



THE COMMONWEALTH OF MASSACHUSETTS

Department of Industrial Accidents

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Boston, Massachusetts 02111

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Governor

KERRY HEALEY
Lieutenant Governor

JANE C. EDMONDS
Director of Workforce Development

ANGELO R. BUONOPANE
Commissioner

CIRCULAR LETTER #314

To: All Interested Persons

From: Angelo R. Buonopane, Commissioner 

RE: Conditions of UR Certification: Quality Assessment and Enforcement

Date: April 1, 2004

Pursuant to M.G.L. c. 152, § § 5, 13, and 30, as most recently amended by St. 1991, c. 398, 452 CMR 6.0 et. seq., shall apply to all claims irrespective of date of injury for health care services rendered on or after October 1, 1993. Under 452 CMR 6.0 et. seq., the Department of Industrial Accidents (DIA) is charged with ensuring that all insurers contract with agents who provide utilization review services to develop utilization review programs or develop their own utilization review programs for both outpatient and inpatient health care services. The DIA Office of Health Policy oversees and monitors agents performing utilization review for injured workers.

In accordance with 452 CMR 6.0 et seq. all Massachusetts approved utilization review agents shall comply with all applicable laws rules regulations, ordinances, orders or requirements of the Commonwealth.

Beginning January 1, 2003 the Department will:

- Conduct both onsite and desk audits of all UR agents for continued approval status.
- Circulate policies and procedures to UR agents by way of Advisory Memorandums from the Office of Health Policy which will be posted on their website.
- Require out of state utilization review organizations to pay reasonable travel expenses for onsite audits.

Failure to comply with the rules, regulations and ordinances of the department may result in suspension or revocation of approval.