Bridging the Gap...
Our Mission

To resolve health, treatment and disability challenges through the application of independent medical expertise and evidence-based opinions.
• **Evidence-Based Medical Opinions**
IMX provides evidence-based opinions to answer clients’ questions regarding work capacity, casualty, reasonableness of care, treatment needs, preventative care options, patient management and a host of other topics relevant to their needs.

• **Customized Service**
IMX’s customized approach to each and every case distinguishes us from those who apply a “one size fits all” strategy. Albert Einstein once stated, “Imagination is more powerful than knowledge”. IMX crafts creative solutions for difficult challenges.

• **Scalability**
IMX’s services are highly scalable and offered on a local, regional and national level. We have an extensive network of medical professionals that enables us to enter new markets in response to client needs. IMX prides itself on being market-driven.

• **Educational Programs**
IMX recognizes that information is power. Education is the keystone to our approach of matching provider experience with health, treatment and disability challenges. We serve as a medical resource to clients who need to have complex medical issues distilled into applied solutions.

• **Rigorous Quality Assurance**
IMX’s ability to provide quality services in a timely fashion is due to passionate people applying practical solutions. To better serve our clients and accommodate their unique business needs, IMX offers a variety of coordination service models. Quality, consistency and timeliness are the hallmarks of our services.

• **Provider Credentialing**
Selecting competent and skilled providers is one of the critical success factors in providing high quality independent, objective and unbiased medical opinions. IMX ensures that every provider contractor meets stringent credentialing standards that exceed recognized protocols in the industry.

• **Independence**
IMX is a truly independent organization because our examiners draw on personal stores of clinical expertise based upon actual patient care in their own practices. IMX medical professionals focus on the facts surrounding a case from an unbiased perspective.
Bridging the Gap with...

Products and Services

**Independent Medical Examinations**

IMX provides objective medical evaluations for virtually any condition. Our clients represent a universe of health care stakeholders spanning every insurance line. Highly credentialed providers represent a cross section of medical specialties.

Provider opinions are grounded in medical literature, clinical research, peer consensus and community practice standards thereby ensuring the integrity and defensibility of reports.

**Functional Capacity Evaluations**

IMX offers Functional Capacity Evaluations (FCEs) as a tool to determine functional capabilities and limitations. FCEs help to bridge the gap between an evaluatee’s symptoms and actual function.

FCEs can augment the data gathered during an Independent Medical Examination. Accurate interpretation of the data ensures an intelligent match of the worker to the worksite.

**Peer or Medical Record Review**

IMX reviews medical records for a variety of applications. We understand that insurance lines, medical conditions, treatment settings, and provider specialty often dictate the specific purpose of a review.

Workers’ compensation, short and long term disability, automobile liability, general liability, Social Security Disability Insurance, professional liability and managed care cases may need similar yet different issues addressed. Record reviews are conducted with these differences in mind.
Medico-Legal Expertise
IMX board certified providers possess knowledge and expertise, which is invaluable in a variety of legal venues. When cases require expert testimony, IMX coordinates the process.

Occupational Medicine Injury Management & Rehabilitation
Our Medical Director and entire consulting staff have extensive clinical and management expertise that can be applied to meet the specific needs of our clients. A short sampling of these challenges includes:

- Ergonomic analysis
- Employee screening
- Management education
- Employee education
- Functional job analysis development
- Regulatory compliance
- On-site service development
**Annotated Report Service (ARS™)**

IMX’s leading edge proprietary Annotated Report Service (ARS™) results in opinions that have literature to support them. ARSTM can be applied to IMEs, medical record review and FCEs. Our database houses tens of thousands of literature abstracts that have been rated by the strength of clinical evidence. These abstracts can be retrieved through specific keyword searches. The database is constantly updated to reflect current clinical research and health care practice.

**Client Management Reports**

IMX produces customized client reports through its proprietary software netWorks™. This software provides a proactive interface triggering user activity along the continuum of a file’s life. It also provides an industry standard database for use in ad-hoc report writing via Microsoft Access™, Microsoft Word™, Microsoft Excel™, Crystal Reports, Business Object and other data analysis tools. Internal and external report customization is virtually limitless due to the design and layout of the database.

**Educational Programs**

Education is the keystone of IMX’s expertise and service offerings. We place a premium on providing educational programs for our clients. Our medical and rehabilitation specialists have provided hundreds of presentations, workshops, and training sessions on a variety of medical issues. We recognize that information and data alone are of limited value and without appropriate understanding and application they are essentially useless. When applied appropriately, information can become an essential tool when facing the medical/legal challenges that are routinely posed.

**Who Uses IMX’s Expertise?**

Since IMX subscribes to flexible solutions, our client listing is diverse and growing. We continue to explore new applications for our collective skills, knowledge and experience with a connection to our core mission of resolving health, treatment and disability challenges through an evidence-based approach.

- Workers’ Compensation insurers
- Automobile insurers
- Managed Care organizations
- Disability insurers (STD & LTD)
- Self-funded employers
- Case management companies
- Disability management organizations
- IME companies
- Utilization review organizations
- Insurance brokers
- Attorneys & adjudicators
- Business coalitions
- Re-insurers
- Third party administrators
- Provider organizations
- Government entities: local, state, federal
Credentialing and Quality Assurance

Credentialing Physicians for the IMX Network

Primary Source* verification of the following items:

- Medical School *Date of Graduation*
- Residency Training History
- Licenses Granted *Initial Years*
- Current Licenses *Status and Expiration Dates*
- National Board of Medical Examiners Certification Year
- Board Certification *ABMS only* initial year granted, certificate type and expiration dates
- Disciplinary Actions taken by State Licensing Boards and Federal Agencies
- DEA Status with certification
- ECFMG Application Id. # *Education Commission for Foreign Medical Graduates*
- AMA Physician Recognition Award
- Government Service Affiliation *As a Physician*
- Gender, Birthplace, Birthdate
- Malpractice Claims History
- Hospital Privileges Sanctions
- Medicare/Medicaid Sanctions
- Federal Sanctions

Secondary Source verification of the following items:

- Professional Liability Insurance Coverage with the appropriate minimum limits in place
- Additional Board Certifications *non ABMS*

* By definition, Primary Source Verification means that the credentials were verified directly with the organization that issued them. For example, State Licensure is verified with the State that issued the license and Board Certification is verified with the Board that issued the certification.

Please see other side for information about the IMX Quality Assurance Process Overview
IMX Quality Assurance Process Overview

IMX understands the intricacies of the medical review and evaluation business. Particularly, we recognize the need for strong quality assurance of medical providers, tasked with maintaining objective opinions supported by clear medical rationale. While our mission is to identify qualified providers that are familiar with performing Independent Medical Evaluations and provide them with education when needed, we also recognize the need to perform a retrospective quality assurance process to ensure that our standard of quality is maintained.

Quality Assurance (QA) has two components at IMX.

Component #1: Credentialing - Quality Assurance
- Strong credentialing standards include a review of the provider’s previous experience with medical review and evaluation services
- Focuses on the provider, their orientation to medical review and evaluation services, their medical specialty, relevant certification(s), their familiarity and experience with various lines of insurance and their commitment to supporting recognized and clear medical rationale with objective findings.
- As we identify quality providers, we also establish a QA education program to familiarize the providers with the goals and objectives of performing medical review and evaluation services.

Component #2: Retrospective Quality Assurance
- Independent review of medical reports to ensure that all issues are addressed in a clear and concise manner and are adequately supported with objective medical evidence.
- Focuses on reviewing each report prior to release to the client for consistency, clarity and credibility.

Consistency
- Are all dates accurate; does the provider refer to the appropriate region/side of the body; are there any typographical errors?

Clarity
- Are all the questions posed by the referring party clearly responded to with supported objective medical rationale?

Credibility
- Has the provider given a credible medical response to the issues posed by the referring party, that is objectively supported throughout the evaluation process?

Two Bala Plaza • Suite 600 • Bala Cynwyd, PA 19004
Tel: 610.667.4463 • Fax: 610.667.4764 • Email: info@imxmed.com • Website: www.imxmed.com