

**Welcome to the County of Los Angeles (County) Medical Provider Networks (MPNs). This pamphlet contains important information on how to access the County MPNs, and how to:**

- ❖ Find out if you are covered
- ❖ Access medical care
- ❖ Learn about Continuity of Care
- ❖ Choose your physician
- ❖ Transfer into the MPNs
- ❖ Contact our Medical Management Companies (MMCs)
- ❖ Request second or third opinion
- ❖ Obtain an Independent Medical Review (IMR)

**The County has elected to provide you with the choice of a broad range of medical services for work-related injuries and illnesses by implementing MPNs. You may choose a provider from any of the three MPNs.**

**The MPNs are ready to provide quality medical care through your choice of a provider who is part of a pre-qualified network of physicians, each possessing a clear understanding of the State of California Workers' Compensation system and its decision-making impact on you.**

The County has received approval from the State of California to provide your workers' compensation medical care needs through its MPNs effective February 1, 2006.

If you have pre-designated a personal physician prior to your injury, you are not a covered employee.

#### **How does it work?**

**You can access the County's MPNs to choose an initial and ongoing treatment provider within the MPNs from any location**

that provides you internet access by logging onto the County's MPN website at: <http://cao.lacounty.gov/MPN> or you can contact your department's Return-to-Work (RTW) Coordinator for a hard copy.

**When an occupational injury occurs, contact your supervisor immediately, and if you have not pre-designated a personal physician, ask for assistance to access an Initial Treatment Center.**

#### **For emergency treatment –**

If you have an emergency, which is defined as a medical condition starting with a sudden onset of severe symptoms that without immediate attention could place your health in serious jeopardy, go to the nearest healthcare provider regardless of whether or not they are in the County's MPNs. **If your emergency injury is work related**, advise your emergency care provider to contact your supervisor to arrange for a transfer of care to a provider in the County's MPNs.

**For hospital and specialty care – Employees may choose an appropriate specialist for your injury from any of the three MPNs. The MPNs have specialty care providers within 30 miles or 60 minutes from your work or residence, pursuant to section 9767.5.**

#### **For appointments –**

**If you have any difficulty scheduling an appointment with your initial provider or subsequent provider, please contact your department's RTW Coordinator.**

#### **Reporting injuries –**

Contact the County's MMCs (for 5020 reporting) to report an injury:

ComplQ at (866) 291-7121

CorVel Corp. at (888) 419-0585

#### **Obtaining Authorization for Ongoing Treatment –**

Your treating physician must obtain prior authorization for any ongoing treatment they prescribe by calling the County's Third Party Administrator (TPA). The responsible TPA adjuster will review your physician's treatment plan and render a recommendation.

#### **Transfer of Ongoing Care into the MPNs –**

If you are injured prior to the implementation of the County's MPNs and you are treating with a physician outside the MPNs, you will be authorized to complete treatment by a non-MPN provider if you meet the following conditions:

1. You are treating for an acute condition not to exceed 90 days. Once treatment has been completed, you will be transferred into the MPNs.
2. You are treating for a serious chronic condition requiring ongoing treatment not to exceed one year from the date of determination. Upon completion, you will be transferred into the MPNs.
3. You are treating for a terminal illness.
4. You have recently undergone a surgery or a surgery has been recommended within 180 days of the MPNs effective date of February 1, 2006. Once your surgery has been performed, treatment will be transferred into the MPNs as soon as medically appropriate.

#### **Terminated MPN Providers and Continuity of Care –**

If your physician terminates from the MPNs, you will be advised of your options for continued treatment. In some instances, the terminated physician may continue to treat you based upon the Continuity of Care Policy and the following situations:

1. An **acute condition**: a medical condition that involves a sudden onset of symptoms due to an illness, injury, or other medical problem that requires prompt medical attention and has a duration of not more than 90 days. Completion of treatment shall be provided for 90 days or less.
2. A **serious chronic condition**: a medical condition due to a disease, illness or catastrophic injury that persists without full cure or worsens over 90 days. Treatment shall be provided for the course of treatment and to arrange for a safe transfer to a provider within the MPNs. Treatment shall not exceed 12 months from the provider's contract expiration date.
3. A **terminal illness**: an incurable or irreversible condition that has a high probability of causing death within one year or less. Completion of treatment shall be provided for the duration of a terminal illness.
4. Performance of a **surgery or other procedure** authorized by the County as part of a documented course of treatment and has been recommended and documented by the provider to occur within 180 days of the MPNs effective date.

#### **Request for Second or Third Opinion –**

If you dispute the diagnosis or treatment prescribed by the primary treating physician or the treating physician, you may obtain a

second and third opinion from any physician within the three MPNs.

To dispute either diagnosis or treatment, you must:

1. Notify the TPA of your decision to dispute, and
2. Select a physician or specialist from the MPNs, and make an appointment within 60 days (if you fail to make an appointment within 60 days, you lose the right to have a second or third opinion), and
3. Inform the TPA of the appointment. Medical records will be sent to you and your physician upon request. If the second and third opinions agree with the treating physician, you need to continue your medical treatment within the MPNs. If the second and third opinions do not agree, you will be allowed to receive treatment outside of the MPNs.

**Independent Medical Review –**

If you dispute the second physician's opinion and select a physician for a third opinion, the County's TPA will send you information about the Independent Medical Review (IMR) process, including the IMR application. The County's TPA will complete the "MPN Contact" section of the application before you receive the form, and list the specialty of the treating physician and an alternative specialty, if any.

After receiving the third physician's opinion, if you still disagree, you must complete the "employee section" of the IMR application and indicate whether you want an in-person exam or record review, and you may list an alternative specialty, if any, that is different from the treating physician. You must mail the application as directed by the State form. Within 10 business days of receipt of the application, the State of California

Administrative Director (AD) will select an IMR with an appropriate specialty, based on the specialty of the treating physician and the alternative specialties listed by you and the County's TPA. If you wish to have an in-person examination, the AD will randomly select a physician from the list of available independent medical reviewers with an appropriate specialty and within 30 miles of your residence. If you request a record review only, the AD will randomly select a physician with an appropriate specialty to review your records.

After selecting the IMR, the AD will send written notification of the name of the IMR to you, the County's TPA, the IMR, and your attorney, if you have one. The AD will send a copy of the completed application to the IMR.

You, the County's TPA, or the selected IMR can object within 10 calendar days of receipt of the name of the IMR, if there is a conflict of interest or the IMR does not practice the appropriate specialty. The IMR may withdraw within 10 calendar days from receipt of selection notification. If a conflict of interest is verified, the AD will select another IMR from the same specialty. If there are no other physicians with the same specialty, the AD may select an IMR with another specialty based on the information submitted and in accordance with procedure set forth for in-person examination and record review.

If you wish to have an in-person examination, within 60 days of receiving the name of the IMR, you must contact the IMR to make an appointment. If you fail to make the appointment on time, the IMR is waived and you must file a new IMR application. You should schedule the new IMR appointment within 30 days of the request. The IMR will notify the County's TPA of the appointment date.

To withdraw your request for IMR, you must provide written notice to the AD and the County's TPA. During this process, you are required to continue your treatment with the treating physician or a physician of your choice within the three MPNs.

**Contacts Summary** - To report your injury call:

ComplQ at (866) 291-7121

CorVel Corp. at (888) 419-0585

To obtain access to the MPNs, or to find the closest Initial Treatment Center, go to:

<http://cao.lacounty.gov/MPN>, or  
*You can contact your department's RTW Coordinator for a hard copy, or if you have any trouble getting an appointment.*

For assistance in obtaining a second or third opinion, please call your TPA.

For further information please contact:

*Chief Administrative Office  
Risk Management Branch, Disability  
Management Programs Unit at:  
(213) 738-2269*

**OR**

*Workers' Compensation Unit at:  
(213) 738-2226*

Regarding workers' compensation laws, Medical Provider Networks, and other related links, log on to the State of California website at: [www.dir.ca.gov/](http://www.dir.ca.gov/)



GUIDE *to the*

County of Los Angeles

Medical Provider Networks

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*This brochure was prepared by:  
County of Los Angeles  
Chief Administrative Office  
Risk Management Branch*

**Questions/Comments?**

**Email us at:**

[mpnlacounty@cao.co.la.ca.us](mailto:mpnlacounty@cao.co.la.ca.us)

**Or**

**Contact your Department's  
Return-to-Work Coordinator**