

Welcome to York MPN

Your employer has selected York 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.

York’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 York MPN to cover your workers’ compensation medical care needs. If you suffer an injury or illness on or after your employer’s MPN implementation date and you have not predesignated a personal physician, you are automatically covered by the York MPN.

Access to Medical Care

INITIAL CARE

In an emergency, call 911 or go to the closest emergency room.

If you experience a work-related injury or illness, immediately notify your supervisor and get medical authorization from your employer to designate an initial, in-network care provider. If you are unable to reach your supervisor or employer, please contact the Patient Services team at York.

An emergency is 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. In an emergency, go to the nearest healthcare provider regardless of whether they are a MPN participant. If your injury is work-related, advise your emergency care provider to contact York, which will transfer your care to a MPN provider at the medically appropriate time.

For non-emergency services, York must ensure you receive an appointment for initial treatment within three business days of York or your employer receiving the request for treatment. For initial care each physician will be available within 30 minutes or 15 miles of your workplace or residence.

Subsequent care

Following your initial evaluation, you may choose an in-network physician for any necessary ongoing treatment. The initial

physician may also refer you to an in-network specialist, one who is medically and geographically appropriate, to treat your injury or condition. Your employer must provide you with at least three physicians for each specialty requiring treatment, who can treat injuries common to your occupation or industry. For subsequent or specialty care, physicians will be available within 60 minutes or 30 miles of your workplace or residence. For a directory of providers, please visit www.YorkRisk.com or call York Patient Services.

HOSPITAL AND SPECIALTY CARE

Your primary treating provider in the York MPN can make all necessary arrangements and referrals for:

- » Specialists
- » Inpatient hospital services
- » Outpatient surgery center services
- » Ancillary care services

CHOOSING A TREATING PHYSICIAN

For any necessary treatment following the initial evaluation with your employer’s designated provider, your initial care provider can help you understand your options; you may also use the York directory to choose an appropriate physician, or contact the medical access assistant in York’ Patient Services Department.

When determining if an MPN has met access standards, telehealth-only physicians are not counted if the injured employee doesn’t consent to see a telehealth physician. Any physician who provides telehealth-only services, or combines telehealth and a physical location, will be counted if the injured employee consents to see a telehealth physician. No physician who provides telehealth-only services, or combines telehealth and a physical location, will be counted if the injured employee retracts consent to received telehealth services prior to treatment. Any physician who provides both telehealth services and a physical location will be counted under the access standards if the physician’s physical location is within the required access standards in accordance with 8 CCR §9767.5(a)(1) and (a)(2).

SCHEDULING APPOINTMENTS

For help or if you are having difficulty scheduling an appointment with your initial provider or subsequent provider, please contact the medical access assistant in the York Patient Services Department, or your claims examiner.

CHANGING PRIMARY TREATING PHYSICIAN

If you will need ongoing medical care for your injury or illness and would like to change your treating physician, you may select a new physician from the York MPN directory. Once you’ve scheduled an appointment, contact York Patient Services or your claims adjuster; they will coordinate transferring your medical records to your new provider.

GETTING A SPECIALIST REFERRAL

For as long as your injury or illness requires medical treatment, you have options for getting a specialist referral:

- » Your in-network primary treating provider can refer you to a specialist. This referral will be made within the network, unless an out-of-network specialist is needed.
- » You may select an appropriate specialist through the York MPN directory.
- » You may contact a medical access assistant from York Patient Services who can help you coordinate necessary arrangements.
- » If your primary treating provider 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 specialist services, York must ensure you receive an appointment within 20 business days of York or your employer receiving the request for treatment.

CONTINUITY OF CARE

If you are being treated by a MPN doctor who leaves the network, your employer’s Continuity of Care policy may allow you to continue treatment with your doctor. Even if he or she is no longer actively participating in the MPN, your doctor may continue to treat you if your injury or illness meets one of the following conditions:

- » **Acute.** Includes a sudden onset of symptoms that require prompt care and has a duration of less than 90 days.
- » **Serious/Chronic.** Continues for at least 90 days without full cure or worsens and requires ongoing treatment.
 - Your current doctor may continue to treat you for up to one year, until it is safe to transfer care.
- » **Terminal.** Incurable illness or irreversible condition likely to cause death within one year.
- » **Pending surgery.** A surgery or other procedure, already authorized by your employer or insurer, that will occur within 180 days of the MPN contract termination date.

In any of the above conditions, York may require your doctor to agree in writing to the same terms he or she agreed to as an

in-network provider in order to continue providing treatment.

If your doctor’s contract with York was terminated or not renewed due to medical disciplinary cause, fraud or criminal activity, we cannot allow treatment with that doctor to continue. For a complete copy of the Continuity of Care policy in English or Spanish, please visit www.YorkRisk.com or call York Patient Services.

TRANSFER OF ONGOING CARE

If you are already being treated for a work-related injury before the York network begins providing services for your employer, please review the Transfer of Care policy. If your current treating doctor is a member of the MPN, your treatment will continue, with your current doctor, under York. If your current treating physician is not a participating physician within the MPN and you have not yet been transferred into the York MPN, your physician can refer you to a provider within the network, or may choose to become a York member.

If you are being treated by an out-of-network doctor for an acute, chronic or terminal condition or if you have already scheduled surgery, please refer to the “Continuity of Care” section to understand how your care will continue.

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

CARE TRANSFER DISPUTES

If you dispute the terms of your care transfer, your employer or claims examiner will send a notice of determination to the covered employee’s address and to the covered employee’s primary treating physician. Notifications are available in English and Spanish, and will use clear, understandable language (“layman’s terms”) as much as possible.

If you disagree with York’ decision to transfer your care, and you are in one of the categories listed above, you may ask your treating doctor for a report that explains your condition. Your treating physician should provide that report to you within 20 calendar days of the request; if he or she fails to issue the report, you will need to select a new provider from within the York MPN. If you or York disagree with your treating doctor’s report, this dispute will be resolved according to Labor Code Section 4062. Notify York Patient Services immediately if you disagree with this report.

If your treating doctor does not believe your condition meets one of those listed above, the transfer of care will go forward while you dispute 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 the Independent Medical Review Process

If you disagree with or dislike your doctor for any reason, you may always choose another doctor in the York MPN.

GETTING 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, follow these steps:

- » Notify your claims examiner, who will provide a regional listing of physicians and/or specialists within the York MPN who are able to evaluate or treat your injury or condition.
- » Select a physician or specialist from the list.
- » Schedule an appointment with your selected physician or specialist within 60 days of receiving the list from your claims examiner. You will waive your right to seek another opinion after 60 days.
- » Inform your claims examiner of your selected physician and the appointment date. He or she will ensure your medical records are forwarded before your appointment. You may also request a personal copy of your medical records.
- » When you select a third-opinion physician, you will receive information and a request form about the Independent Medical Review (IMR) process.

If the second- or third-opinion doctor feels your injury is outside his or her normal scope of treatment, the doctor's office will notify your employer or insurer. You will get another list of York doctors or specialists to choose from.

If the second- or third-opinion doctor feels you need a specific treatment or test, you may be allowed to receive that recommended treatment or test from a provider inside or outside the network, including from the second- or third-opinion doctor.

GETTING AN INDEPENDENT MEDICAL REVIEW (IMR)

If you disagree with the diagnosis or treatment plan determined by the third-opinion physician, you may file a York Independent Medical Review application form with the administrative director of the Division of Workers' Compensation. Please contact your claims examiner or York Patient Services for information about the IMR process or a request form.

If the second- and/or third-opinion doctor and/or the IMR agrees with your treating doctor, you will need to choose an in-network physician to continue receiving medical treatment, as long as there is an in-network MPN physician who can provide the recommended treatment. If the IMR does not agree with your treating doctor, you may receive medical treatment from a provider either inside or outside of the MPN. Any out-of-network doctor must be within a reasonable geographic area. The treatment or diagnostic test is limited to the recommendation of the MPN IMR.

TREATMENT OUTSIDE THE GEOGRAPHIC AREA

York MPN has providers throughout California. If you are outside your coverage area for any reason (e.g., temporary work, travel for work, living temporarily or permanently outside the MPN geographic service area), please contact York Patient Services, your claims examiner or your primary treating doctor; they will provide you with at least three approved out-of-network providers from whom you can receive treatment or get second and third opinions.

COVERED MEDICAL SERVICES

The following is a summary of workers' compensation medical services available to employees covered by the York 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 surgery center 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, medication.

Emergency services

Examples include: outpatient and out-of-area emergency care.

York MPN Provider Directory

For more information about York MPN, including access to a roster of all treating physicians in the MPN, visit www.YorkRisk.com. You can search by medical specialty, ZIP code, physician or provider group. For website assistance, a hard copy of the regional area listing and/or an electronic copy of the complete York directory, please contact York.

Telehealth

York has a list of providers who offer telehealth services; you can find them on the website by searching "TH" or "telehealth." You may also call the network for help finding a telehealth provider and/or making an appointment. The complete telehealth policy is available on the York website.

Prior to delivering any health care via telehealth, the health care provider must get and document verbal or written consent from the injured covered employee, stating his or her intent to use telehealth for delivering health care services and public health (pursuant to Business and Professions Code section 2290.5b).

York Information

If you have any questions or concerns about York MPN, you may reach the York Patient Services toll-free at (800) 544-8150.

York assistants are available to answer questions, provide website assistance, and generate provider listings; medical access assistants are available to help you find a network physician and to schedule and confirm physician appointments. Assistants are available 7 a.m. to 8 p.m. Pacific Standard Time (PST), Monday through Saturday.

York

**8855 Haven Avenue
Rancho Cucamonga, CA 91730**

- p:** 800.544.8150
- f:** 888.620.6921
- e:** MPNinfo@YorkRisk.com

Employee Notification

This pamphlet contains important information on accessing the York Medical Provider Network:

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

MPN Identification Number:

This pamphlet is also available in Spanish. For a free copy, please contact York.

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

york.