

employee's guide

to the state fund
medical provider network



Tus Neeg Ua Hauj Lwm Phauv Ntawv
Qhia Txog State Fund Kev Kho Mob



WHAT IS THE STATE FUND MEDICAL PROVIDER NETWORK?

The State Fund Medical Provider Network (MPN) is made up of a group of physicians and other medical service providers within the state of California, some who primarily treat occupational injuries and other providers who specialize in general areas of medicine. If necessary, the MPN will provide specialists to treat your injury or illness.

If your injury or illness is due to employment, the State Fund MPN physicians and other medical providers will provide authorized medical treatment. These medical providers will provide quality medical treatment based on the utilization schedule developed by the Administrative Director of the Division of Workers' Compensation (DWC).

To meet medical access standards, an MPN must have at least three physicians of each specialty expected to treat common injuries experienced by injured employees on the basis of the type of occupation or industry in which the employee is employed. An MPN must have a primary treating physician and a hospital for emergency health care services or a provider of all emergency health care services within 30 minutes or 15 miles of each covered employee's residence or workplace. An MPN must have providers of occupational health services and specialists within 60 minutes or 30 miles of a covered employee's residence or workplace.

STATE FUND KEV KHO MOB YOG DAB TSIS?

(State Fund Medical Provider Network) (MPN) yog ua los ntawm ib pawg kws kho mob thiab lwm pab neeg pab kho mob los hauv lub xeev California, yog cov pib kho cov neeg ua hauj lwm tej mob raws li raug mob thiab lwm tus kws tshuaj uas paub txog cov tshuaj zoo tshaj rau fab kev muab tshuaj. Yog tias yuav tsum tau kho, MPN yov nrhia tus txawj tshaj los kho koj qhov raug los sis mob.

Yog koj raug los sis mob los ntawm txoj hauj lwm, State Fund MPN cov kws kho mob thiab lwm qhov kho mob yuav tso cai rau koj kho mob. Cov kws kho mob yuav pab kho kom zoo tshaj raws li txoj cai tsim tsa los ntawm kev tswj fwm tus coj ntawm (DWC). Division of Workers' Compensation.

Tau txais kev kho mob li no, MPN yuav tsum tau muaj li peb tug kws kho mob uas nyias kho nyias yam raug mob txawj kho tshaj paub txog kev raug mob rau cov ua hauj lwm raws li lawv tej hauj lwm uas lawv ua. MPN yuav tsum muaj tus xub kho thiab lub tsev kho tej mob loj los pab los sis chaws pab kho mob rau tus ua hauj lwm ze ntawm nws lub tsev nyob li 30 feeb los 15 mais pab ib tug neeg ua hauj lwm chaws nyob los sis chaw ua hauj lwm. MPN yuav tsum pab kho mob raws li txoj hauj lwm thiab txawj tshaj ze li 60 feeb los yog 30 mais los pab tus neeg ua hauj lwm chaw nyob thiab chaw ua hauj lwm.

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HOW DO I OBTAIN MEDICAL TREATMENT?

In emergency situations, you may receive emergency health care services from any nearby medical service or hospital provider.

For non-emergency services, after you file a claim your employer will refer you to an MPN facility for initial treatment within 3 business days.

HOW DO I OBTAIN MEDICAL TREATMENT OUTSIDE THE STATE OF CALIFORNIA?

If you are:

- Injured on the job while authorized for temporary work or travel outside the state of California OR
- A former employee permanently residing outside the state of California who has an ongoing workers' compensation claim OR
- An injured employee who temporarily resides outside the state of California during recovery

You may seek emergency treatment at the nearest emergency room. If you are in need of non-emergency treatment, you should contact your claims adjuster, State Fund's Claims Reporting Center, or your primary physician. You will be given a list of at least 3 referred physicians outside the geographical service area of the State Fund MPN within 60 minutes or 30 miles of your residence or workplace. An appointment for initial treatment should be available within 3 business days and an appointment for a specialist should be available within 20 business days. You may change physicians among the referred physicians and may obtain a second and third opinion from the referred physicians.

If a list of referred physicians is not available then you may choose your own physician on the basis of the physician's specialty or recognized expertise in treating your particular injury or condition.

CAN I CHANGE MY DOCTOR?

Yes, after the initial medical evaluation with a MPN doctor, you have the right to choose another primary treating physician or subsequent physician from the MPN.

HOW DO I CHOOSE A DOCTOR?

You may obtain a regional area listing of MPN doctors by going to MEDfinder MPN at www.scif.com. You may also

UA LI CAS KUV THIAJ TAU TXAIS KEV KHO MOB?

Yog mob loj heev, koj yuav tsum tau txais kho mob nyob ze rau tej chaw kho los sis tej tsev pab kho mob.

Tej uas tsis yog mob loj xwm ceev, tom qab koj tau ua daim ntawv fob rau tus ntiav koj ua hauj lwm lawm yuav xa koj mus rau MPN ib qho chaw kho mob li 3 hnuv ua hauj lwm.

UA LI CAS KUV THIAJ TAU TXAIS KHO MOB SAB NRAUM LUB XEEV CALIFORNIA?

Yog tias koj:

- Raug mob rau txoj hauj lwm sij hawm uas kom mus ua hauj lwm los sis mus sab nraum lub xeev California, LOS SIS
- Tus neeg ua hauj lwm thaum ub nyob sab nraum xeev California uas nws ib txwm yeej tau txais them nyiaj fob, LOS SIS
- Tus neeg ua hauj lwm raug mob uas nyob ntu puav sab nraum xeev California sij hawm tau txais kev pab

Koj mus nrhiav kho mob ceev heev nyob ze rau tej chaw mob hnyav. Yog koj xav tau pab tej uas tsis yog mob ceev heev, koj yuav tsum tau hu rau koj tus tuav koj cov ntawv (claims adjuster), State Fund Claims Reporting Center, los sis koj tus kws uas ib txwm kho koj. Koj yuav tau txais ib daim ntawv qhia txog li 3 tug kws kho mob sab nraum lwm thaj chaw nyob rau ntawm State Fund MPN li 60 feeb los sis 30 mais deb li ntawm koj lub chaw nyob los yog chaw ua hauj lwm. Teem caij nyoog mus ntsib kws kho mob li ntawm 3 hnuv ua hauj lwm, thiab teem sij hawm mus ntsib tus kws kho mob txawj tshaj lij ntawm 20 hnuv ua hauj lwm. Koj kuj hloov tau cov kws kho mob uas xa koj mus ntawd, thiab yuav tau txais tswv yim pom txog tus mob los ntawm cov kws kho mob tus ob los tus peb thiab.

Yog daim ntawv qhia kws kho mob ntawd tsis muaj, koj kuj xaiv koj tus kws kho mob raws li tej tus kws kho mob txawj tshaj los yog tej tus paub zoo kho koj tej raug los mob.

UA LI KUV HLOOV KUV TUS KWS KHO MOB PUAS TAU?

Tau, tom qab uas MPN cov kws kho mob ntsuam xyuas tej mob lawm, koj muaj cai xaiv lwm tus kws kho

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obtain a regional area listing by telephoning or sending a written request to your claims adjuster, if one has been assigned to you, or calling State Fund's Claims Reporting Center at (888) 222-3211. If you wish to obtain a complete hardcopy list of all MPN providers, contact the State Fund MPN by sending an email to scifmpn@scif.com, or by calling (866) 436-0204, or by sending a written request to:

State Compensation Insurance Fund
Attn: State Fund Medical Provider Network
900 Corporate Center Dr.
Monterey Park, CA 91754

After you receive a regional area listing of MPN doctors, you may select a treating doctor (or any subsequent doctor) on the basis of the physician's specialty or recognized expertise in treating your particular injury or condition.

If there are less than three primary treating physicians within 15 miles of your location in a specialty appropriate to treat your injury, you may choose your own doctor or provider outside the MPN network. For assistance you may contact your adjuster, if one has been assigned to you, or State Funds Claims Reporting Center.

HOW DO I MAKE AN APPOINTMENT WITH MPN DOCTOR?

After you choose an appropriate doctor within the MPN, you may call the doctor for an appointment. If you are unable to obtain an appointment within 3 business days, contact your claims adjuster or State Fund's Claims Reporting Center.

If you are unable to obtain a non-emergency appointment with a specialist within 20 business days, you should contact your claims adjuster or State Fund's Claims Reporting Center.

HOW DO I SEE A SPECIALIST?

You may receive a referral to a specialist from your treating doctor or you may select a specialist or subsequent physician of your choice from within the MPN. Your choice of physician from the MPN shall be on the basis of the physician's specialty or recognized expertise in treating your particular injury or condition. If your primary treating physician refers you to a type of specialist not included in the MPN, or if there are less than 3 specialists within 30 miles of your location in a specialty appropriate to treat your injury, you may choose your own doctor or provider outside the MPN. For assistance you may contact your adjuster, if one has been assigned to you, or State Fund's Claims Reporting Center.

mob los sis ntawm MPN.

YUAV XAIV KUV TUS KHO MOB LI CAS?

Koj kuj muab tau daim ntawv qhia npe ntawm MPN kws kho mob nyob hauv www.dcif.com. Koj kuj nrhiav tau ntawm lawv phauv ntawv xov tooj los sis sau ntawv xa mus thov rau koj tus tuav ntawv (claims adjuster). Yog twb muab ib tug rau koj lawm, los yog hu kiag rau State Fund's Claims Reporting Center xov tooj (888) 222-3211. Yog koj xav tau phau ntawv uas muaj tag nrho MPN cov pab, hu rau State Fund MPN sau e-mail rau scifmpn@scif.com, los hu kiag (866) 436-0204, los sis sau ntawv thov mus rau:

State Compensation Insurance Fund
Attn: State Fund Medical Provider Network
900 Corporate Center Dr.
Monterey Park, CA 91754

Thaum koj tau txais phau ntawv muaj MPN cov kws kho mob, koj mam xaiv tus kws kho mob (tus kws kho mob twg) li tej tus kws kho mob txawj tshaj los yog tej tus paub zoo kho koj tej raug los mob.

Yog tias lawv muaj tsawg li 3 tug kws kho mob txawj cheeb tsam ze li 15 mais ntawm koj xaiv, koj kuj yuav tau tso cai xaiv koj tus kws kho mob los sis sab nraum ntawm MPN network. Xav kom pab koj tham nrog koj tus tuav ntawv (adjuster), yog twb muaj ib tug pab koj, los yog State Fund Claims Reporting Center pab koj lawm.

UA LI CAS KUV THIAJ TEEM TAU CAIJ MUS NTSIB MPN COV KWS KHO MOB?

Tom qab uas koj xaiv tau kws kho mob ntawm MPN, Koj mam teem caij rau tus kws kho mob. Yog hais tias koj teem tsis tau caij li 3 hnuv ua hauj lwm, Tham nrog koj tus tuav ntawv (claims adjuster) los sis State Fund Claims Reporting Center.

Yog tias koj yeej teem tsis tau caij ua tsis yog mob ceev mus ntsib kws kho mob li ntawm 20 hnuv ua hauj lwm, koj yuav tsum tham nrog koj tus tuav ntawv (claims adjuster) los sis State Fund Claims Reporting Center.

UA LI CAS KUV THIAJ NTSIB TAU TUS TXAWJ TSHAJ LIJ ?

Koj yuav tau txais ib daim ntawv xa koj mus cuag tus kws tshaj lij kho mob, los koj xaiv koj tus tshaj lij los ntawm MPN. Koj xais kws kho mob nyob ntawm MPN raws li tus tshaj lij los sis txawj kho tej raug los sis mob. Yog koj tus kws xub kho xa koj mus rau tus tshaj lij tsis nyob hauv MPN, los yog tsis muaj ib tug nyob ze ntawm 30 mais uas koj xaiv. Kuj kam koj mus xaiv cov txawj tshaj lij sab nraud

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WHAT DO I DO IF I DISAGREE WITH MY DOCTOR'S DIAGNOSIS OR TREATMENT?

You may change your doctor at anytime. However, if you dispute your doctor's diagnosis or treatment, it is your responsibility to advise your claims adjuster verbally or in writing of the dispute and request a second opinion. Your claims adjuster will provide you with a regional area listing to help you select a second opinion doctor or specialist. You need to make an appointment with the selected doctor within 60 days. If you do not make the appointment within the 60 days of your receipt of the regional area listing, you will not be allowed to have a second opinion with regard to this disputed diagnosis or treatment by this treating physician.

After you make an appointment with the MPN doctor, notify your claims adjuster. The claims adjuster will contact your treating doctor to obtain and send your medical records to the second opinion doctor. You may request a copy of the medical records that will be sent to the second opinion physician.

If the second opinion doctor decides the employee's injury is outside the type of injury he or she normally treats, the doctor's office will notify the adjuster. You will receive a new regional area listing of State Fund MPN doctors or specialist so that you can make another selection.

The results of the second opinion will be sent to you, the primary treating physician, and the claims adjuster within 20 days of the date of appointment or receipt of the results of the diagnostic tests, whichever is later. If you disagree with the second opinion doctor's findings, you may seek an opinion from a third doctor from the MPN. It is your responsibility to advise your claims adjuster verbally or in writing of the dispute and request a third opinion. Your claims adjuster will provide you with a regional area listing to help you select a third opinion doctor or specialist. You need to make an appointment with the selected doctor within 60 days. If you do not make the appointment within the 60 days of your receipt of the regional area listing, you will not be allowed to have a third opinion with regard to this disputed diagnosis or treatment by this treating physician.

After you make an appointment with the MPN doctor, you need to notify your claims adjuster. The adjuster will contact your treating doctor to obtain and send your medical records to the third opinion doctor. You may request a copy of the medical records that will be sent to the third opinion physician.

MPN. Xav kom pab koj tham nrog koj tus tuav ntawv (adjuster), yog twb muaj ib tug pab koj lawm, los sis tham nrog State Fund Claims Reporting Center.

UA LI CAS YOG TIAS KUV TSIJ POM ZOO LI KUV TUS KHO MOB TSAWB POM MOB LOS SIS KHO?

Koj yeej pauv tau koj tus kws kho mob txhua lub sij hawm. Ntxawm li cas los, yog koj nrog koj tus kws kho mob sib hais qhov nws pom thiab kev kho, Nws yog ib yam uas koj yuav tsum tau sab laj tus tuav ntawv hais los sis sau ntawv thov mus cuag lwm tus lub tswv yim. Koj tus tuav ntawv (claims adjuster) yuav muab daim ntawv qhia npe pab koj xaiv lwm tus kws thib ob uas txawj kho tshaj lij. Koj yuav tsum tau teem caij mus ntsib tus kws kho ntawd li 60 hnuv. Yog koj tsis teem caij li 60 hnuv li koj tau txais ntawd, koj yuav tsis tso cai mus cuag lwm tus thib ob lub tswv yim hais txog qhov mob los sis kev kho los ntawm kws kho mob.

Tom qab uas koj teem caij mus ntsib kho mob ntawm MPN, qhia koj tus ceev ntaub ntawv (claims adjuster). Nws yuav tham nrog koj tus kws kho mob thiab muab cov ntawv xa mus rau lwm tus kws kho mob thib ob. Koj kuj thov tau cov ntawv kho mob uas yuav xa mus rau lwm tus kws kho mob thib ob thiab.

Yog lwm tus kws kho mob thib ob txiav txim tias tus neeg ua hauj lwm raug mob nyob sab nraum qhov raug mob uas kho, lub tsev kho mob yuav qhia tus tuav koj cov ntawv (adjuster) paub. Koj yuav tau dua ib daim ntawv qhia xaiv lwm tus kws kho mob tshaj lij nyob hauv State Fund MPN es koj mam xaiv dua lwm tus.

Qhov txej xwm thib ob yuav xa rau koj, Tus kws uas xub kho, thiab tus ceev koj cov ntawv li ntawm 20 hnuv rau hnuv teem caij los sis saib pom koj qhov mob, los sis tom qab ntawd. Yog koj tsis pom zoo li tus thib ob saib pom koj qhov mob, koj kuj mus ntsib tau tus kws kho mob thib peb los ntawm MPN. Yog ib qho koj yuav tau qhia hais los sau ntawv rau koj tus ceev koj cov ntawv thov mus ntsib tus thib peb. Koj tus (claims adjuster) tuav ntawv yuav pab muab daim qhia kws kho mob rau koj xaiv tus kws thib peb los tus txawj tshaj lij. Koj yuav tsum tau teem caij mus ntsib kws kho mob li 60 hnuv. Yog koj tsis teem caij li 60 hnuv uas koj tau txais daim ntawv qhia kws kho mob no, koj yuav tsis tau cai mus ntsib tus thib peb hais txog koj tej mob los sis kho mob ntawm kws kho mob.

Tom qab koj teem caij nrog MPN cov kws kho mob, koj yuav tsum tau qhia koj tus tuav ntawv pab koj. Tus tuav koj cov ntawv yuav nrog koj tus kho mob kom muab koj

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If the third opinion doctor decides the employee's injury is outside the type of injury he or she normally treats, the doctor's office will notify the adjuster. You will receive a new regional area listing of State Fund MPN doctors or specialist so that you can make another selection.

During this second and third opinion process, you may continue treatment with your treating physician within the MPN or a physician of your choice within the MPN. Treatment recommended by the second or third opinion physician may be obtained from any MPN physicians, including the second or third opinion physician. Selection of a treating physician and any subsequent physicians shall be on the basis of the physician's specialty or recognized expertise in treating the particular injury or condition in question.

HOW DO I REQUEST AN INDEPENDENT MEDICAL REVIEW (IMR)?

If you select a doctor for a third opinion, the claims adjuster will send you information about the Independent Medical Review (IMR) process. You will receive an Application for Independent Medical Review form that has the MPN Contact Section completed.

The third opinion physician's report shall be served on you, the primary treating physician, and the adjuster within 20 days of the date of the appointment or receipt of the diagnostic tests, whichever is later. After receiving the third doctor's opinion, if you still disagree, then you must complete the employee section of the Application for Independent Medical Review and mail the Application to:

DWC Medical Unit
PO Box 71010
Oakland, CA 94612

Within 10 business days of the receipt of the application, the Administrative Director of the DWC shall select an IMR with an appropriate specialty. If you wish to have an in-person examination, the Administrative Director shall randomly select a physician from the list of available independent medical reviewers with an appropriate specialty within 30 miles of your residence. If you wish to have a record review, the Administrative Director will randomly select a physician with an appropriate specialty to be the independent medical reviewer.

To withdraw your application, you must provide written notice to the Administrative Director and the claims adjuster.

cov ntawv kho mob xa mus rau tus kws kho mob thib peb. Koj kuj muaj cai thov cov ntawv kho mob uas xa mus rau tus kho mob thib peb ntawd thiab.

Yog lwm tus kws kho mob thib peb ntawd txiav txim tias tus neeg ua hauj lwm nyob sab nraum qhov raug mob uas nws ib txwm kho, lub tsev kho mob yuav qhia tus tuav koj cov ntawv paub. Koj yuav tau dua ib daim ntawv qhia xaiv lwm tus kws kho mob tshaj lij nyob hauv State Fund MPN.

Lub sij hawm uas ua qhov thib ob thiab thib peb no, koj yuav tau kho koj qhov mob ntawm MPN los sis cov kws kho mob uas koj xaiv nyob ntawm MPN. Kev kho ntawm kws kho mob thib ob thiab thib peb ntawd kuj muab tau los ntawm tej tus kws kho mob MPN, nrog rau cov kws kho mob thib ob thiab thib peb. Xaiv kws kho tej kev kho thiab raws tej kws kho mob yuav tsum ua li kws kho mob uas txawj kho los sis paub kho tej yam raug mob los sis tej lus nug mob muaj.

UA LI CAS KUV THIAJ THOV TAU LWM TUS LOS NTSUAM XYUA TEJ MOB?

Yog koj xaiv tus kws kho mob thib peb, koj tus tuav koj cov ntawv yauv xa tej qhia txog lwm tus yuav saib xyuas koj tej mob (IMR) ua ntawd. Koj yuav tau txais daim ntawv fiaj rau lwm tus ntsuam xyuas tej mob uas muaj nyob ntawm MPN ntu txuas kom tiav.

Tus kws kho mob thib peb tshaj qhia yuav txawb rau koj, tus uas xub kho koj, thiab tus tuav koj cov ntawv li ntawm 20 hnuv ntawd lub caij koj mus ntsib kws kho mob los sis ntsuam xyuas koj tus mob ntawd, los lig me ntsis. Tom qab koj tau txais kws kho mob thib peb ntsuam xyuas, yog koj tsis pom zoo, ces koj sau daim ntawv tus neeg ua hauj lwm rau lwm tus sab nraud nyeem xyuas koj tej mob thiab xa daim ntawv mus tshaj rau:

DWC Medical Unit
PO Box 71010
Oakland, CA 94612

Nyob li ntawm 10 hnuv lawv txais tau koj daim ntawv, tus tswj hwm saib xyuas DWC yuav xaiv IMR kws kho mob tej tus zoo txawj. Yog koj xav tau tus neeg nkag tuaj ntsuam xyuas, tus coj tswj hwm yuav cia li nthos kws kho mob los ntawm daim ntawv uas muaj lwm tus saib tej mob ze li ntawm 30 mais uas ze ntawm koj nyob. Yog koj xav tau tej uas txheeb xyuas no, tus tswj hwm yuav cia li nthos kiag tej kws kho mob zoo los pab ntsuam xyuas tej mob no.

Thim koj daim ntawv rov, koj yuav tsum sau ntawv rau

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If the IMR physician certifies in writing that an imminent and serious threat to your health exists, the report shall be expedited and rendered within 3 business days of the in-person examination by the IMR physician. An extension of 3 more business days may be granted by the Administrative Director, if necessary.

The Administrative Director shall immediately adopt the determination of the IMR and issue a written decision within 5 business days of the receipt of the report.

If the IMR agrees with the primary treating physician, you can receive the IMR's recommended treatment from any MPN physician within the MPN, including the second or third opinion physician. If the IMR does not agree with the disputed diagnosis, diagnostic service, or medical treatment prescribed by the primary treating physician, you may seek the IMR's recommended treatment with a physician of your choice either within or outside the MPN. The treatment shall be limited to the treatment or diagnostic service recommended by the IMR. Once the treatment is completed, you will receive all other treatment with a doctor of your choice within the State Fund MPN.

WHAT IS TRANSFER OF ONGOING CARE?

If your date of injury is prior to the implementation of the MPN and you are treating with a physician outside the MPN whom you did not pre-designate, you may be considered for transfer of care to an MPN physician under one of the following circumstances:

- Where the Administrative Director has found good cause to grant petitions that the primary treating physician has failed to timely submit reports per Title 8, CCR §9785.
- Where the Administrative Director has found good cause to grant petitions that the primary treating physician or facility is not within a reasonable geographic area per Title 8, CCR §9780.
- Where the WCAB finds that the current treatment by the non-MPN provider is inappropriate or that there is no present need for medical treatment to cure or relieve from the effects of the injury or illness.
- At your request.

If it is appropriate to consider Transfer of Care, completion of treatment by a non-MPN provider will be authorized for injured covered employees for one of the following conditions:

tus thawj tswj hwm (administrative director) thiab rau tus tuav koj cov ntawv (claims adjuster).

Yog IMR cov kws kho mob sau ntawv qhia meej tias yog ib yam mob loj thiab uas txaus ntshai rau koj lub cev tam sim no, qhov tshaj qhia yuav tsum ntsuam sai li ntawm 3 hnuv tus kws kho mob IMR tuaj saib xyuas hauv tsev. Sij hawm li ntawm 3 hnuv ntawd nyob ntawm tus tswj hwm (administrative director), Yog tias yuav tsum tau ua.

Tus tswj hwm (The administrative director) yuav muab coj los xav txog IMR thiab sau ntawv txiav txim li ntawm 5 hnuv uas tau txais cov txheej xwm tshaj qhia no.

Yog IMR pom zoo nrog tus kws xub kho, koj yuav tau IMR qhov pom zoo yuav tsum tau kho ntawm MPN cov kws kho mob nyob rau hauv MPN, koom nrog rau kws kho mob thib ob los sis thib peb pom zoo. Yog tias IMR tsis pom zoo qhov sib hais mob, ntsuam xyuas mob, los sis kev kho mob muab los ntawm tus kws xub kho, koj kuj mus tau rau IMR li koj xav mus ntsib cov hauv MPN los sab nraud tau. Kev kho no tsua yog kho tau li hais los sis cov mob pom zoo los ntawm IMR. Sij hawm kho tiav lawm, koj yuav tau kho lwm yam los ntawm kws kho mob uas koj xaiv nyob hauv State Fund MPN.

PAUV MUS LI CAS QHOV UAS NIAJ HNUB KHO?

Yog koj qhov raug mob yuav tau kho ua ntej hauv MPN thiab koj ho mus kho rau cov kws kho mob sab nraum MPN tus uas tsis tau kom koj mus kho, Tej zaum yuav raug sab laj pauv koj mus kho rau MPN cov kws kho mob raws li nram qab no:

- Tus tswj hwm (administrative director) pom tau tias yog ib qho zoo hais tias tus xub kho koj tsis tshaj qhia raws caij nyoog thiab txoj cai ntawm (Title 8, CCR §9785).
- Tus tswj hwm (administrative director) pom tau tias yog ib qho zoo hais tias tus xub kho los sis qhov chaw tsis nyob rau ntawm thaj chaw li hais (Title 8, CCR §9785).
- Ntawm uas (Workers' Compensation Appeals Board) pom tias qhov kho tam sim no tsis yog MPN pab tsis zoo los sis tsis qhia tej kho mob ntawm qhov mob los ntawm qhov raug mob.
- Nyob ntawm qhov koj thov.

Yog tias nws yog ib qho zoo pauv mus kho, tsis yog kho tiav pab los ntawm MPN yuav tso cai mus kho tus ua hauj

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- **An acute condition.** An acute condition is a medical condition that requires prompt medical attention and has duration of less than 90 days. Completion of treatment shall be provided for the duration of the acute condition.
- **A serious chronic condition.** A serious chronic condition is a medical condition that persists without full cure or worsens over 90 days and requires ongoing treatment to maintain remission or prevent deterioration. Completion of treatment shall be authorized for up to one year to complete approved treatment and arrange for transfer to another provider within the MPN. The one-year period for completion of treatment starts from the date you receive the determination that you have a serious chronic condition.
- **A terminal illness.** A terminal illness has a high probability of causing death within one year or less. Completion of treatment shall be provided for the duration of a terminal illness.
- **Performance of a surgery or other procedure** that is authorized by the State Fund and has been recommended and documented by the provider to occur within 180 days from the date you receive the determination that you will be transferred to an MPN provider.

Your claims adjuster will notify you with the medical determination regarding the completion of treatment. The notification shall be sent to you and a copy of the letter will be sent to your primary treating physician.

If you dispute the medical determination from your claims adjuster, you may request a report from your primary treating physician that addresses whether you fall within any of the conditions set forth above. The primary treating physician shall provide the report to you within 20 calendar days from your request for the report. If the physician fails to issue the report to you within the 20-day period, the determination by the claims adjuster will apply.

If you or the State Fund adjuster objects to the medical determination by the primary treating physician, the dispute regarding the medical determination made by the primary treating physician concerning the transfer of care shall be resolved pursuant to Labor Code §4062.

lwm raws ib qho txheej li nram no:

- **An acute condition** – Yog kho kom zoo sai raws tej mob ntawd thiab sij hawm ntsawg tshaj li 90 hunb. Kev kho kom zoo yuav siv sij hawm li ob lub sij hawm uas zoo ntawd.
- **A serious chronic condition** – Qhov mob no yog ib qho mob loj uas yuav kho tsis tau los sis mob phem kho tshaj li ntawm 90 hnub thiab yuav tsum tau kho mus kom txog thaum zoo. Kho kom zoo mas yuav siv sij hawm li ntawm ib xyoo thiab yuav paub tseeb tias zoo thiab yuav tau pauv mus kho rau lwm tus nyob rau hauv MPN. Kho ib xyoo kom tiav mas pib hnub uas qhia tau tias koj tus mob yeej mob loj heev lawm.
- **A terminal illness** – Ces mob loj yuav ua rau tuag taus li ntawm ib xyoo los sis ntsawg tshaj. Kho kom tiav yuav siv sij hawm ob lub caij nyoog rau qhov mob ntawd.
- **Performance of a surgery or other procedure** Phais los sis tej kho yog tso cai los ntawm (State Fund) thiab pom zoo muaj ntawv tseem ceeb los ntawm cov pab 180 hnub uas hnub koj tau txais qhia hloov kho rau MPN cov kho mob.

Koj tus ceev koj cov ntawv (claim adjuster) yuav qhia rau koj qhov mob kho kom tiav. Qhia no yuav xa rau koj, thiab theej ib daim ntawv xa mus rau koj tus kws kho mob.

Yog koj tham txog koj qhov mob los ntawm koj tus tuav ntawv (claims adjuster), koj hais qhia rau koj tus kws kho mob es saib koj qhov mob puas yuav raug li qhov mob nyob li saum toj no. Tus kws xub kho mob yuav tshaj qhia rau koj paub li ntawm 20 hnub uas koj tau thov txog qhov tshaj qhia. Yog koj tus kws kho mob tsis tshaj qhia rau koj li ntawm 20 hnub, tus tuav ntawv (claims adjuster) nyob ntawm nws saib seb yuav uas li cas.

Koj los yog (State Fund) pom qhov mob ntawm tus kws xub kho, qhov sib hais txog tej mob ntawm tus kws xub kho txhawj xeeb pauv qhov kho mus kho sib hais yuav xa mus rau txog cai ua hauj lwm (Labor Code §4062).

Yog tus kws xub kho koj pom zoo li koj qhov mob tsis raws li ib qho mob saum toj no, pauv mus kho lwm qhov yuav tau ua raws li sij hawm sib hais.

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If the primary treating physician agrees with the medical determination that your medical condition does not meet the conditions set forth above, the transfer of care shall go forward during the dispute resolution process.

If the primary treating physician does not agree with the medical determination that your medical condition does not meet the conditions set forth above, the transfer of care shall not go forward until the dispute is resolved.

If it is determined that transfer of care is necessary, you will be notified in writing and you will be able to choose your treating physician from the MPN. You can obtain the MPN provider list at MEDfinder MPN at www.scif.com or from your claims adjuster.

A complete copy of the State Fund MPN Transfer of Care Policy may be obtained from your claims adjuster.

WHAT IS CONTINUITY OF CARE?

If your MPN provider no longer belongs to the network, you may request to continue treating with your provider if the following conditions are met:

- The termination of your provider is not for medical disciplinary cause or reason, or fraud or other criminal activity **AND**
- The terminated provider agrees in writing to accept the same contractual terms and conditions prior to the termination of the contract and to be compensated at rates and methods of payment similar to those used by the insurer for currently contracting providers in the same geographical area **AND**
- At the time of your provider's contract termination your medical condition meets ONE of the following conditions:
 - **An acute condition.** A medical condition that requires prompt medical attention and has a duration of less than 90 days. Completion of treatment shall be provided for the duration of the acute condition.
 - **A serious chronic condition.** An injury or illness that is serious in nature and that persists without full cure or worsens over duration of at least 90 days. Completion of treatment shall not exceed 12 months from the contract termination date or notification of your provider's contract termination whichever is later.
 - **A terminal illness.** An incurable or irreversible

Yog tus kws xub kho koj tsis pom zoo li koj qhov mob tsis raws li qhov mob hais saum toj no, pauv mus kho lwm qhov yuav tsis pauv kom sib hais cov lus tag tso.

Yog tias qhov xa mus kho lwm qhov yog ib tseem ceeb, yuav sau ntawv qhia koj paub, thiab koj yuav tau xaiv tus kws kho mob los ntawm MPN. Koj muab tau cov kws kho mob ntawm MPN daim ntawv sau cia nyob rau (MEDfinder at www.scif.com) los sis ntawm koj tus tuav koj cov ntawv (claims adjuster).

Xav Tau daim ntawv theej nyob ntawm (State Fund MPN) pauv mus kho txoj cai tau ntawm koj tus tuav ntawv (adjuster).

KHO NTXIV MUS YOG DAB TSI?

Yog koj cov pab ntawm (MPN) tsis koom nrog lawv ua num ton ntej, koj kuj thov kho ntawm qhov qub yog muaj ib qho li nram no.

- Qhov tsem ntawm cov pab kho mob tsis yog teeb meem los sis xwm txheej, los yog dag los yog lwm yam ntxub tsis nyiam, **THIAB**
- Tsem tawm cov pab pom zoo sau ntawv txais li qhov cog lus thiab teeb meem ua ntej tso tseg cog thiab them raws li tus nqi thiab li kev them ib yam li cov tau yuav pov hwm li tam sim no pab nyob rau cheeb tsam thaj chaw, **THIAB**
- Sij hawm uas cov pab koj tso tseg, koj tus mob yuav haum IB yam li nram no:
 - **An acute condition** – Yog kho kom zoo sai raws tej mob ntawd thiab sij hawm ntsawg tshaj li 90 hunb. Kev kho kom zoo yuav siv sij hawm li ob lub sij hawm uas zoo ntawd.
 - **A serious chronic condition** – Qhov mob no yog ib qho mob loj uas yuav kho tsis tau los sis mob phem kho tshaj li ntawm 90 hunb.kho kom tiav mas yuav tsis pub tshaj li 12 lub hlis los ntawm hnuv tso tseg los sis qhia rau cov pab txog qhov tso tseg, los sis me ntsis tom qab.
 - **A terminal illness** – kho tsis tau los pauv qhov mob es raug qhov tuag nyob li ntawm ib xyoo los ntsawg tshaj. Kho kom tiav yuav siv sij hawm ob lub caij nyoog rau qhov mob ntawd.
 - **Performance of a surgery or other procedure** – Qhov yuav phais los kho raws txoj cai yog tso cai qhov tuav pov hwm los sis tus neeg uas ua hauj lwm tej ntawv tseem ceeb kho mob thiab pom zoo tias tej ntawv tseem ceeb los ntawm cov pab li 180 hunb ntawm hnuv qhov tsem tawm los

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condition that has a high probability of causing death within one year or less. Completion of treatment shall be provided for the duration of a terminal illness.

- **Performance of a surgery or other procedure** that is authorized by the insurer or employer as part of a documented course of treatment and has been recommended and documented by the provider to occur within 180 days of the contract's termination date or notification of your provider's contract termination, whichever is later.

If you believe that your medical condition meets one of the above criteria, you may request to continue care with your terminated provider by contacting your claims adjuster verbally or in writing. If your claims adjuster determines that your medical condition does not meet the above criteria you will be notified to select another provider from the regional area listing of MPN providers. A copy of the determination notice will also be sent to your primary treating physician.

If you dispute the medical determination under this section, and your terminated provider is willing to continue the same contract terms and conditions, you may request a report from your primary treating physician that addresses your medical condition. The primary treating physician must provide this report to you within 20 calendar days from your request. If the primary treating physician does not provide the report to you within the 20-day period, the determination by the claims adjuster shall apply.

If you or your claims adjuster objects to the medical determination by the primary treating physician, the dispute shall be resolved pursuant to Labor Code §4062.

If your primary treating physician agrees with the claims adjuster's determination that your medical condition does not meet the conditions set forth above, during the dispute resolution process you will need to choose a new provider from the State Fund MPN.

If your primary treating physician does not agree with the claims adjuster's determination, you may continue to treat with the terminated provider until the dispute is resolved pursuant to Labor Code §4062. A complete copy of the State Fund MPN Continuity of Care policy may be obtained from your adjuster.

sis qhia cov pab cov cog tseg sum, los sis lg me ntsi ntawd.

Yog koj tseeg tias koj cov mob zoo li ib qho loj li saum toj no, koj thov hais los sis sau ntawv mus rau koj tuav ntawv (adjuster) txog qho lawv tso tseg no. Yog hais tias koj tus (claims adjuster) txiav txim tias koj tus mob tsis mob li ib qho saum toj no, mam li yuav qhia koj kom koj xaiv dua lwm tus kws kho mob pab los ntawm ntawv qhia ntawm MPN. Daim ntawv theej tso tseg kuj yuav xa mus rau koj tus kws kho mob.

Yog koj sib hais txog qhov mob qib no, thiab qhov tso tseg cov pab txaum siab mus ib yam li cog lus tseg no. Koj kuj thov tau daim ntawv tshaj qhia los ntawm koj kws xub kho mob hais txog koj tus mob. Tus kws xub kho mob yuav muab tej ntawv tshaj qhia rau koj li 20 hnub uas koj tau thov. Yog tias tus xub kws kho mob tsis muab tej ntawv tseem ceeb tshaj qhia rau koj li 20 hnub kiag. Tus (claims adjuster) yov tsum tau saib xyuas.

Koj los yog (claims adjuster) muaj qhov ntawm tshawb pom qhov mob li tus kws xub kho, Qhov sib hais no yuav raug xa mus rau (Labor Code §4062).

Yog koj tus kws kho mob pom zoo li tus (claims adjuster) txiav txim txog koj tus mob es tsis muaj ib qho mob li saum toj no, Sij hawm ua sib hais cov teeb meem no koj yuav tau xaiv dua lwm tus pab tshiab los ntawm (State Fund MPN).

Yog hais tias koj tus kws kho mob tsis pom zoo li koj tus tuav ntawv (claims adjuster) txiav txim, koj yuav raug kho rau ntawm cov kws kho mob uas tso koj tseg ntawd kom tej lus teeb meem no tag mus rau ntawm (Labor Code §4062). Theej daim ntawv txoj cai kho mob kuj muab tau los ntawm tus tuav ntawv (adjuster).

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CONTACTS FOR MPN INFORMATION

If you have been assigned a claims adjuster, contact your adjuster directly. The adjuster's name and telephone number have been provided on your claim correspondence.

If you have not been assigned an adjuster, you may call State Fund's Claims Reporting Center at: (888) 222-3211. Translation services are available.

CONTACT FOR MPN PROVIDER LISTS

You may obtain a regional area listing of MPN providers by accessing MEDfinder MPN at www.scif.com. You may also obtain a regional area listing by telephoning or sending a written request to your claims adjuster, or by contacting State Fund's Claims Reporting Center at: (888) 222-3211. You may obtain a complete hard copy list of all MPN providers by sending an email to scifmpn@scif.com by calling (866) 436-0204, or by sending a written request to:

State Compensation Insurance Fund
Attn: State Fund Medical Provider Network
900 Corporate Center Dr.
Monterey Park, CA 91754

TEJ UAS SIB THAM TAU RAU MPN

Yog tias twb muaj ib tug tuav ntawv (claims adjuster) rau koj lawm, hu ncaj qha nrog koj tus tuav ntawv xwb. Tus (adjuster) lub npe thiab xov tooj naj npawb twb muab rau koj daim ntawv fooblawm.

Yog tias yeej tsis tau muaj ib tug tuav ntawv (adjuster), koj kuj hu rau (State Fund Claims Reporting Center) xov tooj (888) 222-3211. Tej ntawv txhais pab kuj muaj cia.

NUG RAU MPN DAIM NTAWV QHIA COV PAB

Koj kuj muab tau daim ntawv qhia kws kho mob ntawm MPN mus rau MEDfinder at www.scif.com. Koj kuj muab tau daim ntawv qhia xov tooj los sis sau ntawv xa thov mus rau koj tus tuav ntawv (claims adjuster), los hu rau (State Fund Claims Reporting Center at (888) 222-3211). Koj kuj muab tau phauv ntawv uas muaj tag nrog cov kws kho mob ntawm MPN los sis xa e-mail to scifmpn@scif.com, hu kiag rau (866) 436-0204, los sis sau ntawv thov mus rau:

State Compensation Insurance Fund
Attention: State Fund Medical Provider Network
900 Corporate Center Dr.
Monterey Park, CA 91754

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Tus Neeg Ua Hauj Lwm Phauv Ntawv Qhia Txog State Fund Kev Kho Mob

STATE FUND LOCATIONS

Bakersfield	(661) 664-4000	Oxnard	(805) 988-5300
Bay Area	(925) 523-5200	Redding	(530) 223-7000
Eureka	(707) 443-9721	Sacramento	(916) 924-5100
Fresno	(559) 433-2700	San Diego	(858) 552-7100
Inland Empire	(951) 656-8300	San Jose	(408) 363-7400
Los Angeles	(818) 291-7000	Santa Rosa	(707) 573-6500
Orange County	(714) 565-5000	Stockton	(209) 476-2600

STATE FUND CHAW NYOB

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CUSTOMER SERVICE CENTER

Policy Services & Certificates of Insurance

(877) 405-4545 toll-free
 (800) 268-3635 toll-free fax

Certificates of Insurance

(866) 266-2071 toll-free fax

24-Hour Claims Reporting Center

(888) 222-3211 toll-free
 (800) 371-5905 toll-free fax

Fraud Hot Line

(888) 786-7372 toll-free

CHAW PAB COV NEEG

Txoj CaiPab & Daim Ntawv Pov Thawj

(877) 405-4545 hu dawb
 (800) 268-3635 fax dawb

Daim Ntawv Pov Thawj

(866) 266-2071 fax dawb

24-teev Thov Nyiaj Nruab Nrab

(888) 222-3211 hu dawb
 (800) 371-5905 fax dawb

DagXov Tooj Kub

(888) 786-7372 hu dawb

