

PSYCH APPEAL

Safeguarding Mental Health Care

February 1, 2023

Department of Managed Health Care
Office of Legal Services
980 Ninth Street, Suite 500
Sacramento, CA 95814

Re: Public Records Act Request for IMR Data

Dear DMHC Office of Legal Services:

Pursuant to the California Public Records Act, please provide the statistical information requested below concerning DMHC's administration of the Independent Medical Review ("IMR") program. DMHC should consider each of the following requests to apply on an annual basis from January 1, 2016 through December 31, 2022. Thus, DMHC should aggregate and report its data by year (2016, 2017, 2018 etc.). If possible, please produce the information in electronic format via a weblink or email (mbendat@psych-appeal.com).

Requested Information

- (1) The average time between DMHC's initial receipt¹ of an enrollee's IMR application and DMHC's initial review of the application.
- (2) The average time between DMHC's initial receipt of an IMR application and DMHC's determination that the application affirmatively qualifies for IMR under the following categories:
 - a) Urgent and/or expedited IMRs for:
 1. In-network services
 2. Out-of-network services
 - b) Standard IMRs for:
 1. In-network services
 2. Out-of-network service

¹ For purposes of Questions 1 and 2, references to DMHC's "initial receipt" of an enrollee's IMR application pertain to an enrollee's IMR application that may or may not have been deemed "complete" by DMHC at the time of its initial receipt.

- c) Urgent and/or expedited mental health (including substance abuse) IMRs for:
 - 1. In-network services
 - 2. Out-of-network services
 - d) Standard mental health (including substance abuse) IMRs for:
 - 1. In-network services
 - 2. Out-of-network services
 - e) Urgent and/or expedited medical (excluding mental health and substance abuse) IMRs for:
 - 1. In-network services
 - 2. Out-of-network services
 - f) Standard medical (excluding mental health or substance abuse) IMRs for:
 - 1. In-network services
 - 2. Out-of-network services
- (3) The average time between DMHC's receipt of a complete IMR application and DMHC's determination that the application affirmatively qualifies for IMR under the following categories:
- a) Urgent and/or expedited IMRs for:
 - 1. In-network services
 - 2. Out-of-network services
 - b) Standard IMRs for:
 - 1. In-network services
 - 2. Out-of-network services
 - c) Urgent and/or expedited mental health (including substance abuse) IMRs for:
 - 1. In-network services
 - 2. Out-of-network services
 - d) Standard mental health (including substance abuse) IMRs for:
 - 1. In-network services
 - 2. Out-of-network services
 - e) Urgent and/or expedited medical (excluding mental health and substance abuse) IMRs for:
 - 1. In-network services
 - 2. Out-of-network services
 - f) Standard medical (excluding mental health or substance abuse) IMRs for:
 - 1. In-network services
 - 2. Out-of-network services
- (4) The average time between DMHC's receipt of a complete IMR application and DMHC's notification to the enrollee that DMHC has affirmatively qualified the enrollee's application for IMR under the following categories:
- a) Urgent and/or expedited IMRs for:
 - 1. In-network services
 - 2. Out-of-network services

- b) Standard IMRs for:
 - 1. In-network services
 - 2. Out-of-network services
 - c) Urgent and/or expedited mental health (including substance abuse) IMRs for:
 - 1. In-network services
 - 2. Out-of-network services
 - d) Standard mental health (including substance abuse) IMRs for:
 - 1. In-network services
 - 2. Out-of-network services
 - e) Urgent and/or expedited medical (excluding mental health and substance abuse) IMRs for:
 - 1. In-network services
 - 2. Out-of-network services
 - f) Standard medical (excluding mental health or substance abuse) IMRs for:
 - 1. In-network services
 - 2. Out-of-network services
- (5) The average time between DMHC's determination that a complete IMR application affirmatively qualifies for IMR and DMHC's assignment of the case to MAXIMUS under the following categories:
- a) Urgent and/or expedited IMRs
 - b) Standard IMRs
 - c) Urgent and/or expedited mental health (including substance abuse) IMRs
 - d) Standard mental health (including substance abuse) IMRs
 - e) Urgent and/or expedited medical (excluding mental health and substance abuse) IMRs
 - f) Standard medical (excluding mental health or substance abuse) IMRs
- (6) The average time between DMHC's assignment of a case to MAXIMUS and DMHC's receipt of MAXIMUS's clinical determination under the following categories:
- a) Urgent and/or expedited IMRs
 - b) Standard IMRs
 - c) Urgent and/or expedited mental health (including substance abuse) IMRs
 - d) Standard mental health (including substance abuse) IMRs
 - e) Urgent and/or expedited medical (excluding mental health and substance abuse) IMRs
 - f) Standard medical (excluding mental health or substance abuse) IMRs
- (7) The average time between DMHC's receipt of MAXIMUS's clinical determination and DMHC's notification to the enrollee of MAXIMUS's clinical determination under the following categories:
- a) Urgent and/or expedited IMRs
 - b) Standard IMRs
 - c) Urgent and/or expedited mental health (including substance abuse) IMRs

- d) Standard mental health (including substance abuse) IMRs
 - e) Urgent and/or expedited medical (excluding mental health and substance abuse) IMR
 - f) Standard medical (excluding mental health or substance abuse) IMRs
- (8) The average time between DMHC's receipt of a complete IMR application and DMHC's notification to the enrollee of MAXIMUS's clinical determination under the following categories:
- a) Urgent and/or expedited IMRs
 - b) Standard IMRs
 - c) Urgent and/or expedited mental health (including substance abuse) IMRs
 - d) Standard mental health (including substance abuse) IMRs
 - e) Urgent and/or expedited medical (excluding mental health and substance abuse) IMR
 - f) Standard medical (excluding mental health or substance abuse) IMRs

Please do not hesitate to contact me should you have any questions about the above requests. I can be reached at (310) 598-3690, ext. 101 and at mbendat@psych-appeal.com.

Sincerely,



Meiram Bendat