

**Question:** *What is an MPN?*

**Answer:** An MPN is a Medical Provider Network. Regulations regarding networks went into effect January 1, 2005. Only an insurance carrier, self-insured employer, Joint Powers Authority or the State of California is allowed to create an MPN. As a third-party administrator, Broadspire has developed a custom MPN and the MPN has been approved by the State of California.

**Question:** *Why should I use an MPN?*

**Answer:** By using an MPN, the employer retains medical control of an injured worker's treatment for the life of the claim. If an employer does not use an MPN, the employer only maintains control for the first 30 days of the claim. All carriers for whom Broadspire handles claims have requested that their insured clients use an MPN.

**Question:** *When can an employer direct treatment?*

**Answer:** An employer can direct an injured worker to receive treatment from a specific physician for the first visit following report of injury. After that, as long as the employer maintains an MPN, the injured worker can receive treatment from any physician in the MPN.

**Question:** *How do I access the MPN?*

**Answer:** Access the MPN online at [www.broadspireppo.com](http://www.broadspireppo.com), call 1-800-800-2600 or contact your Broadspire claim professional.

**Question:** *When should an employer use the MPN?*

**Answer:** After you have distributed a handbook provided by Broadspire to your California employees, you should use the MPN every time a work-related injury or illness is reported.

**Question:** *Who is my MPN contact?*

**Answer:** Broadspire has provided a Site Coordinator Guide, which should help you to answer questions from employees. Your Broadspire claim professional is your source for all questions not answered within the guide.

**Question:** *As an employer, what is my responsibility regarding the MPN?*

**Answer:**

1. Employers are responsible for giving notice of the MPN to **every** employee in California prior to implementation of the MPN. Broadspire has provided you with a cover letter and a handbook that you must use for this purpose. You should give both the English and Spanish versions of the letter and handbook to each employee.
2. You must also provide the handbook when an employee reports a work-related injury or illness. Broadspire recommends that you provide the handbook when you give the employee the DWC1 form.
3. When you hire a new employee, you must also provide a copy of the handbook. Broadspire recommends you place a copy of the handbook in your new-hire packets.
4. The injured worker must also be given the handbook when they are transferred into the MPN. This applies to claims that were open at the time of implementation of the MPN or that become reopened after the implementation of the MPN. Broadspire will notify these employees for you and provide them with handbooks.

**Question:** *Can I make changes to the employee handbook?*

**Answer:** No, the handbook that Broadspire has provided to you has been approved by the state, so material changes cannot be made.

**Question:** *How do I add a provider to the MPN?*

**Answer:** Speak with your Broadspire claim professional. If the physician has provided excellent care and produced appropriate outcomes for your workforce, they can be nominated to become part of the MPN. Acceptance into the MPN is not guaranteed, however.

**Question:** *When can an injured worker be asked to receive treatment from a doctor in the MPN (Transfer of Care)?*

**Answer:** If the injured worker **does not** meet any of the following criteria, they may be asked to switch to a physician within the MPN, if they are not already receiving treatment from a physician in the MPN:

1. acute condition—first 30 days of treatment
2. chronic or serious condition—they cannot be asked to switch for up to one year following notification of the serious/chronic condition
3. surgery previously approved and scheduled to be performed within 180 days of the effective date of the MPN
4. terminal condition

Your Broadspire claim professional will determine whether current claimants will be asked to move into the MPN and will notify the injured worker, the physician, the employer and attorneys, if applicable.

**Question:** *What if the injured worker disputes the transfer of care?*

**Answer:** If the injured worker does not believe he/she should change physicians, your Broadspire claim professional will ask the treating physician to determine whether the injured worker meets one of the criteria listed above.

**Question:** *How does the injured worker change treating physicians?*

**Answer:** The injured worker can change physicians as long as the physician is in the MPN. The MPN can be accessed online at [www.broadspireppo.com](http://www.broadspireppo.com). If the employee has difficulty selecting a physician, he/she

can ask their Broadspire claim professional for assistance. In any case, the injured worker should notify their employer and their Broadspire claim professional of the selection of a new physician.

**Question:** *How does the injured worker get another medical opinion?*

**Answer:** If the injured worker objects to the diagnosis or treatment plan of their treating physician, he/she may request a second opinion. The injured worker will be asked to select another physician within the MPN and make an appointment. In the meantime, he/she continues to receive treatment from their current MPN physician. If the injured worker objects to the diagnosis or treatment plan of the second-opinion physician, they may request a third opinion. If, after the third opinion, the injured worker still objects to the diagnosis or treatment plan, the Broadspire claim professional will provide the injured worker with the instructions and an application for an Independent Medical Review (IMR).

**Question:** *What is an IMR?*

**Answer:** An IMR is an evaluation performed by a board certified MD, DO, podiatrist or psychologist selected by the Division of Workers' Compensation to examine the injured worker and make a determination regarding their diagnosis or treatment plan.

**Question:** *Can the employer, carrier or TPA request another opinion or a change of physician?*

**Answer:** As long as the claim or injuries are not in dispute, the injured worker must be allowed to receive treatment from any physician in the MPN.

**Question:** *Who do I contact if I have more questions?*

**Answer:** Contact your Broadspire claim professional or your Account Executive. If you would like to review the regulations, you may do so by accessing [www.dir.ca.gov](http://www.dir.ca.gov) and referring to Title 8, California Code of Regulations, Section 9767.1-9767.14.