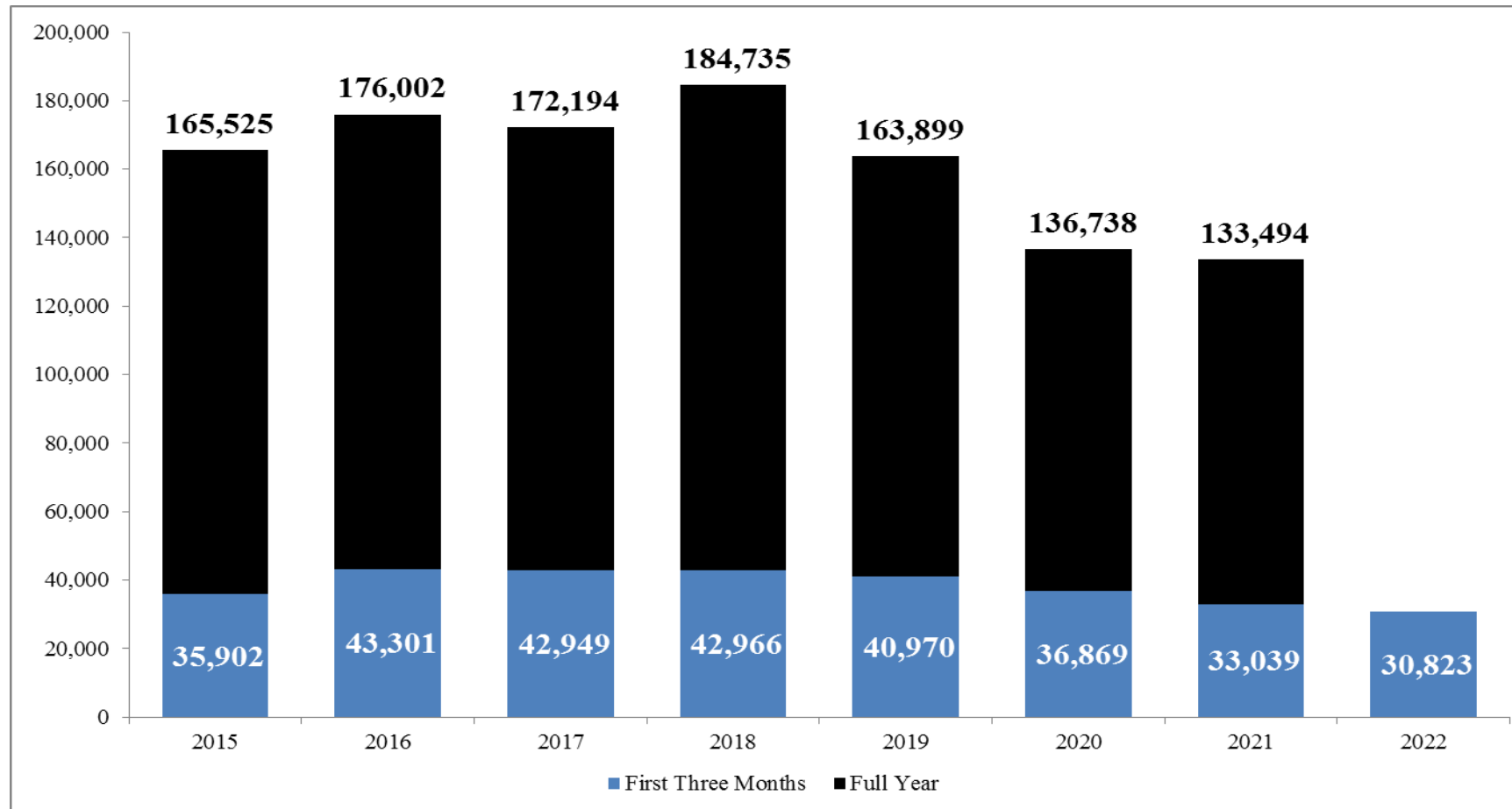
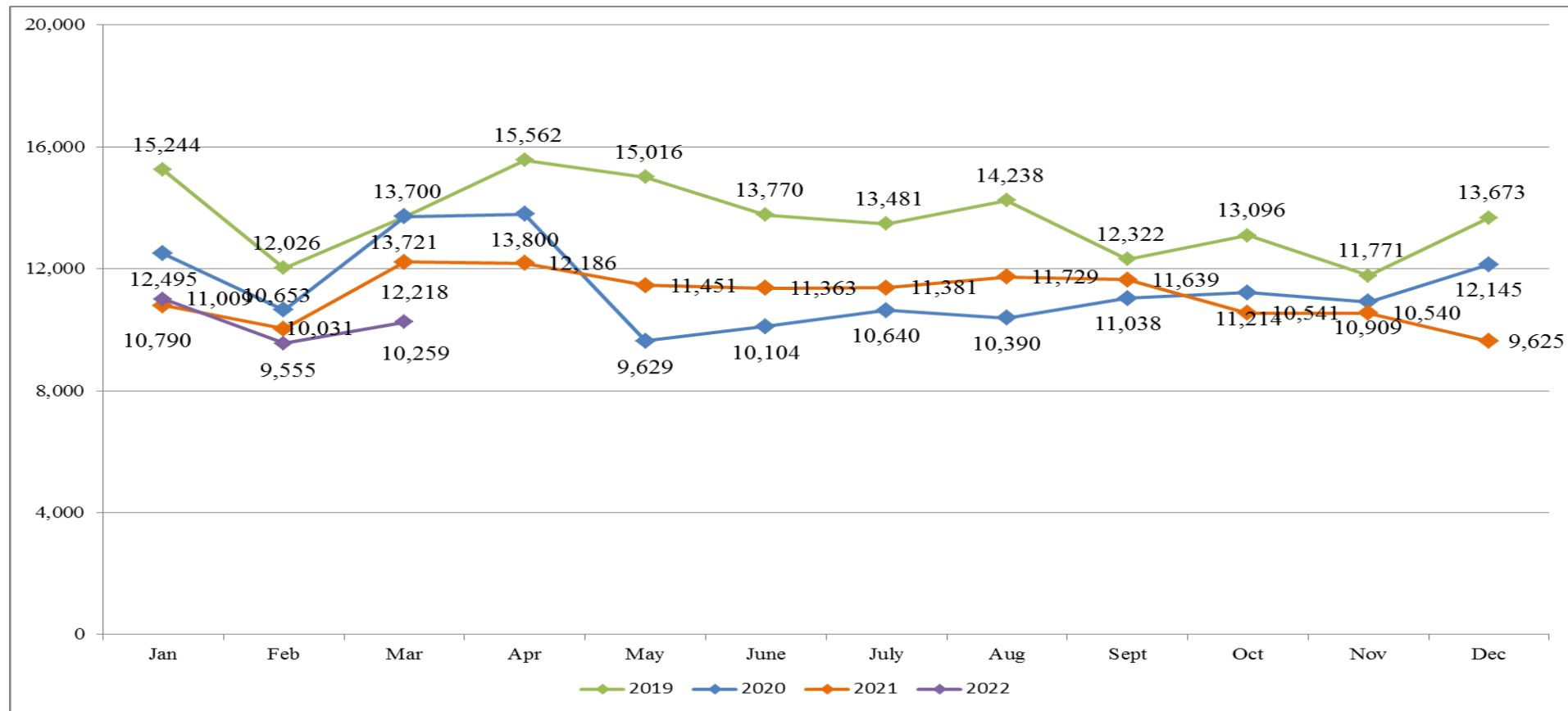


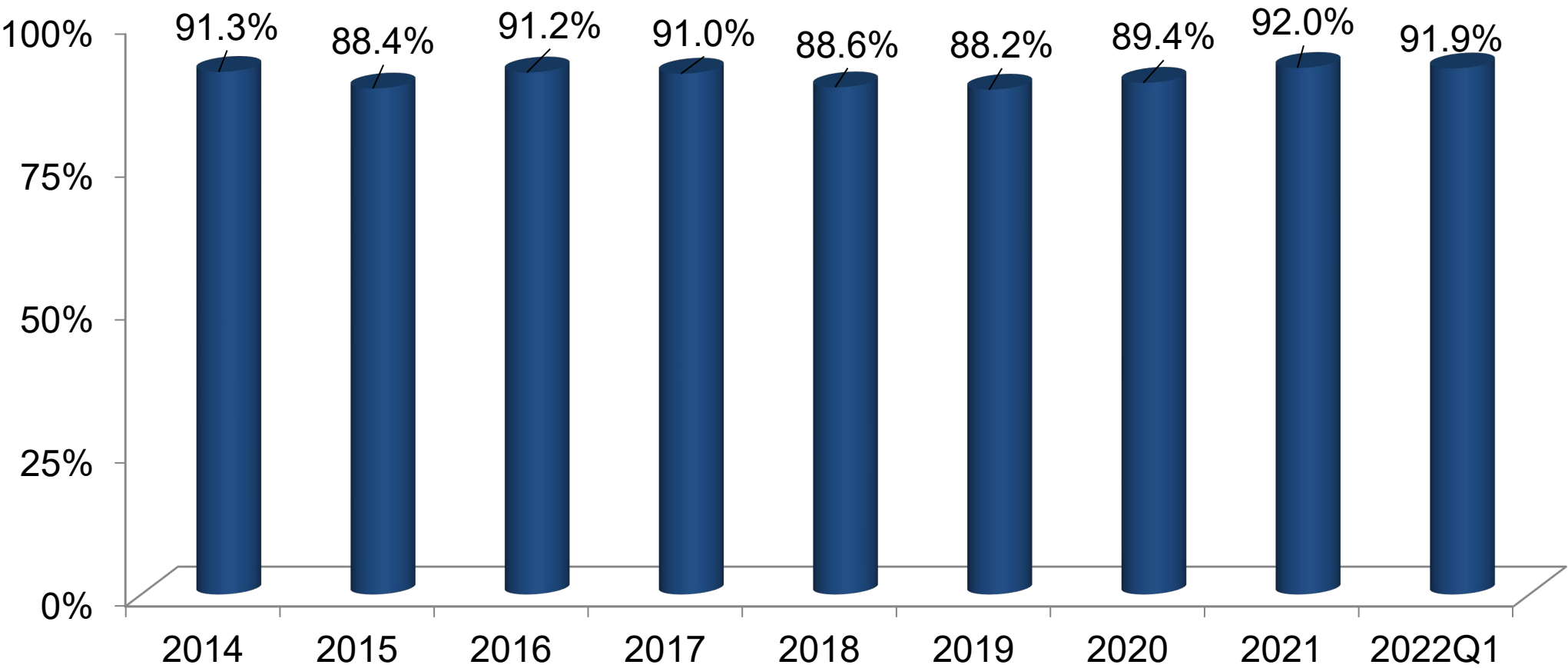
IMR letter volume for the first quarter fell for the 4th consecutive time, from a high of 42,966 in 2018 to 30,823 in 2022



IMR letter volume continued to decline in the first quarter of 2022, continuing the trend from the 4th quarter of 2021



Uphold Rates



IMR Service Mix

Service Requested	2015	2016	2017	2018	2019	2020	2021	2022Q1
Pharmaceuticals	49.9%	48.8%	47.3%	46.4%	41.1%	39.1%	34.9%	34.1%
Physical Therapy	8.7%	9.2%	10.0%	10.3%	12.0%	12.3%	13.4%	13.7%
Injections	7.0%	7.5%	8.3%	9.2%	10.2%	11.0%	12.0%	12.6%
DME/Prosth/Ortho/Supplies	7.7%	7.1%	6.7%	7.1%	7.8%	8.6%	9.5%	8.6%
MRI/CT/PET	4.2%	4.5%	4.7%	4.6%	4.8%	4.9%	5.0%	5.1%
Acupuncture	2.2%	2.3%	2.5%	3.0%	3.7%	3.8%	4.2%	4.3%
Surgery	3.4%	3.2%	3.1%	3.1%	3.6%	3.7%	3.6%	3.9%
Diagnostic Test / Measure	3.4%	3.5%	3.4%	3.4%	3.2%	3.0%	3.0%	3.0%
Chiropractic Manipulation	1.6%	1.7%	1.7%	1.7%	2.2%	2.2%	2.5%	2.6%
Evaluation and Management	2.3%	2.2%	2.2%	2.0%	1.9%	2.1%	2.3%	2.3%
Laboratory Services	2.8%	3.2%	3.2%	2.5%	2.1%	1.6%	1.6%	1.3%
Psych Services	1.4%	1.4%	1.3%	1.2%	1.3%	1.4%	1.5%	1.8%
Other	5.5%	5.3%	5.6%	5.5%	6.1%	6.1%	6.6%	6.7%
Total	100%	100%	100%	100%	100%	100%	100%	100%

IMR Uphold Rates by Service

Service Requested	2015	2016	2017	2018	2019	2020	2021	2022Q1
Pharmaceuticals	89.7%	92.5%	91.9%	89.3%	89.2%	90.4%	92.9%	92.4%
Physical Therapy	92.1%	93.2%	93.5%	91.2%	89.7%	89.8%	92.1%	93.4%
Injections	87.4%	89.4%	89.5%	89.1%	88.8%	91.3%	95.0%	95.9%
DME/Prosth/Ortho/Supplies	90.0%	91.9%	91.9%	88.8%	89.7%	91.3%	93.1%	92.3%
MRI/CT/PET	86.4%	88.6%	89.2%	87.6%	86.4%	88.2%	91.6%	92.7%
Acupuncture	91.6%	93.6%	94.0%	92.7%	89.7%	87.8%	90.5%	94.1%
Surgery	86.6%	88.9%	90.8%	88.1%	88.6%	87.3%	88.4%	83.4%
Diagnostic Test / Measure	84.5%	91.3%	91.3%	89.0%	86.6%	88.7%	92.3%	92.3%
Chiropractic Manipulation	90.5%	92.1%	93.8%	92.1%	89.1%	86.9%	89.3%	89.6%
Evaluation and Management	67.2%	77.3%	77.8%	75.9%	74.8%	80.7%	84.9%	81.4%
Laboratory Services	82.9%	88.5%	86.5%	82.9%	81.5%	82.1%	87.4%	84.5%
Psych Services	83.2%	85.3%	84.4%	78.8%	79.0%	81.8%	85.1%	81.4%
Other	86.4%	88.5%	87.9%	85.0%	85.4%	87.6%	90.1%	89.4%
Total	88.4%	91.2%	91.0%	88.6%	88.2%	89.4%	92.0%	91.9%

	% of Rx							
Rx Drug Category	2015	2016	2017	2018	2019	2020	2021	2022Q1
Analgesics-Opioid	30.4%	28.9%	29.5%	32.2%	30.9%	28.3%	25.4%	25.3%
Musculoskeletal Therapy	11.9%	12.6%	12.9%	14.3%	15.4%	16.7%	17.5%	17.5%
Dermatologicals	9.6%	10.3%	11.4%	10.9%	12.8%	14.8%	16.7%	16.9%
Anticonvulsants	5.0%	5.4%	6.0%	8.1%	8.7%	10.1%	10.1%	9.7%
Anti-Inflammatory	7.5%	8.7%	9.7%	7.5%	6.3%	6.4%	7.4%	7.7%
Antidepressants	3.6%	3.9%	4.0%	4.9%	5.0%	4.4%	3.3%	3.5%
Ulcer Drugs	7.3%	7.3%	7.1%	4.7%	3.5%	3.4%	3.5%	3.2%
Hypnotics	3.9%	3.7%	3.1%	2.7%	2.4%	2.0%	1.7%	1.7%
Antianxiety	2.7%	2.7%	2.6%	2.4%	2.2%	1.9%	1.8%	1.7%
Analgesics-Non-Narcotic	1.1%	1.4%	1.8%	2.2%	1.9%	2.1%	2.1%	1.9%
Compounded	8.4%	6.6%	4.2%	2.0%	1.6%	1.3%	1.4%	1.4%
Other	8.7%	8.4%	7.7%	8.2%	9.3%	8.7%	9.2%	9.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%

	% Upheld							
Rx Drug Category	2015	2016	2017	2018	2019	2020	2021	2022Q1
Analgesics-Opioid	88.1%	90.3%	90.1%	89.5%	90.2%	90.9%	93.1%	92.2%
Musculoskeletal Therapy	96.1%	96.9%	97.2%	95.8%	95.5%	96.5%	98.5%	98.7%
Dermatologicals	94.8%	96.3%	96.5%	94.6%	93.6%	93.0%	95.1%	97.0%
Anticonvulsants	80.4%	86.8%	87.5%	80.4%	81.9%	86.0%	91.2%	92.6%
Anti-Inflammatory	80.5%	89.3%	88.2%	83.5%	81.0%	82.7%	85.1%	81.0%
Antidepressants	73.1%	83.3%	81.8%	75.8%	74.7%	79.7%	82.4%	76.2%
Ulcer Drugs	89.0%	93.0%	91.8%	88.3%	87.7%	86.6%	89.8%	86.6%
Hypnotics	97.4%	98.2%	97.7%	97.2%	97.2%	97.9%	98.2%	97.2%
Antianxiety	96.3%	97.2%	95.1%	94.4%	92.5%	94.5%	94.6%	91.0%
Analgesics-Non-Narcotic	88.6%	92.5%	91.8%	91.6%	89.5%	90.9%	91.6%	90.2%
Compounded	99.3%	99.5%	99.3%	99.0%	98.4%	98.7%	98.7%	97.8%
Other	87.5%	90.6%	89.3%	85.2%	85.4%	85.9%	89.1%	89.3%
Total	89.7%	92.5%	91.9%	89.3%	89.2%	90.4%	92.9%	92.4%

Top 10 Providers (April 2021– March 2022)

Requesting Provider	# of IMR Decision Letters	% of IMR Decision Letters	# of Medical Service Decisions	% of Medical Service Decisions	% of Decisions Upheld
Provider 1	2,426	1.9%	3,825	1.9%	89.2%
Provider 2	1,741	1.4%	2,697	1.3%	91.3%
Provider 3	1,610	1.2%	2,346	1.1%	89.6%
Provider 4	1,208	0.9%	2,081	1.0%	93.3%
Provider 5	1,402	1.1%	2,016	1.0%	93.7%
Provider 6	1,136	0.9%	2,002	1.0%	94.9%
Provider 7	1,142	0.9%	1,719	0.8%	90.9%
Provider 8	1,061	0.8%	1,716	0.8%	97.5%
Provider 9	1,146	0.9%	1,668	0.8%	87.7%
Provider 10	685	0.5%	1,649	0.8%	97.3%
Top 10	13,557	10.5%	21,719	10.6%	92.1%

% of Service Requests by Top Providers

Providers	2014	2015	2016	2017	2018	2019	2020	04-01-20 / 03-31-21	04-01-21 / 03-31-22
Top 10	12.4%	11.9%	11.3%	12.5%	9.5%	9.9%	10.2%	10.5%	10.6%
Top 25	20.6%	20.7%	20.3%	21.5%	18.1%	18.6%	19.4%	19.9%	20.5%
Top 50	29.7%	29.9%	30.0%	30.8%	28.2%	28.2%	29.9%	30.4%	31.2%
Top 1% (82*)	45.5%	45.4%	45.3%	45.5%	44.2%	44.1%	45.9%	39.1%	39.9%
Top 10% (816*)	84.1%	85.4%	85.1%	86.9%	84.6%	83.5%	82.1%	82.0%	82.6%

* Based on Number of Providers from April 2021 – March 2022