



# COMMONWEALTH OF MASSACHUSETTS

DEPARTMENT OF  
INDUSTRIAL ACCIDENTS

UTILIZATION REVIEW

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*Work Related Injuries Workshop  
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## Utilization Review - 452 CMR 6.00

Utilization Review (UR) in workers' compensation is a process whereby a medical professional reviews a request for a medical service to determine whether the service is reasonable, appropriate, and medically necessary taking into consideration treatment guidelines.

UR seeks to ensure quality of care for injured workers and reduce unnecessary medical costs.



## 452 CMR 6.00

### 2009 Amendments/Major Change

Effective October 1, 1993, the regulation mandated utilization review for ALL health care services.

Major change to UR Regulation effective 2009:

**12 Week Period** from the date of injury during which time insurers/self-insurers may approve treatment without conducting UR. Any denial must be made by an approved UR Agent.



# Utilization Review Agents

- Application - Fee
- Currently 32 Approved Agents  
(12 in MA - 20 out of State)
- Audited at least Yearly
- May be fined for non-compliance  
with regulations

# UR Determinations

- Notice must be provided within specific time periods.
- Letters must provide a clinical rationale and treatment guideline referenced.
- Adverse determinations must be made by same school reviewer and set forth the appeal process.
- Requesting medical provider has right to speak with reviewer at appeal level.

# Treatment Guidelines

- MA Guidelines must be referenced first.  
[Created by Health Care Services Board]
- If no MA Guideline applies, another guideline that has been approved by the Office of Health Policy and listed in the UR Agent application may be referenced.
- MA Guidelines allow for deviation of care by providing a 10% Rule.

Guides Not Mandates



# Appeal of UR Denial

- Fax written appeal request within 30 days
- Provide additional information
- Request to speak with reviewer
- Provide availability times
- After second denial - File claim at DIA if warranted

# MA CHRONIC PAIN TREATMENT GUIDELINE

2012 Revisions to the MA Chronic Pain Guideline:

- Appropriate use of Injections
- Psychosocial Treatment – Important Component
- Medication  
Follow-up visits; Random Drug Testing; Patient-Physician Agreements; Opioids not to exceed 120mg of oral morphine or its equivalent/recommendation; Second opinions from pain specialists; Prescription Monitoring