

**EMPLOYEE ACKNOWLEDGEMENT OF THE
MEDICAL PROVIDER NETWORK**

In order to provide the most timely and suitable quality medical care in the event of an injury on the job, the County of Riverside has instituted a Medical Provider Network for Workers' Compensation.

The following procedures must be followed for all work related injuries and illnesses.

- Report promptly any work related injury to the supervisor.
- For a referral to a medical provider specialist, contact your Supervisor, Manager, or Claims Adjuster.
- Ensure all medical treatment is handled only through the MPN (Medical Provider Network) unless otherwise authorized.
- Direct all questions about the level of care to the PCP (Primary Care Physician), who is the focal point for all medical treatment.
- A directory of medical care providers is available at my request through the Workers' Compensation Division.

Please sign below to indicate that you have read and understand the procedures to follow in the event of an injury and your duties under our Medical Provider Network.

Print Name

Date

Employee Signature

County of Riverside
Employer

Employee Number

A COPY OF THE MPN DIRECTORY IS AVAILABLE FROM YOUR EMPLOYER OR ADJUSTER UPON YOUR REQUEST.

**RECONOCIMIENTO DEL EMPLEADO DE LA
MEDICAL PROVIDER NETWORK**

Para brindar atención médica de la más rápida y de apropiada calidad en el evento de una lesión ocasionada en el trabajo, hemos instituido una Red de Proveedores Médicos para Compensación Laboral.

Los procedimientos siguientes deben ser seguidos para todas las lesiones y enfermedades ocasionadas en el trabajo.

- Reporte inmediatamente a su supervisor cualquier lesión ocasionada en el trabajo.
- Para una referencia a un médico especialista, comuníquese con su empleador o ajustador de reclamos.
- Cerciórese que todo tratamiento médico sea manejado únicamente por la MPN (Red de Proveedores Médicos), a menos que de otro modo autorizado
- Dirija toda pregunta sobre el nivel de cuidado al PCP (Primary Care Physician – Médico de Cabecera), quien es el punto de referencia para todo tratamiento médico.
- Un directorio de proveedores de cuidado médico está disponible al solicitarlo a través de mi empleador.

Por favor firmar abajo para indicar que usted ha leído y entendido los procedimientos que se siguen en el evento de una lesión y sus responsabilidades bajo nuestra Red de Proveedores Médicos.

Nombre en Imprenta

Fecha

Firma del Empleado

Empleador County of Riverside

Número del Empleado

UNA COPIA DEL DIRECTORIO DE LA MPN ESTA DISPONIBLE DE SU EMPLEADOR O AJUSTADOR AL SOLICITARLO.

INFORMATION REGARDING RIVERSIDE COUNTY'S MEDICAL PROVIDER NETWORK

The County of Riverside's Medical Provider Network (MPN) is the exclusive source for medical treatment, unless you have a valid pre-designated physician, for work-related injuries or illnesses. The County's MPN is approved by the State of California and managed by CorVel. It is comprised of multispecialty physicians and specialists, all to assist you while you are recovering from your injury. The MPN also includes, Kaiser Occupational Clinics in Riverside and Fontana. Primary treating providers are available within 15 miles or 30 minutes and specialty care providers are within 30 miles or 60 minutes from your work or residence.

You may change your medical provider after your first visit; however, unless you have a valid pre-designated physician, you must treat with a medical provider within the MPN and you must notify your claims adjuster of the change. To find a medical provider within the MPN you may search the MPN website. The website provides multiple search options, i.e., zip code, city, specialty, etc.

To access the Medical Provider Network (MPN) go to <https://www.corvel.com/ppo-lookup/>

Once on the MPN webpage, you will need to enter the Login and Network below.

LOGIN: CORMPN

NETWORK: County of Riverside MPN

If you have questions or are unable to get an appointment within 3 days for primary treatment or 20 days for specialty treatment or need assistance call (951) 955-3530 or (951) 955-5864 or you may call your claims adjuster directly. In addition, you may call the MPN assistance line at (855) 857-7556 or email them at MPNAccess_Hotline@CorVel.com.

EMERGENCY CARE For emergency care, call 911 or go to the nearest healthcare provider regardless of whether they are an MPN participant. If your injury is work-related, advise the emergency care provider to contact the County of Riverside's Workers' Compensation Division at (951) 955-3530 or (951) 955-5864 to arrange the transfer of your care to an MPN provider when medically appropriate.

Initial and Ongoing Treatment: For non-emergency situations, we will assist you in getting initial treatment from an MPN provider within 3 business days. After your initial visit, you may change your treating physician at any time, if your claim is not delayed; however, you **MUST** select another physician within the MPN and notify your claims adjuster.

Treatment authorization: For accepted claims, an MPN physician or valid pre-designated physician, may provide medical treatment, durable medical equipment and tests, within state guidelines, without prior authorization, within 30 days of the date of injury or illness.

To obtain authorization for all other treatment, your primary treating physician should fax a Request for Authorization (RFA) to **(951) 955-0876**, call the claims adjuster, or call Utilization Review department at **(951) 955-0862**.

APPEAL OF non-certifications: If your treatment is non-certified, you may request an Independent Medical Review (IMR) by following the Appeal instructions included with the non-certification notice. Please note, the IMR to Appeal Utilization Review decisions is **NOT** the same as the IMR process discussed below.

Second opinion, Third Opinion and INDEPENDENT MEDICAL REVIEW: If you disagree with the diagnosis or treatment plan determined by your treating physician, and would like a second or third opinion, you must take the following steps:

1. Notify your claims adjuster and submit an objection in writing to the County of Riverside, Workers' Compensation Division at, P. O. Box 1120, Riverside, CA 92502-1120.
2. We send you a list of MPN physicians
3. Select a physician from the list and schedule an appointment within 60 days of receiving the list. If you fail to schedule an appointment within 60 days your right to seek another opinion will be waived.
4. Notify your claims adjuster of your selection and the date and time of your appointment so we can ensure your medical records are sent to the second opinion physician in advance of your appointment.
5. To request a third opinion follow the same process for requesting a second opinion.
6. If you select a third opinion you will also be provided with information and a request form for an Independent Medical Review (IMR).

If the second or third opinion physician doesn't believe they are able to address the disputed issue, the physician's office will notify us and we will send you another list for you to make another selection.

If the second or third opinion physician agrees with your need for a treatment or test, you may be allowed to receive that recommended treatment or test from a provider inside or outside the MPN, including the second or third opinion physician.

INDEPENDENT MEDICAL REVIEW (IMR): If you disagree with the third opinion physician you must notify your claims adjuster and submit an objection in writing to the County of Riverside, Workers' Compensation Division at, P. O. Box 1120, Riverside, CA 92502-1120. You will be provided with a form to be filed with the Administrative Director for 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 within the MPN if the MPN contains a physician who can provide the recommended treatment.

If the IMR does not agree with your treating MPN physician, you will be allowed to receive the recommended medical treatment from a provider inside or outside of the MPN. Any physician chosen outside of the MPN must be within reasonable geographic area. The treatment or diagnostic test is limited to the recommendation of the MPN/IMR.

Terminated MPN Providers and Continuity of Care - If your physician terminates from the MPN, the County of Riverside's Workers' Compensation Division will advise you on your options for continued treatment. In some instances, the terminated physician may continue to treat you through the County of Riverside's Workers' Compensation Division's Continuity of Care plan. Copies of the plan are available upon request.

SEARCH THE MEDICAL PROVIDER NETWORK

WEBSITE: <https://www.corvel.com/ppo-lookup/>

LOGIN: CORMPN

NETWORK: COUNTY OF RIVERSIDE MPN

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