



**Genex Services, LLC
NORTH CAROLINA PREAUTHORIZATION PROGRAM**

An established national industry leader in utilization review, Genex Services, LLC's URAC-accredited, best practice utilization review program is one of the most comprehensive, customer-focused processes for reviewing workers' compensation treatment requests. With a wide range of clinical and technical resources, we provide consistent, fair, clinically sound determinations that comply with North Carolina state regulations.

This plan is intended to outline the policies and procedures of Genex's North Carolina Preauthorization Program of any workers' compensation insurance carrier, third party administrator and/or self-insured employer which utilizes Genex Services, LLC as their Utilization Review Agent.

In accordance with 04 NCAC 10A.1001 *all* surgeries and *all* inpatient treatments are subject to the preauthorization process. A request for authorization of any surgery or any inpatient treatments is classified as a 'mandatory request' under Genex's program.

Although North Carolina does not require preauthorization for outpatient services, Genex will perform preauthorization and retrospective reviews at the direction of the insurance carrier, third party administrator and/or self-insured employer. This type of request is classified as a 'voluntary request' under Genex's plan.

The process as described in this Program, shall apply to both Mandatory Requests and Voluntary Requests.

I. ORGANIZATIONAL DEMOGRAPHICS

- A. Name of UR Agent: Genex Services, LLC
B. Name of Program or: Genex North Carolina Pre-Authorization Review Program
C. UR Agent contact:
Genex Services, LLC
Utilization Review
2555 Townsgate Road, Suite 125,
Westlake Village, CA 91361
Phone: (800) 844-4235, Option 2
Fax: (855) 287-4028
Email: urinquries@genexservices
8am-8pm EST



II. DESIGNATED MEDICAL DIRECTOR

The UR program has a designated Medical Director who holds an unrestricted license to practice medicine in Tennessee. The Medical Director is responsible for all UR and ensures the review process for approvals, modifications and/or denials comply with the requirements of 04 NCAC 10A.1001:

Robert G. Winans, MD
Diplomate, American Board of Orthopaedic Surgery
Genex North Carolina UR Plan Medical Director
2555 Townsgate Road, Suite 125
Westlake Village, CA 91361
Tennessee License # MD0000045896

III. TREATMENT GUIDELINES & REVIEW CRITERIA:

Genex will primarily use the most current edition of the Official Disability Guidelines- Treatment in Workers' Comp (ODG) published by Work Loss Data Institute which are available at www.worklossdata.com. The American College of Occupational and Environmental Medicine (ACOEM) Practice Guidelines are utilized as a secondary source of guidelines which are available at <http://www.mdguidelines.com>.

IV. MEDICAL DIRECTOR OVERSIGHT

A. Peer Review Physicians

The Designated Medical Director ensures that all Peer Review Physicians are currently licensed by North Carolina, South Carolina, Georgia, Virginia, or Tennessee and maintains a valid unrestricted active license. This is required as a new hire and annually as needed throughout employment with Genex. See Appendix A for the name, licensure, and specialty of Genex's Peer Review Physicians.

04 NCAC 10A.1001(i)

B. Initial Reviewers

Initial Reviewers are physicians or nurses. The Designated Medical Director ensures that Genex's Initial Reviewers are currently licensed by a state or the District of Columbia and maintain a valid unrestricted active license. This is required as a new hire and annually as needed throughout employment with Genex.

C. Quality Assurance

1. The Designated Medical Director, Branch Manager and/or his/her designee performs monthly formal quality case review audits to assure the established policies and procedures and quality standards are maintained. A random sampling of closed cases is reviewed.
2. Monthly audit results are discussed at the UM Quality Committee meeting.
 - i Improvement plans are developed and implemented when scores fall below the minimal standard of 90%.
 - ii Monthly feedback of audit results is given to the employee by the Medical Director, Branch Manager and/or designee.



D. Policy and Procedures are reviewed annually by the Medical Director and the Policy & Procedure Committee.

V. Genex North Carolina Utilization Review Process Policy & Procedure

A. Initiation of Initial Preauthorization Request

1. All requests for preauthorization can be made by the health care providers, claimant's attorneys, or unrepresented claimants, and all preauthorization determinations made by insurers. The preauthorization requests shall be submitted on the Industrial Commission Form 25PR. The form can be obtained on the North Carolina web site at <http://www.ic.nc.gov/forms/form25pr.pdf>
04 NCAC 10A.1001(k)
2. The Form 25PR shall be transmitted to Genex either by email at urinquries@genexservices or fax to (855) 287-4028.
3. Genex will send acknowledgement of the request to the requesting entity and insurer/adjuster within 2 business of receipt of the Form 25PR.
04 NCAC 10A.1001(k)
4. Genex is available for communication via telephone, fax and/or email on a pending request for preauthorization (including Peer Review Physicians) on a continuous basis on every business day (which excludes weekends and holidays) between the hours of 8:00 AM and 8:00 PM Eastern Standard Time.
04 NCAC 10A.1001(e)(2)
5. After hours communication is accessible via phone mail between the hours of 8:00 PM and 8:00 AM Eastern Standard Time Monday through Friday and weekends & holidays. All calls received after hours will be responded to on the next businessday.
6. All requests for service are registered into the Genex computer system by the Genex Support Staff who verifies appropriate carrier, claim, and injured worker demographics and forwards the case to the Genex Initial Reviewer for review. They are restricted from interpreting clinical information or making clinical decisions.

B. Initial Review Process by Initial Reviewer

1. A Genex Initial Reviewer is a physician or nurse who holds a current, unrestricted license in their state of residence.
2. Upon receipt of the clinical information, the Initial Reviewer evaluates the requested services for medical necessity of procedure/treatment and inpatient admissions, duration of care, and appropriateness of services and makes authorization decisions using specified criteria as previously stated. The Initial Reviewer has electronic and phone access to consult with an MD/DO or licensed health professional in the same licensure category and/or specialty as the requesting provider.
3. If the Initial Reviewer can authorize the request, she/he will notify the appropriate entities as outlined in section D 'Time Frame Requirements.'



4. If the Initial Reviewer is unable to authorize the request in its entirety, the request will be forwarded to a Peer Review Physician. Only Peer Review Physicians may modify or deny treatment requests.
 5. No denial is based on Initial Review.
- C. Review Process by Peer Review Physician**
1. Clinical reviews are conducted by a Genex Peer Review Physician on all cases where an authorization is not issued through the Initial Review.
 2. The Genex Peer Review Physician is medical doctor, doctor of osteopathy, psychiatry, psychologist, acupuncturist, optometrist, dentist, podiatrist, or chiropractic practitioner who is currently licensed by North Carolina, South Carolina, Georgia, Virginia or Tennessee and shall hold professional qualifications, certifications, and fellowship training in a like specialty that is at least equal to that of the treating provider who is requesting preauthorization of surgery or inpatient treatment.
04 NCAC 10A.1001(i)
 3. An opportunity for a Peer-to-Peer discussion is offered to the requesting provider prior to the determination being made. The Peer Review Physician is available to discuss the determination with the requesting provider at (800) 844-4235, Option 2, on any business day between 8:00 AM and 8:00 PM Eastern Standard Time. 04 NCAC 10A.1001(h) In the event the reviewer is unavailable, the requesting physician may discuss the request with another Peer Review Physician who is competent to evaluate the specific clinical issues involved in the medical treatment services. In the event no peer-to-peer occurred, the Peer Review Physician makes the determination based on the information submitted.
 4. Requests are not denied on the basis of lack of information without documentation reflecting an attempt to obtain the necessary information from the requesting physician.
 5. Treatment is not denied on the sole basis that the treatment is not addressed by a guideline.
- D. Time Frame Requirements**
1. The first day in counting the timeframe requirement is the day *after* the receipt of the request.
 2. The request determination shall be communicated to the requesting physician initially by telephone or fax within 7 business days of receipt of the request.
04 NCAC 10A.1001(l)
 3. The communication by telephone/fax shall be followed by written notice and sent to the injured worker and/or the injured worker's representative, the insurer/adjuster, the requesting physician, and facility if known.
- E. If a Peer-to-Peer discussion did not take place, Genex will accept a phone call from the requesting provider within 24 hours of an adverse determination.**



F. Appeal

- 1. The requesting provider, claimant's attorneys, or unrepresented claimants have the right to submit a request for an appeal no later than the 30th calendar day after the date of the verbal or faxed notification of the modified or adverse determination. This is done by completing the 2nd page of Form 25PR and emailing or faxing along with any additional medical information to urinquries@genexservices or fax to (855) 287-4028.**

- 2. Appeals will follow the initial workflow as outlined above for initial review.**

- 3. The appealing party has the right to seek authorization for any denied treatment from the Commission.
04 NCAC 10A.1001(e)(6)**

G. Approvals Made by Claims Adjustor

The insurer's claims adjustor may give approval for any Voluntary pre-authorization requests without formally referring the request to Genex.



GENEX PEER REVIEWER PHYSICIANS

Last Name	First name	License Type	State License	Specialty
Allen	Jessica	D.C.	TN	Chiropractic
Alsafwah	Shadwan	M.D.	TN	Interventional Cardiology, Cardiovascular Disease
Arsht	Steven	M.D.	TN GA	Orthopedic Surgery, Sports Medicine
Ayyar	Siva	M.D.	TN	Occupational Medicine
Bandi	Gaurav	M.D.	VA	Urology
Barreto	William	M.D.	TN	PM&R, Pain Medicine
Bowman	Tamara	M.D.	NC	Internal Medicine
Broukhim	Benjamin	M.D.	TN	Orthopedic Surgery
Bruse	Laura	M.D.	SC	Orthopedic Surgery
Chin	Edward	M.D.	VA	Occupational Medicine
Clark	Tameta	M.D.	NC	Anesthesiology, Pain Medicine
Cohen	Lucy	M.D.	GA	PM&R
Dean	Kristin	M.D.	NC GA TN VA SC	Family Medicine
Dublin	Kyna	D.D.S.	TN	Dentistry
Easterwood	Lee	M.D.	NC SC	General Surgery
Epps	William	M.D.	VA	General Surgery, Plastic Surgery
Fadul	Zaid	M.D.	GA NC	Family Medicine
Fadul	Rafid	M.D.	GA TN VA	Internal Medicine, Pulmonary Disease
Friedman	Mark	D.O.	GA NC SC TN	Internal Medicine, Neurology
Garcia	Peter	M.D.	TN	Orthopedic Surgery
Gart	Avrom	M.D.	TN	PM&R, Pain Medicine
Goins	Wendell	M.D.	NC SC	General Surgery, Family Medicine, Addiction Medicine, Surgical Critical Care
Goldsmith	Gregory	M.D.	TN	Orthopedic Surgery, Spinal Surgery
Grasso, Jr.	Anthony	M.D.	GA	PM&R
Hamilton	Joy	M.D.	GA	PM&R
Herlong	Jason	M.D.	SC	Anesthesiology, Pain Medicine
Herzog	Joshua	M.D.	VA	Orthopedic Surgery, Sports Medicine
Hine	Matthew	M.D.	TN	Occupational Medicine
Imboden	Michael	D.D.S.	SC	Dentistry
Janisse-McCarty	Donna	D.C.	TN	Chiropractic



Appendix A
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Last Name	First name	License Type	State License	Specialty
Jasmin	Luc	M.D.	TN	Neurological Surgery
Joppich	Heather	Ph.D.	TN	Psychology
Lager	Sean	M.D.	GA TN	Orthopedic Surgery, Sports Medicine
Lazar	Alan	M.D.	NC	Orthopedic Surgery
Lee	Luke	M.D.	GA	Occupational Medicine
Loubser	Paul	M.D.	NC GA TN	Anesthesiology
Lutz	Richard	D.O.	TN	Orthopedic Surgery
Mahajan	Nakul	M.D.	NC TN	Anesthesiology, Pain Medicine
Mahajan	Jessica	M.D.	NC TN	Anesthesiology, Pediatric Anesthesiology, Pain Medicine
Marehbian	Jonathan	M.D.	GA TN VA	Neurology
Matthias	Heddy-Dale	M.D.	TN	Anesthesiology, Internal Medicine, Critical Care Medicine
McFarlane	Michelle	M.D.	VA	PM&R
Mun	Sandra	M.D.	TN	Radiology
New	Pamela	M.D.	GA	Neurology
Ogbonna	Ifeoma	M.D.	TN	Occupational Medicine
Owens	John	M.D.	TN	PM&R
Pai	Vidya	M.D.	TN	Sleep Medicine, Pediatrics
Pandya	Avni	M.D.	NC GA SC	Family Medicine
Patel	Alpen	M.D.	VA	Otolaryngology-Head and Neck Surgery, Sleep Medicine
Patel	Lekhraj	M.D.	GA	Neurology
Pemmaraju	Sankar	D.O.	TN	PM&R
Polesky	Reese	M.D.	TN	Orthopedic Surgery
Prentiss	Donald	M.D.	GA	General Surgery
Rizzolo	Franco	D.C.	SC TN GA	Chiropractic
Roach	Christopher	M.D.	VA	Orthopedic Surgery, Sports Medicine
Rosenberg	Seth	M.D.	NC	Otolaryngology
Saleem	Omar	M.D.	TN	Orthopedic Surgery
Sassoon	Eddie	M.D.	GA TN VA	PM&R
Satcher	Serena	M.D.	VA GA	PM&R, Internal Medicine, Sports Medicine
Serota	Marc	M.D.	TN	Dermatology, Allergy & Immunology, Pediatrics
Sharma	Achin	M.D.	TN	Family Medicine



Appendix A
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Last Name	First name	License Type	State License	Specialty
Shin	John	M.D.	NC	Psychiatry, Child and Adolescent Psychiatry
Simon	Avrom	M.D.	TN	Occupational Medicine
Simon	Robin	D.O.	NC TN VA	Orthopedic Surgery, Gastroenterology
Taner	Anil	M.D.	VA	Diagnostic Radiology
Terry	Kimberly	M.D.	NC VA SC GA TN	Neurological Surgery
Troutt	Terry	M.D.	SC TN	PM&R, Pain Medicine
Walley	Donald	D.D.S.	TN	Dentistry
Walley	Glenda	D.D.S.	TN	Dentistry
Wang	Chun-ju	D.O.	VA	PM&R
Weiser	Harry	M.D.	GA	Neurological Surgery
Winans	Robert	M.D.	TN	Orthopedic Surgery
Wood	James	M.D.	NC GA SC VA	Internal Medicine, Nephrology