



What is The Care West MPN?

An MPN is a group of health care providers set up by an insurer of self-insured employer and approved by the California Division of Workers' Compensation, to treat workers injured on the job. Each MPN must include a mix of doctors specializing in work-related injuries and doctors with expertise in general areas of medicine. MPN's must meet access standards for occupational injuries and work-related illnesses. Further, the regulations require MPN providers to use medical treatment guidelines adopted by the DWC.

Who is my Status Network Contact?

Most questions about the Care West MPN can be answered with a simple phone call. The Care West MPN Coordinator may be reached at (209) 549-3020, or toll-free at (888) 312-5246. Questions may also be submitted via e-mail to MPNinfo@billreviews.com.

The Care West MPN provider directory is available at www.carewestinsurance.com or www.statusmedical.com/carewest. You may also request a regional directory from the MPN coordinator at the numbers listed above.

The MPN Coordinator should also be your contact if you have a complaint or experience any difficulty scheduling an appointment or accessing care.

How do I access care?

If you are injured at work, notify your supervisor immediately. Your supervisor will provide you with a claim form and direct you to one of the Status Network's contracted facilities for your initial care. Worksite posters should

also be in place at your facility listing the contracted facilities for Primary Care within your network. Subsequent specialist care will be arranged by your physician and coordinated with your examiner and/or nurse case manager. Questions regarding treatment authorization, specialist referral and other subsequent care should be referred to your claims examiner or nurse case manager if applicable.

Do I need to show a card?

No! Providers in The Care West MPN have been notified of your employer's participation in the network. Status Participating Providers have agreed to specialized treatment protocols, referral guidelines and pre-authorization requirements, so you simply seek treatment from a network provider and the rest is coordinated between your physician, nurse case manager and examiner.

Do I have to use the network?

Initially, yes. Unless you have pre-designated a personal physician in accordance with California Law, or have made specific, need-based arrangements with your claims examiner, you are required to utilize participating network physicians for all treatment. Utilization of unauthorized, non-participating physicians will result in denial of payment.

Can I still predesignate a physician?

Predesignation rules have changed, so if you wish to predesignate, a new form is required. Predesignated physicians must be your personal MD or DO, who holds your medical records and agrees to be predesignated. You may not predesignate a Chiropractor.

What if I want to change physicians?

You can! After your initial evaluation, Section 4616 of the California Labor Code allows you to select the treating physician of your choice, as long as the physician is a Participating Physician in the Care West MPN, and is appropriate to your injury or illness. We ask that you keep your examiner informed of your decision to change physician. **(Note: If you dispute the treatment or diagnosis made by your physician, see the Second Opinion question below.)**

What if I want a Second Opinion?

Under California Labor Code, you are entitled to a second and third opinion from a Participating Care West MPN Physician. If a dispute remains after the third opinion, you are allowed to petition the State for an Independent Medical Review. A copy of the Second and Third Opinion policy is included in this packet. This policy is also available on our website, or may be requested from your Examiner or designated Status MPN Contact.

Can I add a provider to The Care West MPN?

If you know of a physician who would like to participate in The Care West MPN, we encourage you to submit a provider nomination form to Care West MPN, Attn: Recruitment, PO Box 5038, Modesto, CA 95352. The Provider Nomination form is also available on-line at: www.statusmedical.com/carewest

There are no providers in my area. What can I do?

The Care West MPN features more than 36,000 providers in California. The providers specific to your employers plan have been selected with easy access to care in mind. If you are in a situation where a particular specialist is not available in your area, please contact your claims examiner immediately. If no contracted provider exists in your area, we will help you arrange out of network care.