



County of Los Angeles  
**CHIEF ADMINISTRATIVE OFFICE**

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<http://cao.co.la.ca.us>

DAVID E. JANSSEN  
Chief Administrative Officer

December 1, 2005

Dear County of Los Angeles Employee or Retiree:

Board of Supervisors  
GLORIA MOLINA  
First District

YVONNE B. BURKE  
Second District

ZEV YAROSLAVSKY  
Third District

DON KNABE  
Fourth District

MICHAEL D. ANTONOVICH  
Fifth District

**NOTICE OF NEW WORKERS' COMPENSATION PROGRAM  
MEDICAL PROVIDER NETWORKS**

The County of Los Angeles (County) has implemented three Medical Provider Networks (MPNs), effective February 1, 2006, for all workers' compensation claims. Below is a summary of the three MPNs and your responsibilities if you have a work-related injury or illness and receive medical care for that injury or illness. For any questions relating to the MPNs, compensability, benefits, Continuity of Care Policy and Transfer of Ongoing Care Policy, please contact your department's Return-to-Work (RTW) Coordinator(s).

**PROVIDER PRE-DESIGNATION** – You may pre-designate your individual physician prior to injury or illness if the physician agrees to be your primary treating physician. However, if your physician does not agree to the MPN's terms and conditions, you will be required to seek medical care with a provider from within any of the three MPNs. The three MPNs include:

CorVel HCO, Interplan, and First Health Comp America Select HCO

**IF YOU HAVE A WORK-RELATED INJURY OR ILLNESS** – In an emergency, go to the nearest emergency medical center and contact your department's RTW Coordinator as soon as possible, especially for work assignments and any treatment out of California. For non-emergency situations, use either your pre-designated physician, or go to an Initial Treatment Center (ITC) provided through any of the County's MPNs. You may access the list of ITCs and all MPN providers through the County internet at <http://cao.co.la.ca.us/mpn/default.htm>. Hard copies are available at your department's RTW office.

The MPNs have ITCs and primary providers available within 15 miles or 30 minutes, or specialty care within 30 miles or 60 minutes, from your work or residence pursuant to section 9767.5 of the State of California Labor Code. These MPNs also offer treatment facilities in other states. If additional services beyond your initial visit are required, you may choose an appropriate specialist for your injury from any of the three MPNs. You may also change physicians within the MPNs, as long as the provider is appropriate to treat the injury. If you have difficulty scheduling an appointment or need any assistance, call your department's RTW Coordinator(s).

**IF YOU ALREADY HAVE A WORKERS' COMPENSATION CLAIM AT THE TIME YOU RECEIVE THIS NOTICE** – You may qualify to continue treatment with your current provider under the Transfer of Ongoing Care Policy if your condition is acute, serious, chronic, a terminal illness, or for a scheduled surgery or procedure that will occur within 180 days of the MPN implementation date of February 1, 2006.

**OBTAINING AUTHORIZATION PRIOR TO TREATMENT** – Your treating physician must obtain prior authorization for services by calling your department's workers' compensation third party administrator (TPA). The TPA will review your physician's treatment plan and render a recommendation. You, your TPA adjuster, and physician will receive a copy of the review recommendation.

**PROVIDER CHANGES OR REQUESTS FOR A SECOND OR THIRD OPINION** – In the event you dispute the diagnosis or treatment prescribed by your treating physician, you may request another opinion. You may request up to two additional opinions from other MPN physicians. To dispute either the diagnosis or treatment, you must notify the TPA (via a toll-free phone number) at:

TriStar

Irvine: (800) 782-5888  
(claims beginning with 1000)

Santa Ana: (800) 377-3487  
(claims beginning with 2000)

InterCare

Orange: (866) 221-2968  
(claims beginning with 3000)

Pasadena: (866) 785-6819  
(continued claims beginning with 3000)

AIMS

Santa Clarita: (866) 511-2467  
(claims beginning with 4000/5000)

You have 60 days from the receipt of the MPN regional area provider listing to schedule and attend an appointment with a provider of your choice from the three MPNs to obtain a second or third opinion. You must notify the TPA of the appointment date and your selected provider. If you do not schedule and attend the appointment within the 60 days, you lose the right to a second and third opinion. When disputing an opinion, the medical reports of the second and third opinion will be sent to the primary treating physician and to you upon request.

**INDEPENDENT MEDICAL REVIEW** – If you disagree with the diagnosis or treatment provided by the third opinion physician, you may request an Independent Medical Review (IMR). The TPA will provide you information and a partially completed IMR form at the time you request a third opinion. An IMR will be performed by a physician outside of the MPNs who will be selected by the State of California to conduct an independent assessment. As long as your second opinion, third opinion or IMR agree with your treating physician, you need to continue to receive your medical treatment from providers within the MPNs.

If the second opinion, third opinion or IMR do not agree with your treating physician, you will be allowed to receive that specific medical treatment from a provider either outside or inside the MPNs. If you decide to receive treatment outside the MPNs, it can only be for that specific treatment or diagnostic service recommended by the second opinion, third opinion or IMR.

**TERMINATED MPN PROVIDERS AND CONTINUITY OF CARE POLICY** – If your physician terminates from the MPNs, you will be advised by the County of your options for continued treatment pursuant to the County's Continuity of Care Policy. In some instances, the terminated physician may continue to treat you. Copies of the Continuity of Care Policy and the Transfer of Ongoing Care Policy are attached and posted on the <http://cao.co.la.ca.us/mpn/default.htm> website.

If you have any questions, please contact your department's RTW Coordinator(s) regarding your options.

Sincerely,



DAVID E. JANSSEN  
Chief Administrative Officer

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