

# How To Refer For IMO Services



## IMO Referral Step Process – Use step one or two

### Option 1. Electronic Referral Instructions

- a. Go to the IMO website, [www.injurymanagement.com](http://www.injurymanagement.com), and click on “contact us” to refer electronically.
- b. Click on “IMO Authorization,” complete the form and select submit.  
We will immediately assign you to a case manager.

### Option 2. Complete an IMO Authorization Release Form.

- a. Inform us of which service is requested
- b. Give us the case profile: claimant name, number and social security
- c. Sign and date the referral signature at the bottom
- d. Attach the T-1/First Report of Injury (if available)
- e. Write “URGENT” if you need a response immediately
- f. Once you fax in the signed sheet, the case manager will complete the rest.  
Fax to 972.331.8184 or 877.946.6638

## IMO Communication & Expectation:

1. An IMO case manager will contact the adjuster within 24 hours from the time of referral. If “URGENT” is indicated, contact is made immediately.

2. Case updates are made via fax, e-mail or phone as desired by the client.

3. Initial, interim and closure reports will be sent directly to the adjuster. Medical and a RTW case update form will be e-mailed for immediate update. This e-mail allows the referral source to “cut and paste” into the claims notes.

4. IMO will set up a weekly or bi-monthly scheduled time to visit your office and be available for any medical questions and/or to copy records for the above-designated referral. Please inform Catherine Benavidez if you are interested in a scheduled visit time.

- Medical Case Management
- Telephonic Case Management
- Vocational Case Management
- Catastrophic Case Management
- Limited Assignment

- ADA Consultation
- Peer Reviews
- Job Analysis
- DD Coordination
- RME Coordination



Indicates Bilingual Staff Available

You can reach IMO at 877.742.4477 or via our Web site at [www.injurymanagement.com](http://www.injurymanagement.com).