

Employer Instructions for Implementing a California Medical Provider Network (MPN)

The following contains important information regarding the tools to help an employer enroll for a Medical Provider Network (MPN), as well as the requirements for proper employee notification and education pertaining to the use of an MPN.

Enrolling in the MPN

1. Notify Zurich that you are implementing the MPN by calling [866-732-5342](tel:866-732-5342) or via email at mcaenrollment@zurichna.com.
2. Register your participation in the MPN using the Zurich MCO Participation Tool.
 - a. Log on to www.zurichna.com, select the “Claims” tab, then “Claim Services” (on the left side of the screen), then click on “Managed Care.” Click on “State Managed Care Network Documents” in the orange box. Log into the MCO Participation Tool to register (indicating that you are implementing the MPN).
 - b. Access the State Approved Education Forms for the California MPN once you register your participation in the MCO Participation Tool.
 - Documents must be provided to employees in English and Spanish (if you have Spanish-speaking employees).

- a. **Note:** The requirement that you provide notice 30 days prior to implementation/rollout has been eliminated. The requirement now states only that you provide notice **prior to** implementation; however, when choosing your method of notification, you must ensure that your employees are able to receive the notice **before** the effective date.

Implementation Notice

- a. Template available on www.zurichna.com in the MCO Participation Tool
- b. Must be provided **prior to** the implementation (effective) date
- c. Must be provided in English and Spanish (if you have Spanish-speaking employees)
- d. Must be provided to **every** covered employee **in writing** when implementing a new MPN:
 - Via mail,
 - On the paystub,
 - In a paycheck, or
 - Via electronic means, including email, IF the employee has regular electronic access to email at work to receive this notice prior to the implementation of the MPN.
- e. **Note:** The Implementation Notice must also subsequently be provided to all new employees at the time of hire or by the end of the first pay period.

Implementing an MPN for your employees (if an MPN has never been used)

1. Advise Zurich of your implementation (effective) date for the MPN.
2. Provide the “Implementation Notice” to all covered employees in writing prior to the implementation of the MPN.

Changing an MPN (from another carrier to Zurich)

1. Advise Zurich that you intend to change to a Zurich MPN.
2. Zurich will provide you with the necessary "Change of MPN" template for distribution to your employees prior to the effective date of the change. Please email mcaenrollment@zurichna.com.
3. **Note:** The prior carrier is responsible for assisting you with distribution of the "Cessation of MPN" Notice to advise your employees that they will no longer use the old MPN for new injuries after the termination date of the old MPN. "Cessation of MPN" Notices must be distributed prior to the termination date of the use of the old MPN.

Zurich can also provide a "Combination Cessation of Use/Change of MPN" template to meet your regulatory requirements for proper employee notification. Please email mcaenrollment@zurichna.com.

Ceasing Use of a Zurich MPN

1. Advise Zurich that you intend to stop using a Zurich MPN.
2. Zurich will provide you with the necessary "Cessation of Use of MPN" template for distribution to your employees prior to the intended termination date; please email mcaenrollment@zurichna.com.

MPN Education Materials for Employees (available in the MCO Participation Tool)

Note: All materials must be provided in English and Spanish (if you have Spanish-speaking employees).

Name of Document	When to provide:	Acceptable Method(s) of Distribution
Implementation Notice	<p>For NEW MPN: Provide to every covered employee in writing prior to implementation effective date of MPN</p> <p>For New Employees: Provide at time of hire or by end of first pay period</p>	<ul style="list-style-type: none"> • Mail • Paystub • Paycheck • Electronic means, including email, if the employee has regular access to email at work to receive this notice prior to the implementation of the MPN
Complete Written MPN Employee Notification Note: Choose version for the Select Network or Primary Network	<p>Post next to the DWC 7 in English and Spanish (if you have Spanish-speaking employees)</p> <p>Provide at the time of injury or when an employee with an existing injury begins treatment under the MPN (i.e. when employee is transferred into the MPN)</p>	<ul style="list-style-type: none"> • Posted next to the DWC 7 (required) • Electronic means, including email, if the covered employee has regular electronic access to email at work to receive this notice at the time of injury or when the employee is being transferred into the MPN <p>Note: Written copy must be provided if the employee cannot receive this notice electronically at work</p>
Second and Third Opinions Transfer of Care Plan Continuity of Care Plan	<p>Post next to the DWC 7 with the Complete Written MPN Employee Notification</p> <p>Provide at the time of injury or when an employee with an existing injury begins treatment under the MPN (i.e. when employee is transferred into the MPN)</p>	<ul style="list-style-type: none"> • Posted next to the DWC 7 (required) • Electronic means, including email, if the covered employee has regular electronic access to email at work to receive this notice at the time of injury or when the employee is being transferred into the MPN <p>Note: Written copy must be provided if the employee cannot receive this notice electronically at work</p>
MPN Acknowledgment Form *employee signature required	<p>When implementing a new MPN, provide to every covered employee</p> <p>Provide to all new hires</p>	Employer preference
Predesignation of Personal Physician	<p>Providing this form at MPN rollout is optional as the predesignation option is referenced in the New Hire Pamphlet and the DWC 7 posting notice; however, you must provide to the employee upon request</p>	Employer preference

Important Tools and Notes to Remember Regarding the MPN

1. Maintaining proof that your employees were properly educated regarding the MPN is critical. We strongly suggest that you have each employee sign the "To All Employees" document (available in the MCO Participation Tool on www.zurichna.com) acknowledging receipt of the education materials to ensure you have record in their personnel file. If they are injured at work, please provide this signed and dated document to Zurich as proof we can utilize the MPN for their claim.
2. The employee education materials require state approval; therefore, it is important that you do **not** make any alterations to the materials when distributing to your employees. If you wish to personalize the documents, we suggest you do so in a separate cover memo at the time of distribution.
3. When using an MPN, you must direct an injured worker to an MPN provider. **Exception:** In an emergency situation, you must direct the injured worker to the nearest emergency room.
4. Provider Listing:
 - Log on to www.zurichna.com
 - Click on "Claims"
 - Click on "C.a.r.e. Directory Online" (right-hand column)
 - Click on "Access the C.a.r.e. Directory Now"
 - Please enter the following password: **zurichna**

Other Employee Materials

1. New Hire Employee Pamphlet

Note: There is a new version of the new hire employee pamphlet available to comply with regulations effective 10/8/10. The new version includes information indicating that an employer may be using an MPN and provides an overview of some important rules regarding the use of an MPN. In order to ensure you comply with the new state regulations, please discontinue using old versions of this pamphlet.

- a. Provide new hire employee pamphlet to all new employees:
 - At the time of hire, or
 - By the end of the first pay period
 - In English and Spanish (if you have Spanish-speaking employees)
- b. Pamphlets can be ordered from the CWCI at: www.cwci.org/store.html

2. DWC-7 Notice to Employees – Injuries Caused by Work – Posting Notice

- New version available at: www.dir.ca.gov/dwc/forms/DWCForm7_2010.pdf
- a. Distribute to all employer locations.
 - b. Post a copy of the MPN Employee Education Materials next to the DWC 7 poster in English and Spanish (if you have Spanish-speaking employees).
 - c. Complete section 4 on the DWC 7 pertaining to the MPN:
 - Current MPN toll-free number – **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
 - d. Additional information to complete on the DWC 7:
 - Claims Administrator/Phone – Entity/Carrier handling your claims
 - Workers Compensation Insurer – Enter Zurich North America **or** indicate Self-Insured if applicable
 - Policy Expiration Date – Enter current policy expiration date
 - Location of Information & Assistance Officer – Enter location of nearest I&A Officer
 - Find the nearest DWC I&A office via this website: www.dir.ca.gov/dwc/landA.html

3. DWC-1 Claim Form and Notice of Potential Eligibility

New version available at: www.dir.ca.gov/dwc/forms/ClaimForm2010.pdf

Zurich

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