



California Frequently Asked Questions – WC Regulation changes

All California Employers are required to:

- Distribute the updated New Employee Pamphlet to all employees hired on or after October 8th, 2010 in English and Spanish (to Spanish-speaking employees) either at the time of hire or by the end of the first pay period;
- Post the revised Notice to employees-Injuries Caused by Work (DWC-7) in both English and Spanish in a conspicuous location by October 8th, 2010; and
- Provide the updated Claim Form/Notice of Potential Eligibility (DWC-1) to injured workers on or after October 8th, 2010

Additional Requirements for MPN Participants:

- Post the updated Medical Provider Network (MPN) Notices in English and Spanish next to the revised Notice to employees- Injuries Caused by Work (DWC-07)
- Provide the updated Medical Provider Network (MPN) Notices to employees at the time of injury or when an employee with an existing injury begins treatment under the MPN in English and Spanish (to Spanish-speaking employees); and
- Insert the following MPN information into section 4 with the following Zurich information
 - Current MPN toll free number: 1-866-732-5342
 - MPN website: www.zurichna.com
 - MPN effective date: insert the effective date of your MPN plan
 - Current MPN address: 1400 American Lane, Schaumburg, IL 60196-1056

Key Regulation changes effective October 8, 2010

- For employers who change MPNs the 14-day notification period is now eliminated and also eliminates filing the change of MPN notices with DWC.
- The 30 day waiting period has been eliminated for employers rolling out the MPN for the first time.
- Reduces distribution of both the change of MPN notices and the Termination/Cessation of use of MPN notices only to covered injured workers (not all employees)
- Requires MPN notices to be in Spanish only where there are Spanish speaking employees.
- Requires the full MPN notification to be posted at all employer locations. (This is the educational documents from roll-out).
- Revised the Employer Poster (notice to Employees – Injuries Caused by Work) form DWC-7.
- Revised the Workers' Compensation Claim Form (DWC1) and Notice of Potential Eligibility.
- Due to various changes to the regulatory requirements, WC information that must be provided to new employees, similar to California Workers' Compensation Institute's (CWCI) "Facts about Worker's Compensation" pamphlet, must be revised.



- 1. I rolled out the MPN several years ago and want to make sure I have all the updated documents/information. Where do I obtain these documents?**
Please visit our site at zurichna.com, claims, claims services, Managed Care. To the right you will see State Documents. Please click on that site and register through the MCO Participation Tool.
- 2. Must we get a signed acknowledgement from employees when we roll out the MPN?**
It is not required in the regulation, however, we do recommend you have them acknowledge the roll out and education process.
- 3. For an employer that has not previously rolled out the MPN, what is now required?**
You need to notify all CA employees with a short 1 page MPN notification and register in the MCO Participation Tool.
- 4. Our organization previously rolled out the MPN. What do we need to post?**
You will need to post a copy of the DWC7 (Poster Notice) as well as a copy of the training materials both in Spanish and English in an area such as a cafeteria or break-room.
- 5. Who will be sending a copy of the DWC1 and DWC7 and pamphlet?**
Zurich has provided the links for all of these documents for your immediate use.
Zurich will also be sending a DWC7 posting notice to your Brokers. The CWCI link has also been provided in order to order the pamphlets.
- 6. We rolled out the MPN and when an employee reports a new injury should we provide them with a DWC1 form and also the MPN full notification?**
Yes and please be sure to direct the employee to an MPN provider.

if you would like to complete the implementation process to participate in the CA Medical Provider Network (MPN) we have provided all of the necessary documentation for enrollment at; <http://www.zurichna.com>. From the Zurich Homepage, please click on:

Claims - - > Claims Services - - > Managed Care - - > and the State Managed Care Network Documents are located on the right-hand column. Upon your log-in to the MCO Participation site, you will locate all of the CA MPN materials for review.

Any further questions please reach out to your Zurich North America customer service contact or send an email directly to mcaenrollment@zurichna.com

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