



Complete Written MPN Employee Notification

(NOTE: The California Insurance Guarantee Association (CIGA) administers claims under Insurance Code §§ 1063 *et seq.*; thus, the injured workers are not employees of CIGA. References to “employer” are used to define CIGA’s role in administering the MPN in compliance with MPN regulations.)

Important Information about Medical Care if You Have a Work-Related Injury or Illness

Complete Written Employee Notification Re: Medical Provider Network

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

California law requires that employers provide and pay for compensable medical treatment on covered workers’ compensation claims. CIGA, who is administering your claim, 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 CIGA. 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 is an MPN?**

A Medical Provider Network (MPN) is a group of health care providers (physicians and other medical providers) who 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 CIGA?**

CIGA is using the “CIGA Anthem MPN” with the identification number #3118. 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?**

Every injured worker has a CIGA “MPN Contact”, who is your designated CIGA Claims Adjuster. If you do not have your adjuster’s contact information, then call the CIGA toll-free number: (800) 847-9459 between 8:00am to 5:00pm (Pacific Standard Time) and ask for assistance to find your adjuster. The MPN Contact will be able to answer questions about the use of the MPN and setting an appointment with a provider and to address MPN complaints.



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If the MPN Contact is unavailable, call (800) 847-9459 between 8:00am to 5:00pm (Pacific Standard Time) again and ask the CIGA Operator to provide the name and phone number of your adjuster's supervisor. Then call that supervisor. If the supervisor is not available, then call back again and ask the CIGA Operator for someone else who can assist.

You can also search for a medical provider the following website: www2.viiad.com/CIGA

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

For emergency services, you may call 911 or go to the nearest emergency room.

For non-emergency services, you may contact a MPN Medical Access Assistant or your MPN Contact to 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 Standard Time) and schedule medical appointments during doctors' normal business hours. Assistance is available in English and in Spanish.

The contact information for the Medical Access Assistance is:

Toll Free Telephone Number: [844-699-8803](tel:844-699-8803)
Fax Number: [855-619-5711](tel:855-619-5711)
Email Address: CIGAMAA@cvtv.us.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: www2.viiad.com/CIGA. 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 and roster of all participating providers in the MPN by going to the website at: www2.viiad.com/CIGA.

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

The MPN Contact will arrange the initial medical evaluation with a 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



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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 or MPN Contact.

- **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 your MPN Contact 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 such as 45 miles and 90 minutes.

The MPN Contact must arrange for initial treatment within 3 business days. If treatment with a specialist has been authorized, the initial appointment with a specialist must be provided within 20 business days of your request for an appointment through the MPN Contact.

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

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 living in a rural area or temporarily working or living outside the MPN service area, or you are permanently living outside the MPN service area, contact your MPN Contact who will give you a list of at least three MPN physicians who can treat you. Your MPN Contact may also allow you to choose your own doctor outside of the MPN network.

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



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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 notify the MPN Contact and tell them you want a second opinion. The MPN Contact 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 Contact 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 the MPN Contact 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 MPN Contact will give you information on requesting an MPN Independent Medical Review and a form at the time you select a third-opinion physician.

If either the second or third-opinion doctor or MPN 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.



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

CIGA 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 the MPN Contact 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 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 the MPN Contact’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.



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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 MPN Contact 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 MPN Contact if you wish to postpone the transfer of your care. If you disagree with your doctor's report on your condition, you 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?**

CIGA 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 MPN Contact 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 the MPN Contact'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, the MPN Contact may 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 the MPN Contact if you wish to postpone the selection of a MPN doctor treatment. If you disagree with your doctor's report on your condition, you 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.



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- **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 any questions regarding your rights and responsibilities under the California workers' compensation law, you can call the DWC's Information and Assistance (I&A) Unit at 1-800-736-7401 for recorded message, or access its webpage <https://www.dir.ca.gov/dwc/landA.html> [dir.ca.gov] for the contact information of your nearest local I&A office for assistance. You can also go to DWC's website at www.dir.ca.gov/dwc and click on "Medical provider networks" for more information about MPNs.
 - **MPN 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.