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## Important Information about Medical Care if you have a Work-Related Injury or Illness

### Initial Written Employee Notification Re: Medical Provider Network (Title 8, California Code of Regulations, section 9767.12)

California Law requires your employer to provide and pay for medical treatment if you are injured at work. Your employer has chosen to provide this medical care by using a Workers' Compensation physician network called a Medical Provider Network (MPN). The MPN for the California Sanitation Risk Management Authority, your employer's workers' compensation insurance provider, is administered by Interplan Health Inc. Your employer's workers' compensation claims administrator is Gregory Bragg and Associates. This notification is designed to tell you what you need to know about the operation of the MPN and describes your rights as an employee in choosing medical care for any on the job injuries or illnesses.

- **What is a Medical Provider Network?**

A Medical Provider Network (MPN) is group of health care providers (physicians and other types of medical service providers) set up by an insurer or self-insured employer and approved by the Division of Workers' Compensation's Administrative Director to treat workers injured on the job. Each MPN must include a mix of doctors specializing in work-related injuries and doctors with expertise in general areas of medicine. MPNs must meet access to care standards for common occupational injuries and work-related illnesses. Further, the regulations require MPN providers to use medical treatment guidelines adopted by the DWC.

MPNs must allow employees a choice of provider(s) in the network after the employee's first visit.

- **How do I find out which doctors are in the MPN?**

Your employer has designated the following organization to be the **MPN Contact** for all employees:

Name: Professional Dynamics Inc.  
Title: MPN Administrator  
Address: PO box 1090 Rancho Cordova CA 95741  
Telephone Number: (800) 591-5501  
Email address: mpnadmin@professionaldynamics.com

This person will be able to answer your questions about the MPN and tell you how to receive or access the names of the doctors in the MPN.

**A list of MPN providers can be obtained by calling our MPN contact person, by asking your employer or by visiting to the following website:**

[www.professionaldynamics.com](http://www.professionaldynamics.com)

**In the event of an injury, the claims administration personnel at Gregory Bragg and Associates will be able to direct you appropriately.**

**1. This is the screen you will see when you go to [www.professionaldynamics.com](http://www.professionaldynamics.com)**

Click on "MPN"

**2. You will see this screen pop up**

Enter 6249 in the box and click "Submit"

Professional Dynamics, Inc. website content includes:
 

- MISSION STATEMENT: Our mission statement sets us apart from other disability management companies and embodies the philosophy and the direction of the company.
- About Professional Dynamics: Professional Dynamics, Inc. is a corporation, incorporated in the State of Washington on May 8, 1981 as well as a foreign corporation in good standing in the State of California since 1986 and in New Jersey since 2004.
- PRESIDENT'S MESSAGE: Despite all of the changes in healthcare and in our services, one thing has not changed: Professional Dynamics remains committed to what has made us successful in the first place.
- NEWSLETTER: Enter your email to receive our latest news and proposals.

Welcome to PDI's Medical Provider Network Manager.  
Please enter your Employer ID number to be routed to your provider page

If you do not know your Employer ID # please contact our call center for assistance at 1-800-591-5501 ext 3.

**Medical Provider Network**

Make one of the selections below to be directed to the appropriate Provider Search Engine

**Interplan**  
<http://www.pponetwork.com/PPONetwork.Default.aspx?GroupContractID=14071&Directory=bragg>

**Kaiser**  
<http://www.talispoint.com/kaiser/external>  
(Use password: kaiser)

**3. You will see this screen pop up**

Click on the link below "Interplan"

**4. You will see this screen pop up**

Click on "Provider Search"

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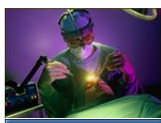
Home Provider Search

Provider Search



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Home Provider Search



### Provider Search

Select the type of provider you are looking for:

- Physicians
- Other practitioners
- Hospitals
- Other facilities

Next

5. You will see this screen pop up

Click on the type of provider you need and then click "Next"



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Home Provider Search



### Provider Search

Select the type of provider you are looking for:

- Physicians
- Other practitioners
- Hospitals
- Other facilities

Please enter your search criteria:

First name:

Last name:

Full name:

Specialty:

Gender:  Male  Female  Either

City:

State:

OR

Within  miles of  zip code

Click Search and get the results

Search

6. You will see this screen pop up

Complete the requested information and then click "Search"

## • What happens if I get injured at work?

**In case of an emergency, you should call 911 or go to the closest emergency room.**

If you are injured at work, notify your employer as soon as possible. Your employer will provide you with a claim form. When you notify your employer or Gregory Bragg and Associates that you have had a work-related injury, your employer or Gregory Bragg and Associates will arrange an initial appointment with a doctor in the MPN.

## • How do I choose a provider?

After the first visit, you may continue to be treated by this doctor, or you may choose another doctor from the MPN. You may continue to choose doctors within the MPN for all of your medical care for this

injury. If appropriate, you may choose a specialist, or ask your treating doctor for a referral to a specialist. If you need help in choosing a doctor, you may contact the MPN Contact listed above.

If you have trouble getting an appointment with a doctor within the MPN, contact the MPN Contact who will assist you.

- **What if there are no providers in my area?**

The MPN has providers for the following for the entire state of California. Please visit [www.professionaldynamics.com](http://www.professionaldynamics.com) for a listing of providers in your area.

If you are temporarily working outside the MPN service areas, you may treat with a doctor outside of the MPN. If you are in a situation where a particular specialist is not available in your area, please contact the MPN Contact. You may have the right to see a specialist outside of the MPN in this case.

- **What if I disagree with my doctor about medical treatment?**

**If you disagree with your doctor, or do not like your doctor for any reason, you may always choose another doctor within the MPN.**

If you disagree with either the **diagnosis or treatment** prescribed by your doctor, you may ask for a second opinion from a doctor within the MPN. If you want a **second opinion**, you must contact the MPN Contact and tell them you want a second opinion. The contact person will make sure you have a list of MPN doctors to choose from. Then you may choose a doctor from the MPN and make an appointment within 60 days. You must tell the MPN Contact person of your appointment date.

If you do not make an appointment within 60 days, you will not be allowed to have a second opinion with regard to this disputed diagnosis or treatment of this treating physician.

If the second opinion doctor feels that your injury is outside of the type of injury he or she normally treats, the doctor's office will notify your employer or insurer and you will get a new list of MPN doctors or specialists so you can make another selection.

After you receive a second opinion, if you still disagree with your doctor, you may ask for a third opinion. If you want a **third opinion**, you must contact the MPN Contact and tell them you want a third opinion. They will make sure you have a list of MPN doctors to choose from. Then you may choose a doctor from the MPN and make an appointment within 60 days. You must tell the MPN Contact of your appointment date.

If you do not make an appointment within 60 days, then you will not be allowed to have a third opinion with regard to this disputed diagnosis or treatment of this treating physician.

If the third opinion doctor feels that your injury is outside of the type of injury he or she normally treats, the doctor's office will notify your employer or insurer and you will get a new list of MPN doctors or specialists so you can make another selection.

If after the third opinion, you still disagree with your doctor, you may ask for an **Independent Medical Review (IMR)**. Your employer or MPN contact person will give you information on requesting an Independent Medical Review and a form at the time you request a third opinion.

An IMR will be done by a physician outside of the MPN who will be selected to conduct an independent assessment of your dispute.

As long as your second opinion, third opinion or Independent Medical Reviewer agrees with the treating doctor, you will need to continue to receive your medical treatment with doctors in the MPN network.

If the second opinion, third opinion or Independent Medical Reviewer does not agree with your treating doctor, you will be allowed to receive that medical treatment from a provider either inside or outside MPN. If you decide to receive treatment outside the MPN, it can only be for the treatment or diagnostic service recommended by the second opinion, third opinion or Independent Medical Reviewer.

Once this treatment is completed, you will receive all other treatment with a doctor of your choice back in the MPN Network.

- **What if I am already being treated for a work-related injury before the starting date of the MPN? What is “transfer of care”?**

Your employer has a “**transfer of care**” policy which describes what will happen if you are currently treating for a work-related injury with a physician who is not a member of the MPN.

If your current treating doctor is a member of the MPN, then you may continue to treat with this doctor.

If your current treating doctor is not a member of CSRMA’s MPN, then you may be sent to an MPN doctor for treatment. If this occurs, you will be sent a letter and your doctor will also be notified.

You will not be transferred to a doctor in the MPN if your injury or illness meets any of the following conditions:

- **(Acute)** The treatment for your injury or illness will be completed within 30 days;
- **(Serious or chronic)** Your injury or illness is one that is serious and continues for at least 90 days without full cure or worsens and requires ongoing treatment. You may be allowed to be treated by your current treating doctor for up to one year, until a safe transfer of care can be made.
- **(Terminal)** You have an incurable illness or irreversible condition that is likely to cause death within one year or less.
- **(Pending Surgery)** You already have a surgery or other procedure that has been authorized by your employer or insurer that will occur within 180 days of the MPN effective date.

If the MPN is going to transfer your care and you disagree, you may ask your treating doctor for a report that addresses whether you are in one of the categories listed above.

If either MPN or you do not agree with your treating doctor's report, this dispute will be resolved according to Labor Code Section 4062. You must notify the MPN Contact listed previously if you disagree with this report.

If your treating doctor agrees that your condition does not meet one of those listed above, the transfer of care will go forward while you continue to disagree with 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.

- **What if I am being treated by an MPN doctor and that doctor leaves the MPN?**

Your employer has a written **Continuity of Care Policy** that may allow you to continue treatment with your doctor if your doctor is no longer actively participating in the MPN.

If you are being treated for a work-related injury in the MPN and your doctor no longer has a contract with the MPN, your doctor may be allowed to continue to treat you if your injury or illness meets one of the following conditions:

- **(Acute)** An Acute condition is a medical condition that involves a sudden onset of symptoms due to an illness, injury, or other medical problem that requires prompt medical attention and or has a limited duration. Completion of treatment shall be provided for the duration of the acute condition.
- **(Serious Chronic)** A serious chronic Condition is a medical condition due to a disease, illness, or other medical problem or medical disorder that is serious in nature and that persists without full cure or worsens over an extended period of time or requires ongoing treatment to maintain remission or prevent deterioration. Completion of treatment shall be provided for a period of time necessary to complete a course of treatment and to arrange for a safe transfer to another provider, as determined by the insurer or employer in consultation with the injured employee and the terminated provider and consistent with good professional practice. Completion of treatment under this paragraph shall not exceed 12 months from the contract termination date.
- **(Terminal)** A terminal illness is an incurable or irreversible condition that has a high probability of causing death with one year or less. Completion of treatment shall be provided for the duration of the illness.
- **(Pending Surgery)** 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.

If any of the above conditions exist, MPN may require your doctor to agree in writing to the same terms he or she agreed to when he or she was a provider in the MPN Network. If the doctor does not, he or she may not be able to continue to treat you.

If the contract with your doctor was terminated or not renewed by the MPN for reasons relating to medical disciplinary cause or reason, fraud or criminal activity, you will not be allowed to complete treatment with that doctor.

- **What if I have questions or need help?**

- **MPN Contact:** You may always contact the MPN Contact if you need more help or explanation about your medical treatment if you have a work-related injury or illness.

Name: Professional Dynamics Inc.

Title: \_MPN Administrator

Address: PO box 1090 Rancho Cordova CA 95741

Telephone Number: (800) 591-5501

Email address: mpnadmin@professionaldynamics.com

- **MPN website: [WWW.Interplanhealth.com](http://WWW.Interplanhealth.com)**
- **DWC Information & Assistance Officer:** If you have concerns, complaints or questions regarding the MPN, the notification process, or your medical treatment after a work-related injury or illness, you can call Information and Assistance Officer at the Division of Workers' Compensation at 1-800-736-7401.
- **Independent Medical Review:** If you have questions about the Independent Medical Review process or the Independent Medical Reviewer, you may contact the Division of Workers' Compensation's Medical Unit at:
  - P.O. Box 8888
  - San Francisco CA94128-8888
  - (650) 737-2700 or (800) 794-6900

**Keep this information in case you have a work-related injury or illness.**