



SELF-INSURED SCHOOLS OF CALIFORNIA MEDICAL PROVIDER NETWORK

EMPLOYEE HANDBOOK

MPN EMPLOYEE HANDBOOK

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THE PURPOSE OF THE MEDICAL PROVIDER NETWORK

California law requires your employer to provide and pay for needed treatment, you are

Description of Services

Your employer's responsibility or provided medical care, including

Any Care services, including, but not limited to, services at your residence or workplace

• Other occupational health services and specialists, including, but not limited to, services at your residence or workplace

Access to medical care in rural areas

Emergency health care services and

Medical care, you are working or traveling outside of the reporting services area

IMPORTANT: REPORT YOUR INJURY IMMEDIATELY

In the event of an emergency defined below on this page or, if urgent care is needed please call or see medical attention at the nearest hospital or nearest Care Center ***Once you have received care, let your Site Coordinator know as soon as possible.***

If your job related injury or illness is not an emergency please let your immediate supervisor and/or the Site Coordinator know before seeing a doctor

VERY IMPORTANT:

IF YOU HAVE PRE-DESIGNATED YOUR PERSONAL PHYSICIAN PRIOR TO AN INJURY

If you have pre-designated your personal physician prior to an injury you may see care from that physician. **IMPORTANT** You may only pre-designate your personal physician prior to the injury. Your employer offers a non-occupational group health plan or insurance. You have received care with the physician prior to the injury. The physician retains your medical records. The physician agrees to be your primary treatment physician and the physician must be either a physician who is licensed or

What To Do If You Have Trouble Getting an Appointment

If you have trouble getting an appointment or non-emergency services with a M/N doctor within business days or an M/N specialist doctor within business days of your employer's receipt of a request, you should see assistance from your ICA's adjuster at 777-7777 or contact your attorney, you are represented. Your ICA's adjuster will work with the M/N to assist you in getting an appointment in a timely manner. If you require further assistance, you may contact the M/N call center at 777-7777 or any network questions.

CHANGING PROVIDERS & SECOND /THIRD OPINIONS

Changing Your Provider

Your employer has selected an authorized medical provider for

For obtaining a second opinion, it is SISC's responsibility to:

provide a reasonable area of selection of M/N providers and/or specialists or you to select a second opinion physician based on the specialty or recognized expert, seen treatment, your injury or condition, question

Contact your treating physician

provide a copy of the medical records or send the necessary medical records to the opinion physician prior to the appointment

provide a copy of the records to you upon request

Notify the second opinion physician, in writing, that he or she has been selected to provide a second opinion and the nature of the dispute

If you do not have an appointment with a second opinion physician within 30 days of receiving the list of available M/N providers then you will not be able to obtain a second opinion regarding the diagnosis or treatment, dispute

If after your second opinion physician reviews your medical records he or she determines that your injury, is outside the scope of his or her practice the second opinion physician will notify you and SISC so that SISC can provide a new list of M/N providers

If you disagree with either the diagnosis or treatment prescribed by the second opinion physician you may see the opinion of a third physician within the M/N **following the same procedure as above for requesting a second opinion physician**

The second and third opinion physicians must provide a separate opinion of the disputed diagnosis or treatment, in writing, and offer alternative diagnosis or treatment recommendations, applicable these physicians may order diagnostic testing, medically necessary. A copy of the written report must be given to you and your employer within 30 days of the date of your appointment or receipt of the results of the diagnostic tests whichever is later

If you disagree with either the diagnosis or treatment prescribed by the third opinion physician you may file with the Administrative Director a request for an Independent Medical Review

A copy of the second and/or third opinion report will be sent to the employee's treating physician pursuant to 777

HOW TO OBTAIN AN INDEPENDENT MEDICAL REVIEW

You must obtain a second and third opinion before you can request an Independent Medical Review (IMR). If you disagree with either the diagnosis or treatment prescribed by the third opinion physician you may file with the Ad

TRANSFER OF ONGOING CARE

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- If the treatment process does not achieve the ICS determination that is required

Attachment B

Transfer of Care Policy

If a company complies with the provisions set forth in California Code of Regulations, title 7, section 77000, regarding the transfer of an employee's care, to the M/N

and the insured covered employee is transferred, to

If C will conduct an assessment of the injured employee's medical condition prior to any determination that the on-call care does not meet any of the above criteria and there could be either a transfer to the MNC's assessment or involve the guidance of a MC nurse case manager.

If C will send notification of the determination of the transfer of care to the injured employee's residence and to the injured employee's primary treatment physician, the notification will be provided, in English and Spanish and will use layperson's terms to the maximum extent possible.

If the injured employee disputes the medical determination of transfer of care, to the MNC, appropriate persons must request a report on the primary treatment physician's address, notwithstanding the on-call care, as well as any of the conditions, identified above. The treatment physician must provide the report to the employee within calendar days of the request. If the treatment physician fails to issue the report, then IC's determination regarding compensation of treatment services apply.

If the primary treatment physician agrees with IC's determination that the injured employee's medical condition is not a work-related injury, the employee will be required to

Attachment C
Access Standards

- a A M N must have at least three physicians of each specialty expected to treat conditions, injuries experienced by injured employees based on the type of occupation or industry, in which the employee is engaged and with the access standards set forth in b and c
- b A M N must have a primary treatment physician and a hospital or emergency health care services or, separate from such hospital or provider of all emergency health care services with, in, minutes or miles of each covered employee's residence or workplace
- c A M N must have providers of occupational health services and specialists with, in, minutes or miles of a covered employee's residence or workplace
- d If a M N applicant believes that, given the facts and circumstances with regard to a portion of its service area, specifically rural areas, including those in which health facilities are located at least, miles apart the access, ability standards set forth in subdivision b and/or c are unreasonably restrictive the M N applicant may propose alternative standards of access, ability or that portion of its service area the M N applicant shall do so by, including the proposed alternative standards, in writing, in its plan approval or, in a notice of M N plan modification the alternative standards shall provide that all services shall be available and accessible at reasonable times to all covered employees
- e The M N applicant shall have a written policy or arrangement for approval non-emergency medical care or All a covered employee authorized by the employer to temporarily work or travel or work outside the M N geographic area when the need for medical care arises. Both a or the employee work the employer as on, on workers compensation

