

CHOOSING MEDICAL CARE
For Work-Related Injuries and Illnesses

Medical Provider Network
(MPN)

CALIFORNIA
J · P · I · A

For questions regarding your workers' compensation claim:

Mailing Address:
Post Office Box 696
Concord, CA 94522-0696

Toll Free:
(866) 482-3535

Visit:
www.Athensadmin.com

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 form gives you information 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 an entity or group of providers that has been approved by the State of California Division of Workers' Compensation (DWC) to provide health care to workers who are injured on the job.

MPNs must meet the quality and service standards set by the Division of Workers' Compensation. They must have health care providers who understand the workers' compensation system and occupational health care. CJPIA MPN by Harbor Health will make sure that you have medical treatment available at reasonable times if you have a work-related injury or illness. All medical treatment will be in accordance with the medical standards approved by the DWC.

HOW DO I FIND OUT WHICH DOCTORS ARE IN MY MPN?

You may access the doctors in the network by visiting:

Website: https://search.harborsys.com/cjpia
MPN #: **3148**
Effective Date: **01/01/23**

The insurance company has designated the following person to be the MPN contact for all employees. They will tell you how to review, receive or access the names of the doctors in your network.

Contact Title: **Medical Access Assistant**
Telephone: **(855) 521-7084**

Your employer's workers' compensation representative has access to this listing in hard copy and online formats. In addition, you may contact **ATHENS WORKERS' COMPENSATION** if you have any questions, or cannot locate a copy of your MPN list of doctors:

ATHENS WORKERS' COMPENSATIONSM
Telephone: **(866) 482-3535**

WHAT IF I GET INJURED AT WORK?

When you notify your employer or insurer that you have had a work-related injury, your employer or insurer will arrange an appointment with a doctor in CJPIA MPN by Harbor Health. After this first visit, you may continue to be treated by this doctor, or you may choose another doctor **from the MPN Network that treats your type of injury**, and you may continue to choose doctors within CJPIA MPN by Harbor Health for all of your medical care for this injury. If appropriate, you may also ask for a referral to a specialist. If you need help in choosing a doctor or seeing a specialist, or if you are having trouble getting an appointment with a MPN provider, you may contact one of the people previously listed.

CJPIA MPN BY HARBOR HEALTH has at least **three (3)** physicians of each specialty expected to treat common injuries based on the type of occupation or industry in which you are engaged.

CJPIA MPN BY HARBOR HEALTH has a primary treating physician and a hospital for emergency health services, or if separate from such hospital, a provider of all emergency health care services, within **thirty (30)** minutes or **fifteen (15)** miles of your residence or workplace.

CJPIA MPN BY HARBOR HEALTH has providers of occupational health services and specialties within **sixty (60)** minutes or **thirty (30)** miles from your residence or workplace. For workers traveling within California but outside

the MPN network, if non-emergency medical care is needed, call the MPN contact for a list of accessible providers or for authorization to go to a non-MPN provider if a MPN provider is not accessible.

If you require treatment in a rural area, alternative access standards shall apply. Under these standards, the MPN shall arrange or approve non-emergency medical care from physicians within or outside of the MPN. The MPN shall ensure the availability of three (3) such physicians, who shall be available to you for treatment, or for obtaining a second or third opinion if requested. The MPN shall ensure that all services shall be available and accessible at reasonable times to all covered employees.

The MPN shall arrange or approve non-emergency medical care from physicians outside of the MPN for:

A. Covered employees authorized by the employer to temporarily work or travel for work outside the MPN geographic service area when the need for medical care arises;

B. Former employees whose employer has ongoing workers' compensation obligations and who permanently reside outside the MPN geographic service area;

C. Injured employees who decide to temporarily reside outside the MPN geographic service area during recovery.

The MPN shall ensure the availability of at least three (3) such physicians who have either been referred by the employee's primary care physician within the MPN or have been selected by the MPN, and who shall be available for treatment, or for obtaining a second or third opinion if requested by the injured worker. These referred physicians shall be located within the MPN access standards as found in this application.

For non-emergency services, the MPN shall ensure that an appointment for initial treatment is available within three (3) business days of the MPN's receipt of a request for treatment within the MPN. For non-emergency specialist services, the MPN shall ensure that an appointment is available within twenty (20) business days of the MPN's receipt of a referral to a specialist within the MPN.

If your primary care physician refers you to a type of specialist not included in the MPN, you may select a specialist from outside the MPN. Injured employees shall be able to receive emergency health care services from a medical service or hospital provider who is not a member of the MPN.

WHAT IF I DO NOT AGREE WITH MY DOCTOR?

If you do not agree with either the **diagnosis or treatment** prescribed by your doctor, you may ask for a second and third opinion from doctors within CJPIA MPN by Harbor Health.

If you wish to get a **second opinion**, you must contact the person from your employer or insurer listed above and tell them you wish to get a second opinion. The contact person will make sure you have a list of MPN doctors to choose from. Then you may choose a doctor from CJPIA MPN by Harbor Health and make an appointment **within 60 days**. You must tell the employer or contact person of your appointment date.

If you do not make an appointment within 60 days, you may no longer get a second opinion. If the second opinion doctor feels that your injury is outside of the scope of their practice, they will notify your employer or insurer, and you will get a new list of CJPIA MPN by Harbor Health doctors or specialists so you can make another selection.

If you get a second opinion, and still disagree with your doctor, you may ask for a third opinion.

If you wish to get a **third opinion**, you must contact the person from your employer or insurer listed above and tell them you wish to get a third opinion. They will make sure you have a list of MPN doctors to choose from. Then you may choose a doctor from CJPIA MPN by Harbor Health and make an appointment within 60 days. You must tell the person listed above of your appointment date.

If you do not make an appointment within 60 days, you may no longer get a third opinion. If the third opinion doctor feels that your injury is outside of the scope of their practice, they will notify your employer or insurer and you will get a new list of CJPIA MPN by Harbor Health doctors or specialists so you can make another selection.

A copy of the written report from a second or third treating physician shall be provided to you, your treating doctor, and the contact person, within 20 days of the date of the appointment or receipt of the results of the diagnostic tests, whichever is later. If you get a third opinion, and still disagree with your doctor, you may ask for an **Independent Medical Review (IMR)**. Your employer or insurer contact person will give you information about requesting an Independent Medical Review and a form at the time you request a third opinion.

As long as your second opinion, third opinion or Independent Medical Reviewer agrees with the treating doctor, you will continue to receive your medical treatment with doctors in CJPIA MPN by Harbor Health. If the Independent Medical Reviewer does not agree with your treating doctor, you may seek that medical treatment from either inside or outside CJPIA MPN by Harbor Health. If you receive treatment outside the MPN, it can only be for the treatment or diagnostic service recommended by the Independent Medical Reviewer.

Once this treatment is completed, you will receive all other treatment with a doctor of your choice within the MPN Network.

WHAT IF I AM BEING TREATED BY AN CJPIA MPN BY HARBOR HEALTHDOCTOR AND THEY LEAVE THE MPN?

Your employer or insurer has a written Continuity of Care Policy that provides for a system that may allow you to complete your medical treatment when your treating doctor is no longer actively participating in CJPIA MPN by Harbor Health.
If you are being treated for a work-related injury in CJPIA MPN by Harbor Health and your 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) The treatment for your injury or illness will be completed within 90 days;

(Serious) Your injury or illness is one that is serious and persists over 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 from the contract termination date, 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 contract's termination date.

If any of the above conditions exist, CJPIA MPN by Harbor Health may require your doctor to agree in writing to the same terms they agreed to when they were a provider in CJPIA MPN by Harbor Health.

If they do not, they may not be able to continue to treat you. If the contract with your doctor was terminated or not renewed by CJPIA MPN by Harbor Health for reasons relating to medical disciplinary cause or reason, fraud or criminal activity, you will not be allowed to complete treatment with that doctor.

If you wish to receive a complete copy of your employer's Transfer of Care Policy, you may call the designated MPN Contact Person.

WHAT IF I NEED HELP?

You may always contact the persons previously listed for more help or explanation about your medical treatment if you have a work-related injury or illness. Also, if you have concerns, complaints, or questions regarding a specific MPN or the notification process or your medical treatment after a work-related injury or illness, you can contact:

Information and Assistance Officer at the Division of Workers' Compensation
1.800.736.7401