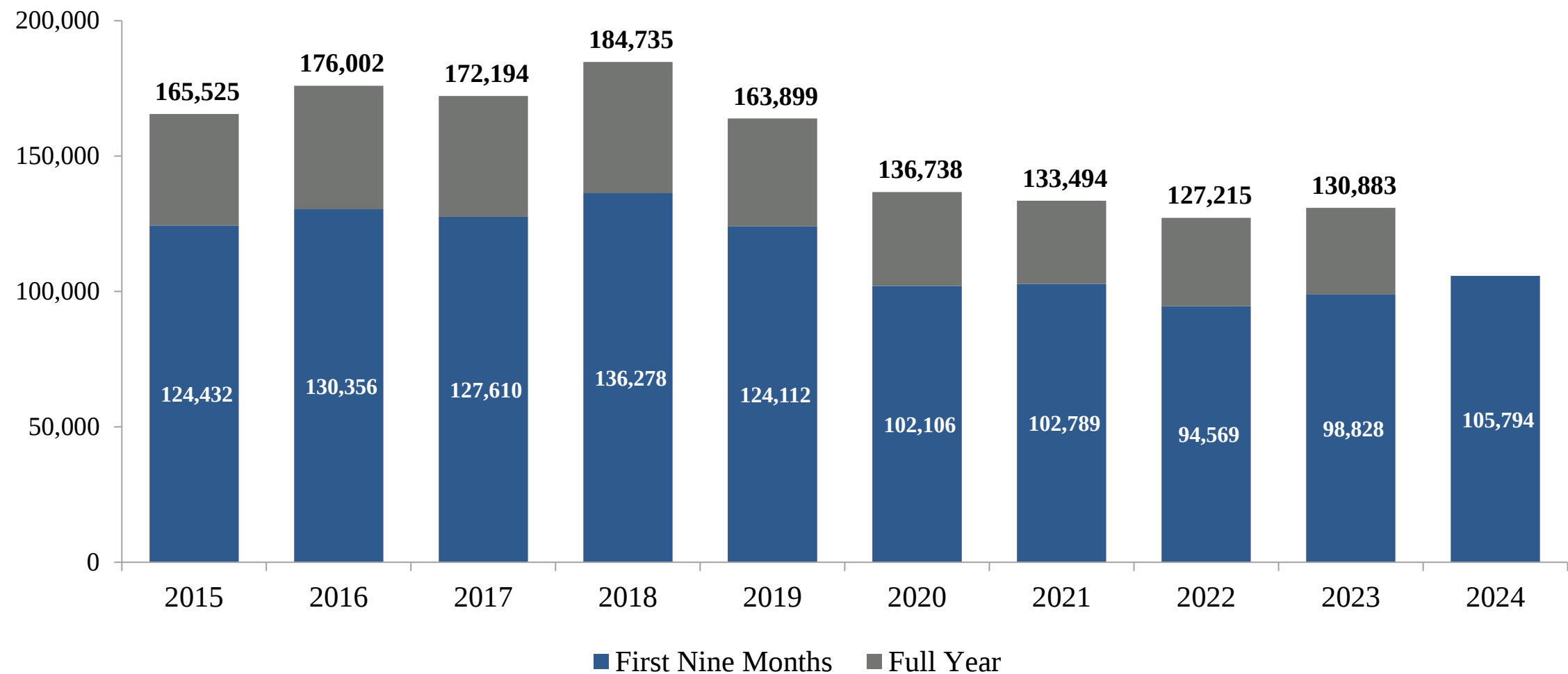
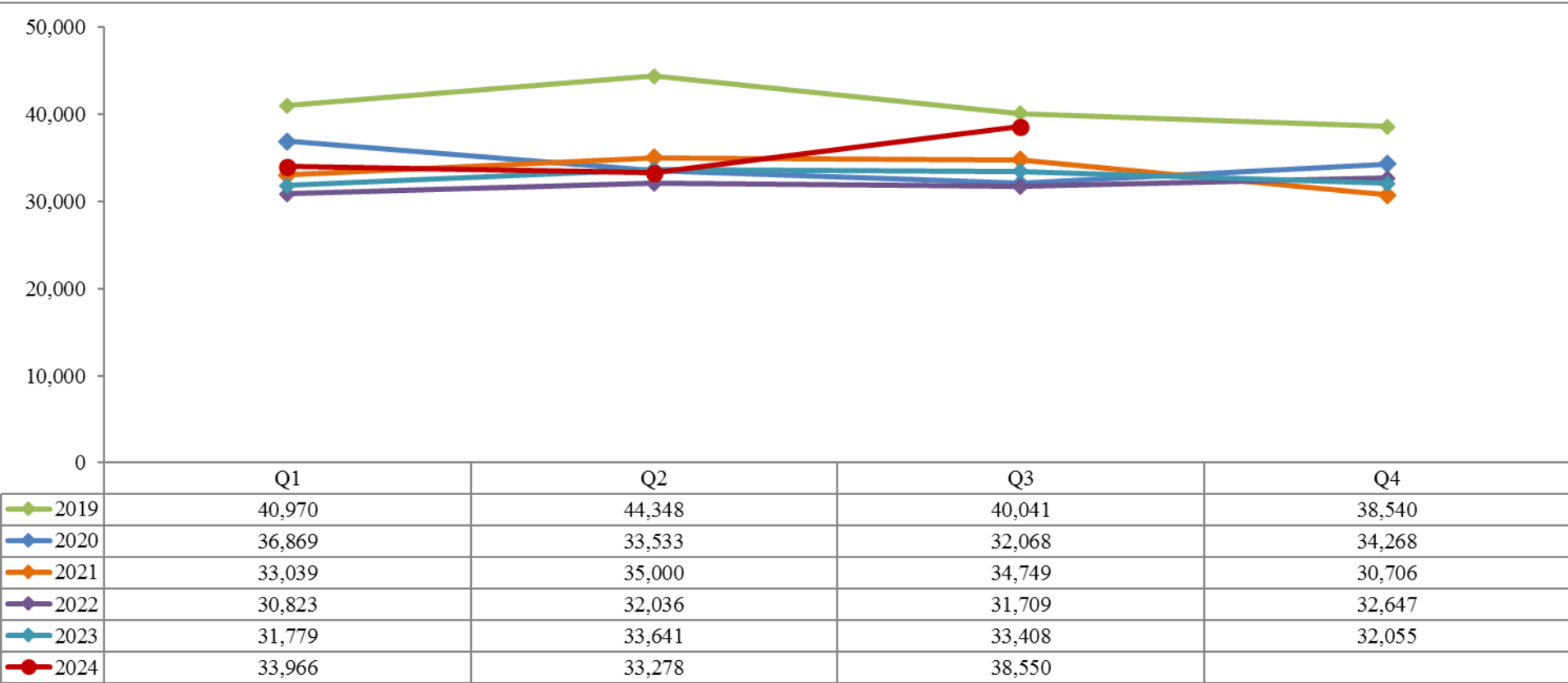


There were 67,244 IMR letters in the first nine months of 2024,
a 7.0% increase from the first nine months of 2023

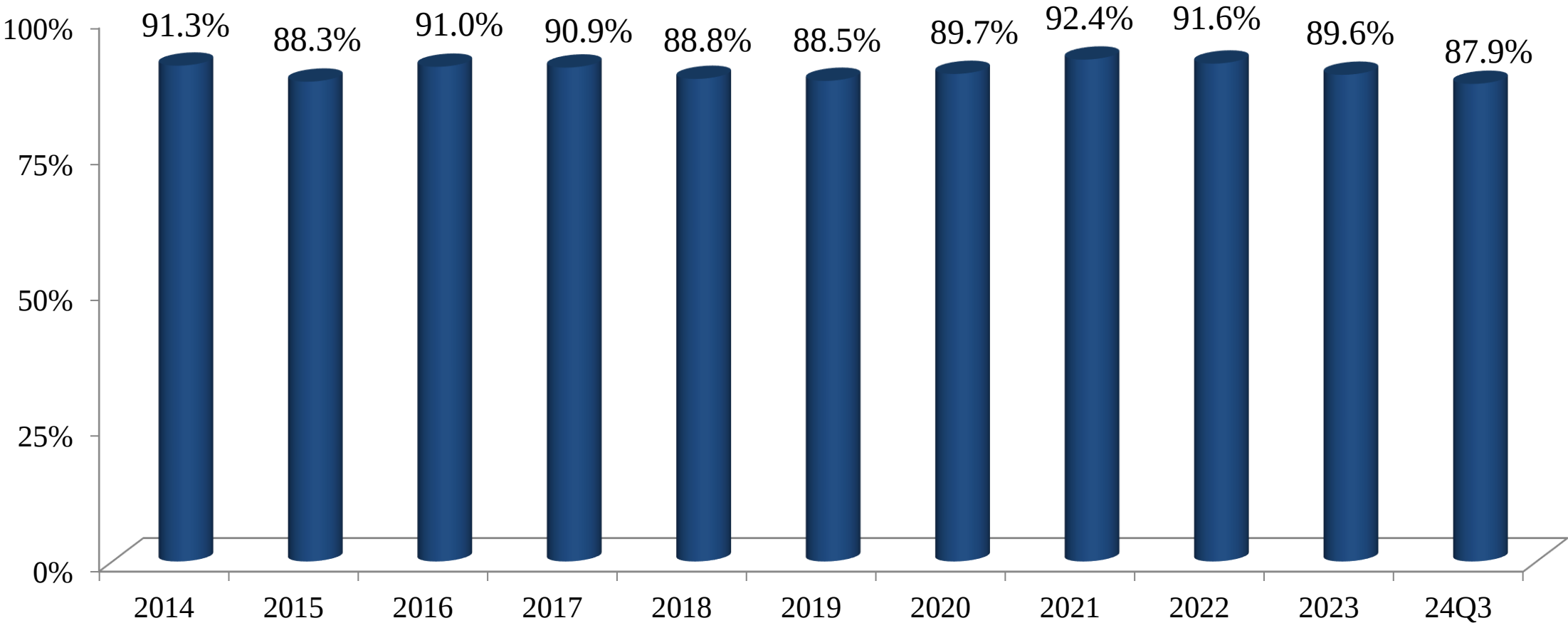


Letters By Quarter





Uphold Rates



IMR Service Mix



Service Requested	2015	2016	2017	2018	2019	2020	2021	2022	2023	24Q3
Pharmaceuticals	50.7%	49.5%	47.8%	46.5%	41.1%	39.1%	34.9%	33.3%	32.2%	33.0%
Physical Therapy	8.3%	8.6%	9.7%	10.2%	12.0%	12.2%	13.4%	13.2%	13.4%	13.1%
Injections	6.9%	7.6%	8.3%	9.1%	10.1%	10.8%	11.7%	12.1%	12.4%	12.5%
DME/Prosth/Ortho/Supp	7.3%	6.9%	6.5%	7.0%	7.8%	8.5%	9.4%	8.2%	8.9%	9.0%
MRI/CT/PET	4.3%	4.6%	4.8%	4.6%	4.8%	5.0%	5.0%	5.5%	6.0%	5.4%
Acupuncture	2.2%	2.3%	2.5%	3.0%	3.7%	3.9%	4.3%	4.5%	4.6%	4.8%
Surgery	3.1%	3.0%	2.9%	2.9%	3.4%	3.6%	3.4%	3.6%	3.5%	4.0%
Diagnostic Test / Measure	3.5%	3.6%	3.4%	3.4%	3.2%	3.1%	3.0%	2.8%	2.8%	2.5%
Chiropractic Manipulation	1.7%	1.7%	1.7%	1.8%	2.2%	2.2%	2.5%	2.7%	2.7%	2.6%
Eval. and Management	2.2%	2.3%	2.2%	2.0%	2.0%	2.2%	2.3%	2.6%	2.4%	2.5%
Laboratory Services	2.8%	3.3%	3.3%	2.5%	2.1%	1.7%	1.7%	1.5%	1.5%	1.3%
Psych Services	1.4%	1.4%	1.3%	1.2%	1.3%	1.5%	1.6%	1.7%	1.6%	1.7%
Other	5.5%	5.4%	5.6%	5.7%	6.3%	6.4%	6.9%	8.2%	8.0%	7.8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

IMR Uphold Rates by Service

Service Requested	2015	2016	2017	2018	2019	2020	2021	2022	2023	24Q3
Pharmaceuticals	89.7%	92.5%	91.9%	89.4%	89.4%	90.7%	93.3%	91.8%	90.6%	89.6%
Physical Therapy	92.2%	93.0%	93.6%	91.7%	90.4%	90.8%	92.9%	93.9%	91.6%	90.3%
Injections	87.4%	89.4%	89.5%	89.1%	88.8%	91.2%	95.0%	95.9%	91.4%	90.6%
DME/Prosth/Ortho/Suppl	89.6%	91.4%	91.6%	89.2%	90.1%	91.8%	93.5%	91.9%	91.4%	89.4%
MRI/CT/PET	86.3%	88.6%	89.2%	87.6%	86.3%	88.2%	91.6%	91.5%	88.3%	85.1%
Acupuncture	91.6%	93.6%	93.9%	92.7%	89.7%	87.7%	90.5%	93.6%	93.1%	92.7%
Surgery	86.3%	88.3%	90.7%	88.0%	88.7%	87.2%	88.7%	86.5%	87.2%	81.2%
Diagnostic Test / Measure	84.5%	91.3%	91.3%	89.0%	86.7%	88.7%	92.4%	91.5%	86.2%	82.8%
Chiropractic Manipulation	90.8%	92.0%	93.8%	92.2%	89.0%	86.7%	89.3%	87.0%	88.5%	89.8%
Eval. and Management	66.4%	77.0%	77.7%	75.9%	74.9%	80.9%	84.9%	82.8%	76.1%	74.7%
Laboratory Services	82.6%	88.4%	86.4%	82.9%	81.6%	82.2%	87.4%	84.3%	81.4%	76.5%
Psych Services	83.3%	85.2%	84.4%	78.6%	79.0%	81.9%	85.1%	82.5%	83.5%	80.0%
Other	86.0%	88.1%	87.6%	85.6%	86.1%	88.6%	90.8%	89.5%	85.4%	81.3%
Total	88.3%	91.1%	90.9%	88.8%	88.5%	89.8%	92.4%	91.6%	89.6%	87.9%

	% of Rx									
Rx Drug Category	2015	2016	2017	2018	2019	2020	2021	2022	2023	24Q3
Analgesics-Opioid	30.3%	28.6%	29.1%	32.0%	30.7%	28.0%	25.0%	23.9%	23.1%	21.2%
Musculoskeletal Therapy	12.7%	13.4%	13.5%	14.5%	15.6%	16.9%	17.8%	17.9%	18.1%	18.0%
Dermatologicals	15.1%	14.8%	14.4%	12.3%	14.0%	15.9%	17.8%	18.9%	20.1%	22.0%
Anticonvulsants	5.4%	5.7%	6.2%	8.2%	8.8%	10.2%	10.3%	10.2%	10.1%	10.0%
Anti-Inflammatory	8.5%	9.6%	10.3%	7.7%	6.4%	6.4%	7.4%	8.0%	7.4%	7.6%
Antidepressants	3.9%	4.1%	4.2%	4.9%	5.1%	4.5%	3.4%	3.4%	3.3%	3.7%
Ulcer Drugs	7.3%	7.4%	7.2%	4.7%	3.6%	3.5%	3.5%	3.3%	3.2%	3.2%
Hypnotics	3.9%	3.8%	3.1%	2.7%	2.4%	2.0%	1.8%	1.7%	1.4%	1.1%
Antianxiety	2.7%	2.8%	2.6%	2.4%	2.2%	1.9%	1.8%	1.6%	1.4%	1.4%
Analgesics-Non-Narcotic	1.1%	1.4%	1.8%	2.2%	1.9%	2.1%	2.0%	1.8%	2.2%	2.2%
Other	9.1%	8.4%	7.6%	8.3%	9.3%	8.7%	9.1%	9.3%	9.7%	9.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

	% Upheld									
Rx Drug Category	2015	2016	2017	2018	2019	2020	2021	2022	2023	24Q3
Analgesics-Opioid	88.0%	90.2%	90.1%	89.8%	90.8%	91.8%	94.4%	93.2%	92.6%	94.2%
Musculoskeletal Therapy	96.4%	97.1%	97.2%	95.8%	95.5%	96.6%	98.5%	98.5%	98.2%	97.8%
Dermatologicals	96.3%	97.1%	97.0%	94.9%	93.8%	93.2%	95.1%	95.8%	93.7%	91.7%
Anticonvulsants	82.0%	87.3%	87.7%	80.7%	82.0%	86.1%	91.3%	91.9%	90.4%	89.9%
Anti-Inflammatory	82.5%	90.0%	88.7%	84.3%	81.7%	83.4%	85.7%	80.7%	76.3%	74.2%
Antidepressants	74.5%	83.8%	82.2%	75.9%	74.8%	79.8%	82.4%	74.1%	78.2%	73.6%
Ulcer Drugs	89.0%	93.0%	91.7%	88.4%	87.9%	86.7%	89.7%	83.1%	80.8%	79.0%
Hypnotics	97.4%	98.2%	97.7%	97.2%	97.2%	97.9%	98.2%	97.5%	97.9%	98.5%
Antianxiety	96.3%	97.1%	95.0%	94.4%	92.5%	94.6%	94.5%	91.7%	90.6%	89.5%
Analgesics-Non-Narcotic	88.7%	92.6%	91.9%	92.0%	90.6%	92.5%	92.2%	87.8%	85.6%	82.7%
Other	87.9%	90.7%	89.2%	85.8%	85.9%	86.6%	89.7%	86.5%	83.8%	81.5%
Total	89.7%	92.5%	91.9%	89.4%	89.4%	90.7%	93.3%	91.8%	90.6%	89.6%

Top 10 Providers (Oct. 2023 – Sept. 2024)

Requesting Provider	# of IMR Decision Letters	% of IMR Decision Letters	# of Medical Service Decisions	% of Medical Service Decisions	% of Decisions Upheld
Provider 1	1,859	1.4%	3,058	1.5%	89.2%
Provider 2	2,026	1.5%	2,791	1.4%	87.9%
Provider 3	1,731	1.3%	2,763	1.4%	96.1%
Provider 4	1,975	1.5%	2,700	1.3%	86.9%
Provider 5	1,478	1.1%	2,451	1.2%	93.8%
Provider 6	1,546	1.1%	2,161	1.1%	82.2%
Provider 7	973	0.7%	1,800	0.9%	86.7%
Provider 8	917	0.7%	1,761	0.9%	90.2%
Provider 9	975	0.7%	1,751	0.9%	83.7%
Provider 10	1,044	0.8%	1,728	0.9%	90.6%
Top 10	14,524	10.8%	22,964	11.3%	89.0%

% of Service Requests by Top Providers

Providers	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	24Q3
Top 10	12.4%	11.9%	11.3%	12.5%	9.5%	9.9%	10.2%	10.7%	11.3%	11.1%	11.3%
Top 25	20.6%	20.7%	20.3%	21.5%	18.1%	18.6%	19.4%	20.6%	21.2%	21.1%	21.4%
Top 50	29.7%	29.9%	30.0%	30.8%	28.2%	28.2%	29.9%	31.1%	31.6%	31.7%	32.6%
Top 1% (80*)	45.5%	45.4%	45.3%	45.5%	44.2%	41.2%	39.6%	39.9%	39.9%	39.7%	41.7%
Top 10% (801*)	84.1%	85.4%	85.1%	86.9%	84.6%	83.5%	82.1%	82.6%	82.9%	82.9%	83.7%

* Based on Number of Providers from Oct. 2023 – Sept. 2024