

## **WELLCOMP MEDICAL PROVIDER NETWORK TELE-HEALTH SERVICES**

With the goal of ensuring appropriate, quality medical care, administered in a timely fashion, in compliance with California Labor Code Section 4616.2 and as well the Title 8 California Code of Regulations (CCR) Section 9767.10; the WellComp Medical Provider Network offers the covered employee Tele-health, a/k/a Telemedicine as an optional service under the MPN.

The WellComp MPN will also have available tele-health options for injured covered employees who desire treatment through a digital, video, and telephonic medium. This process is voluntary and available should the injured covered employee prefer the privacy and convenience of initial and follow up care from a location and time convenient to them, and/or a private secure area provided by the employer at the employers location.

Physicians, who only see injured covered employees via tele-health, will be clearly marked in the provider lookup for the network and will not be counted as one of the three physicians that must be available to meet access standards if the injured covered employee does not consent to see the tele-health physician.

The physician, who provides services at a brick and mortar facility and also via telehealth, will be counted when determining if the MPN has met access standards, if the injured covered employee chooses and consents to telehealth services. If injured covered employee does not consent or retracts his/her consent prior to delivery of telehealth treatment, inclusion of physician in determining MPN's compliance with access standard, is dependent upon whether or not the physician's physical location is within 30 minutes or 15 miles (if Primary Treating Physician), or within 60 minutes or 30 miles (if specialist), of injured covered employee's residence or workplace, in accordance with 8 CCR §9767.5(a)(1) and (a)(2).

Inclusion of Tele-health (TH) within this Medical Provider Network shall include:

1. Tele-health physicians will have a current and valid medical license in the State of California.
2. Prior to the delivery of health care via tele-health, the health care provider initiating the use of tele-health shall inform the patient (Injured Covered Employee), about the use of tele-health and obtain verbal or written consent from the patient (Injured Covered Employee) for the use of tele-health as an acceptable mode of delivering health care services and public health. The consent shall be documented. (Pursuant to Business and Professions Code section 2290.5(b)).
3. The use of tele-health physicians and services:
  - a. Will be available as optional MPN physician services;
  - b. Tele-health services are accessible through a two-way interactive audio-video technology to connect with a physician or medical provider through a live,

face-to- face interaction. The employer may provide these devices when the employee does not have the required technology to receive medical treatment through tele-health;

- c. Will provide medical services only for those conditions appropriate to be treated by tele-health;
  - d. Will include referral to a “brick and mortar” provider listing or emergency department within the MPN, if the employee presenting symptoms are not appropriate for a tele-health visit;
  - e. Will include a Doctors First Report of Injury for initial evaluations that are not First Aid and not referred for an in-person consultation on the same or next business day;
  - f. Will exclude prescribing DEA controlled substances;
  - g. The physician who provides only tele-health services will not be counted when determining if an MPN has met access standards, if the injured covered employee does not consent to see the tele-health physician. The physician who provides only tele-health services will be counted when determining if an MPN has met access standards, if the injured covered employee consents to see the tele-health physician. The physician who provides only tele-health services will not be counted when determining if an MPN has met access standards, if the injured covered employee retracts consent to receive tele-health services prior to delivery of tele-health treatment.
4. Tele-health provider will not perform the duties of a “Primary Treating Physician” (PTP) unless mutually agreed upon by patient and provider. Whenever physical manipulation is needed or procedures are needed to appropriately address patient needs, the PTP must coordinate care at a physical location with providers able to assist the physician or perform specific functions as a secondary treater. The “Primary Treating Physician” (PTP) must be responsible for managing patient records including those from any secondary treater used at physical treatment facilities to appropriately guide the patient treatment plan.
5. All tele-health physicians will be:
- a. Listed on the MPN’s website by each individual name and designated as a tele-health (TH) physician under his/her medical specialty, including any MPN medical group affiliation, and a toll-free telephone number in the Tele-health provider listing and in the Roster of All Treating Physicians.
  - b. The physical address used will be the Tele-health Physician Group’s California address.
  - c. Included in the MPN’s current Geographic Service Area, which is the entire State of California.
  - d. Required to adhere to the Physician Acknowledgment regulations, per CCR section 9767.5.1.
  - e. Tele-health information will be posted on the MPN’s website.