Gavin Newsom, Governor
State of California
Health and Human Services Agency
DEPARTMENT OF MANAGED HEALTH CARE
980 9th Street, Suite 500
Sacramento, CA 95814
Phone: 916-324-8176 | Fax: 916-255-5241
www.DMHC.ca.gov

ALL PLAN LETTER

DATE: December 8, 2025

TO: All Licensed Health Plans

FROM: Kristene Mapile, Deputy Director
Help Center, Consumer Complaint Division

SUBJECT: APL 25-017 - Introduction of a New Independent Medical Review Organization

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The Department of Managed Health Care (Department) issues this All Plan Letter (APL) to inform licensed health plans under the Department's jurisdiction and subject to independent medical reviews (IMR) set forth in Health and Safety Code section 1370.4 and 1374.29 et seq., and Title 28 of the California Code of Regulations section 1300.74.30, of the addition of Managed Medical Review Organization, Inc. (MMRO) to perform contracted IMRs for the Department.

The Department will be contracting with both MAXIMUS, Inc. (Maximus) and MMRO to conduct IMRs. Beginning January 1, 2026, MMRO and MAXIMUS will each receive a portion of the IMRs qualified by the Department. The Department's IMR process will remain otherwise unchanged.

All health plans are required to comply with California Code of Regulations Section 1300.74.30 regarding providing the review organization with all information, including medical records or other information requested by the review organization that was considered in relation to the disputed health care service, the enrollee's grievance and the plan's determination, within the mandated timeframes.

Attached is a copy of the MMRO's Rate Schedule. For questions regarding this APL, please contact Veronica Harris, Independent Medical Review Branch Chief at Veronica.Harris@dmhc.ca.gov.

MMRO Rate Review Schedule:

	STANDARD REVIEW Flat Fee	EXPEDITED REVIEW Flat Fee
Experimental/Investigational		
Three Reviewers	$2,030	$2,660
Re-Review	$1,315	$1,370
Medical Necessity		
One Reviewer	$670	$780
Re-review: One Reviewer	$335	$390
Each additional Reviewer	$670	$780
Re-review by additional Reviewer	$335	$390
Non-physician Reviewer	$565	$595
Re-review: Non-Physician	$280	$300
Withdrawn/Canceled Reviews		
Before receipt of records	$0	$0
After receipt of records	$150	$250
Case sent to Reviewer	50% of Review Price	50% of Review Price