

## IRO REVIEWER REPORT TEMPLATE -WC

---

### IMED, INC.

2150 S. Central Expressway\* Suite 200-262 \* McKinney, TX 75070  
Office: 469-219-3355 \* Fax: 469-219-3350 \* email: [imeddallas@msn.com](mailto:imeddallas@msn.com)

**[Date notice sent to all parties]:**

**06/22/2015**

**IRO CASE #:**

**DESCRIPTION OF THE SERVICE OR SERVICES IN DISPUTE:** 97799, Chronic Pain Management Program – 80 hours - outpatient

**A DESCRIPTION OF THE QUALIFICATIONS FOR EACH PHYSICIAN OR OTHER HEALTH CARE PROVIDER WHO REVIEWED THE DECISION:**  
Board Certified Anesthesiology, Board Certified Pain Medicine

**REVIEW OUTCOME:**

Upon independent review, the reviewer finds that the previous adverse determination/adverse determinations should be:

Upheld (Agree)

Provide a description of the review outcome that clearly states whether medical necessity exists for each of the health care services in dispute.

**PATIENT CLINICAL HISTORY [SUMMARY]:**

The patient is a female who initially presented with complaints of low back pain. The physical performance evaluation dated 11/25/15 indicates the patient continuing with her job full time. The patient reported her job to be an office type occupation. The note indicates the patient had been injured when she walked onto a tiled floor with an air freshener had spilled had spilled resulting in her falling on a concrete floor. The patient rated her pain 7/10 at that time. The note indicates the patient utilizing cyclobenzaprine and meloxicam as well as Mobic for pain relief. The physical performance evaluation dated 02/12/15 indicates the patient continuing with low back and right shoulder complaints. The patient was able to demonstrate 60 degrees of lumbar flexion as well as 15 degrees of extension and 25 degrees of left lateral flexion. The patient was identified as having a positive straight leg raise at 80 degrees bilaterally. The progress note dated 02/13/15 indicates the patient demonstrating a 42 on her FABQ-W score and a 22 on her FABQ-PA score. The patient demonstrated a 20 on her BAI and 26 on BDI-2

exams. The patient stated that she was able to sleep five hours each night that was fragmented. The patient made subjective statements regarding her improvement through the initial course of chronic pain management program. The clinical note dated 02/25/15 indicates the patient having previously undergone 12 sessions of physical therapy. The patient has also undergone six individual psychotherapy sessions to date. The patient demonstrated improvements with her range of motion at the at both shoulders, both hips and her trunk. The patient has been recommended to continue with chronic pain management program for an additional 80 hours. Right the progress note dated 04/02/15 indicates the patient continuing with significant levels of fear avoidance whereas she scored a 36 on her FAQ-W and 24 on FABQ-PA. No bents benefits identified with patient BAI or BDI scores as well. The physical performance evaluation dated 04/08/15 indicates the patient continuing with low back complaints. No significant changes were identified with the patient's drug regimen. The patient continued to rate her pain 5-6/10. The clinical note dated 05/01/15 indicates the patient remaining off work at that time. The patient was unable to perform her job duties without restrictions. The note indicates the patient requiring very heavy physical demand level in order to fully function at her chosen occupation. The note indicates the patient able to demonstrate a medium physical demand level.

The utilization reviews dated 04/20/15 and 05/07/15 resulted in denials for an additional 80 hours of chronic pain management program as the patient had previously undergone total of 160 hours of a chronic pain management program in additional hours within the multidisciplinary program are indicated only for an injured individualized care plans have been submitted explaining the necessary improvements that were unable to perform within the original 160 hours.

**ANALYSIS AND EXPLANATION OF THE DECISION INCLUDE CLINICAL BASIS, FINDINGS, AND CONCLUSIONS USED TO SUPPORT THE DECISION:**

The clinical documentation indicates the patient initially presenting with low back and shoulder pain. There is indication the patient has completed 160 hours of chronic pain management program with continued functional deficits. However, the continuation of a chronic pain management program beyond 160 hours is indicated for patients who have demonstrated significant functional deficits likely to benefit from additional multidisciplinary approach and an individualized care plan has been drawn up addressing the patient's functional deficits. No information was submitted regarding an individualized care plan. Additionally, it does not appear the patient would require a multidisciplinary approach in order to address the residual functional deficits. Given these factors, the request is not indicated as medically necessary. As such, the opinion of this reviewer the request for additional 80 hours of a chronic pain management program are not recommended as medically necessary.

## IRO REVIEWER REPORT TEMPLATE -WC

---

## IRO REVIEWER REPORT TEMPLATE -WC

---

### A DESCRIPTION AND THE SOURCE OF THE SCREENING CRITERIA OR OTHER CLINICAL BASIS USED TO MAKE THE DECISION:

#### MEDICAL JUDGEMENT, CLINICAL EXPERIENCE, AND EXPERTISE IN ACCORDANCE WITH ACCEPTED MEDICAL STANDARDS

#### ODG- OFFICIAL DISABILITY GUIDELINES & TREATMENT GUIDELINES

Chronic pain programs (functional restoration programs)

Criteria for the general use of multidisciplinary pain management programs:

Outpatient pain rehabilitation programs may be considered medically necessary in the following circumstances:

(1) The patient has a chronic pain syndrome, with evidence of loss of function that persists beyond three months and has evidence of three or more of the following: (a) Excessive dependence on health-care providers, spouse, or family; (b) Secondary physical deconditioning due to disuse and/or fear-avoidance of physical activity due to pain; (c) Withdrawal from social activities or normal contact with others, including work, recreation, or other social contacts; (d) Failure to restore preinjury function after a period of disability such that the physical capacity is insufficient to pursue work, family, or recreational needs; (e) Development of psychosocial sequelae that limits function or recovery after the initial incident, including anxiety, fear-avoidance, depression, sleep disorders, or nonorganic illness behaviors (with a reasonable probability to respond to treatment intervention); (f) The diagnosis is not primarily a personality disorder or psychological condition without a physical component; (g) There is evidence of continued use of prescription pain medications (particularly those that may result in tolerance, dependence or abuse) without evidence of improvement in pain or function.

(2) Previous methods of treating chronic pain have been unsuccessful and there is an absence of other options likely to result in significant clinical improvement.

(3) An adequate and thorough multidisciplinary evaluation has been made. This should include pertinent validated diagnostic testing that addresses the following: (a) A physical exam that rules out conditions that require treatment prior to initiating the program. All diagnostic procedures necessary to rule out treatable pathology, including imaging studies and invasive injections (used for diagnosis), should be completed prior to considering a patient a candidate for a program. The exception is diagnostic procedures that were repeatedly requested and not authorized. Although the primary emphasis is on the work-related injury, underlying non-work related pathology that contributes to pain and decreased function may need to be addressed and treated by a primary care physician prior to or coincident to starting treatment; (b) Evidence of a screening evaluation should be provided when addiction is present or strongly suspected; (c) Psychological testing using a validated instrument to identify pertinent areas that need to be addressed in the

program (including but not limited to mood disorder, sleep disorder, relationship dysfunction, distorted beliefs about pain and disability, coping skills and/or locus of control regarding pain and medical care) or diagnoses that would better be addressed using other treatment should be performed; (d) An evaluation of social and vocational issues that require assessment.

(4) If a goal of treatment is to prevent or avoid controversial or optional surgery, a trial of 10 visits (80 hours) may be implemented to assess whether surgery may be avoided.

(5) If a primary reason for treatment in the program is addressing possible substance use issues, an evaluation with an addiction clinician may be indicated upon entering the program to establish the most appropriate treatment approach (pain program vs. substance dependence program). This must address evaluation of drug abuse or diversion (and prescribing drugs in a non-therapeutic manner). In this particular case, once drug abuse or diversion issues are addressed, a 10-day trial may help to establish a diagnosis, and determine if the patient is not better suited for treatment in a substance dependence program. Addiction consultation can be incorporated into a pain program. If there is indication that substance dependence may be a problem, there should be evidence that the program has the capability to address this type of pathology prior to approval.

(6) Once the evaluation is completed, a treatment plan should be presented with specifics for treatment of identified problems, and outcomes that will be followed.

(7) There should be documentation that the patient has motivation to change, and is willing to change their medication regimen (including decreasing or actually weaning substances known for dependence). There should also be some documentation that the patient is aware that successful treatment may change compensation and/or other secondary gains. In questionable cases, an opportunity for a brief treatment trial may improve assessment of patient motivation and/or willingness to decrease habituating medications.

(8) Negative predictors of success (as outlined above) should be identified, and if present, the pre-program goals should indicate how these will be addressed.

(9) If a program is planned for a patient that has been continuously disabled for greater than 24 months, the outcomes for the necessity of use should be clearly identified, as there is conflicting evidence that chronic pain programs provide return-to-work beyond this period. These other desirable types of outcomes include decreasing post-treatment care including medications, injections and surgery. This cautionary statement should not preclude patients off work for over two years from being admitted to a multidisciplinary pain management program with demonstrated positive outcomes in this population.

(10) Treatment is not suggested for longer than 2 weeks without evidence of compliance and significant demonstrated efficacy as documented by subjective and objective gains. (Note: Patients may get worse before they get better. For example, objective gains may be moving joints that are stiff from lack of use, resulting in increased subjective pain.) However, it is also not suggested that a continuous course of treatment be interrupted at two weeks solely to document these gains, if there are preliminary indications that they are being made on a concurrent basis.

(11) Integrative summary reports that include treatment goals, compliance, progress assessment with objective measures and stage of treatment, must be made

## **IRO REVIEWER REPORT TEMPLATE -WC**

available upon request at least on a bi-weekly basis during the course of the treatment program.

(12) Total treatment duration should generally not exceed 4 weeks (20 full-days or 160 hours), or the equivalent in part-day sessions if required by part-time work, transportation, childcare, or comorbidities. (Sanders, 2005) If treatment duration in excess of 4 weeks is required, a clear rationale for the specified extension and reasonable goals to be achieved should be provided. Longer durations require individualized care plans explaining why improvements cannot be achieved without an extension as well as evidence of documented improved outcomes from the facility (particularly in terms of the specific outcomes that are to be addressed).

(13) At the conclusion and subsequently, neither re-enrollment in repetition of the same or similar rehabilitation program (e.g. work hardening, work conditioning, outpatient medical rehabilitation) is medically warranted for the same condition or injury (with possible exception for a medically necessary organized detox program). Prior to entry into a program the evaluation should clearly indicate the necessity for the type of program required, and providers should determine upfront which program their patients would benefit more from. A chronic pain program should not be considered a “stepping stone” after less intensive programs, but prior participation in a work conditioning or work hardening program does not preclude an opportunity for entering a chronic pain program if otherwise indicated.

(14) Suggestions for treatment post-program should be well documented and provided to the referral physician. The patient may require time-limited, less intensive post-treatment with the program itself. Defined goals for these interventions and planned duration should be specified.

(15) Post-treatment medication management is particularly important. Patients that have been identified as having substance abuse issues generally require some sort of continued addiction follow-up to avoid relapse.

Inpatient pain rehabilitation programs: These programs typically consist of more intensive functional rehabilitation and medical care than their outpatient counterparts. They may be appropriate for patients who: (1) don't have the minimal functional capacity to participate effectively in an outpatient program; (2) have medical conditions that require more intensive oversight; (3) are receiving large amounts of medications necessitating medication weaning or detoxification; or (4) have complex medical or psychological diagnosis that benefit from more intensive observation and/or additional consultation during the rehabilitation process. (Keel, 1998) (Kool, 2005) (Buchner, 2006) (Kool, 2007) As with outpatient pain rehabilitation programs, the most effective programs combine intensive, daily biopsychosocial rehabilitation with a functional restoration approach. If a primary focus is drug treatment, the initial evaluation should attempt to identify the most appropriate treatment plan (a drug treatment /detoxification approach vs. a multidisciplinary/interdisciplinary treatment program). See Chronic pain programs, opioids; Functional restoration programs.