

Second Opinion, Third Opinion and Independent Medical Review Process:

If you disagree with your doctor or do not like your doctor for any reason, you may always choose another opinion in the MPN.

- **Obtaining Second and Third Opinions**
If you disagree with the diagnosis or treatment plan determined by your treating physician or your second opinion physician, and would like a second or third opinion, you must take the following steps:

- ✓ Notify your claims examiner who will provide you with a regional area listing of physicians and/or specialists within the EIA/MPN who have the recognized expertise to evaluate or treat your injury or condition.
- ✓ Within 60 days of receiving the list, schedule an appointment with your selected physician or specialist from the list provided by your claims examiner. Should you fail to schedule an appointment within 60 days, your right to seek another opinion will be waived.
- ✓ Inform your claims examiner of your selection and the appointment date so that we can ensure your medical records can be forwarded in advance of your appointment date. You may also request a copy of your medical records.
- ✓ You will be provided information and a request form regarding the Independent Medical Review (IMR) process at the time you select a third opinion physician. Information about the IMR process can be found in the MPN Employee Handbook.

■ Obtaining an Independent Medical Review (IMR)

If you disagree with the diagnosis or treatment plan determined by the third opinion physician, you may file the completed Independent Medical Review Application form with the Administrative Director of the Division of Workers' Compensation. You may contact your claims examiner or the EIA/MPN Patient Services Department for information about the Independent Medical Review process and the form to request an Independent Medical Review.

If the second opinion, third opinion or IMR agrees with your treating doctor, you will need to continue to receive medical treatment with a network physician. If the IMR does not agree with your treating network physician, you will be allowed to receive that medical treatment from a provider either inside or outside of the EIA/MPN.

- **Treatment Outside of the Geographic Area**
EIA/MPN has providers throughout California. If a situation arises which takes you out of the coverage area, such as temporary work, travel for work, or living temporarily or permanently outside the MPN geographic service area, please contact the EIA/MPN Patient Services Department, your claims examiner, or your primary treating provider, and they will provide you with a selection of at least 3 approved out-of-network providers from whom you can obtain treatment or get second and third opinions from the referred selection of physicians.

Covered Medical Services:

The following is a summary of Workers' Compensation medical services that are available to employees covered by the EIA/MPN.

Primary treating and specialty services including consultations and referrals

Examples of primary treating or specialty providers include: general medical practitioners, chiropractors, dentists, orthopedists, surgeons, psychologists, internists, psychiatrists, cardiologists, neurologists.

Inpatient Hospital and Outpatient Surgery Center services

Examples of inpatient hospital and outpatient surgery center providers include: acute hospital services, general nursing care, operating room and related facilities, intensive care unit and services, diagnostic lab or x-ray services, necessary therapies.

Ancillary Care services

Examples of ancillary care providers include: diagnostic lab or x-ray services, physical medicine, occupational therapy, medical and surgical equipment, counseling, nursing, medically appropriate home care, medication.

Emergency services including outpatient and out-of-area emergency care



EIA/MPN Provider Directory

To access a directory of medical providers in the EIA/MPN, go to www.eiampn.csac-eia.org where you can search by medical specialty, zip code, physician or provider group. To receive a hard copy of the regional area listing or the complete EIA/MPN directory, please contact EIA/MPN (your employer's designated medical provider network administrator):

EIA/MPN Information

To access more information, regarding the EIA/MPN, go to www.eiampn.csac-eia.org. You can download the Employee Handbook, Transfer of Care Policy or the Continuity of Care Policy. To receive a hard copy of this information please contact EIA/MPN. MPN Liaison: Gale Chmiding, MPN Manager (800) 544-8150

EIA/MPN

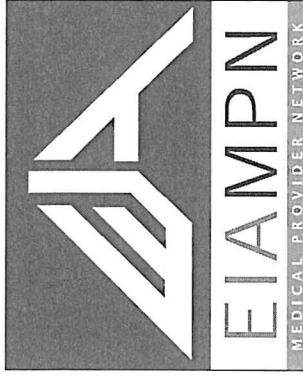
Patient Services Department

P.O. Box 59914
Riverside, CA 92517
Toll Free (800) 544-8150
fax: (888) 620-6921 or
e-mail: info@eiampn.csac-eia.org

This pamphlet is available in Spanish. For a free copy, please contact EIA/MPN.

Este folleto esta disponible en el Español. Para una copia gratis, favor de llamar a EIA/MPN.

Rev 8/12



This pamphlet contains important information on accessing the EIA/MPN Provider Network:

- ✓ Find out if you are covered
- ✓ Access medical care
- ✓ Learn about continuity of care
- ✓ Choose your own physician
- ✓ Transfer into the EIA/MPN
- ✓ Contact EIA/MPN



Employee Name: _____
Employer Name: _____
Date of Injury: _____

Medical Treatment for Workers' Compensation
MPN Liaison, Gale Chmiding, MPN Manager
P.O. Box 59914 Riverside, CA 92517
Toll Free (800) 544-8150
fax: (888) 620-6921 or
e-mail: info@eiampn.csac-eia.org

Welcome to EIA MPN

Your employer has elected to provide you with the choice of a broad scope of medical services for work-related injuries and illnesses by implementing a Medical Provider Network (MPN), called EIA MPN. EIA MPN delivers quality medical care through your choice of a provider who is part of an exclusive network of healthcare providers, each of whom possess a deep understanding of the California workers' compensation system and the impact their decisions have on you. Your employer has received the approval from the State of California to cover your workers' compensation medical care needs through the EIA MPN. You are automatically covered by the EIA MPN if your date of injury or illness is on or after your employer's implementation date and if you have not properly pre-designated a personal physician prior to your injury or illness.

In the event that you have an injury or illness, please complete the front of this card and carry it with you to present to your medical service providers for access to care.

This card is not required to receive medical services.

This employee is covered by the EIA MPN for workers' compensation medical care. For more information, please contact your employer. This card is not required to receive medical services. For EIA MPN services, please contact your employer. For emergency care or necessary treatment while the employee is out of the state of California, all treatment requires pre-authorization except for emergency care.

For treatment authorization
contact EIA MPN Provider Services.
For EIA MPN Patient Services:
Toll Free (800) 544-8150
Fax: (888) 626-6921

For emergency care or necessary treatment while the employee is outside of the state of California, please notify EIA MPN to facilitate authorization, billing and coordination of care.

Initial Care

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

In the event that you experience a work-related injury or illness, immediately notify your supervisor and obtain medical authorization from your employer to designate an initial care provider within the network. If you are unable to reach your supervisor or employer, please contact the patient services department at EIA MPN. For non-emergency services, the MPN must ensure that you are provided an appointment for initial treatment within 3 business days of your employer's or MPN receipt of request for treatment within the MPN.

Subsequent Care

If you still need treatment following your initial evaluation, you may be treated by a physician of your choice, or the initial physician may refer you to a medically and geographically appropriate specialist within the network who can provide the appropriate treatment for your injury or condition. Your employer is required to provide you with at least three physicians of each specialty expected to treat common injuries experienced by injured employees based on your occupation or industry. These physicians will be available within 30 minutes or 15 miles of your workplace or residence and specialists will be available within 60 minutes or 30 miles of your residence or workplace. For a directory of providers, please visit www.eiampn.org or call EIA MPN Patient Services.

Emergency Care

In an emergency, defined as a medical condition starting with the sudden onset of severe symptoms that without immediate medical attention could place your health in serious jeopardy, go to the nearest healthcare provider regardless of whether they are a EIA MPN participant. If your injury is work-related, advise your emergency care provider to contact EIA MPN to arrange for a transfer of your care to a EIA MPN provider at the medically appropriate time.

Hospital and Specialty Care

Your primary treating provider in the EIA MPN can make all of the necessary arrangements and referrals for specialists, inpatient hospital, outpatient surgery center services, and ancillary care services.

Choosing a Treating Physician

If you still require treatment after your initial evaluation with your employer's designated provider, you may access the EIA MPN Directory and select an appropriate physician of your choice who can provide the necessary treatment for your condition or illness. For assistance determining physician options, please contact the EIA MPN Patient Services Department or discuss your options with your initial care provider.

Scheduling Appointments

If you are having difficulty scheduling an appointment with your initial provider or subsequent provider, please contact your EIA MPN Patient Services Department.

Access to Medical Care

Changing Primary Treating Physician

If you find it necessary to change your treating physician and it is determined that you require ongoing medical care for your injury or illness, you may select a new physician from the EIA MPN Directory and schedule an appointment. Once your appointment is scheduled, immediately contact EIA MPN Patient Services who will then coordinate the transfer of your medical records to your new provider.

Obtaining a Specialist Referral

As long as you continue to require medical treatment for your injury or illness, there are alternatives for obtaining a referral to a specialist:

1. Your primary treating provider in the EIA MPN can make all of the necessary arrangements for referrals to a specialist. This referral will be made within the network or outside of the network if needed.
2. You may select an appropriate specialist by accessing the EIA MPN Directory.
3. You may contact EIA MPN Patient Services who can help coordinate necessary arrangements.

If your primary treating provider makes a referral to a type of specialist not included in the network, you may select a specialist from outside the network.

For non-emergency specialist services, the MPN must ensure that you are provided an appointment within 20 business days of your employer's or MPN receipt of a referral to a specialist within the MPN.

Continuity of Care

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

Your employer 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 EIA MPN.

If you are being treated for a work-related injury in the EIA MPN and your doctor no longer has a contract with EIA 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 includes a sudden onset of symptoms that require prompt care and has a duration of less than 90 days.
- (Serious or Chronic) Your injury or illness is one that is serious and continues without full cure or worsens over 90 days. You may be allowed to be treated by your current treating doctor for up to one year from the date of receipt of the notification that you have a serious chronic condition.
- (Terminal) You have an incurable illness or irreversible condition that is likely to cause death within one year or less. Treatment will be provided 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 MPN effective date.

If any of the above conditions exist, EIA 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 EIA MPN. 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 EIA 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. For a complete copy of the Continuity of Care policy, please visit www.eiampn.org or call EIA MPN Patient Services.

Transfer of Ongoing Care

What if you are already being treated for a work-related injury before the EIA MPN begins?

Your employer has a "Transfer of Care" policy which describes what will happen if you are currently treating for a work-related injury with a physician who is not a member of the EIA MPN.

If your current treating doctor is a member of EIA MPN, then you may continue to treat with this doctor and your treatment will be under EIA MPN. Your current doctor may be allowed to become a member of EIA MPN.

If your current treating physician is not a participating physician within EIA MPN, you are not covered under the MPN and your physician can make referrals to providers within or outside the MPN.

You will not be transferred to a doctor in EIA MPN 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 without full cure or worsens over 90 days. You may be allowed to be treated by your current treating doctor for up to one year from the date of receipt of the notification that you have a serious chronic condition.
- (Terminal) You have an incurable illness or irreversible condition that is likely to cause death within one year or less. Treatment will be provided 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 MPN effective date.

Care Transfer Disputes

If EIA MPN is going to transfer your care and you disagree, you may ask your treating doctor for a report that addresses whether you are in one of the categories listed above. Your treating physician shall provide a report to you within twenty calendar days of the request. If the treating physician fails to issue the report, then you will be required to select a new provider from within the MPN.

If either EIA MPN or you do not agree with your treating doctor's report, this dispute will be resolved according to Labor Code Section 4062. You must notify EIA MPN Patient Services Department, if you disagree with this report.

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. For a complete copy of the Transfer of Care policy, please visit www.eiampn.org or call EIA MPN Patient Services.



HUMAN RESOURCES DEPARTMENT

Phone (530) 822-7113

Fax (530) 822-7191

1160 Civic Center Boulevard, Suite B
Yuba City, CA 95993

Date: September 20, 2017
To: All Sutter County Employees and Volunteers
From: Sutter County Human Resources Department
Re: **Workers' Compensation Medical Provider Network & Changes: EIA MPN**

California Law requires your employer to provide and pay for medical treatment if you are injured at work. Sutter County is pleased to provide this medical care through a Workers' Compensation Medical Provider Network – EIA MPN. A Medical Provider Network (MPN) is a group of health care providers set up by an employer and approved by California's Division of Workers' Compensation to treat workers injured on the job. The enclosed / attached pamphlet contains important information regarding EIA and your workers' compensation medical benefits. Please read it carefully.

Your medical treatment for a work-related injury or illness will be provided through the EIA Medical Provider Network if your injury or illness occurred on or after January 1, 2007. You still have the option of treating with your personal physician (pursuant to Labor Code Section 4600) if you have properly notified the Sutter County Human Resources Department of your desire to treat with your personal physician prior to your injury or illness and your personal physician agrees to treat you for your work related injury or illness. A Pre-designation of Personal Physician form can be obtained by contacting the Sutter County Human Resources Department. If your personal physician is a participating provider in EIA then you are automatically covered by the MPN, unless your personal physician was pre-designated. If you already have a work-related injury or illness that occurred prior to the implementation of the EIA Medical Provider Network and your treating physician is or becomes a participating physician in EIA then you are automatically covered, or, alternatively, you may request to have your treatment transferred to an EIA participating physician.

For additional information, please review the enclosed/attached pamphlet. To obtain updates to the attached pamphlet on access standards, out-of-area medical treatment, the specialist referral process, how to obtain a copy of your medical records, or to obtain a complete copy of the Employee Handbook, you may contact EIA Patient Services Department directly via phone or through the EIA web-site: info@eiampn.csac-eia.org.

This memo is also to notify you of material changes made to the Medical Provider Network Plan which became effective January 1, 2007.

Recently your employer and/or insurer made changes to the MPN regarding access to medical care in rural areas. Please read this memo carefully to determine how this change may affect your access to medical care while living or temporarily residing in rural areas.

The rural access standard policy provides that if in-network services are not available within 60 minutes or 30 miles of your home or work, the EIA MPN will provide you with a regional area list expanded by adjacent counties or by 5-mile increments of providers who are in the EIA MPN. This list will not exceed 45 miles.

If sufficient services are not available, which would include not having at least three providers in the selected specialty available within the 45 mile rural area standard, you may obtain medical treatment from a medically appropriate provider of your choice, whether or not such provider is part of the EIA MPN.

To receive the most up to date information regarding the EIA MPN, including updates on access standards, out of area medical treatment, the specialist referral process, and how to obtain a copy of your medical records, or to obtain a complete copy of the Employee Handbook, you may contact EIA Patient Services Department directly via phone, (800) 544-8150, or through the EIA website: info@eiampn.csac-eia.org.