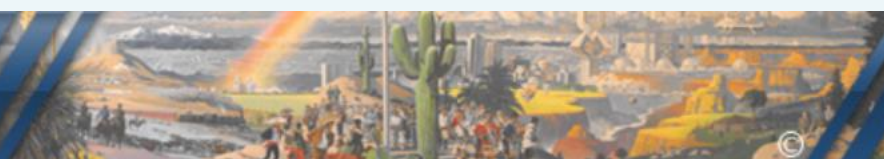# Industrial Commission of Arizona Medical Resource Office (MRO) Portal

In 2016, the ICA launched the MRO Portal. Now Medical Services Providers can submit an online Request for Administrative Peer Review when their patients are denied preauthorization requests for medical treatment and services related to an accepted industrial injury.
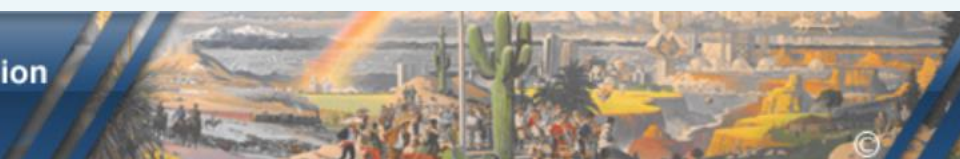
Easy, Simple to Use Online Portal

Replaces Paper-Based Requests

Web-Based Access to Requests, Information and Records

MRO Portal Benefits

- Automates the creation and routing of administrative peer review requests.

- Provides web-based data capture, document storage and distribution of peer review records.

- Supports the standardized use of evidence-based treatment guidelines.

- Streamlines the administration of peer review requests.

- Reduces the time to settle claimant disputes.

An Overview of the Process

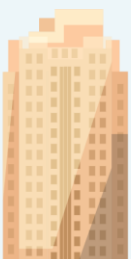# Receiving Prescribed Treatment

PATIENT / CLAIMANT

Meet John. John has been injured on the job and requires treatment.

MEDICAL SERVICES PROVIDER

John receives prescribed treatment from a medical services provider which includes the use of opioids for pain management.

INSURANCE PROVIDER

The employer's insurance provider denies the treatment prescribed to John.

Visit the MRO Portal at https://mro.azica.gov/Account/Login
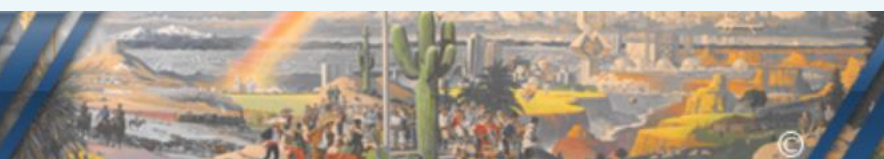
Responding to Denied Treatment

PATIENT / CLAIMANT

John informs his medical services provider of the treatment denial.

MEDICAL SERVICES PROVIDER

On John's behalf, the medical services provider submits a Request for Administrative Peer Review using the online MRO Portal.

Visit the MRO Portal at https://mro.azica.gov/Account/Login

A Look at the Online Administrative Peer Review Request

Visit the MRO Portal at https://mro.azica.gov/Account/Login

Before You Begin

- Have your claimant information available (such as medical records, ICA Claim Number or SSN, Payer Claim #, claimant contact information, ICD/CPT/NDC treatment codes and payer denial or non-response documents.)

- Go to https://mro.azica.gov/Account/Login

Note: While on the portal, you can click **Save** at any time to record what you've entered and return later to complete.

Administrative Peer Review Request

Go to the MRO Portal at https://mro.azica.gov/Account/Login.

Register and set a password. Select **Provider** from the **Party Type** dropdown.

Administrative Peer Review Request (Cont.)

Populate the **Provider Information** and **Reason for Review** sections.

Provider Information

Provider First Name*
Heather

Provider Last Name*
Healer

Provider Address*
123 Pine St

Provider City*
Phoenix

Provider State*
AZ

Provider ZIP*
85040

Provider Phone*
(123) 555-1212

Provider Email
hhealer874947c@contoso.com

Provider Fax
(123) 555-1212

Provider Specialty*
Pain Management

Provider NPI Number

Reason for Review

Reason for Request*
Denial of requested medical treatment or services

Urgent or life-threatening condition
False

Administrative Peer Review Request (Cont.)

Populate the **Claimant Information** section.

Claimant Information

First Name*
John

Middle Name

Last Name*
Jones

Email
jjones87937a@contoso.com

Address*
123 Elm St

City*
Phoenix

State*
AZ

ZIP*
85040

Phone*
(123) 555-1212

Date of Birth*
12/10/1968

SSN**
123-45-6789

Date of Injury*
01/04/2017

ICA Claim Number**
839837363

Payer Claim #
983887

Employer Name
Acme Inc

Attorney Name
Sam Lawman

Attorney Email
slawman78465b@contoso.com

Attorney Phone
(123) 555-1212

Attorney Address
123 Oak St

Attorney City
Phoenix

Attorney State
AZ

Attorney ZIP
85040

Attorney Type
Claimant Attorney

** ICA Claim Number or Social Security Number is required

Visit the MRO Portal at https://mro.azica.gov/Account/Login

Administrative Peer Review Request (Cont.)

Populate the **Payer Information** section.

Payer Information —

Payer Name*
Insurance Co

Contact First Name*
Paula

Contact Last Name*
Payit

Payer Address*
123 Spruce St

Payer City*
Phoenix

Payer State*
AZ

Payer ZIP*
85040

Payer Phone
(123) 555-1212

Payer Email
ppayit7487846d@contoso.com

Payer Fax
(123) 555-1212

Payer Type
Insurance Carrier

Administrative Peer Review Request (Cont.)

Add treatment/service codes to the **Requested Treatments** section.

Administrative Peer Review Request (Cont.)

Easily click-drag-drop any documents into the "Drag files here" window of the **Attachments** section. Medical records and payer denial or non-response documents are required.

File Upload ✕

📄 Drag files here

--- Or ---

📄 Navigate to files

File name: MRO Pre Authorization.pdf
File size: 35344
Document Types*

MRO-1 Pre-Authorization Request and Payer Decision
MRO-2 Request for Administrative Peer Review
Payer Denial or Non-Response for Pre-Auth Request
Physician Reports/Medical Records
Peer Vendor Report and Determination Letter

⊕ Upload

Attachments ⊖

Attach copies of relevant medical information or records, including information perta... , applicable
treatment guideline(s)), and if applicable, copies of documentation related to the pay...

Medical records and documentation of payer denial or non-response (e.g., MRO-1) ...

➕ Add Document   📄 Download Zip

Actions	Date Added ▼	Added By	File Na...
		No...	

Previous | Next | 25 ▾ per page   o 0 of 0 entries

Visit the MRO Portal at https://mro.azica.gov/Account/Login

Administrative Peer Review Request (Cont.)

Finally, add any reasons or justifications to support the request in the **Notes** section, click **Save** then **Submit**.

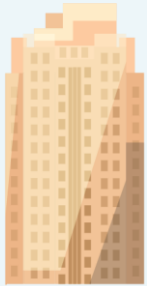# After Your Request is Submitted

INSURANCE PROVIDER

The insurance provider is notified of the submitted request.

INDEPENDENT MEDICAL
PEER REVIEW GROUP

The request is routed to an independent medical peer review group for processing. Any questions or requests are made so all information, documents and records are available for evaluation.

Visit the MRO Portal at https://mro.azica.gov/Account/Login

The Peer Review Process

PHYSICIAN

Based on the specialty needed, the independent medical peer review group assigns a physician to perform the review. The physician reviews all patient data and documents and renders an evidence-based treatment decision.

INDEPENDENT MEDICAL PEER REVIEW GROUP

The Independent Medical Peer Review Group notifies the Patient/Claimant, Medical Services Provider and Payer/Insurance Provider of the final decision. All findings are stored in the MRO Portal.

Visit the MRO Portal at https://mro.azica.gov/Account/Login

Thank you!

The Medical Resource Office is invested in the success of the MRO Portal. We are using technology to improve efficiency with simple, easy-to-use processes. Join us!

Questions, comments or concerns? Please contact me:

Jacqueline Kurth, Manager
Industrial Commission of Arizona
Medical Resource Office
Email: mro@azica.gov
800 W Washington St, Phoenix AZ 85007
Phone: (602) 542-6731
FAX: (602) 542-4797

Visit the MRO Portal at https://mro.azica.gov/Account/Login