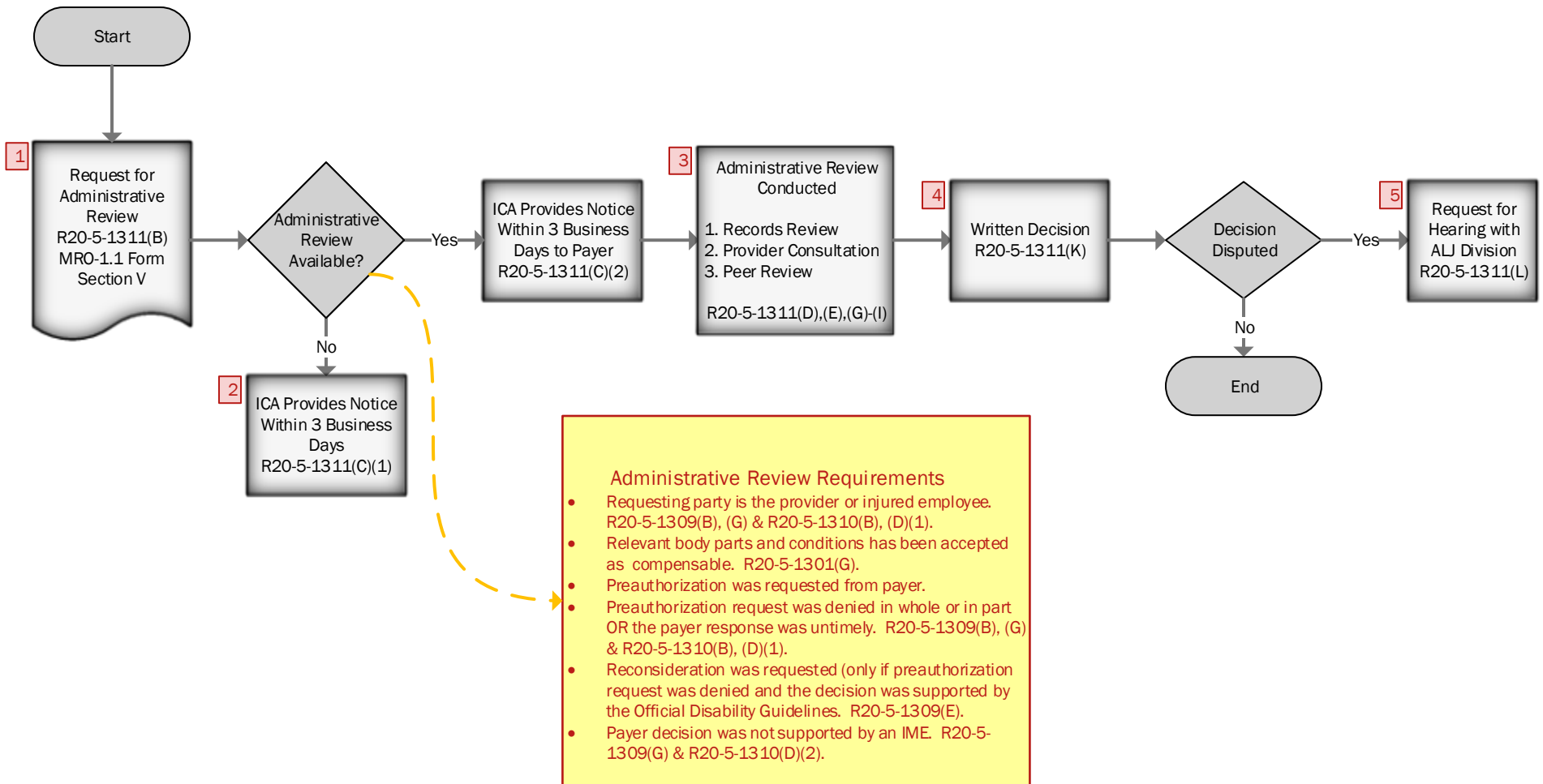


Industrial Commission of Arizona
 Administrative Review Process
 Effective October 1, 2018



Note Reference

1. A request for administrative review must be in writing using Section V of the MRO-1.1 Medical Treatment Preauthorization Form. The request may be submitted by mail, electronically, or by fax (using contact information provided on MRO- 1.1 Form). The request may also be submitted through the MRO Portal at <https://mro@azica.gov>.
2. The Medical Resource Office will send notice providing the reason why an administrative review is not available , if applicable.
3. The payer will be responsible for the cost of the administrative peer review. The Commission has contracted with CompPartners and Maximus to conduct administrative peer reviews. A provider may bill for time spent participating in a peer review. Arizona specific billing codes for this purpose are included in the Arizona Physician’s and Pharmaceutical Fee Schedule. Individuals conducting peer reviews must meet the requirements of R20-5-1311(I).
4. The written decision must include the information listed in R20-5-1311(K).
5. A request for hearing must be in writing and be filed no later than 10 business days after the administrative review decision is issued. Fast Track ALJ Dispute Resolution Program is available if all parties agree to this option. The information provided by the parties in the administrative review process and the administrative decision will be part of the Commission claim file for the injured employee.