



## THE CITY OF SAN DIEGO

### **The City of San Diego Medical Provider Network Information for Work-Related Injuries**

#### **NEW HIRE INITIAL NOTIFICATION BULLETIN**

To All City Employees;

The City of San Diego is committed to your well-being and safety at the workplace. Keeping injuries from happening is our first concern. However, if you do have a work injury, it is our goal to help you recover and return to useful employment as soon as it is medically possible.

The City of San Diego has established a Medical Provider Network (MPN) which became effective 3/16/2005. The City's MPN is a workers' compensation provider network built around occupational care providers.

The City's MPN program is comprised of physicians associated with Sharp Rees-Stealy Medical Group and Concentra Medical Group. The MPN program includes occupational health clinics and doctors who will provide you with medical treatment. Your occupational doctor will also manage your return-to-work with the City.

Under the City's MPN program, you will be provided:

- A primary care physician;
- Other occupational health services and specialists;
- Emergency health care services; and
- Medical care if you are working or traveling outside San Diego County.

The City's MPN has been built to provide you with timely and quality medical care, is easy to access and will assist you in returning health.

Unless you properly pre-designate a physician or medical group, any work related injuries arising after 3/16/2005 will be treated by providers in the City's MPN. To obtain the proper information and the form to pre-designate your personal physician, please go to the City's intranet site:  
<http://citynet.sannet.gov/riskmanagement/workerscomp/index.shtml>.

You may also obtain more information regarding the City's MPN from the worker's compensation poster located at your worksite or by contacting the City's Risk Management Dept Workers' Compensation Division at 619-236-6395 or toll free 866-371-0806.

Knowledge of your injury begins with you. Should you become injured on the job; report your injury immediately to your supervisor. Your supervisor will provide you with information and medical treatment locations regarding the City of San Diego's (MPN).

After you report your injury to your supervisor, your claim will be assigned to a claims representative employed by the City's Risk Management Dept. Worker's Compensation Division. Please contact the Workers' Compensation Division at 619/236-6395 to obtain the name of the claims representative handling your claim. You may also contact the City's MPN Coordinator, Teri Thompson at 619/ 236-6236 for any questions regarding the City's MPN. The toll free number for the Risk Management Worker's Compensation Division is: 866-371-0806.

**You may review and access the MPN provider directory at the City of San Diego's web site (<http://www.sandiego.gov/riskmanagement>) or contact the Workers' Compensation Division at 236-6395 (toll free 866-371-0806) and arrangements will be made to provide you with a copy.**

To access initial care, you may choose to treat at either Sharp Rees-Stealy Medical Group or Concentra Medical Group occupational medicine departments. You will be seen initially by a physician specializing in occupational medicine. A list of medical group locations and hours of operation is posted at your job site. Contact your supervisor if you are not able to locate this poster. You do not need an appointment for your initial visit. Subsequent visits will be scheduled by the medical group you choose. After your initial visit with the occupational physician, you have the right to be treated by a physician of your choice within the City's MPN or remain with the occupational physician for follow-up care. If you want to choose, change or obtain a referral to a specialist please go to the City's intranet site:

<http://citynet.sannet.gov/riskmanagement/workerscomp/index.shtml>.

Click on "Medical Provider Network". You will find categories of physician specialties. Click on the category and you will find a list of physicians and their phone number to call in order to arrange an appointment. Please contact your claims representative if you change physicians within the MPN or need assistance in changing physicians.

Please contact your claims representative should you dispute your treating physician's opinion regarding the diagnoses or treatment prescribed and desire to obtain a second opinion. Your claims representative will provide you with a list of MPN providers and /or specialist based upon the specialty or recognized expertise in treating your injury.

You may also seek a third opinion within the MPN if you disagree with either the diagnoses or treatment of the second opinion.

You are required to make an appointment within 60 days of the receipt of the MPN providers and to notify your claims representative of your appointment date. If you do not make your appointment within 60 days of the receipt of the MPN providers, you will be deemed to have waived the second opinion or the third opinion process with regard to the disputed diagnoses or treatment of your treating physician. Your claims representative can assist you in making your selection of physicians if you so desire.

If after the third physician's opinion, the treatment or diagnostic service remains disputed, you may request an independent medical review from the Administrative Director of the Division of Industrial Relations. Your claims representative will provide you with an "Independent Medical Review Application" which is necessary for your completion in order to begin this process.

- a. For non-emergency services an appointment for initial treatment will be available within 3 business days of a request for treatment within the MPN.
- b. For non-emergency specialist services to treat common injuries experience by employees, an appointment will be available within 20 business days of the City of San Diego's receipt of a referral to a specialist within the MPN.
- c. To provide at least three physicians of each specialty expected to treat common injuries experienced by the City of San Diego's workforce.
- d. To provide primary treating physician and a hospital for emergency health care services, or if separate from such hospital, a provider of all emergency care services, within 30 minutes or 15 miles of each employee's residence or workplace.
- e. To provide occupational health services and specialists within 60 minutes or 30 miles of an employee's residence or workplace.
- f. Any employee who is authorized to temporarily work or travel outside the MPN's geographical service area and who needs medical care as a result of a work related injury or illness may seek emergency medical care and follow up treatment from a local hospital, urgent care center or local medical group. This injury or illness is to be reported to his/her supervisor within 24 hours. Follow up treatment is to be performed by the City of San Diego's MPN physician upon the employee's return to the MPN's geographical service area.
- g. An injured employee may seek, at any time, emergency health care services from a medical provider or hospital who is not a member of the MPN. "Emergency health care services" means health care services for a medical condition manifesting itself by acute symptoms of sufficient severity such that the absence of immediate medical attention could reasonably be expected to place the patients' health in serious jeopardy. Non emergency medical care is required to be performed within the MPN.

**ACCESS STANDARDS** The City of San Diego's MPN access standards are:

- h. If the primary treating physician refers a covered employee to a type of specialist not included in the MPN, the covered employee may select a specialist from outside the MPN.
- i. A former employee who has ongoing worker's compensation obligations and who permanently resides outside the MPN geographical service area; and an injured employee who decides to temporarily reside outside the MPN geographic serviced area during recovery is authorized to choose his or her provider for non-emergency medical care.

### **DESCRIPTION OF THE STANDARDS FOR TRANSFER OF ONGOING CARE INTO THE MPN**

Under certain conditions, injured employees may be transferred into the MPN for medical treatment. However, the City shall authorize the completion of treatment for injured employees whose treating physician is not a provider within the MPN for the following conditions:

- 1 Acute
- 2 Serious
- 3 Terminal illness
- 4 Performance of surgery

Please refer the City of San Diego's MPN Transfer of Care Policy which further defines these medical conditions and the dispute resolution process. A copy of the City of San Diego's MPN Transfer of Care Policy is available upon request. Please call 619/236-6395 or Toll Free 866/371-0506 to obtain a copy.

### **DESCRIPTION OF THE CONTINUITY OF CARE POLICY**

This policy pertains to physicians who are terminated or leave the MPN. Injured employees who are treating with a physician at the time of termination may remain treating with the terminated physician when his or her condition is considered:

- 1. Acute
- 2. Serious
- 3. Terminal illness
- 4. Performance of Surgery

Please refer to the City of San Diego's MPN Continuity of Care Policy which further defines these medical conditions and policy. A copy of The City of San Diego's MPN Continuity of Care Policy is available upon request. Please call 619/236-6395 or Toll Free 866/371-0506.

### **SPANISH VERSION OF THE NEW HIRE INITIAL NOTIFICAION BULLETIN**

Please contact you payroll specialist who will provide you with a copy of this bulletin in Spanish. The Spanish version will also be on the following website after October 8<sup>th</sup> 2010: <http://citynet.sannet.gov/riskmanagement/workerscomp>

Favor de consultar con su especialista de sueldo (payroll specialist) quien le va a proveer con una copia de este bulletin en Español. La version en Español se puede encontrar tambien en el portal en Internet despues del 8 de Octubre 2010:  
<http://citynet.sannet.gov/riskmanagement/workerscomp>