

# City of Houston

## Preauthorization Quick Reference Card

Injury Management Organization (IMO) is a Utilization Review Agent (URA) certified by the Texas Department of Insurance (TDI), providing preauthorization services for the City of Houston (COH). Preauthorization is required for specific treatments & services with the primary focus of determining medical necessity. IMO manages the requests for treatment sent in from either the Treating Physician, Requestor and or Facility.



### 1. HOW DO I KNOW IF MY REQUEST FOR TREATMENT HAS BEEN RECEIVED?

You can receive an email notification, by submitting your email address to [COHpreauthupdates@injurymanagement.com](mailto:COHpreauthupdates@injurymanagement.com).

### 2. HOW LONG DOES A REVIEW TAKE?

IMO has 3 days to review the requested service(s) once submitted with the required medical documentation to support the request from the Treating Provider, Requestor and or Facility.

### 3. HOW DO I KNOW IF MY TREATMENT IS APPROVED OR DENIED?

At the end of the review for medical necessity, whether by the Nurse or Physician Advisor all parties including the claimant are notified of the result of the request. You can receive an email notification, by submitting your email address to [COHpreauthupdates@injurymanagement.com](mailto:COHpreauthupdates@injurymanagement.com).

### 4. WHAT IF MY REQUEST FOR TREATMENT IS DENIED?

If an Adverse Determination (Denial) is rendered the requested service(s) can be appealed within 15 days by the Treating Provider, Requestor and or Facility.

### 5. HOW LONG DOES A RECONSIDERATION (APPEAL) TAKE?

Once IMO receives the Reconsideration (Appeal) for requested service(s) with appropriate medical documentation attached, IMO has up to 30 days for a decision to be rendered.



Injury Management Organization, Inc.  
Preauthorization Contact Information: 713-339-1268 / (877-339-1268) Press Option 2  
Fax: 713-974-1962 (877-974-1962)  
[www.injurymanagement.com](http://www.injurymanagement.com)

# IMO Preauthorization Workflow for the Injured Employee

## City of Houston

