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.

Visit the MRO Portal at https://mro.azica.gov/Account/Login
An Overview of the Process
Receiving Prescribed Treatment

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

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

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

John informs his medical services provider of the treatment denial.

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.

Visit the MRO Portal at https://mro.azica.gov/Account/Login
Administrative Peer Review Request (Cont.)

Populate the Provider Information and Reason for Review sections.

Visit the MRO Portal at https://mro.azica.gov/Account/Login
## Administrative Peer Review Request (Cont.)

Populate the **Claimant Information** section.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name*</td>
<td>John</td>
</tr>
<tr>
<td>Address*</td>
<td>123 Elm St</td>
</tr>
<tr>
<td>Phone*</td>
<td>(123) 555-1212</td>
</tr>
<tr>
<td>ICA Claim Number**</td>
<td>839837363</td>
</tr>
<tr>
<td>Attorney Email</td>
<td><a href="mailto:slawman76465b@contoso.com">slawman76465b@contoso.com</a></td>
</tr>
<tr>
<td>Attorney State</td>
<td>AZ</td>
</tr>
<tr>
<td>Attorney ZIP</td>
<td>85040</td>
</tr>
<tr>
<td>Middle Name</td>
<td></td>
</tr>
<tr>
<td>City*</td>
<td>Phoenix</td>
</tr>
<tr>
<td>Date of Birth*</td>
<td>12/10/1968</td>
</tr>
<tr>
<td>Payer Claim #</td>
<td>983887</td>
</tr>
<tr>
<td>Attorney Phone</td>
<td>(123) 555-1212</td>
</tr>
<tr>
<td>Last Name*</td>
<td>Jones</td>
</tr>
<tr>
<td>State*</td>
<td>AZ</td>
</tr>
<tr>
<td>SSN**</td>
<td>123-45-6789</td>
</tr>
<tr>
<td>Employer Name</td>
<td>Acme Inc</td>
</tr>
<tr>
<td>Attorney Address</td>
<td>123 Oak St</td>
</tr>
<tr>
<td>Attorney Type</td>
<td>Claimant Attorney</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:jjones87937a@contoso.com">jjones87937a@contoso.com</a></td>
</tr>
<tr>
<td>ZIP*</td>
<td>85040</td>
</tr>
<tr>
<td>Date of Injury*</td>
<td>01/04/2017</td>
</tr>
<tr>
<td>Attorney Name</td>
<td>Sam Lawman</td>
</tr>
<tr>
<td>Attorney City</td>
<td>Phoenix</td>
</tr>
</tbody>
</table>

**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.

Visit the MRO Portal at https://mro.azica.gov/Account/Login
Administrative Peer Review Request (Cont.)

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

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

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

The insurance provider is notified of the submitted request.

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.

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The Peer Review Process

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.

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.

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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:

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