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To: Texas Workers' Compensation System Participants

From: Graves Owen, M.D., Medical Advisor

Date: [August 17, 2023](#)

RE: DWC Finalizes the Medical Quality Review process

On June 20, 2023, the Texas Department of Insurance, Division of Workers' Compensation (DWC) requested comments from workers' compensation system participants on the proposed Medical Quality Review (MQR) process. The MQR process is a medical case review based on a written complaint, which may include an internal referral, a plan-based audit, or monitoring resulting from a consent order.

DWC appreciates the input provided by the one responder. Comments were carefully considered and discussed. The MQR process is approved. The approved MQR process is on the DWC website at www.tdi.texas.gov/wc/hcprovider/medadvisor.html.