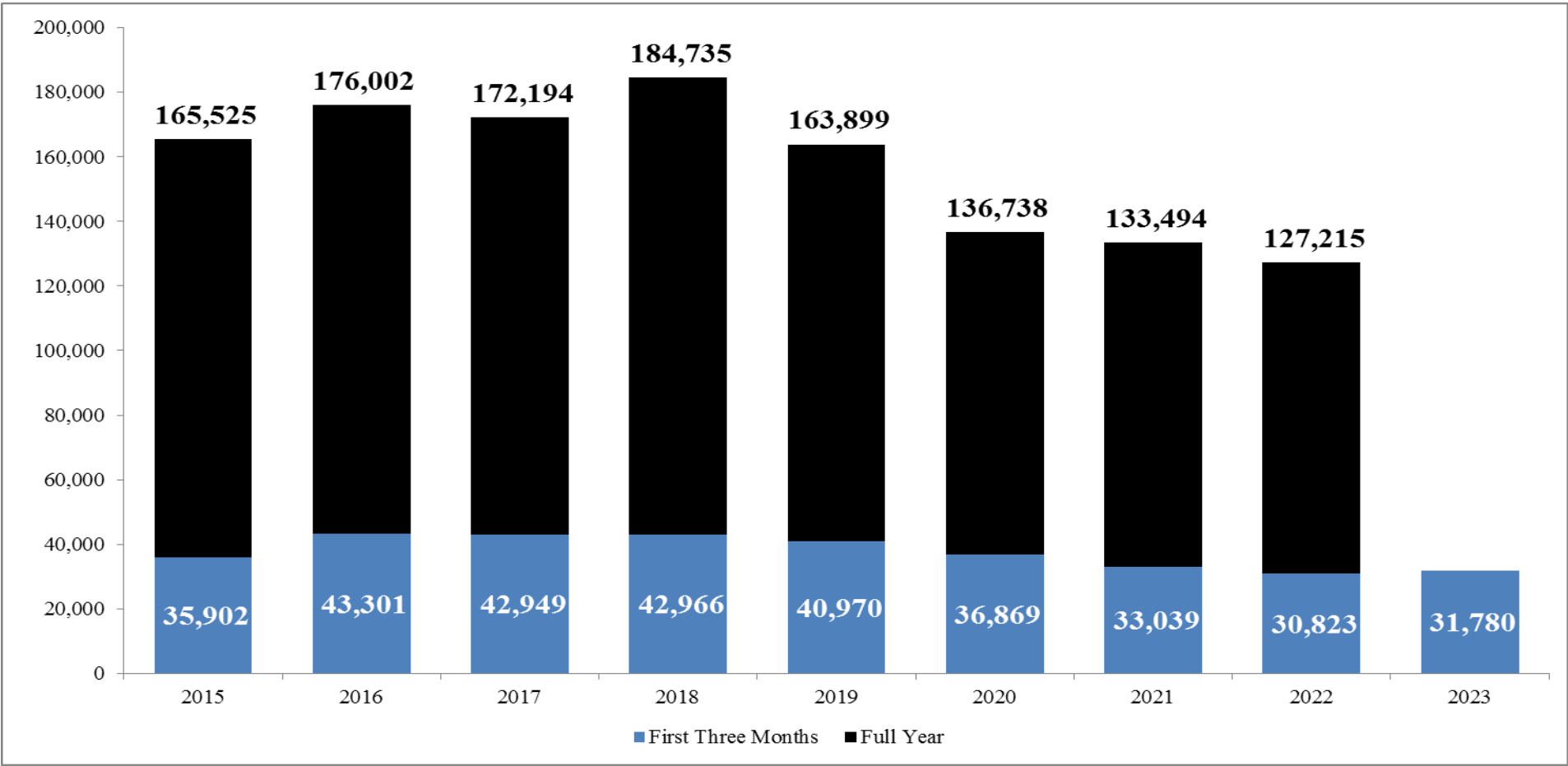
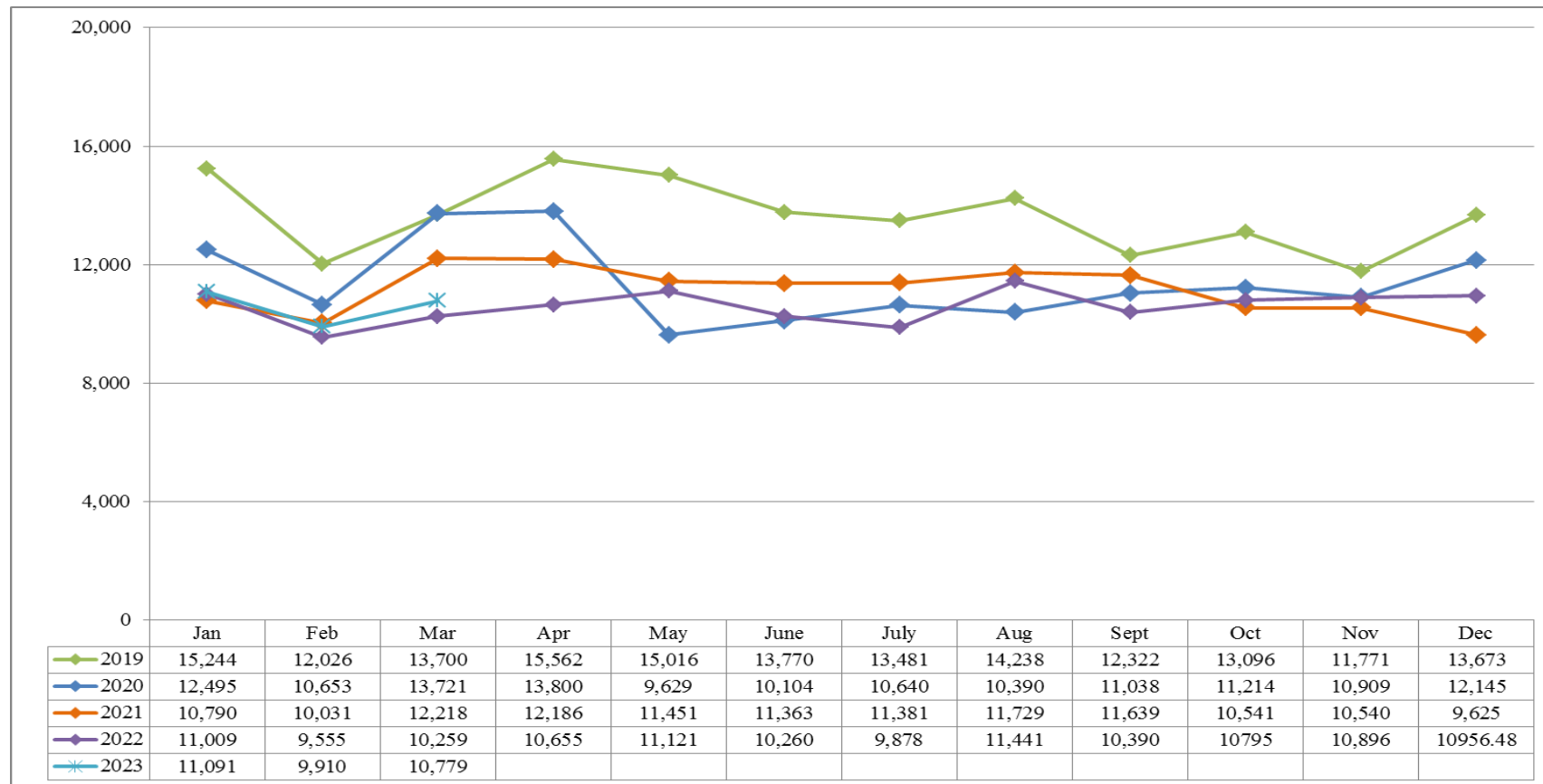


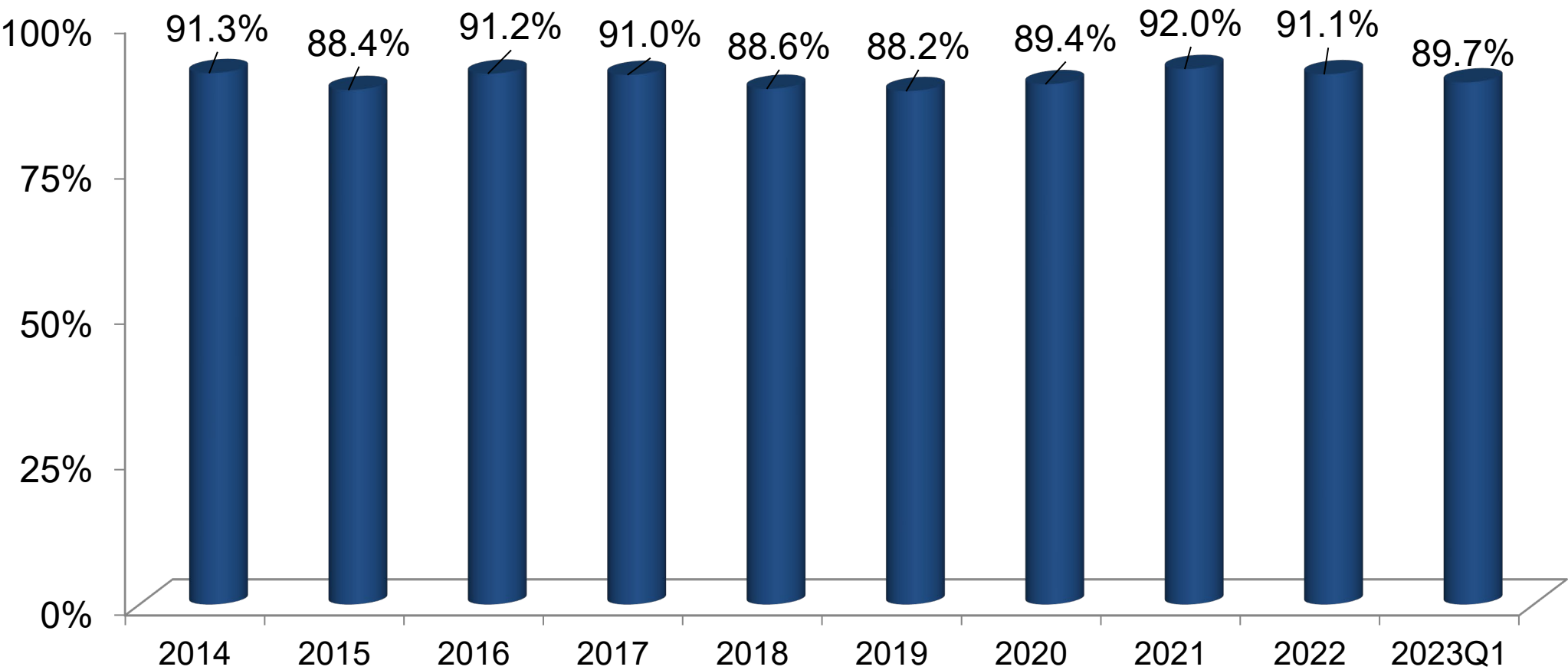
There were 31,780 IMR letters in the first 3 months of 2023, a 3.1% increase from the first 3 months of 2022



IMR letter volume was higher in each of the first 3 months of 2023, compared to the first 3 months of 2022



Uphold Rates



IMR Service Mix

Service Requested	2015	2016	2017	2018	2019	2020	2021	2022	2023Q1
Pharmaceuticals	49.9%	48.8%	47.3%	46.4%	41.1%	39.2%	35.0%	33.3%	32.6%
Physical Therapy	8.7%	9.3%	10.0%	10.3%	12.0%	12.3%	13.4%	13.3%	13.4%
Injections	6.8%	7.4%	8.2%	9.0%	10.0%	10.6%	11.6%	11.9%	12.1%
DME/Prosth/Ortho/Supplies	7.7%	7.1%	6.7%	7.1%	7.8%	8.6%	9.5%	8.4%	8.8%
MRI/CT/PET	4.2%	4.5%	4.7%	4.6%	4.8%	4.9%	5.0%	5.5%	5.8%
Acupuncture	2.2%	2.3%	2.5%	3.0%	3.7%	3.8%	4.2%	4.4%	4.3%
Surgery	3.3%	3.2%	3.1%	3.1%	3.6%	3.7%	3.5%	3.7%	3.6%
Diagnostic Test / Measure	3.5%	3.5%	3.4%	3.4%	3.2%	3.0%	3.0%	2.8%	2.8%
Chiropractic Manipulation	1.6%	1.7%	1.7%	1.7%	2.2%	2.2%	2.5%	2.7%	2.7%
Evaluation and Management	2.3%	2.2%	2.2%	2.0%	1.9%	2.2%	2.3%	2.6%	2.4%
Laboratory Services	2.8%	3.2%	3.2%	2.5%	2.1%	1.6%	1.6%	1.5%	1.5%
Psych Services	1.4%	1.4%	1.3%	1.2%	1.3%	1.4%	1.5%	1.7%	1.5%
Other	5.7%	5.5%	5.8%	5.7%	6.3%	6.4%	6.9%	8.2%	8.4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

IMR Uphold Rates by Service

Service Requested	2015	2016	2017	2018	2019	2020	2021	2022	2023Q1
Pharmaceuticals	89.7%	92.5%	91.9%	89.3%	89.2%	90.4%	92.9%	91.2%	90.1%
Physical Therapy	92.0%	93.2%	93.5%	91.1%	89.8%	89.8%	92.1%	92.7%	90.8%
Injections	87.4%	89.4%	89.5%	89.1%	88.8%	91.2%	95.0%	95.9%	93.4%
DME/Prosth/Ortho/Supplies	90.0%	91.9%	91.8%	88.9%	89.7%	91.3%	93.1%	91.2%	91.4%
MRI/CT/PET	86.4%	88.6%	89.2%	87.6%	86.3%	88.3%	91.6%	91.5%	89.3%
Acupuncture	91.6%	93.6%	93.9%	92.7%	89.7%	87.8%	90.5%	93.6%	92.3%
Surgery	86.6%	88.8%	90.8%	88.0%	88.7%	87.3%	88.5%	86.2%	88.5%
Diagnostic Test / Measure	84.6%	91.3%	91.4%	89.0%	86.7%	88.7%	92.4%	91.2%	88.3%
Chiropractic Manipulation	90.7%	92.0%	93.8%	92.2%	89.0%	86.7%	89.3%	87.0%	88.3%
Evaluation and Management	67.1%	77.3%	77.7%	75.8%	74.9%	80.8%	84.8%	82.6%	76.5%
Laboratory Services	82.9%	88.5%	86.5%	82.9%	81.5%	82.1%	87.4%	84.4%	84.8%
Psych Services	83.2%	85.3%	84.4%	78.7%	79.0%	81.8%	85.1%	82.5%	82.0%
Other	86.4%	88.6%	87.9%	85.2%	85.6%	88.0%	90.3%	88.9%	85.9%
Total	88.4%	91.2%	91.0%	88.6%	88.2%	89.4%	92.0%	91.1%	89.7%

	% of Rx								
Rx Drug Category	2015	2016	2017	2018	2019	2020	2021	2022	2023Q1
Analgesics-Opioid	30.4%	28.9%	29.4%	32.1%	30.9%	28.3%	25.4%	24.4%	24.0%
Musculoskeletal Therapy	12.6%	13.2%	13.4%	14.4%	15.4%	16.7%	17.6%	17.6%	18.5%
Dermatologicals	15.0%	14.6%	14.2%	12.2%	13.8%	15.7%	17.6%	18.6%	18.4%
Anticonvulsants	5.4%	5.6%	6.2%	8.2%	8.8%	10.1%	10.1%	10.0%	10.3%
Anti-Inflammatory	8.5%	9.6%	10.3%	7.7%	6.4%	6.4%	7.5%	8.0%	7.6%
Antidepressants	3.8%	4.0%	4.1%	4.9%	5.1%	4.4%	3.3%	3.3%	3.3%
Ulcer Drugs	7.3%	7.3%	7.1%	4.7%	3.6%	3.5%	3.5%	3.3%	3.0%
Hypnotics	3.9%	3.7%	3.1%	2.7%	2.4%	2.0%	1.7%	1.6%	1.4%
Antianxiety	2.7%	2.8%	2.6%	2.4%	2.2%	1.9%	1.8%	1.6%	1.5%
Analgesics-Non-Narcotic	1.1%	1.4%	1.8%	2.2%	1.9%	2.1%	2.1%	1.9%	2.2%
Other	9.3%	8.8%	7.9%	8.4%	9.5%	8.9%	9.4%	9.6%	10.0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

	% Upheld								
Rx Drug Category	2015	2016	2017	2018	2019	2020	2021	2022	2023Q1
Analgesics-Opioid	88.1%	90.3%	90.1%	89.5%	90.3%	90.9%	93.1%	91.3%	90.9%
Musculoskeletal Therapy	96.4%	97.1%	97.2%	95.8%	95.5%	96.5%	98.5%	98.4%	98.5%
Dermatologicals	96.3%	97.1%	97.0%	94.9%	93.8%	93.2%	95.1%	95.8%	94.2%
Anticonvulsants	82.0%	87.4%	87.8%	80.7%	82.0%	86.1%	91.3%	91.8%	89.7%
Anti-Inflammatory	82.7%	90.2%	88.8%	84.0%	81.4%	82.9%	85.3%	80.0%	74.4%
Antidepressants	74.5%	83.9%	82.3%	75.9%	74.8%	79.8%	82.4%	74.1%	77.1%
Ulcer Drugs	89.0%	93.0%	91.8%	88.3%	87.9%	86.8%	89.8%	82.9%	83.6%
Hypnotics	97.4%	98.2%	97.7%	97.2%	97.2%	97.9%	98.2%	97.5%	99.6%
Antianxiety	96.3%	97.2%	95.1%	94.4%	92.5%	94.5%	94.6%	91.8%	89.7%
Analgesics-Non-Narcotic	88.8%	92.6%	91.9%	91.7%	89.5%	91.0%	91.7%	86.2%	84.1%
Other	88.2%	91.1%	89.6%	85.6%	85.8%	86.3%	89.3%	85.9%	83.5%
Total	89.7%	92.5%	91.9%	89.3%	89.2%	90.4%	92.9%	91.2%	90.1%

Top 10 Providers (April 2022– March 2023)

Requesting Provider	# of IMR Decision Letters	% of IMR Decision Letters	# of Medical Service Decisions	% of Medical Service Decisions	% of Decisions Upheld
Provider 1	2,634	2.1%	4,218	2.2%	87.8%
Provider 2	1,331	1.1%	2,399	1.2%	92.7%
Provider 3	1,618	1.3%	2,322	1.2%	90.2%
Provider 4	1,301	1.0%	2,188	1.1%	93.7%
Provider 5	1,517	1.2%	2,179	1.1%	90.8%
Provider 6	1,296	1.0%	2,154	1.1%	96.1%
Provider 7	1,393	1.1%	2,002	1.0%	92.9%
Provider 8	1,022	0.8%	1,778	0.9%	91.6%
Provider 9	1,204	1.0%	1,752	0.9%	87.0%
Provider 10	849	0.7%	1,589	0.8%	93.4%
Top 10	14,165	11.3%	22,581	11.6%	91.3%

% of Service Requests by Top Providers

Providers	2014	2015	2016	2017	2018	2019	2020	2021	04-01-21 / 03-31-22	04-01-22 / 03-31-23
Top 10	12.4%	11.9%	11.3%	12.5%	9.5%	9.9%	10.2%	10.7%	10.7%	11.6%
Top 25	20.6%	20.7%	20.3%	21.5%	18.1%	18.6%	19.4%	20.6%	20.5%	21.3%
Top 50	29.7%	29.9%	30.0%	30.8%	28.2%	28.2%	29.9%	31.1%	31.1%	31.8%
Top 1% (80*)	45.5%	45.4%	45.3%	45.5%	44.2%	41.2%	39.6%	39.9%	39.9%	40.2%
Top 10% (802*)	84.1%	85.4%	85.1%	86.9%	84.6%	83.5%	82.1%	82.6%	82.6%	83.1%

* Based on Number of Providers from April 2022 – March 2023