

California IMR

Document Exchange Portal

User Guide

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The controlled electronic version prevails over printed copy of this document. Provided by MAXIMUS Federal Services based in Folsom, CA.

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What is the Document Exchange Portal?

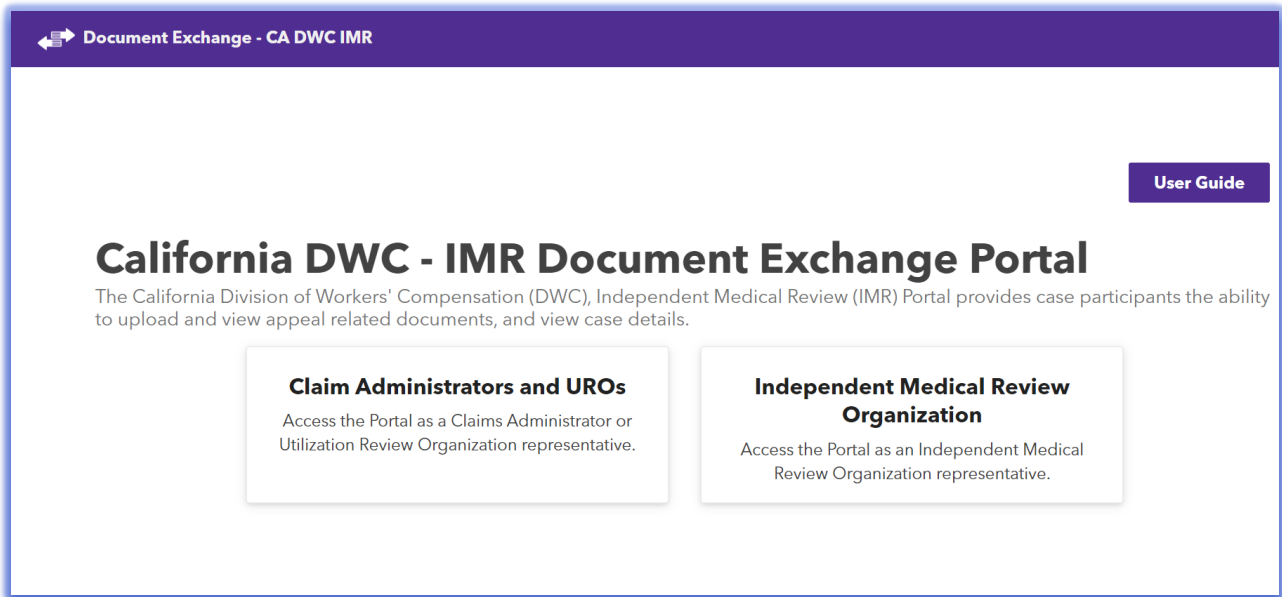
The Document Exchange Portal is an online web application providing Claims Administrators (CA), Utilization Review Organizations (URO), and the Independent Medical Review Organization (IMRO) a single, shared workplace to upload, view, and download documents associated with IMR cases.

Browser compatibility

Chrome is the preferred web browser for optimal performance. Features or performance could be limited by other browsers.

Access the Document Exchange Portal

- Enter the Document Exchange Portal URL in the URL field of your browser and press the **Enter** key on your keyboard.



- On the California DWC - IMR Document Exchange Portal page, select your role: **Claim Administrator and UROs**.
- Select your realm/organization from the drop-down menu and click **Change Group**.
- Click Enter when prompted to access the site as a member of your organization

A screenshot of a web form element. It features a light gray header with the text "Select your organization from the list below". Below this is a white dropdown menu with the text "CyberDyne - Fresno California 90210" and a downward-pointing arrow. At the bottom of the form is a purple button with the text "Change Group".

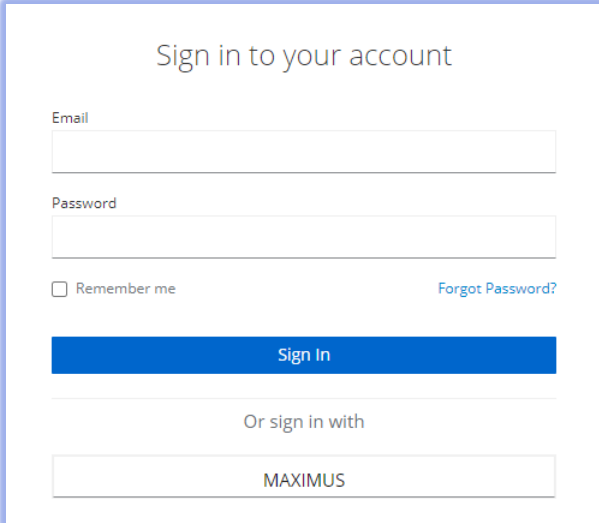
The Document Exchange Portal navigates to the Log In page.

Log In

The Log In page will display the name of your organization at the top of the page.

- Enter your **Email** and **Password** and click **Sign In**.

The Document Exchange Portal navigates to the Home page.



The screenshot shows a sign-in form titled "Sign in to your account". It includes an "Email" input field, a "Password" input field, a "Remember me" checkbox, and a "Forgot Password?" link. A blue "Sign In" button is positioned below the password field. Below the button, there is a horizontal line, the text "Or sign in with", and a button labeled "MAXIMUS".

Forgot Password?

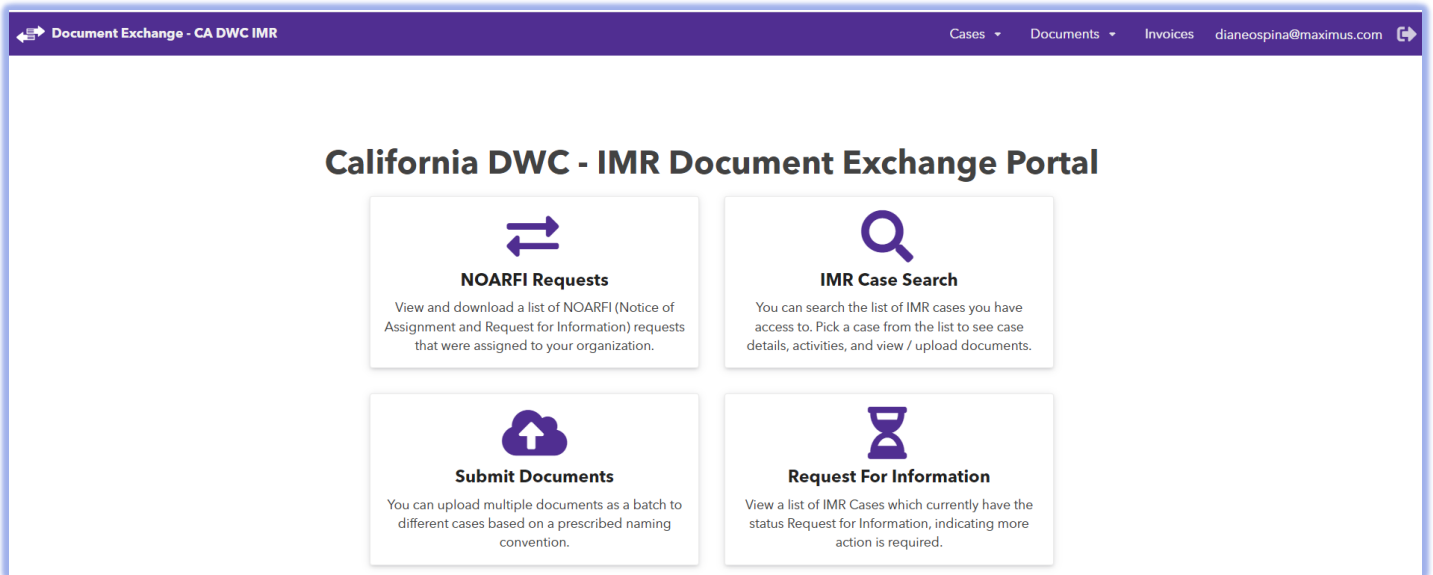
- Click the **Forgot Password?** link.

An email containing instructions and a link to create a new password will be sent to your registered email address.



Note: The password reset link expires 5 minutes after delivery.

Layout and Navigation





The Home page contains the Top Menu and Modules used to navigate the Document Exchange Portal.



Top Menu

Link	Navigates to page	Purpose
 Document Exchange - CA DWC IMR	Home	Returns the user to the Home page.
 Logout	California DWC - IMR Document Exchange Portal role selection page	Logs user out of Document Exchange Portal.
Cases > Case Search > Request for Information	Case Search Request for Information	View and search cases for your organization. View cases in status of Records Requested or Records Missing/Incomplete and Done With Case action is pending.
Documents > NOARFI Requests > Submit Documents	NOARFI Records Submit Documents	Download NOARFIs and manifests. Upload documents to case(s). See a list of documents previously uploaded.
Invoices	Invoices	View and download invoices. (visible to authorized users only)

Modules

 NOARFI Requests	NOARFI Records	Download NOARFIs and manifests.
 IMR Case Search	Case Search	View and search cases for your organization.
 Submit Documents	Documents	Upload documents to any case.
 Request for Information	Request for Information	View cases in status of Records Requested or Records Missing/Incomplete and Done With Case action is pending.

NOARFI Requests

From the Home page, click the NOARFI Requests module to navigate to the NOARFI Records page. Or from the top menu, select Documents > NOARFI Requests. From the NOARFI Records page, you can view and download NOARFIs and NOARFI manifests for your organization.

- Click on a date in the **Assignment Date** list to view cases where a Notice of Assignment and Request for Information letter was issued on that date.

A list of cases is displayed.

Document Exchange - CA DWC IMR Cases Documents Invoices @maximus.com

NOARFI Records

Select an Assignment Date to see associated NOARFI records. Show Archive

Assignment Date

01/25/2024

NOARFI Manifest for 01/25/2024 Download as CSV Download all PDFs Archive

DCN	IMR Number	Claims Number	Priority	Injury Date	UR Date	Received Date	Injured Worker Name	Provider Name	Disputed Treatment	Claims Examiner	Claim Admin Name	Claim Admin Address
806422532	CM24-0000002	101252024-1	Rush	12/22/2023	01/02/2024	01/25/2024	Jackson Suarez	Betsy Hannon MD	1. Cyclobenzaprine 10 mg	Ursula Nichols	CyberDyne	216 O Street Sacramento, California, 95814-5324
806422535	CM24-0000003	101252024-2	Rush	12/01/2022	01/14/2024	01/25/2024	D'Angelo Russell	Betsy Hannon MD	1. Tylenol #3	Ursula Nichols	CyberDyne	216 O Street Sacramento, California, 95814-5324

Button descriptions

Download as CSV	The NOARFI manifest is a list of cases where a Notice of Assignment and Request for Information letter was issued for a particular date. Click Download as CSV to download a .csv file of the manifest.
Download all PDFs	NOARFIs can be downloaded as PDF files. Click Download all PDFs to download the NOARFI letters issued for each case in the manifest.
Archive	Click Archive to remove a manifest for a given date from the NOARFI Records page. This is an optional action to prevent multiple users from downloading the same data and files.
Show NOARFI archive toggle	Toggle the Show Archive switch to view cases previously archived. Cases remain in the archive for 30 days.

IMR Case Search

From the Home page, click the IMR Case Search module. You may also navigate using the Top Menu by selecting Cases > Case Search.

The Case Search defaults to a list of cases that belong to your organization, in order by descending Case Last Updated date.

IMR Number	Claim Number	EAMS Number	Injured Worker	Status	Due Date	Injury Date	UR Date	Case Last Updated	Employer Name
CM24-0000002	101252024-1	CA12524	Jackson Suarez	Records Requested	02/08/2024	12/22/2023	01/02/2024	01/25/2024	NBA
CM24-0000003	101252024-2	CA12524	D'Angelo Russell	Records Requested	02/08/2024	12/01/2022	01/14/2024	01/25/2024	NBA
CM16-0159685	EZG7043	NULL	IWFirst IWLast	Closed	09/07/2016	07/25/2014	08/02/2016	01/23/2024	ACME

View case details

- Click any IMR Number from the list to view tabs with summary, participant, document, and treatment details below the listing.

Case #: CM24-0000002

Case Summary
Case Participants
Available Documents
Case Events/ Audit Log
Disputed Treatments

Claim Number:	101252024-1	IMR Case Number:	CM24-0000002	URDID:	
Priority:	Rush	Date of Injury:	12/22/2023	Date of UR Decision:	01/02/2024
Status:	Records Requested	Records Due Date:	02/08/2024	NOARFI Date:	01/25/2024
Employer Name:	NBA	Updated By:	Admin User	Update Date:	01/25/2024

Injured Worker Information

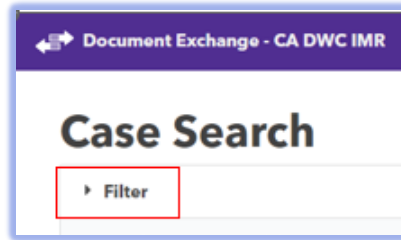
Name:	Jackson Suarez	Phone:	
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Claims Administrator

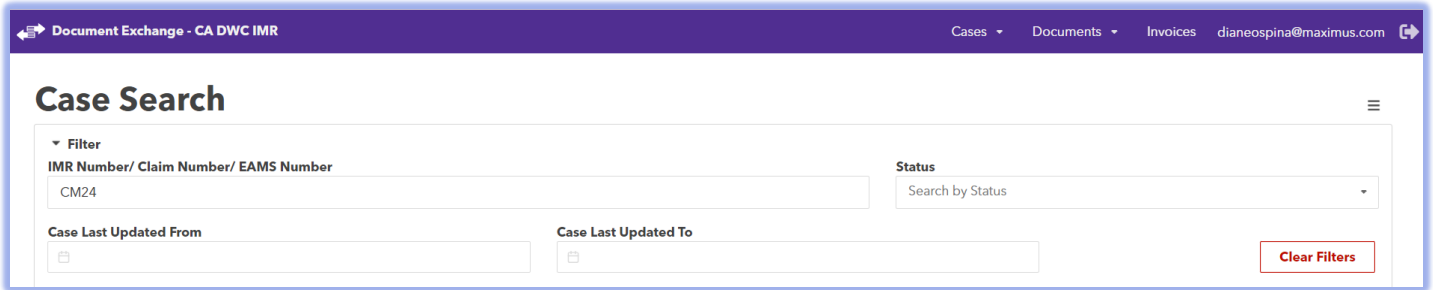
Name:	CyberDyne	Phone:	(555)222-2222
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Search for a case with filters

- Click on Filter to expand the Filter section.



- Enter data into one or more filter fields. This will limit the case listing to display the case(s) matching the criteria entered.



Clear Filters

- Click Clear Filters button in lower right corner of Filter section. Alternatively, you can use the hamburger menu and select Clear Filters.

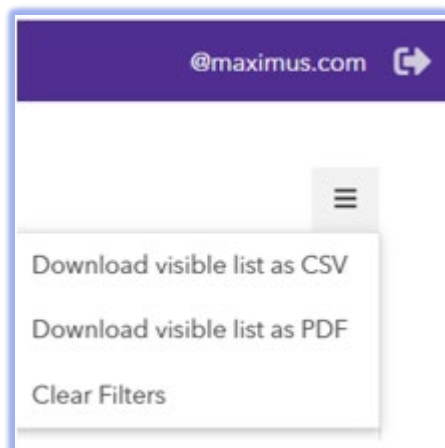
Identify expedited cases

Expedited cases can be identified by the red stopwatch icon to the right of the IMR Number in the case listing.



Download visible list data in .csv or .pdf format

- Click on the hamburger menu beneath your email username.
- Select either **Download visible list as CSV** or **Download visible list as PDF**.



The file is saved to your local machine.

Upload documents from Case Search or Request for Information

Accepted document file types

Only PDF documents are accepted.

Document naming convention

Documents may be named using the following naming convention:

Maximus IMR Number space **Other information**

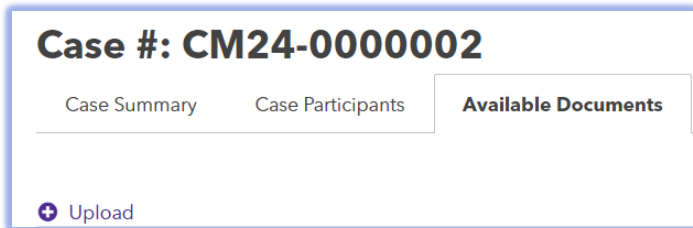
Example: CM23-0004414 Medical Records.pdf

Note: Do not use special characters. Files with brackets or ampersands or other special characters may not be successfully processed.

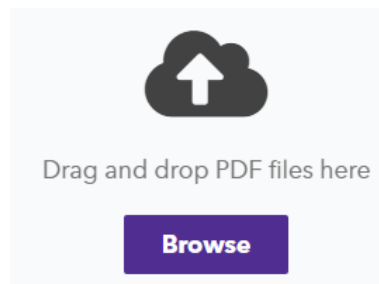
File name is limited to 200 characters.

Upload documents from within a case

- Click the IMR Number from the Case Search or Request for Information listing.
- Click the Available Documents tab.
- Click on the +Upload icon.



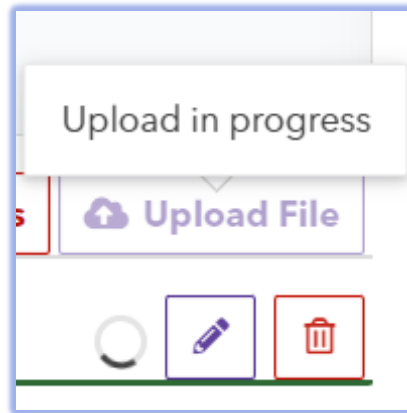
- Drag and drop documents into the 'Drag and drop PDF files here' area of the Upload page. Or click on Browse and select the documents from the path where they are stored on your computer.



The document(s) to be uploaded will be listed under Files.

- Click **Upload File** button.

You may see an Upload in progress message and a green bar and circle showing the file upload in progress.



The document appears at the bottom of the page in the Available Documents section, once upload is complete.

You may view the uploaded document by clicking on the PDF icon in the View column.

Click anywhere on the screen away from the open document viewer to close it.

Edit a document name prior to upload

- To edit a document name prior to upload, click the pencil icon from the File listing. The file name will be highlighted and will allow you to edit the name.



Remove a document prior to upload

- To remove a document prior to upload, click the red trash can icon from the File listing. The file is removed from the list.



Submit Documents

You can upload one or more documents to one or more cases from the Submit Documents module by naming the files according to the IMR Number.

Accepted document file types

Only PDF documents are accepted.

Document naming convention

Documents must be named using the following naming convention:

Maximus IMR Number

Example: CM23-0004414.pdf

From the Home page, click the Submit Documents module. Or from the Top Menu select Documents > Submit Documents.

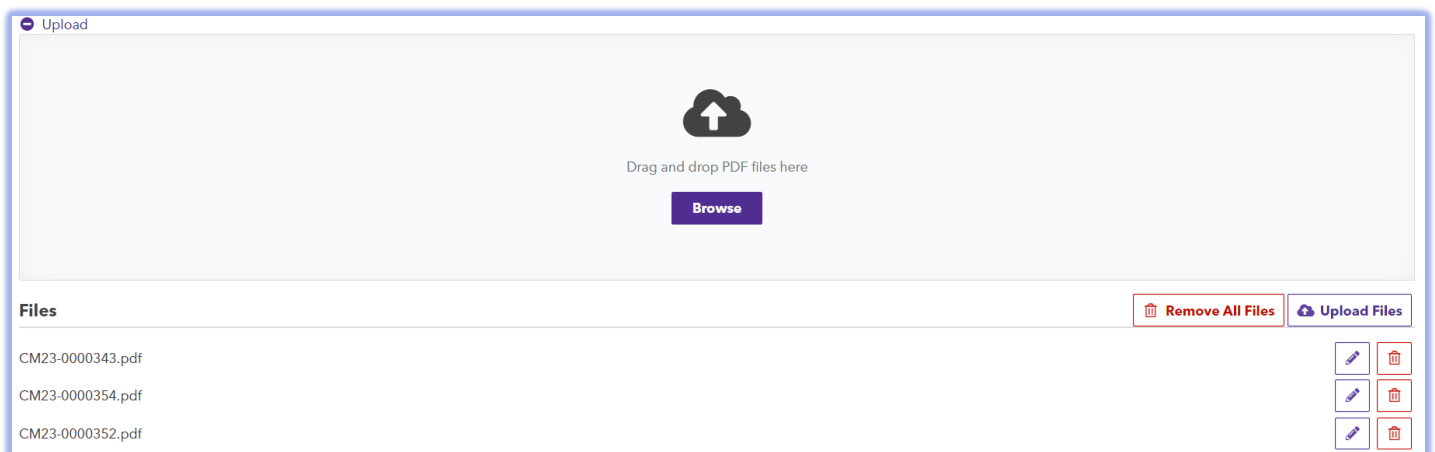
The Submit Documents page displays an Upload section for new uploads. Beneath that is a list of documents previously uploaded by you or your organization.

Click **+Upload**.

The Upload section is displayed. Do one of the following:

- Drag and drop the documents to the Drag and drop PDF files here area.
- Click on Browse and select the documents from where they are stored on your computer.

The selected documents are added to the Files list.



- Click **Upload Files**.

If the documents were named using the proper naming convention, the documents will be automatically linked to the correct cases.

Upon successful upload, files will be displayed in the **Documents Uploaded by:** section at the bottom of the page.

You can confirm the documents were distributed to the correct cases.

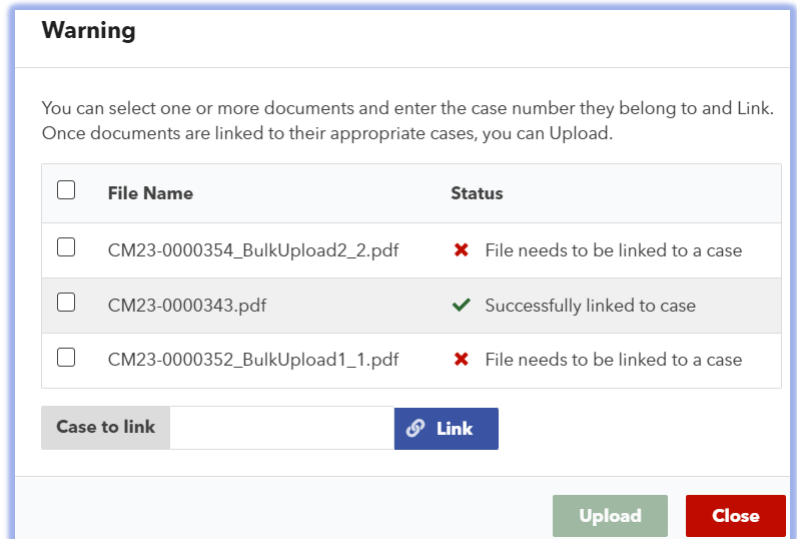
- Click the Case Number link to access the case.
- Click the Available Documents tab.

Document upload errors

If you attempted to upload documents to an invalid case number, or the document name was improperly formatted, the Document Exchange Portal will display a Warning window giving you the opportunity to provide the correct case number.

For each document that failed to upload, do the following:

- Click the **File Name** checkbox to indicate which document the corrected case number will apply to.
- Enter the corrected case number in the **Case to link** field.
- Click the **Link** icon.



If the corrected case number is recognized, it will amend the file name and indicate the document is successfully linked to the case for upload in the Status field.

- Click **Upload** to upload the documents.

View and download a manifest

View and download a manifest of documents uploaded by you or your organization.

- On the Submit Documents page, find the section **Manifest of documents uploaded by your organization**.
- Enter the **Upload Date** and click **Show**.

Documents uploaded on the specified date are displayed below.

Manifest of documents uploaded by your organization

Upload Date:

Name	Upload Date	Size	DCN	Case Number
CM23-0000343	1/25/2024, 2:59:30 PM	912 KB	900014261	CM23-0000343
CM24-0000002 Medical Records JS	1/25/2024, 2:43:37 PM	27 KB	900014260	CM24-0000002

rows per page: 1-2 of 2

- Click **Download as CSV** to download the manifest.

View Invoices

The Invoice module is available using the top menu and selecting Invoices.

The View Invoice module allows Finance personnel to view and download invoices for IMR cases. If View Invoices is not visible on your home page, and your organization requires you to have access to invoices, contact IMRHelp@maximus.com.

Invoice Listing and filters

By default, the Invoices page will display a list of invoices with a **Status** of Unopened. From the Status drop-down menu, values can be selected or removed to broaden or change the Invoices shown in the list. Status values available are Unopened, Downloaded and Archived.

Date Uploaded is an additional filter. By default, the Date Uploaded is set to Before today's date. The values available are Before, After, and On. Click on today's date to pop-up a calendar for editing.

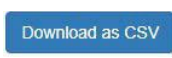
Reset Filters

Click Reset Filters to clear any custom filters you have applied and return the page to its default view.

Filename	Status	Date Uploaded ▼	Date Downloaded
InvoiceTestExcel.xlsx	Unopened	12/21/2023, 2:50:36 PM	
InvoiceTestPDF.pdf	Archived	12/21/2023, 2:50:35 PM	12/21/2023, 2:55:03 PM
InvoiceTestZip.zip	Unopened	12/21/2023, 2:50:34 PM	
MAXIMUS PDF Packet Example (1) (1).pdf	Unopened	7/26/2021, 2:31:10 PM	
INVOICES LARGE TEST FILE 1039 416MB (1).pdf	Archived	6/15/2021, 2:22:19 PM	6/15/2021, 3:03:39 PM
INVOICES LARGE TEST FILE 1039 416MB.pdf	Archived	6/15/2021, 1:19:18 PM	6/15/2021, 3:42:39 PM
450.bin	Downloaded	5/21/2021, 3:41:40 PM	6/15/2021, 3:03:49 PM

Download as CSV

Click **Download as a CSV** to download a list of invoices currently displayed on the page in .csv format.



Download invoice

In the **Actions** column, click the **Download** icon. The invoice PDF will be saved to your computer.



Archive invoice

After you have downloaded an invoice, the ability to archive the invoice is made available. In the **Actions** column click the **Archive** icon.



Note: The invoice is archived, but can still be viewed and downloaded for up to 30 days.