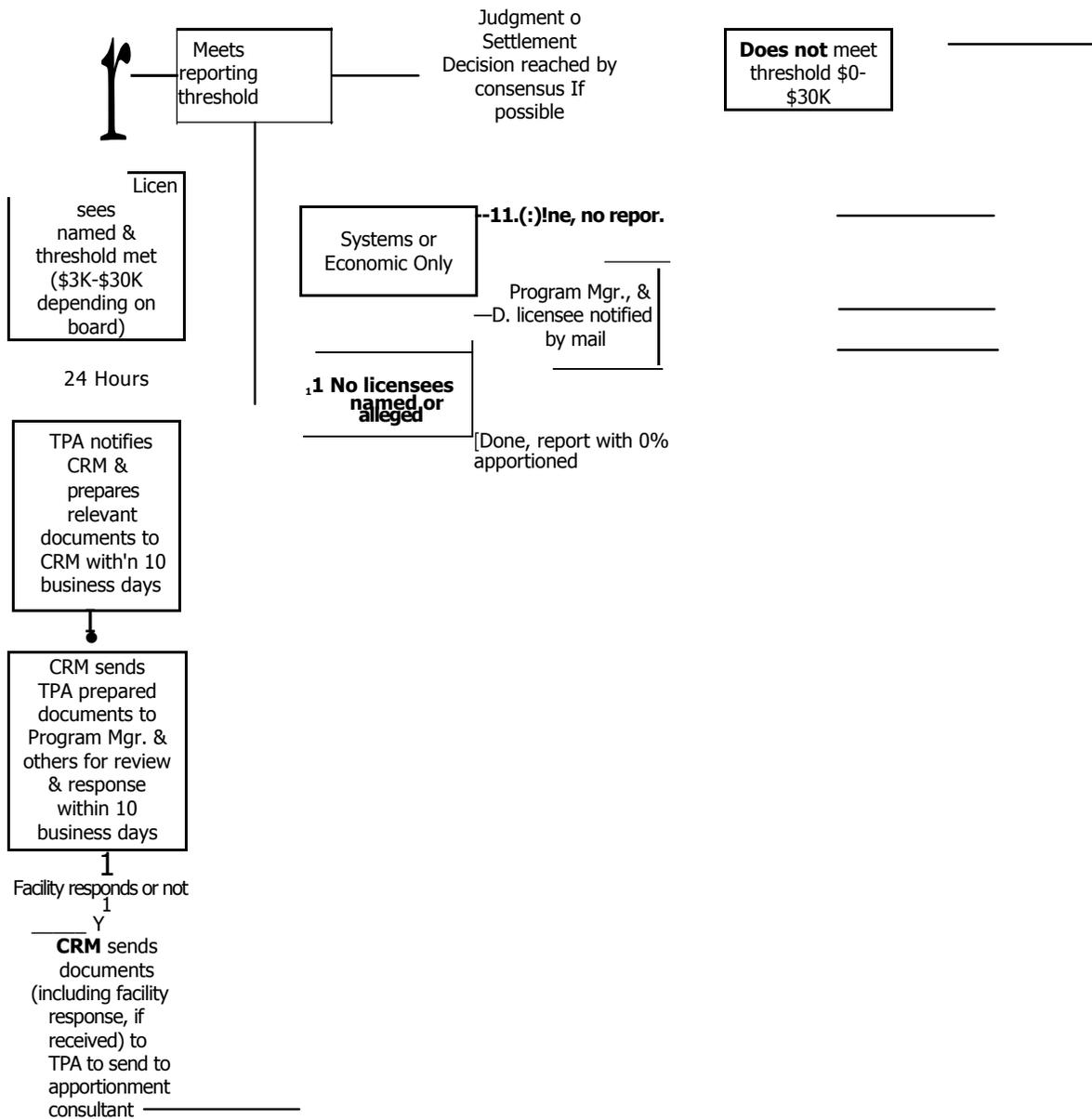
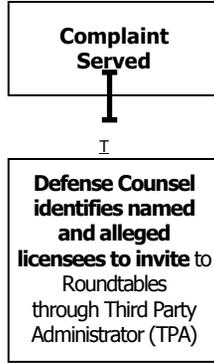


Done, no report)



Consultant renders decision to CRM within 10 business days

Employee apportioned 0%

Employee notified by CRM/ Program Mgr. WA completes 801 Report

Employee apportioned more than 0%

CRM receives decision & sends to Program Mgr. for review

1 business day
4

CRM notifies licensee of decision. Licensee & Program Mgr. have 30 business days to review decision

Agree? (30 business days)

Disagree? (30 business days)

TPA completes 801 Report

Program Mgr./ licensee notified

1 business day

CRM sends response to consultant for re-review & renders final decision back to Program Mgr/ licensee via CRM

Program Mgr/licensee agree? (15 business days)

Program Mgr/licensee don't agree (15 business days)



Documents provided to DMH Director for review/decision. Licensee can schedule to meet with DMH Director

30 days
or

Final decision made by Director. All parties notified. TPA completes 801 Report

Total elapsed time of process including all appeals. 108 business days