

Initial Written Employee Notification Medical Provider Network

(Title 8, California Code of Regulations, section 9767.12)

California Law requires the San Diego Unified School District to provide and pay for medical treatment if you are injured at work. The district has chosen to provide this medical care by using a Workers' Compensation physician network called a Medical Provider Network (MPN). 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. The MPN we are using is the WellComp Medical Provider Network.

What is an MPN?

A Medical Provider Network (MPN) is a group of health care providers (physicians and other types of providers) set up by an insurer or self-insured employer and approved by the Division of Workers' Compensation's (DWC) Administrative Director to treat workers injured on the job. Each MPN must include a mix of doctors specializing in work-related injuries and doctors with expertise in general areas of medicine. MPNs must meet access to care standards for common occupational injuries and work-related illnesses. Further, the regulations require MPN providers to use medical treatment guidelines adopted by the DWC. MPNs must allow employees a choice of provider(s) in the network after the employee's first visit.

How do I find out what doctors are in my MPN?

You may contact WellComp Medical Provider Network at (800) 544-8150, and they can provide you with a regional listing of MPN providers. You may also go to <http://www.wellcomp.com> for a list of all MPN providers. San Diego Unified School District has a list of authorized Occupational Medical Providers and Clinics found on the Risk Management website at http://www.sandi.net/cms/lib/CA01001235/Centricity/Domain/143/Occupational_Medical_Facilities.pdf. SDUSD Risk Management MPN Contact for all employees is:

Name: Phil Ross

Telephone Number: (858) 627-7439

Email address: risk-management@sandi.net

Risk Management will be able to answer your questions about the WellComp Medical Provider Network and tell you how to receive or access the names of the doctors in the MPN.

What happens if I get injured at work?

In case of an emergency, go to the closest emergency room. If you are injured at work, notify your supervisor as soon as possible. You will be directed to an MPN provider for your initial visit. After the initial visit to the MPN provider, you may select another MPN provider of your choice, whose specialty is appropriate to your injury. A claim form will be mailed to your address of record with the district.

How do I choose a provider?

To choose a physician within the MPN, you may request a regional provider listing from York Risk Services Group, Inc., or go to <http://www.wellcomp.com>, or call the MPN Contact. If you have any difficulty getting an appointment with an MPN provider, please contact York Risk Services Group, Inc. at (866) 548-2701, or Phil Ross, SDUSD Risk Management Department at (858) 627-7439. If you are in need of a specialist that is not in the MPN, you may be allowed to treat outside the MPN and will need to contact York Risk Services Group, Inc. at (866) 548-2701 for further assistance.

What if there are no providers in my area?

The WellComp Medical Provider Network has providers throughout the state of California. If you are temporarily working outside the MPN service areas, you may treat with a doctor of your choice. If you need assistance locating a doctor outside the MPN service area, contact York Risk Services Group, Inc. at (866) 548-2701, or the MPN Contact.

How do I change physicians within the MPN?

You will be directed to an MPN physician for your initial visit. You may change to another MPN physician whose specialty is appropriate to your injury after the initial visit and anytime thereafter. To select another MPN physician or to obtain a referral to a specialist, contact York Risk Services Group, Inc. at (866) 548-2701, or go to <http://www.wellcomp.com>.

What is the process for second and third opinions?

If you dispute the diagnosis or treatment prescribed by your treating physician, you may request a second and a third opinion. The second and third opinion must be from an MPN physician whose specialty is appropriate to your injury. You will continue receiving treatment during the second and third opinion process. You may contact York Risk Services Group, Inc. at (866) 548-2701 for further assistance selecting a physician within the MPN and for an explanation of the second and third opinion process.

How do I request and receive an Independent Medical Review?

If after the third opinion, you still disagree with your doctor, you may ask for an Independent Medical Review (IMR). York Risk Services Group, Inc. will give you information on requesting an Independent Medical Review and a form at the time you request a third opinion. An IMR will be done by a physician outside of the MPN who will be selected to conduct an independent assessment of your dispute.

As long as your second opinion, third opinion, or Independent Medical Reviewer agrees with the treating doctor, you will need to continue to receive your medical treatment with doctors in the MPN network. If the second opinion, third opinion, or Independent Medical Reviewer does not agree with your treating doctor, you will be allowed to receive the disputed medical treatment from a provider either inside or outside the MPN. If you decide to receive treatment outside the MPN, it can only be for the treatment or diagnostic service recommended by the second opinion, third opinion, or Independent Medical Reviewer. Once this treatment is completed, you will receive all other treatment with a doctor of your choice back in the MPN Network.

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

If you are currently treating for a work-related injury, you may continue to treat with your current physician. You will not be required to transfer your treatment to providers within the MPN. If your current treating doctor is a member of the WellComp Medical Provider Network, then you may continue to treat with this doctor. If you require referrals to other physicians, the referral must be made to a physician in the MPN. You will not be transferred to a doctor in the MPN if your injury or illness meets any of the following conditions:

- **(Acute)** The treatment for your injury or illness will be completed within 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.

If your treating doctor agrees that your condition does not meet one of those listed above, the transfer of care will go forward while you continue to disagree with the decision. If your treating doctor believes that your condition does meet one of those listed above, you may continue to treat with him or her until the dispute is resolved. If you would like a copy of the Transfer of Care policy, contact at (866) 548-2701 or visit <http://www.wellcomp.com> or your MPN Contact.

What if I am being treated by an MPN doctor and the doctor leaves the MPN?

San Diego Unified School District has a written Continuity of Care Policy that may allow you to continue treatment with your doctor if your doctor is no longer actively participating in the MPN. If you are being treated for a work-related injury in the MPN and the doctor no longer has a contract with the MPN, your doctor may be allowed to continue to treat you if your injury or illness meets one of the following conditions:

- **(Acute)** A medical condition that involves the onset of symptoms due to an illness, injury or other medical problem that requires prompt medical attention and that has duration of not more than 90 days. You may be allowed to treat with your current doctor for the duration of the acute condition.
- **(Serious or chronic)** Your injury or illness is one that is serious and persists without full cure or worsens over an extended period of time or requires ongoing treatment to maintain remission or prevent deterioration. You may be allowed to be treated by your current treating doctor for up to one year from the contract termination date.
- **(Terminal)** You have an incurable illness or irreversible condition that is likely to cause death within one year or less. You may be allowed to treat with your current doctor for the duration of the terminal illness.
- **(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 contract's termination date.

If any of the above conditions exist, the MPN may require your doctor to agree in writing to the same terms he or she agreed to when he or she was a provider in the MPN Network. If the doctor does not, he or she may not be able to continue to treat you. If the contract with your doctor was terminated or not renewed by the MPN for reasons relating to medical disciplinary cause or reason, fraud or criminal activity, you will not be allowed to complete treatment with that doctor. You may contact York Risk Services Group, Inc. at (800-544-8150, or the MPN Contact if you would like a copy of the Continuity of Care policy.

What If I have questions or need help?

- You may contact York Risk Services Group, Inc. at (866) 548-2701 if you need assistance or further explanation about the MPN.
- MPN website: http://www.dir.ca.gov/dwc/mpn/dwc_mpn_main.html
- DWC Information & Assistance Officer: 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 may contact the Information and Assistance Officer, at the Division of Workers' Compensation, at 1-800-736-7401.
- Independent Medical Review: If you have questions about the Independent Medical Review process or the Independent Medical Reviewer, you may contact the Division of Workers' Compensation's Medical Unit at:

P.O. Box 71010
Oakland, CA 94612
510-286-3700 or 800-794-6900