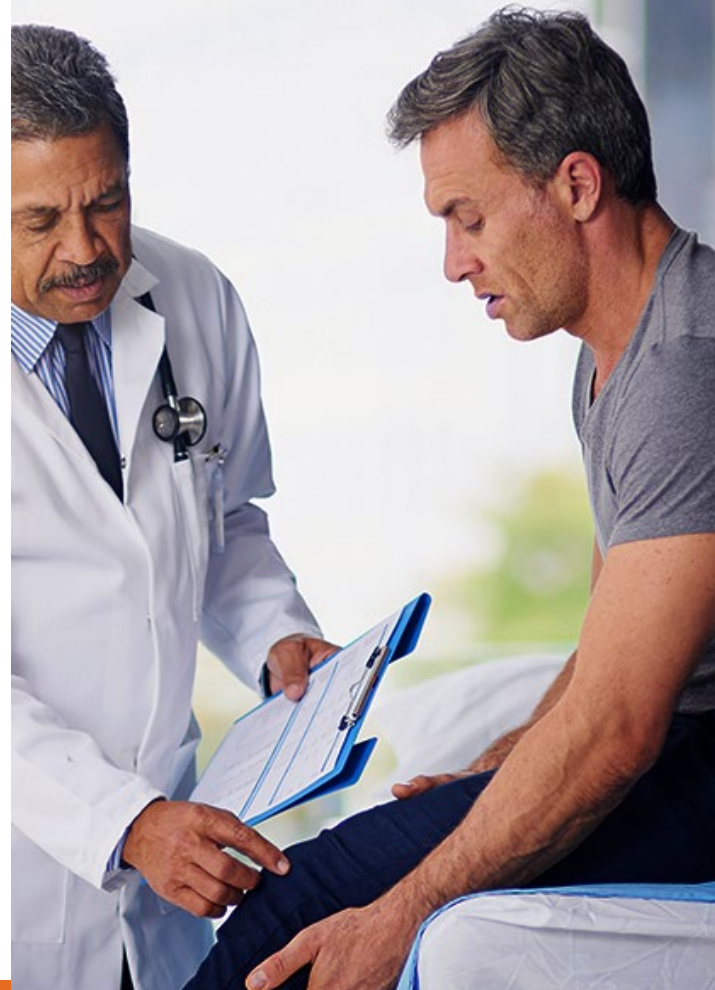
IME Recordings

Brenda Heilman
Deputy Assistant Director
Insurance Services

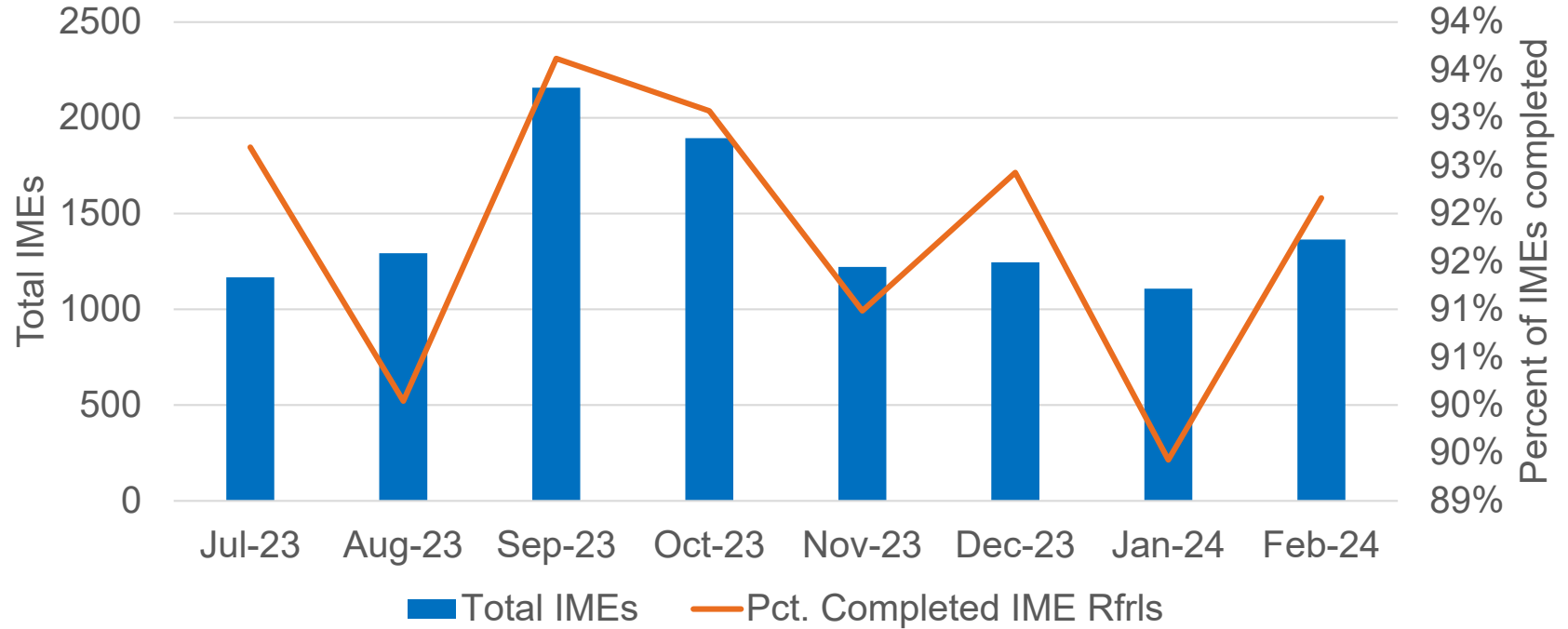


Substitute House Bill 1068

Effective July 23, 2023, giving workers the right to record independent medical examinations (IMEs).

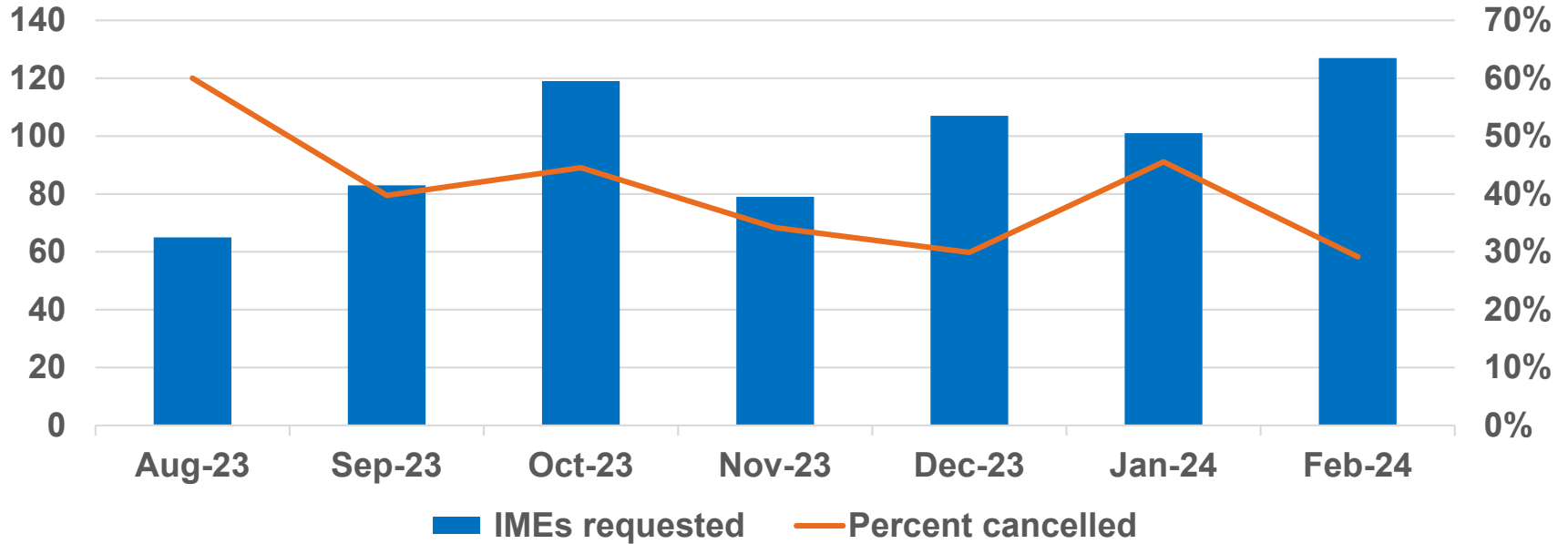


IME completion rate



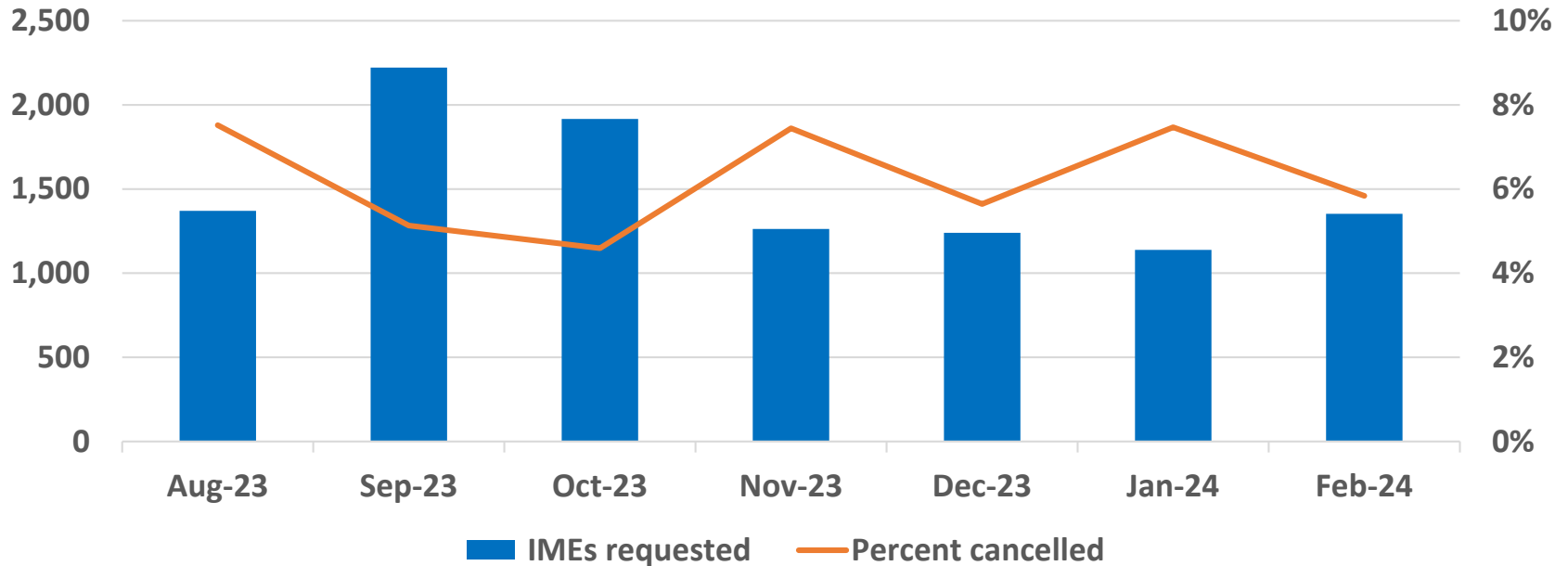
IME Cancellation Rates

IMEs with request to record

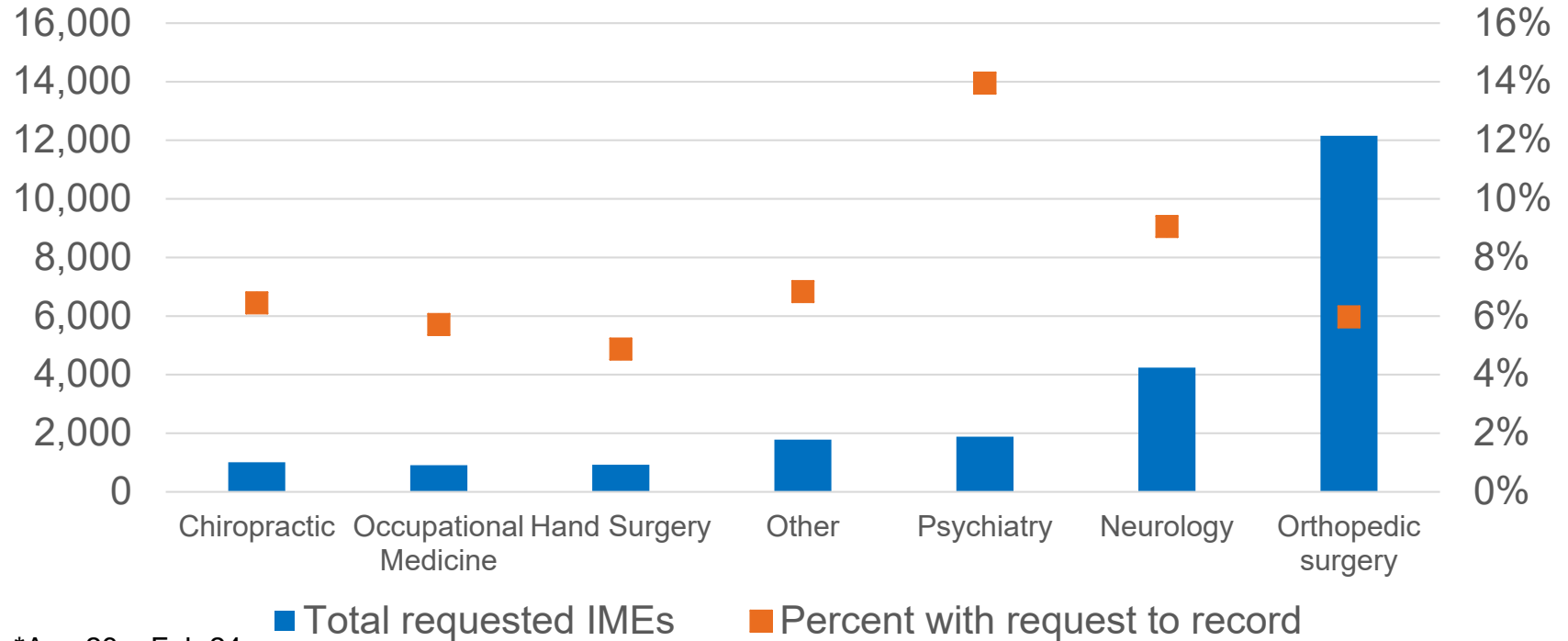


IME Cancellation Rates

IMEs with no request to record

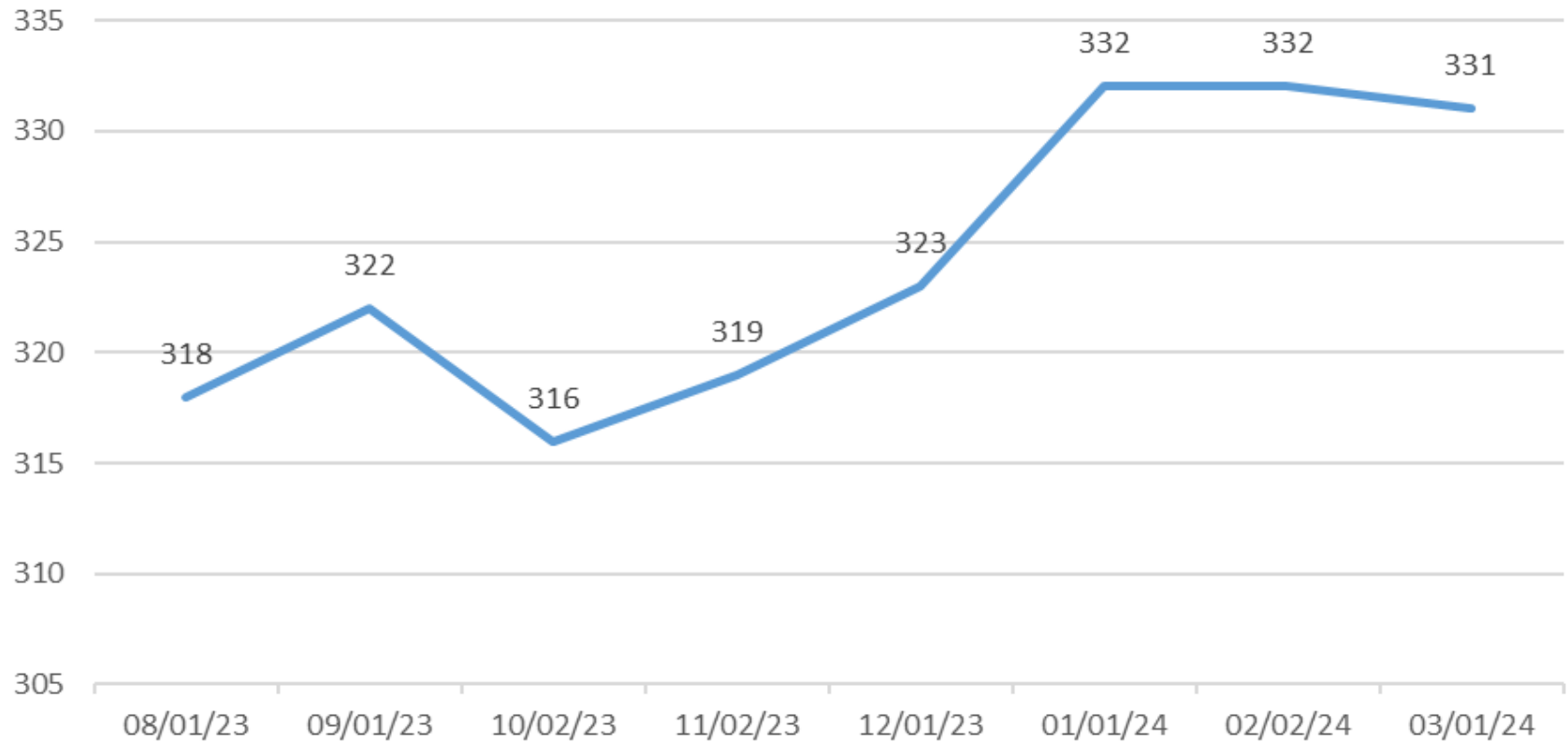


IMEs with request to record by specialty

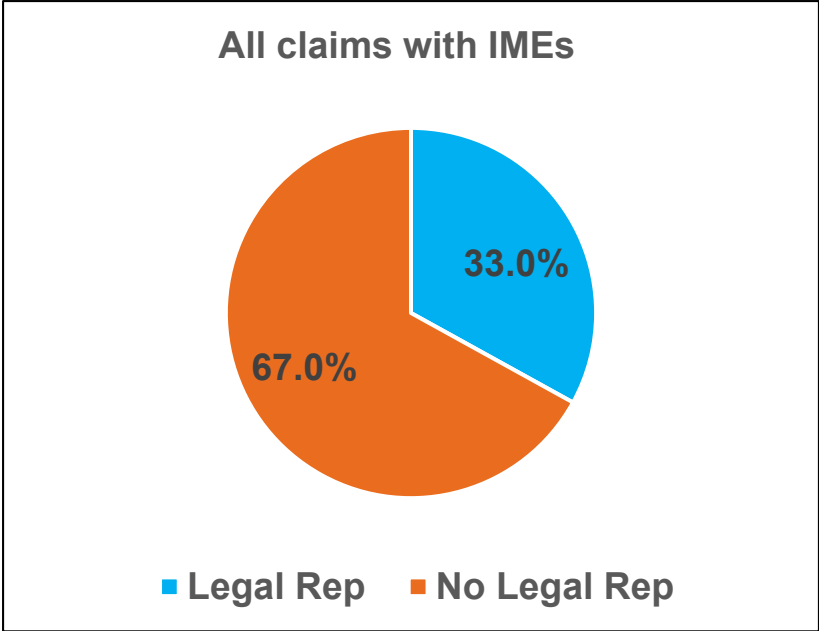
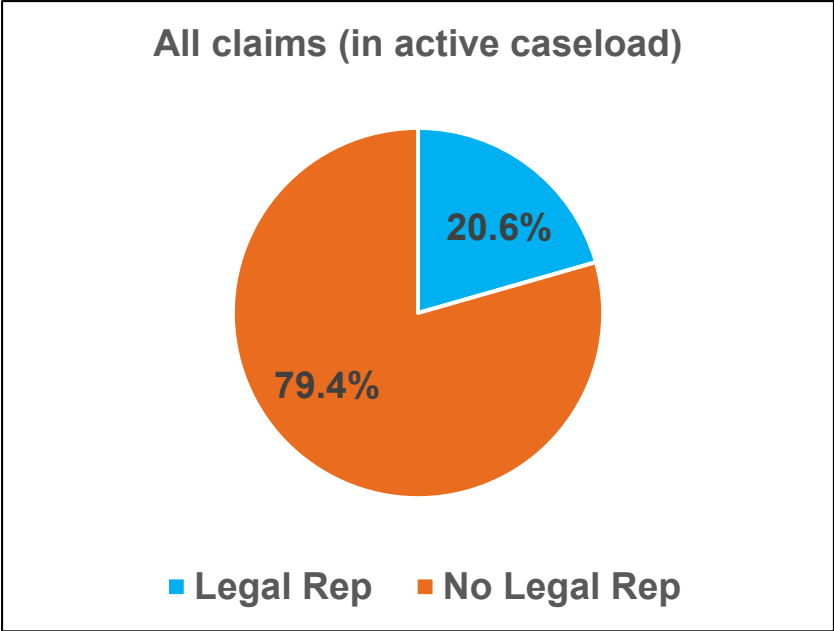


*Aug 23 – Feb 24

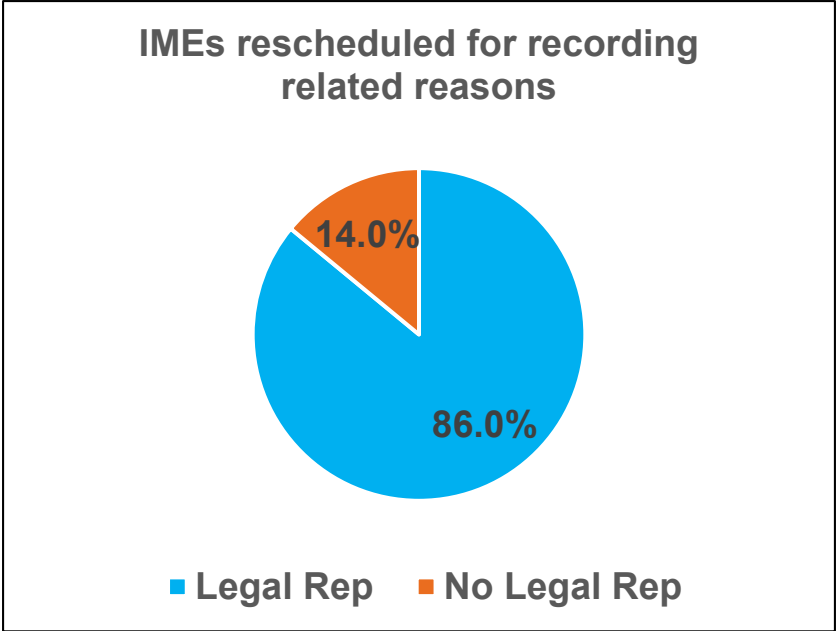
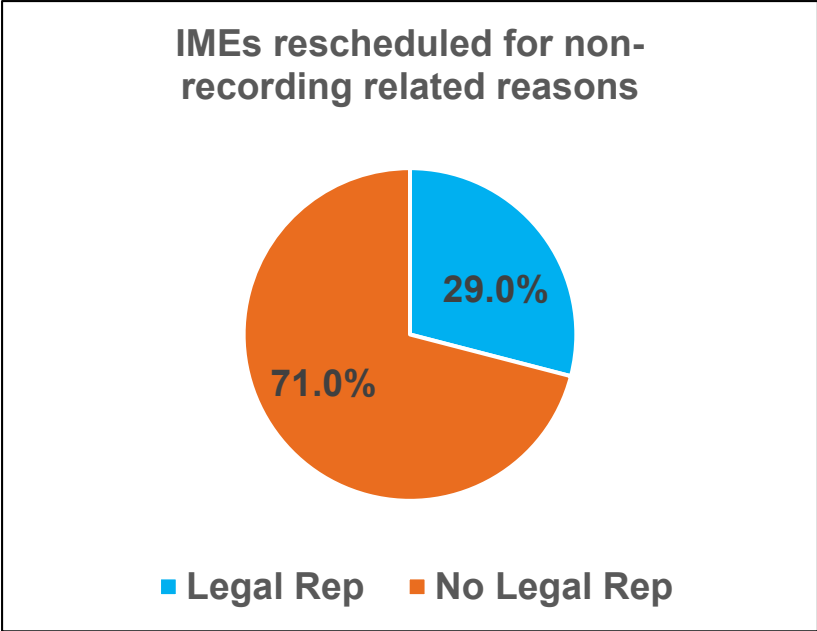
Total Approved Examiners by Month



Legal Representation, Recording, & Rescheduling



Legal Representation, Recording, & Rescheduling

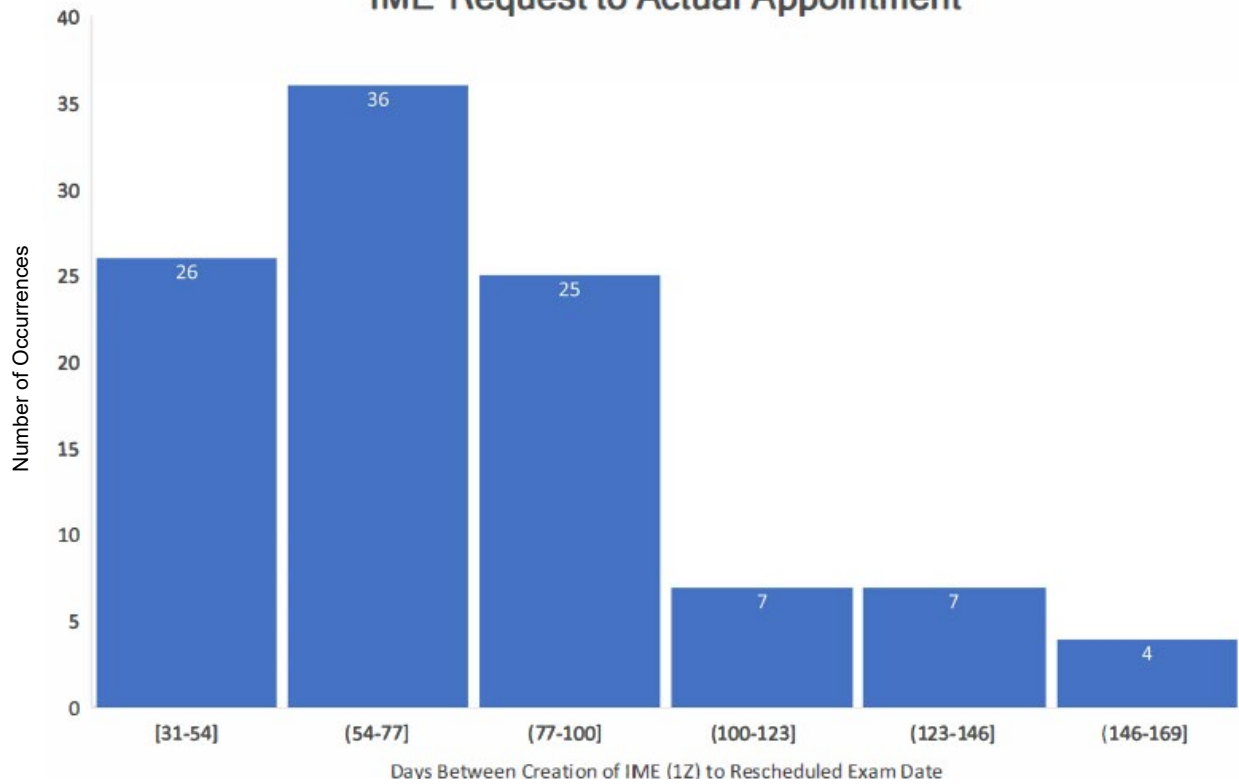


QA manual review

527 IME requests (1/21/22 – 11/28/23)

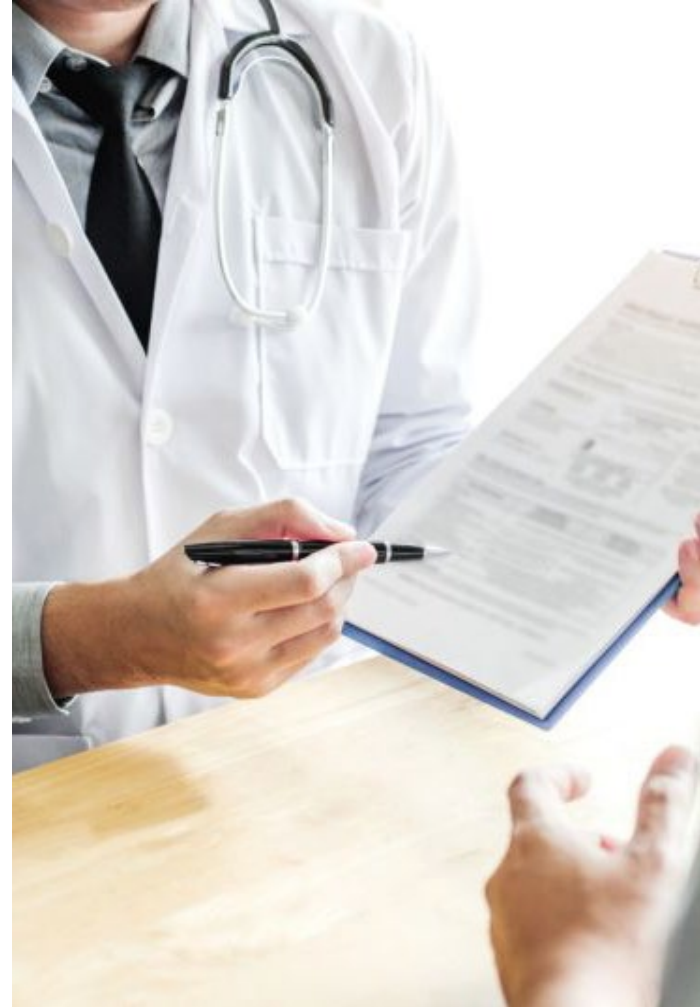
- 194 initiated in 2022 (random selection)
 - 135 (70%) no scheduling issues
 - 34 (17%) rescheduled & not cancelled
 - 4 (2%) rescheduled & then cancelled
 - 21 (11%) cancelled
- 333 initiated in 2023 (claims selected because referral notes included the word “record”)
 - 11 (3%) no scheduling issues
 - 198 (60%) rescheduled & not cancelled
 - 67 (20%) rescheduled & then cancelled
 - *Most common reason for rescheduling: IME provider declining request to record
 - 57 (17%) cancelled

Time Delay on IME Referrals with Requests to Record IME Request to Actual Appointment



Improvement Opportunities (Claims Administration)

- Best Practices for IME panels
- Additional Claim Manager training and improved training/reference materials regarding:
 - Processes when worker doesn't provide proper notice of intent to record
 - Considering non-IME options (i.e. consultations)
 - Importance of having a contingency plan for if IME doesn't occur



Improvements

- Technology enhancement for rescheduled exams
- Letter attachment that provides contact information for workers to notify the panels of intent to record

