

QME Admin 101

Admin Basics for a QME medical-legal evaluation in QME Companion

Who this is for

Front-desk and administrative staff, or a doctor that wants to manage their own admin with QME Companion. Please note that this is for the most common scenario where both parties are represented.

1. Panel Assignment and Demographics

1. Receive the QME panel notice from the scheduling party (via email).
2. Upload the panel and demos to QME Companion, which will automatically parse the documents and fill in the fields, which will be used over and over for various forms, as well as your report template.
3. Confirm whether an interpreter is needed and, if so, the required language.

2. Scheduling the Appointment and Serving Form 110

4. Offer a date to the scheduling party. They will usually want one at least 45 days out so they can get records and serve their advocacy letter to the opposing party.
5. Once a date is accepted, schedule in QME Companion, which will automatically add the exam to your connected calendar (iCal, Outlook, or Google). QME Companion will also generate QME Form 110 (which must be served within 5 business days) and an appointment letter.
6. Use QME Companion, with EDEXIS mailing integration, to serve the appointment form and letter to 4 people: the applicant, the applicant attorney, the claims adjuster, and the defense attorney.
7. Don't forget to reserve the office!

3. Before the Exam date

8. Track incoming cover letters and records from both the applicant's attorney (or the unrepresented IW) and the defense/claims administrator.
9. When uploaded to QME Companion, the documents will be parsed for the number of pages declared, and automatically added to your bill.
10. Send an appointment reminder to the applicant ~2-3 business days before the exam date — QME Companion automatically generates one that you can copy and paste into the texting app of your choice. Make sure to get a confirmation back! You don't want to drive out to an office for an hour and a half and have a no-show!
11. Same goes for the interpreter — you will want to have them confirmed, or you won't be able to proceed with your exam.
12. If there is a no-show, or the appointment is cancelled within 6 business days of the exam date, you can bill ML-200. If there are a lot of records, you can also submit a report with your record review and bill ML-PRR.

5. The Examination and Report

13. Use QME Companion to download your report template, with the names and addresses of the parties and other information pre-filled.
14. Dictate or type your report, including a review of the records received. You can use a record review company, but the law requires that you also review all of the records with your own eyes.
15. Complete your report within 30 days of the evaluation.

6. Serving the Report

16. Use QME Companion's EDEXIS Mailing Service Connection to Serve the completed report on the applicant attorney, the defense attorney, and the claims adjuster. QME Companion automatically fills and includes Form 122, which is required by Section 36 of the California Labor Code. QME Companion will also automatically include cover letters and records D&A's that were uploaded previously by you.
17. Electronic service (email or another method) may be used only when the receiving party has given consent to electronic service, and you include an electronic proof of service (Labor Code Section 36.7). If you do have consent and opt to email, be sure to remain HIPAA Compliant by sending the report (either with a secure password-protected link, or other way to encrypt the data).

7. Billing Through QME Companion

18. Once the report is served, submit the bill electronically through QME Companion.
19. QME Companion will generate a CMS-1500 itemized bill, and send it together with the attached report to the insurance carrier through the clearinghouse.
20. Monitor the case status in QME Companion for acknowledgment of receipt and any requests for additional information from the carrier.

8. Payment, EOR, and Case Closure

21. Receive payment and the Explanation of Review (EOR) from the carrier.
22. Reconcile the payment against the billed amount; flag any underpayment or denial for potential follow-up (e.g., secondary bill review (SBR) or non-IBR Objection.)
23. Save the payment record and EOR to the case file in QME Companion.
24. Once payment is reconciled and all documents are saved, close the case.

Record retention

QME Companion (and EDEXIS) will retain copies of all uploaded files and served documents.