Access to Medical Care

Welcome to WellComp

Your employer has selected WellComp as your medical provider network (MPN), to provide you with the choice of a broad scope of medical services for work-related injuries and illnesses.

WellComp’s exclusive network of healthcare providers each have a thorough understanding of the California workers’ compensation system and its potential impact on you. The state of California has approved the WellComp MPN to cover your workers’ compensation medical care needs.

If you suffer an injury or illness, or if your employer or insurer have authorized you to receive medical care, you should visit or contact a WellComp Provider as your first step to determine what medical care is appropriate.

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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 WellComp. 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.WellComp.com or call WellComp 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 WellComp participant. If your injury is work-related, advise your emergency care provider to contact WellComp to arrange for a transfer of your care to a WellComp provider at the medically appropriate time.

Hospital and Specialty Care

Your primary treating physician in the WellComp network 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 WellComp 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 Medical Access Assistant in the WellComp Patient Services Department or discuss your options with your initial care provider.

Physicians who provide 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 or also provides services at a physical location and tele-health, 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 or also provides services at a physical location and tele-health, 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. The physician who provides both physical location and tele-health services will be counted under the access standards if the physicians physical location is within the required access standards in accordance with 8 CCR 9767.5(a)(1) and (a)(2).

Scheduling Appointments

If you find it necessary to change your initial care physician for your injury or illness, you may select a new physician from the WellComp Directory and schedule an appointment. Once your appointment is scheduled, immediately contact WellComp 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 physician in the WellComp network can make all of the necessary arrangements for referrals to a specialist. This referral will be documented in the network record of your employer.

2. You may select an appropriate specialist by accessing the WellComp Directory and select an appropriate specialist from within the network.

3. You may contact your Medical Access Assistants in the WellComp Patient Services who can help coordinate necessary arrangements.

If your primary treating physician 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 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

If you are already being treated by a WellComp doctor and the doctor leaves WellComp?

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 WellComp.

If your primary treating physician 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 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.

Transfer of Ongoing Care

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

Your employer has a “Transfer of Care” policy which describes what will happen if you are currently treated for a work-related injury with a physician who is not a member of the WellComp network. If your current treating doctor is a member of WellComp, then you may continue to treat with this doctor and your treatment will be under WellComp. If your current treating physician is not a participating physician within WellComp and you have not yet been transferred into the MPN, your physician can make referrals to providers within or outside the MPN. Your current doctor may be allowed to become a member of WellComp.

You will not be transferred to a doctor in WellComp if your injury or illness is one of the following conditions:

1. (Acute) The treatment for your injury or illness will be completed in less than 90 days.

2. (Serious or Chronic) Your injury or illness is one that is serious and continues for at least 90 days without full cure or worsens and requires ongoing treatment. 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.

3. (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.

4. (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.

5. (Acute) The treatment for your injury or illness will be completed in less than 90 days.

6. (Serious or Chronic) Your injury or illness is one that is serious and continues for at least 90 days without full cure or worsens and requires ongoing treatment. 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.

7. (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.

8. (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.

9. (Acute) The treatment for your injury or illness will be completed in less than 90 days.

10. (Serious or Chronic) Your injury or illness is one that is serious and continues for at least 90 days without full cure or worsens and requires ongoing treatment. 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.

11. (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.

12. (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.

For a complete copy of the Transfer of Care policy in English or Spanish, please visit www.WellComp.com or call WellComp Patient Services.

Care Transfer Disputes

Notice of determination, from the employer or claims examiner, shall be sent to the covered employee’s primary treating physician. The notification shall be written in English and Spanish and shall include the covered employee’s address and a copy of this letter shall be sent to the covered employee’s primary treating physician.

Your employer has a written “Continuity of Care” Policy that describes the process that WellComp will follow when a particular decision of a covered employee is disputed or appealed. If you disagree with a determination of your employer, you may appeal it to Labor Code Section 4062. You may notify WellComp Patient Services Department if you disagree with any of WellComp’s decisions.

WellComp 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 WellComp 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 your employer does not agree with your treating doctor’s report, this dispute will be resolved according to Labor Code Section 4062. You may notify WellComp Patient Services Department if you disagree with their 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.
Second Opinion, Third Opinion and MPN Independent Medical Review Process:

If you disagree with your doctor or do not like your doctor for any reason, you may always choose another doctor 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 WellComp network who have the recognized expertise to evaluate or treat your injury or condition.
    - Select a physician or specialist from the list.
    - 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 MPN Independent Medical Review (MPN IMR) process at the time you select a third opinion physician.
    - If the Second/Third opinion doctor feels that your injury is outside of the type of injury he/she normally treats, the doctor’s office will notify your employer or insurer. You will get another list of MPN doctors or specialists so you can make another selection.

If the 2nd/3rd opinion doctor 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 of the MPN.

- **Treatment Outside of the Geographical Area**
  - 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 WellComp Patient Services Department, your claims examiner, or your primary treating physician, and they will provide you with a selection of at least 3 approved out-of-network providers from whom you can obtain second and third opinions from the referred selection of physicians.

**Covered Medical Services:**

The following is a summary of Workers’ Compensation medical services available to employees covered by the WellComp network.

- **Primary treating and specialty services including consultations and referrals**
  - Examples include: general medical practitioners, chiropractors, dentists, orthopedists, surgeons, psychologists, internists, psychiatrists, cardiologists, neurologists.

- **Inpatient Hospital and Outpatient Services**
  - Examples 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 include: diagnostic lab or x-ray services, physical medicine, occupational therapy, medical and surgical equipment, counseling, nursing, medically appropriate home care, medications.

- **Emergency services including outpatient and out-of-area emergency care.**
  - Examples include: outpatient and out-of-area emergency care.

If the second opinion, third opinion or MPN IMR agrees with your treating doctor, you will need to continue to receive medical treatment with a network physician or the MPN contains a physician who can provide the recommended treatment. If the MPN 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 WellComp network.

Any physician chosen outside of the WellComp network must be within a reasonable geographic area. The treatment or diagnostic test is limited to the recommendation of the MPN IMR.

- **Obtaining an MPN Independent Medical Review (MPN IMR)**
  - If you disagree with the diagnosis or treatment plan determined by your treating physician, you will need to continue to receive medical treatment with a network physician if the MPN contains a physician who can provide the recommended treatment. If the MPN 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 WellComp network.

For more information about the MPN including access to a roster of all treating physicians in the MPN, go to www.WellComp.com where you can search by medical specialty, zip code, physician or provider group. For website assistance or to access a hard copy of the regional area listing and/or an electronic copy of the complete WellComp directory, please contact WellComp (your employer’s designated medical provider network administrator):

**Tele-Health Option**

WellComp MPN has also made available providers who provide tele-health services. This service is optional and visible on our website designated by TH in the search results or using the Tele-Health search option. You may also call the network for assistance in finding a tele-health provider and/or facilitating an appointment. Our complete Tele-Health policy is visible on our website downloads.

Prior to delivery of health care via tele-health, the health care provider initiating the use of tele-health shall 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 2290.5b)

**WellComp Information**

- **Find out if you are covered**
- **Access medical care**
- **Learn about continuity of care**
- **Choose your own physician**
- **Transfer into the WellComp network**
- **Contact WellComp**

**CareWorks Managed Care Services**

8855 Haven Avenue
Rancho Cucamonga, CA 91730
Toll Free (800) 544-8150
Fax: (888) 620-6921
e-mail: info@wellcomp.com

**Employee Notification**

This pamphlet contains important information on accessing the WellComp MPN (referred herein as “WellComp”):

- Find out if you are covered
- Access medical care
- Learn about continuity of care
- Choose your own physician
- Transfer into the WellComp network
- Contact WellComp

**WellComp Provider Directory**

**Tel: 800-544-8150)**

**Fax: (888) 620-6921**

**E-mail: info@wellcomp.com**

Este folleto está disponible en el Español. Para una copia gratis, favor de llamar a WellComp MPN