



Important Information about Medical Care if you have a Work-Related Injury or Illness

Complete Written Employee Notification regarding Medical Provider Network
(Title 8, California Code of Regulations, Section 9767.12)

California law requires your employer to provide and pay for medical treatment if you are injured at work. Your employer has chosen to provide this medical care by using a Workers' Compensation physician network called a Medical Provider Network (MPN). This MPN is administered by Harbor Health Systems.

This notification tells you what you need to know about the MPN program and describes your rights in choosing medical care for work-related injuries and illnesses.

- **What happens if I get injured at work?**

In case of an emergency, you should call 911 or go to the closest emergency room.

If you are injured at work, notify your employer as soon as possible. Your employer will provide you with a claim form. When you notify your employer that you have had a work-related injury, your employer or insurer will make an initial appointment with a doctor in the MPN.

- **What is an MPN?**

A Medical Provider Network (MPN) is a group of health care providers (physicians and other medical providers) used by YOUR EMPLOYER to treat workers injured on the job. MPNs must allow employees to have a choice of provider(s). Each MPN must include a mix of doctors specializing in work-related injuries and doctors with expertise in general areas of medicine.

- **What MPN is used by my employer?**

Your employer is using the PRIME Advantage MPN Powered by Harbor Health Systems MPN with the identification number 2358. You must refer to the MPN name and the MPN identification number whenever you have questions or requests about the MPN.

- **Who can I contact if I have questions about my MPN?**

The MPN Contact listed in this notification will be able to answer your questions about the use of the MPN and will address any complaints regarding the MPN.

The contact for your MPN is:

Name: Harbor Health Systems MPN Contact
Title: MPN Contact
Address: PO Box 54770, Irvine, CA 92619-4770
Telephone Number: (888) 626-1737
Email address: MPNcontact@harborsys.com

General information regarding the MPN can also be found at the following website: www.harborsys.com/Keenan

- **What if I need help finding and making an appointment with a doctor?**

The MPN's Medical Access Assistant will help you find available MPN physicians of your choice and can assist you with scheduling and confirming physician appointments. The Medical Access Assistant is available to assist you Monday through Saturday from 7am-8pm (Pacific) and schedule medical appointments during doctors' normal business hours. Assistance is available in English and in Spanish.

The contact information for the Medical Access Assistant is:

Toll Free Telephone Number: (855) 521-7080
Fax Number: (703) 673-0181
Email Address: MPNMAA@harborsys.com

- **How do I find out which doctors are in my MPN?**

You can get a regional list of all MPN providers in your area by calling the MPN Contact or by going to our website at: www.harborsys.com/Keenan. At minimum, the regional list must include a list of all MPN providers within 15 miles of your workplace and/or residence or a list of all MPN providers within the county where you live and/or work. You may choose which list you wish to receive. You also have the right to obtain a list of all the MPN providers upon request.

You can access the roster of all treating physicians in the MPN by going to the website at www.harborsys.com/Keenan.

- **How do I choose a provider?**

Your employer or the insurer for your employer will arrange the initial medical evaluation with an MPN physician. After the first medical visit, you may continue to be treated by that doctor, or you may choose another doctor from the MPN. You may continue to choose doctors within the MPN for all of your medical care for this injury.

If appropriate, you may choose a specialist or ask your treating doctor for a referral to a specialist. Some specialists will only accept appointments with a referral from the treating doctor. Such specialist might be listed as "by referral only" in your MPN directory.

If you need help in finding a doctor or scheduling a medical appointment, you may call the Medical Access Assistant.

- **Can I change providers?**

Yes. You can change providers within the MPN for any reason, but the providers you choose should be appropriate to treat your injury. Contact the MPN Contact or your claims adjuster if you want to change your treating physician.

- **What standards does the MPN have to meet?**

The MPN has providers for the entire State of California.

The MPN must give you access to a regional list of providers that includes at least three physicians in each specialty commonly used to treat work injuries/illnesses in your industry. The MPN must provide access to primary treating physicians within 30 minutes or 15 miles and specialists within 60 minutes or 30 miles of where you work or live.

If you live in a rural area or an area where there is a health care shortage, there may be a different standard.

After you have notified your employer of your injury, the MPN must provide initial treatment within 3 business days. If treatment with a specialist has been authorized, the appointment with the specialist must be provided to you within 20 business days of your request.

If you have trouble getting an appointment with a provider in the MPN, contact the Medical Access Assistant.

If there are no MPN providers in the appropriate specialty available to treat your injury within the distance and timeframe requirements, then you will be allowed to seek the necessary treatment outside of the MPN.

- **What if there are no MPN providers where I am located?**

If you are a current employee living in a rural area or temporarily working or living outside the MPN service area, or you are a former employee permanently living outside the MPN service area, the MPN or your treating doctor will give you a list of at least three physicians who can treat you. The MPN may also allow you to choose your

own doctor outside of the MPN network. Contact your MPN Contact for assistance in finding a physician or for additional information.

- **What if I need a specialist that is not available in the MPN?**

If you need to see a type of specialist that is not available in the MPN, you have the right to see a specialist outside of the MPN.

- **What if I disagree with my doctor about medical treatment?**

If you disagree with your doctor or wish to change your doctor for any reason, you may choose another doctor within the MPN.

If you disagree with either the diagnosis or treatment prescribed by your doctor, you may ask for a second opinion from another doctor within the MPN. If you want a second opinion, you must contact the MPN contact or your claims adjuster and tell them you want a second opinion. The MPN should give you at least a regional or full MPN provider list from which you can choose a second opinion doctor. To get a second opinion, you must choose a doctor from the MPN list and make an appointment within 60 days. You must tell the MPN Contact of your appointment date, and the MPN will send the doctor a copy of your medical records. You can request a copy of your medical records that will be sent to the doctor.

If you do not make an appointment within 60 days of receiving the regional provider list, you will not be allowed to have a second or third opinion with regard to this disputed diagnosis or treatment of this treating physician.

If the second opinion doctor feels that your injury is outside of the type of injury he or she normally treats, the doctor's office will notify your employer or insurer and you. You will get another list of MPN doctors or specialists so you can make another selection.

If you disagree with the second opinion, you may ask for a third opinion. If you request a third opinion, you will go through the same process you went through for the second opinion.

Remember that if you do not make an appointment within 60 days of obtaining another MPN provider list, then you will not be allowed to have a third opinion with regard to this disputed diagnosis or treatment of this treating physician.

If you disagree with the third-opinion doctor, you may ask for an MPN Independent Medical Review (IMR). Your employer or MPN Contact will give you information on requesting an Independent Medical Review and a form at the time you select a third-opinion physician.

If either the second or third-opinion doctor or Independent Medical Reviewer agrees with your need for a treatment or test, you may be allowed to receive that medical service from a provider within the MPN, or if the MPN does not contain a physician who can provide the recommended treatment, you may choose a physician outside the MPN within a reasonable geographic area.

- **What if I am already being treated for a work-related injury before the MPN begins?**

Your employer or insurer has a "*Transfer of Care*" policy which will determine if you can continue being temporarily treated for an existing work-related injury by a physician outside of the MPN before your care is transferred into the MPN.

If your current doctor is not or does not become a member of the MPN, then you may be required to see a MPN physician. However, if you have properly predesignated a primary treating physician, you cannot be transferred into the MPN. (If you have questions about predesignation, ask your supervisor.)

If your employer decides to transfer you into the MPN, you and your primary treating physician must receive a letter notifying you of the transfer.

If you meet certain conditions, you may qualify to continue treating with a non-MPN physician for up to a year before you are transferred into the MPN. The qualifying conditions to postpone the transfer of your care into the MPN are set forth in the box below.

Can I Continue Being Treated By My Doctor?

You may qualify for continuing treatment with your non-MPN provider (through transfer of care or continuity of care) for up to a year if your injury or illness meets any of the following conditions:

- **(Acute)** The treatment for your injury or illness will be completed in less than 90 days;
- **(Serious or Chronic)** Your injury or illness is one that is serious and continues for at least 90 days without full cure or worsens and requires ongoing treatment. You may be allowed to be treated by your current treating doctor for up to one year, until a safe transfer of care can be made.
- **(Terminal)** You have an incurable illness or irreversible condition that is likely to cause death within one year or less.
- **(Pending Surgery)** You already have a surgery or other procedure that has been authorized by your employer or insurer that will occur within 180 days of the MPN effective date, or the termination of contract date between the MPN and your doctor.

You can disagree with your employer's decision to transfer your care into the MPN. If you don't want to be transferred into the MPN, ask your primary treating physician for a medical report on whether you have one of the four conditions stated above to qualify for a postponement of your transfer into the MPN.

Your primary treating physician has 20 days from the date of your request to give you a copy of his/her report on your condition. If your primary treating physician does not give you the report within 20 days of your request, the employer can transfer your care into the MPN and you will be required to use an MPN physician.

You will need to give a copy of the report to your employer if you wish to postpone the transfer of your care. If you or your employer disagrees with your doctor's report on your condition, you or your employer can dispute it. See the complete Transfer of Care policy for more details on the dispute resolution process.

For a copy of the Transfer of Care policy, in English or Spanish, ask your MPN Contact.

• **What if I am being treated by a MPN doctor who decides to leave the MPN?**

Your employer or insurer has a written "*Continuity of Care*" policy that will determine whether you can temporarily continue treatment for an existing work injury with your doctor if your doctor is no longer participating in the MPN.

If your employer decides that you do not qualify to continue your care with the non-MPN provider, you and your primary treating physician must receive a letter notifying you of this decision.

If you meet certain conditions, you may qualify to continue treating with this doctor for up to a year before you must choose a MPN physician. These conditions are set forth in the, "***Can I Continue Being Treated By My Doctor?***" box above.

You can disagree with your employer's decision to deny you Continuity of Care with the terminated MPN provider. If you want to continue treating with the terminated doctor, ask your primary treating physician for a medical report on whether you have one of the four conditions stated in the box above to see if you qualify to continue treating with your current doctor temporarily.

Your primary treating physician has 20 days from the date of your request to give you a copy of his/her medical report on your condition. If your primary treating physician does not give you the report within 20 days of your request, your employer's decision to deny you Continuity of Care with your doctor who is no longer participating in the MPN will apply, and you will be required to choose a MPN physician.

You will need to give a copy of the report to your employer if you wish to postpone the selection of an MPN doctor treatment. If you or your employer disagrees with your doctor's report on your condition, you or your employer can dispute it. See the complete Continuity of Care policy for more details on the dispute resolution process.

For a copy of the Continuity of Care policy, in English or Spanish, ask your MPN Contact.

- **What if I have questions or need help?**

- **MPN Contact:** You may always contact the MPN Contact if you have questions about the use of the MPN and to address any complaints regarding the MPN.
- **Medical Access Assistants:** You can contact the Medical Access Assistant if you need help finding MPN physicians and scheduling and confirming appointments.
- **Division of Workers' Compensation (DWC):** If you have concerns, complaints or questions regarding the MPN, the notification process, or your medical treatment after a work-related injury or illness, you can call the DWC's Information and Assistance office at 1-800-736-7401. You can also go to the DWC's website at www.dir.ca.gov/dwc and click on "medical provider networks" for more information about MPNs.
- **Independent Medical Review:** If you have questions about the MPN Independent Medical Review process contact the Division of Workers' Compensation's Medical Unit at:

DWC Medical Unit
P.O. Box 71010
Oakland, CA 94612
(510) 286-3700 or (800) 794-6900

Keep this information in case you have a work-related injury or illness.

Información Importante sobre el Cuidado Médico si tiene una Lesión o Enfermedad Relacionada con el Trabajo

Notificación por Escrito Completa para los Empleados: Red de Proveedores Médicos (Título 8, Código de Regulaciones de California, sección 9767.12)

La ley de California requiere que su empleador proporcione y pague por el tratamiento médico si se lesiona en el trabajo. Su empleador ha elegido proporcionar este cuidado médico utilizando la red de proveedores médicos de Compensación de Trabajadores (con sus siglas en inglés, MPN). Esta Red de Proveedores Médicos es administrada por Harbor Health Systems.

Esta notificación le indica lo que debe conocer sobre el programa de la MPN y describe sus derechos para elegir el cuidado médico para las lesiones y enfermedades relacionadas con el trabajo.

- **¿Qué sucede si me lesiono en el trabajo?**

En caso de una emergencia, usted debe llamar al 911 o dirigirse a la sala de emergencia más cercana.

Si se lesiona en el trabajo, notifíquelo a su empleador lo antes posible. Su empleador le proporcionará un formulario del reclamo. Cuando le notifique a su empleador que tuvo una lesión relacionada con el trabajo, su empleador o asegurador hará la cita inicial con el médico de la MPN.

- **¿Qué es la MPN?**

La Red de Proveedores Médicos (MPN) es un grupo de proveedores de cuidados de la salud (médicos y otros proveedores médicos) utilizados por SU EMPLEADOR para tratar a los empleados lesionados en el trabajo. Las Redes de Proveedores Médicos deben permitirles a los empleados tener una opción de proveedor(es). Cada MPN debe incluir una combinación de médicos especializados en lesiones relacionadas con el trabajo y médicos con experiencia en áreas generales de la medicina.

- **¿Que MPN es utilizada por mi empleador?**

Su empleador se encuentra utilizando la Red de Proveedores Médicos PRIME MPN Administrada por la Red de Proveedores Médicos de Harbor Health Systems con el número de identificación 2357. Cuando tenga preguntas o solicitudes sobre la MPN, debe referirse al nombre y número de identificación de la MPN.

- **¿Con quién puedo comunicarme si tengo preguntas sobre mi MPN?**

El Contacto de la MPN mencionado en esta notificación será capaz de contestar sus preguntas sobre el uso de la MPN y se ocupará de cualquier queja relacionada con la MPN.

El contacto de su MPN es:

Nombre: Contacto de la MPN Harbor Health Systems
Título: Contacto de la MPN
Dirección: PO Box 54770
Número de Teléfono: (888) 626-1737
Dirección de Correo Electrónico: MPNcontact@harborsys.com

Información general relacionada con la MPN también puede ser encontrada en el siguiente sitio web: www.harborsys.com/Keenan

- **¿Qué sucede si necesito ayuda para encontrar y hacer una cita con el médico?**

El Asistente de Acceso Médico de la MPN le ayudará a encontrar los médicos de su elección y podrán ayudarlo a programar y confirmar las citas con los médicos. El Asistente de Acceso Médico se encuentra disponible para asistirle de lunes a sábado de 7am-8pm (Pacífico) y programarle citas médicas durante horas normales de los negocios de los médicos. La asistencia se encuentra disponible en inglés y español.

La información de contacto del Asistente de Acceso Médico es:

Número de Teléfono de Línea Gratuita: (855) 521-7080
Número de Fax: (703) 673-0181
Dirección de Correo Electrónico: MPNMAA@harborsys.com

- **¿Cómo puedo saber que médicos se encuentran en mi MPN?**

Usted puede obtener una lista de todos los proveedores regional de la MPN en su área llamando al Contacto de la MPN o dirigiéndose a nuestro sitio web en: www.harborsys.com/Keenan. Como mínimo, la lista regional debe incluir una lista de todos los proveedores de la MPN dentro de quince (15) millas de su lugar de trabajo y/o residencia, o una lista de todos los proveedores de la MPN dentro del condado donde usted vive y/o trabaja. Usted puede elegir la lista que desea recibir. También, tiene derecho a obtener una lista de todos los proveedores de la MPN, una vez lo solicite.

Usted puede tener acceso a la lista de todos los médicos tratantes en la MPN dirigiéndose al sitio web en www.harborsys.com/Keenan.

- **¿Cómo selecciono un proveedor?**

Su empleador o el asegurador de su empleador harán los arreglos para la cita médica inicial con un médico de la MPN. Después de la primera visita médica, usted puede continuar siendo tratado por ese médico, o puede elegir otro médico de la MPN. Usted puede continuar eligiendo los médicos dentro de la MPN para todos sus cuidados médicos para esta lesión.

Si es apropiado, usted puede elegir un especialista o solicitarle a su médico tratante un referido a un especialista. Algunos de los especialistas solo aceptarán citas con un referido del médico tratante. Dicho especialista podría ser mencionado como "solo por referido" en el directorio de la MPN.

Si necesita ayuda en encontrar un médico o en programar una cita médica, puede llamar al Asistente de Acceso Médico.

- **¿Puedo cambiar de proveedores?**

Sí. Usted puede cambiar de proveedores dentro de la MPN por cualquier motivo, pero los proveedores que elija deberán ser apropiados para tratar su lesión. Comuníquese con el Contacto de la MPN o con su ajustador de reclamos si desea cambiar se médico tratante.

- **¿Qué estándares tiene que cumplir la MPN?**

La MPN tiene proveedores por todo el estado de California.

La MPN debe brindarle acceso a una lista de proveedores regionales que incluye al menos tres (3) médicos de cada especialidad, comúnmente utilizados en tratar lesiones/ enfermedades en el trabajo, en su industria. La MPN debe brindar acceso a los médicos tratantes primarios dentro de los primeros treinta (30) minutos o quince (15) millas, y especialistas dentro de los primeros sesenta (60) minutos o treinta (30) millas de donde trabaje o viva.

Si vive en un área rural o un área donde haya escasez de cuidados médicos, puede haber un estándar diferente.

Después de que ha notificado a su empleador de su lesión, la MPN debe proporcionar el tratamiento inicial dentro de tres (3) días laborables. Si el tratamiento con el especialista ha sido autorizado, la cita con el especialista deberá ser otorgada dentro de veinte (20) días laborables de su solicitud. Si tiene problemas para obtener una cita con el proveedor en la MPN, comuníquese con el Asistente de Acceso Médico.

Si no existen proveedores de la MPN disponibles en la especialidad apropiada para tratar su lesión dentro de los requerimientos de distancia y tiempo, entonces se le permitirá buscar el tratamiento necesario fuera de la MPN.

- **¿Qué sucede si no existen proveedores de la MPN donde me encuentro localizado?**

Si es un empleado actual viviendo o trabajando temporalmente en un área rural, o viviendo fuera del área de servicio de la MPN, o si es un ex empleado viviendo permanentemente fuera del área de servicio de la MPN, la MPN también puede permitirle elegir su propio médico fuera de la red de la MPN. Comuníquese con su Contacto de la MPN para obtener asistencia en encontrar un médico o para información adicional.

- **¿Qué sucede si necesito un especialista que no se encuentra disponible en la MPN?**

Si necesita ver un tipo de especialista que no se encuentra disponible en la MPN, usted tiene derecho a ver un especialista fuera de la MPN.

- **¿Qué sucede si no estoy de acuerdo con mi médico sobre el tratamiento médico?**

Si no está de acuerdo con su médico o si desea cambiar su médico por algún motivo, usted puede elegir otro médico de la MPN.

Si no está de acuerdo con el diagnóstico o con el tratamiento prescrito por su médico, puede solicitar una segunda opinión de otro médico dentro de la MPN. Si desea una segunda opinión, debe comunicarse con el contacto de la MPN o con su ajustador de los reclamos y dígame que desea una segunda opinión. La MPN deberá ofrecerle por lo menos la lista de los proveedores regionales de la MPN de la cual puede elegir un médico para la segunda opinión. Para obtener una segunda opinión, usted debe escoger un médico de la lista de la MPN y hacer una cita dentro de sesenta (60) días. Deberá informarle al Contacto de la MPN de la fecha de su cita, y la MPN le enviará al médico una copia de sus expedientes médicos. Usted puede solicitar la copia de sus expedientes médicos que serán enviados al médico.

Si no hace una cita dentro de sesenta (60) días de haber recibido la lista de los proveedores regionales, a usted no se le permitirá tener una segunda o tercera opinión con relación a este diagnóstico o tratamiento de este médico tratante.

Si el médico de la segunda opinión siente que su lesión se encuentra fuera del tipo de lesión que él o ella normalmente trata, la oficina del médico notificará a su empleador o asegurador, y a usted. A usted se le brindará otra lista de médicos o especialistas de la MPN para que pueda hacer otra elección.

Si no se encuentra de acuerdo con la segunda opinión, usted puede solicitar una tercera opinión. Si solicita una tercera opinión, pasará por el mismo proceso que el pasó con la segunda opinión.

Recuerde que si no hace una cita dentro de sesenta (60) días de haber obtenido otro proveedor de la lista de la MPN, entonces no se le permitirá tener una tercera opinión con relación a este diagnóstico o tratamiento disputado de este médico tratante.

Si no se encuentra de acuerdo con el doctor de la tercera opinión, puede solicitar una Revisión Médica Independiente de la MPN (IMR). Su empleador o el Contacto de la MPN le brindarán información sobre como solicitar una Revisión Médica Independiente y un formulario, al momento de seleccionar el médico de la tercera opinión.

Si el médico de la segunda o tercera opinión o Evaluador Médico Independiente se encuentra de acuerdo con su necesidad del tratamiento o prueba, a usted se le puede permitir recibir ese servicio médico de un proveedor dentro de la MPN, si la MPN no contiene un médico que puede proporcionar el tratamiento recomendado, usted puede elegir un médico fuera de la MPN dentro de un área geográfica razonable.

Si el Revisor Médico Independiente respalda su necesidad de tratamiento o prueba, usted puede recibir ese cuidado de un médico que se encuentre dentro o fuera de la MPN.