

**PROCEDURE FOR DISPOSING OF PROVIDER GRIEVANCES:**

MEDEX shall implement the following policies and procedures in resolving complaints and grievances initiated by providers of workers' compensation health care services.

- i. All complaints submitted orally or in writing shall be directed to the Chief Executive Officer or his designee, and a representative of Operations Department shall thereafter promptly record the complaint in the Grievance Log Book.
- ii. Within 20 days following receipt, the Operations Department shall acknowledge receipt of the complaint and notify the complainant by certified mail of the name of the Operations Department representative to be contacted regarding the complaint and the progress towards resolution.
- iii. If the complaint does not concern the medical reasonableness or medical necessity of treatment recommended by a treating physician, the complaint shall be referred to the Quality Assurance Committee for investigation and adjudication. The Operations Department shall notify the complainant by certified mail of the decision of the Quality Assurance Committee, and the complainant's rights of appeal, within thirty (30) days from the date the complaint was filed, unless MEDEX can identify appropriate reasons for an extension of such time period with respect to a particular complaint.
- iv. If the complaint concerns the medical reasonableness or medical necessity of treatment recommended by a treating physician, the injured worker, or someone she or he designates may request Independent Medical Review (IMR). The injured worker, within thirty (30) days must send the original signed Application for Independent Medical Review (IMR) and a copy of the utilization review denial of treatment to the Division of Workers' Compensation – IMR, c/o Maximus Federal Services.

**COMPLAINTS FILED WITH THE ADMINISTRATIVE DIRECTOR**

Providers and injured workers have the right to file, at any time, a written complaint regarding MEDEX, with the Administrative Director of the Division of Workers' Compensation of the California Department of Industrial Relations. It is not required to file a complaint with MEDEX before a complaint is filed with the Administrative Director

Forms and procedures for filing a complaint with the Administrative Director are available from the Operations Department. For assistance in preparing and filing a complaint with the Administrative Director, contact the Operations Department or the Division of Workers'

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Compensation (DWC). The Division of Workers' Compensation can be reached at 1-800-277-1767.

### **PROVISION FOR DISPOSING OF INJURED WORKER GRIEVANCES**

MEDEX shall implement the following policies and procedures in resolving complaints and grievances initiated by injured workers receiving worker's compensation health care services.

- i. All complaints from injured workers' involving grievances or disputes shall be recorded in the Grievance Log by an Operations Department representative, and referred to the appropriate committee or individual for action and disposition.
  - ii. Within twenty (20) days following receipt, the Operations Department shall acknowledge receipt of the complaint and notify the complainant by certified mail of the name of the Operations Department representative to be contacted regarding the complaint and the progress towards resolution.
  - iii. Complaints not involving quality of care issues shall be referred to Operations Department for review, investigation and resolution. Complaints involving quality of care issues shall be referred to the Case Manager for review, investigation and resolution. The Operation Department and the Case Manager will take action to endeavor that the complaint is informally resolved to the complainant's satisfaction. Within thirty (30) days following the filing of a complaint, the complainant shall be notified by the Operations Department by certified mail of the disposition of the complaint
  - iv. If the complainant is dissatisfied with the decision of the Operations Department or the Case Manager, the complainant shall have thirty (30) days to appeal such decision by sending a written notice of appeal by certified mail to MEDEX.
  - v. An appeal from the decision of the Operations Department or the Case Manager shall be referred to the Quality Assurance Committee for review and adjudication. The Operations Department shall notify the complainant by certified mail of the decision of the Quality Assurance Committee, and the complainant's right of appeal, within thirty (30) days from the date the complaint was filed, unless MEDEX can identify appropriate reasons for an extension of such time period with respect to a particular complaint.
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