

Texas Department of Insurance
Division of Workers' Compensation



Medical Quality Review
CY 2012 Annual Audit Plan

January 11, 2012

Section I: General Statement and Overview

The Texas Department of Insurance, Division of Workers' Compensation (TDI-DWC) is required by Texas Labor Code §413.002 to "monitor health care providers, insurance carriers, independent review organizations, and workers' compensation claimants who receive medical services to ensure the compliance of those persons with rules adopted by the commissioner relating to health care, including medical policies and fee guidelines." The TDI-DWC will manage the medical quality review process in a manner that is fair to all system participants, open, and transparent to the extent consistent with state confidentiality laws, and provide the subject of a review the opportunity to participate throughout the review process.

Medical quality reviews may be initiated from either a complaint, a plan-based audit, or monitoring resulting from a consent order. The TDI-DWC's Medical Advisor oversees the medical quality review process conducted by the Medical Quality Review Panel (MQRP). Medical quality reviews performed by the MQRP Experts (Expert) aid the TDI-DWC both to monitor compliance with the Texas Workers' Compensation Act (Act) and Rules and to help ensure that injured employees in the workers' compensation system receive medically necessary and appropriate health care that is timely and cost-effective, and facilitates functional recovery and appropriate return-to-work outcomes.

Section II: Purpose

- promote the delivery of quality health care in a cost-effective manner, with emphasis on injured employee safety,
- assure that health care providers adhere to medically accepted standards of care, and
- support return-to-work and avoid unnecessary disability.

Section III: Scope, Methodology, and Selection Criteria

For each category within the annual audit plan, the Medical Advisor and the TDI-DWC staff will define the scope, selection criteria, and individual program area responsibilities for a plan-based audit. The TDI-DWC will obtain stakeholder input on the development of each individual plan-based audit proposal within the annual audit plan. Each individual plan-based audit proposal shall specify the program area(s) responsibilities for all relevant steps and include specific procedures for each step, including but not limited to the following:

- inclusion and exclusion criteria,
- service time frame to be audited,
- sample size,
- subject and case file selection,
- audit questions for Experts to address in their review of the assigned cases, and
- Experts to be assigned to perform the medical quality review.

The basis for determining the medical necessity and appropriateness of health care services is outlined in Section II of the Medical Quality Review Procedure and pursuant to the Texas Labor Code section 413.002.

Section IV: Review Categories

- Health care providers rendering pain management services including opioids;
- Designated Doctor Examinations – potentially includes the quality of designated doctor reports and the appropriateness and medical necessity of additional testing ordered by designated doctors; and
- Insurance Carriers and/or Utilization Review Agents – potentially includes the appropriateness of medical necessity decisions and the appropriateness of the professional certification of the peer reviewer.

The Medical Quality Review Annual Audit Plan may be modified by the Medical Advisor if deemed necessary. Any recommended changes must be approved by the Commissioner prior to adoption.

Section V: Conflicts

This Annual Audit Plan incorporates the approved Medical Quality Review Procedure. However, if a specific conflict exists between this plan and the Medical Quality Review Procedure, this plan prevails.

Section VI: Approvals

This Medical Quality Review Annual Audit Plan is respectfully submitted by:


Donald Patrick, M.D., J.D.
Medical Advisor

Date

1-16-12

This Medical Quality Review Annual Audit Plan is respectfully approved by:


Rod Bordelon
Commissioner of Workers' Compensation

Date

1/11/12