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## California Utilization Review Update

**State:** California

**Line of Business:** Utilization Review

**Effective Date:** June 7, 2007

### How the Changes Affect Customers:

The California Division of Workers' Compensation has approved utilization review enforcement regulations. The new regulations are effective June 7, 2007.

These regulations define required timelines and conditions which must be met when requests for authorization of medical treatment are delayed, modified or denied.

Under the new regulations utilization review agencies are subject to routine investigations at least once every three years. The California Division of Workers' Compensation may also conduct targeted investigations based any information indicating possible violation of utilization review laws or regulations.

Penalties will be assessed as specified in the utilization review enforcement regulations. Claims organizations making utilization review decisions will also be subject to penalties should they fail to follow the regulations.

Intracorp is currently operating in full compliance with the California utilization review regulations. Our customers can be assured that Intracorp's URAC accredited utilization review service will continue to yield quality and timely decisions within the guidelines set forth by the State of California. Our reporting capabilities will allow us to quickly respond to any request for information from the state of California.

If you have not already notified the state that Intracorp is your Utilization Review Agent, your account manager can provide you with a sample letter.

### For more information:

Visit the California Division of Workers' Compensation website at [http://www.dir.ca.gov/dwc/dwc\\_home\\_page.htm](http://www.dir.ca.gov/dwc/dwc_home_page.htm)

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