

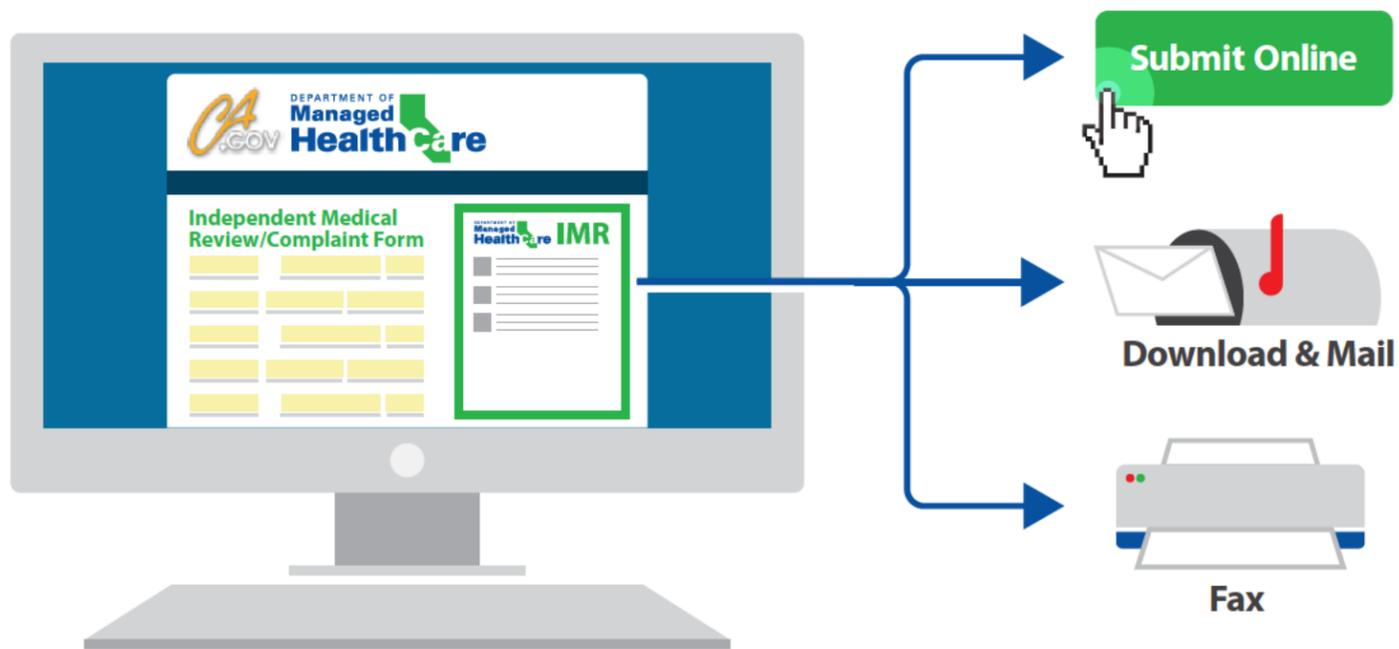
Independent Medical Review

If your health plan denies, modifies or delays your request for medical services, denies payment for emergency treatment or refuses to cover experimental or investigational treatment for a serious medical condition, you can apply for an **Independent Medical Review (IMR)** with **DMHC's Help Center**.

This is how it works:

How to Apply

Visit www.HealthHelp.ca.gov and navigate to **Independent Medical Review/Complaint Form** in the "Featured Links" area on the right. There you will find the **IMR/Complaint Form Link**. Choose your language and method of submission.



What Happens Next

The DMHC will review your application to determine if you qualify for an IMR. Next, doctors outside your health plan will review your case. Your health plan must do what they decide. Urgent issues are decided quickly, usually **within 7 days** after IMR qualification and the required documentation has been received. Non-urgent IMRs are usually **decided within 30 days**.

