



**SISC I**

SELF-INSURED SCHOOLS OF CALIFORNIA

**WORKERS' COMPENSATION**

# **SELF-INSURED SCHOOLS OF CALIFORNIA MEDICAL PROVIDER NETWORK**

## **SITE COORDINATOR GUIDE**

## SISC/CFMC MEDICAL PROVIDER NETWORK (MPN)

### SITE COORDINATOR GUIDE

#### **Background**

As an employer, we are committed to the wellbeing and safety of our employees. As part of our commitment, we are implementing the SISC/CFMC Medical Provider Network (MPN). Our primary goals are to make sure that every employee who has a work-related injury obtains medical care quickly, is treated appropriately, and safely returns to work as soon as medically possible. The MPN has been chosen because it works effectively for work-related injuries.

As a Site Coordinator, your role is very important to the success of the MPN. Please Read this information carefully and address any questions you may have to the MPN call center. The most important document in this Guide is the "MPN Site Coordinator Instructions" on page 3.

The SISC/CFMC Medical Provider Network has been established to facilitate prompt access for your employees' medical care for any industrial injury or illness by quality medical providers specializing in occupational health care.

#### **Your MPN Contact**

You may direct any questions to the MPN Call Center by calling (877) 222-4946 or Medical Access Assistant (844) 754-0581. You may also send questions or comments by email to: [FoundationMPN@kernfmc.com](mailto:FoundationMPN@kernfmc.com).

#### **When Any Work-Related Injury or Illness Occurs**

Immediately contact Self-Insured Schools of California (SISC) to report a work injury, file all the required paperwork and forms, and direct the injured employee to the designated MPN provider for an initial medical evaluation and treatment, if appropriate. SISC's contact information can be found on your posting notice. The phone number is (661) 636-4874. In addition to the posting notice, there is a MPN Provider Supplemental to the Posting Notice, which contains the name, address, and phone number of the emergency and non-emergency medical clinics designated for the SISC/CFMC MPN.

#### **When an Injured Employee May Receive Treatment Outside of the MPN from a Non-Network Provider/Facility**

- For treatment of an injury that began prior to the coverage of the MPN for specified conditions. See attached SISC/CFMC **Transfer of Care Policy**
- For emergency care
- When an injured worker has pre-designated their own personal physician (and this pre-designation is with a physician who has treated the employee prior to the injury and who has consented to treat the employee)
- When authorized treatment is not available by or through an MPN network provider (if this situation arises, please refer the employee to the MPN Call Center)

#### **Distribution of Employee Information**

#### **IMPORTANT!!**

All employees need to have received their individual copy of the MPN Employee Handbook upon implementation of the MPN program. The MPN handbook provides specific instruction on how employees will access the MPN including changing providers, obtaining second and third opinions, and providing continuity of care if a provider is terminated from the MPN.

Immediately upon learning about a work-related injury and/or every time a claim for work injury is made, you are responsible for delivering another copy of the MPN Employee Handbook to the injured employee. If you have any problems with prompt deliver, please alert SISC or the MPN Call Center.

**Information about the MPN**

There is additional information you must read to familiarize yourself with the MPN program, including the following:

- Site Coordinator Instructions
- Second and Third Opinion Process
- Independent Medical Review Process
- Continuity of Care Policy
- Access Standards
- Transfer of Ongoing Care Policy

These documents are part of the SISC/CFMC MPN plan, have been approved by the State, and must be followed.

## SITE COORDINATOR INSTRUCTIONS

**IMPORTANT:** Implementation and administration of the MPN required that you understand and comply with many laws, policies, and procedures as explained in this Site Coordinator Guide. Failure to carry out your responsibilities could jeopardize medical control of the claim and could result in significantly higher disability and medical costs paid for treatment to providers not in the MPN. **If you have any questions about the MPN, please do not hesitate to contact the MPN Call Center (877) 222-4946 or Medical Access Assistant (844) 754-0581.**

### **What to do if an Employee is Injured at Work**

#### **1. Arrange for medical care**

- In the event of an **emergency**, call 911. The injured employee is to be sent immediately to the nearest appropriate MPN provider or hospital (if this can be quickly located), or sent to the nearest emergency room. After the injured employee is stabilized, he or she may be re-directed into the MPN. “Emergency Health Care Services” or “Urgent Care” is defined as health care services for a medical condition manifesting itself by acute symptoms of sufficient severity such that the absence of immediate medical attention could reasonably be expected to place the patient’s health in serious jeopardy.
- In a **non-emergency situation**, direct the injured employee without delay (within 24 hours) to the MPN designated provider for an initial medical evaluation. Notify the injured employee of his or her right to choose another MPN provider after this initial visit.
- Note: The employee has the right to see a doctor close to their home or work place. Travel must be limited to no more than 15 miles or 30 minutes to see a treating doctor or 30 miles or 60 minutes to see a specialist. In addition, there are alternative access standards for rural areas.

#### **2. Report**

Once you have learned of an employee’s injury, immediately report the injury to SISC at (661) 636-4874.

#### **3. Communicate**

Give the injured employee a DWC-1, a copy of the MPN Employee Handbook, and information on how to access the MPN list of providers in their geographic area. To identify SISC/CFMC MPN providers in your area, please visit [www.cfmnet.org/SISC](http://www.cfmnet.org/SISC), contact the MPN Call Center at (877) 222-4946 or Medical Access Assistant at (844) 754-0581.

#### **4. Follow-up**

If the employee receives initial treatment at a Hospital Emergency Room, contact the employee and ensure that the employee is receiving follow-up care from an MPN medical provider.

### **Additional Information that may be Helpful**

#### **Second and Third Opinion Process**

The following information is provided to the injured worker in the MPN Employee Handbook:

If you dispute either the diagnosis or treatment prescribed by your treating physician, you may obtain a second and third opinion from another physician within the MPN. During this process, you must continue your treatment within the MPN.

**For obtaining a second opinion, it is YOUR responsibility to:**

- Inform the SISC Claims Adjuster that you dispute the treating physician's opinion and you are requesting a second opinion.
- Select a physician or specialist from a list of available MPN providers.
- Make an appointment with the second opinion physician within 60 days.
- Inform the SISC Claims Adjuster of the appointment date.

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

- Provide a regional area listing of MPN providers and/or specialists for you to select a second opinion physician based on the specialty or recognized expertise in treating your injury or condition in question.
- Contact your treating physician.
- Provide a copy of the medical records or send the necessary medical records to the second 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/she has been selected to provide a second opinion and the nature of the dispute. A copy of this letter will be sent to you.

If you do not make the appointment with a second opinion physician within 60 days of receiving the list of available MPN providers, then you will not be able to obtain a second opinion regarding the diagnosis or treatment in dispute.

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

If you disagree with either the diagnosis or treatment prescribed by the second opinion physician, you may seek the opinion of a third physician within the MPN **following the same procedure as above for requesting a second opinion.**

**Independent Medical Review**

The injured employee must obtain a second and a third opinion before requesting an MPN Independent Medical Review (MPN IMR). If the employee disagrees with either the diagnosis or treatment prescribed by the third opinion physician, he or she may file with the Administrative Director a request for an MPN Independent Medical Review.

The employee may obtain an MPN Independent Medical Review (MPN IMR) by submitting an application to the Administrative Director of the State of California Division of Workers' Compensation. Upon request of a third opinion, he or she will be provided with the IMR application and instructions form by the SISC Claims Adjuster. The Administrative Director will assign the independent medical review doctor, who may, at the request of the employee, conduct a medical examination during the review.

The SISC Claims Adjuster will provide the independent medical reviewer with all relevant medical reports. The independent medical reviewer must issue a report to the Administrative Director, in writing, that includes his/her analysis and determination whether the disputed health care services met the State's treatment guidelines. The report must be issued within 20 days of the examination or record review, or within less time upon request of the Administrative Director. However, if the reviewer certifies the disputed health care service is a serious threat to the employee's health, the report must be provided within three days of the examination.

If the independent medical reviewer does not agree with the disputed diagnosis, diagnostic service or medical treatment prescribed by the treating physician, the employee has the right to receive this treatment from any

doctor of his or her choice, inside or outside the MPN and SISC will pay for approved treatment. If the employee chooses to receive medical treatment with a physician outside the MPN, the treatment is limited to the treatment recommended by the IMR or the diagnostic service recommended by the IMR.

### **Access Standards**

The MPN is designed to ensure compliance with state regulations concerning standards of access to medical care for injured employees with both primary care physicians and for specialist utilized in the treatment of occupational injuries. Access is facilitated as follows:

1. A primary treating physician is available within 30 minutes or 15 miles of the residence or workplace of employees.
2. A hospital for emergency health care services, or if separate from such hospital, a provider of all emergency health services, is available within 30 minutes or 15 miles of the residence or workplace of the employees.
3. Occupational health services providers and specialists are available within 60 minutes or 30 miles of an employee's residence or workplace.
4. The Applicant has established alternative standards for providing medical treatment to injured covered employees in rural areas. The alternative standards provide that all services will be available and accessible at reasonable times to all covered employees with a residence or workplace beyond 30 miles of an MPN health facility from an out-of-network, non-contracted provider.
5. The following is SISC's written policy for arranging or approving non-emergency medical care for: 1) a covered employee authorized by the employer to temporarily work or travel for work outside the MPN geographic service area when the need for medical care arises; 2) a former employee whose employer has ongoing workers' compensation obligations and who permanently resides outside the MPN geographic service area; and 3) an injured employee who decides to temporarily reside outside the MPN geographic service area during recovery.
  - a. When an employee as described above has a need for non-emergency medical care in connection with the industrial injury or illness outside of the service area, the employee will be provided the choice of at least three physicians outside the MPN geographical service area who either have been referred by the employee's primary treating physician within the MPN or who have been selected by SISC.
  - b. In addition to physicians within the MPN, the employee may change physicians among the referred physicians and may obtain a second and third opinion from the referred physicians.
  - c. The referred physicians will be located within the access standards described in paragraphs three (3) and four (4).
  - d. For non-emergency services, SISC will have an appointment for initial treatment available within three (3) business days of SISC's receipt of a request for treatment within the MPN.
  - e. For non-emergency specialist services to treat common injuries experienced by the covered employee based on the type of occupation or industry in which the employee is engaged, SISC will have an appointment available within 20 business days of SISC's receipt of a referral to a specialist within the MPN.
  - f. If the primary treating physician refers the employee to a type of specialist not included in the MPN, the employee may select a specialist from outside the MPN.
  - g. Once the injured/ill employee returns to the service area, medical care will be transferred to a provider within the MPN. This information will be communicated through the MPN Employee Handbook.
6. The following is SISC's written policy for emergency medical care:
  - a. In the event emergency health care services are needed, the employee will be allowed to seek medical attention from a medical service or hospital provider who is not a member of the MPN, and such emergency treatment services will be covered. "Emergency health care services" means health care services for a medical condition manifesting itself by acute symptoms of

sufficient severity such that the absence of immediate medical attention could reasonably be expected place the patient's health in serious jeopardy.

- b. Once the injured/ill employee's medical condition stabilizes, medical care will be transferred to a provider within the MPN. This information will be communicated through the MPN Employee Handbook.
7. The following is SISC's written policy describing the employee notification process:
- a. SISC will provide a copy of the MPN Employee Handbook to each employer, whereupon the employer will provide an MPN Employee Handbook to each covered employee prior to implementation. The MPN Employee Handbook will also be provided to new covered employees at the time of hire or when an existing employee transfers into the MPN. The MPN Employee Handbook is also provided to an employee each time a work injury claim is filed.
  - b. This MPN Employee Handbook is also available for review on the internet.
  - c. Each employer location will have a Site Coordinator designated to serve as the local MPN resource. SISC will provide copies of the MPN Employee Handbook and Site Coordinator Guide to each Site Coordinator. This guide outlines various duties and requirements for the successful operation and coordination of the MPN.
  - d. The employer will identify a Site Coordinator at each employer location to serve as the local MPN resource. Copies of the MPN Employee Handbook and Site Coordinator Guide will be provided by the Applicant to each Site Coordinator. The Guide outlines various duties and requirements as appropriate for the successful operation and coordination of the MPN.
8. SISC/CFMC will provide ancillary access through the designated claims administration organization. Ancillary services will be provided to all injured covered employees. In such instances where the ancillary service is not geographically accessible, the injured covered employee will be permitted to obtain the ancillary service outside the MPN. A listing of available MPN Ancillary Services is as follows:
- Ambulance Services Transport
  - Ambulatory Emergency Center
  - Ambulatory Surgical Center
  - Audiology Services
  - Cardiac Monitoring Services
  - Dialysis Center
  - Durable Medical Equipment (DME)
  - EMG Services
  - Functional Capacity Exams
  - Home Health Care
  - Hospice Care Services
  - Imaging/Radiology Services
  - Infusion Therapy Services
  - Interpreting Services
  - Laboratory Services
  - MRI Services
  - Pharmacy Services
  - Physical Therapy & Rehabilitation Services
  - Prosthetic & Orthotics
  - Rehab Case Management
  - Skilled Nursing Facilities
  - Sleep Disorder Clinics
  - Vocational Rehabilitation Services
  - Work Hardening Services
  - Acute Care Hospitals
  - Extended Care Facility
  - Mental Health/Chemical Dependency Facility
  - Rehabilitation Hospital