Welcome to EIA MPN
Your employer has elected to provide you with the choice of a broad scope of medical services for work-related injuries and illnesses by implementing a Medical Provider Network (MPN), called EIA MPN. EIA MPN delivers quality medical care through your choice of a provider who is part of an exclusive network of healthcare providers, each of whom possesses a deep understanding of the California workers’ compensation system and the impact of their decisions have on you. Your employer has received the approval from the State of California to cover your workers’ compensation medical care needs through the EIA MPN. You are automatically covered by the EIA MPN if your date of injury or illness is on or after your employer’s implementation date and if you have not properly pre-designated a personal physician prior to your injury or illness.

In the event that you have an injury or illness, please complete the front of this card and carry it with you to present to your medical service providers for access to care.

This card is required to receive medical services.

Access to Medical Care

- **Initial Care**
  - In case of an emergency, you should call 911 or go to the closest emergency room.
  - In the event that you experience a work-related injury or illness, immediately notify your supervisor and obtain medical authorization from your employer to designate an initial care provider within the network. If you are unable to reach your supervisor or employer, please contact the patient services department at EIA MPN.

- **Subsequent Care**
  - If you still need treatment following your initial evaluation, you may be treated by a physician of your choice, or the initial physician may refer you to a medically and geographically appropriate specialist within the network who can provide the appropriate treatment for your injury or condition. Your employer is required to provide you with at least three physicians of each specialty expected to treat common injuries experienced by injured employees based on your occupation or industry. These physicians will be available within 30 minutes or 15 miles of your workplace or residence and specialists will be available within 60 minutes or 30 miles of your residence or workplace.
  - For a directory of providers, please visit www.eiampn.com or call EIA MPN Patient Services.

- **Emergency Care**
  - In an emergency, 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, go to the nearest healthcare provider regardless of whether they are a EIA MPN participant. If your injury is work-related, advise your emergency care provider to contact EIA MPN to arrange for the transfer of your care to a EIA MPN provider at the medically appropriate time.

- **Hospital and Specialty Care**
  - Your primary care provider in the EIA MPN will make all of the necessary arrangements and referrals for specialists, inpatient hospital, outpatient surgery center services, and ancillary care services.

- **Choosing a Treating Physician**
  - If you still require treatment after your initial evaluation with your employer’s designated provider, you may access the EIA MPN Directory and select an appropriate physician of your choice who can provide the necessary treatment for your condition or illness. For assistance determining physician options, please contact the EIA MPN Patient Services Department or discuss your options with your initial care provider.

- **Scheduling Appointments**
  - If you are having difficulty scheduling an appointment with your initial provider or subsequent provider, please contact your EIA MPN Patient Services Department.

- **Changing Primary Treating Physician**
  - If you find it necessary to change your treating physician and it is determined that you require ongoing medical care for your injury or illness, you may select a new physician from the EIA MPN Directory and schedule an appointment. Once your appointment is scheduled, inform your EIA MPN Patient Services who will then coordinate the transfer of your medical records to your new provider.

- **Obtaining a Specialist Referral**
  - As long as you continue to require medical treatment for your injury or illness, there are alternatives for obtaining a referral to a specialist:
    1. Your primary treating provider in the EIA MPN can make all of the necessary arrangements for referrals to specialists.
    2. You may select an appropriate specialist by accessing the EIA MPN Directory.
    3. You may contact EIA MPN Patient Services who can help coordinate necessary arrangements.

- **Continuity of Care**
  - If I am being treated by a EIA MPN doctor and the doctor leaves EIA MPN, your employer has a written “Continuity of Care” policy that allows you to continue treatment with your doctor if you no longer actively participating in the EIA MPN.
  - If you are being treated for a work-related injury in the EIA MPN and your doctor no longer has a contract with EIA MPN, your doctor may be allowed to continue to treat you if your injury or illness meets one of the following conditions:
    1. (Acute) A medical condition that includes a sudden onset of symptoms that require prompt care and lasts a duration of less than 72 hours.
    2. (Chronic) Your injury or illness is one that is continuous without full cure or worsening and requires ongoing treatment over 30 days.

- **Transfer of Ongoing Care**
  - What if you are already being treated for a work-related injury before the EIA MPN begins?
    - Your employer has a “Transfer of Care” policy, which describes what will happen if you are currently being treated for a work-related injury with a physician who is not a member of the EIA MPN.
    - If your current treating doctor is a member of EIA MPN, then you may continue to treat with your doctor and your treatment will be under EIA MPN. Your current doctor may be allowed to become a member of EIA MPN.
    - If your current treating doctor is not or is not allowed to become a member of EIA MPN, then your physician may make referrals to providers within or outside the EIA MPN.

- **Care Transfer Disputes**
  - If EIA MPN is going to transfer your care and you disagree, you may file a notice on a form that addresses whether you are one of the categories listed above. Your treating physician shall provide a report within 20 days of the request. If the treating physician fails to issue the report, you will be required to select a new provider from within the EIA MPN.
  - If either EIA MPN or you do not agree with your treating doctor’s report, this dispute will be resolved according to Labor Code Section 4602. You must notify EIA MPN Patient Services Department, 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. For complete copies of the Transfer of Care policy, please visit www.eiampn.com or call EIA MPN Patient Services.
Second Opinion, Third Opinion and Independent Medical Review Process:
If you disagree with your doctor or do not like your doctor for any reason, you may always choose another doctor in the MPN.

Obtaining 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, you must take the following steps:
- Notify the EIA MPN Patient Services Department who will provide you with a regional area listing of physicians and specialists within the EIA MPN who have the recognized expertise to evaluate or treat your injury or condition.
- Select a physician or specialist from the list.
- Within 60 days of receiving the list, schedule an appointment with your selected physician or specialist from the list provided by the EIA MPN Patient Services Department. Should you fail to schedule an appointment within 60 days, your right to seek another opinion will be waived.
- Inform the EIA MPN Patient Services Department of your selection and the appointment date so that we can ensure your medical records are forwarded in advance of your appointment date. You may also request a copy of your medical records.
- You will be provided further information regarding the IMR process at the time of the third opinion evaluation or you may request further information via the MPN Employee Handbook.

Obtaining an Independent Medical Review (IMR)
If you disagree with the diagnosis or treatment plan determined by the third opinion physician, you may file a request for an Independent Medical Review with the Administrative Director of the Division of Workers' Compensation by calling 1 (800) 736-7401. You may also contact the EIA MPN Patient Services Department for the appropriate forms.

If the second opinion, third opinion or IMR agrees with your treating doctor, you will need to continue to receive medical treatment with a network physician. If the IMR does not agree with your treating network physician, you will be allowed to receive that medical treatment from a provider either inside or outside of the EIA MPN.

Treatment Outside of the Geographic Area
EIA MPN has providers within a sixty mile radius of your employer's physical location and throughout California. If a situation arises which takes you out of the coverage area, such as temporary work, travel for work, or living temporarily or permanently outside the MPN geographic service area, please contact the EIA MPN Patient Services Department, your claims examiner, or your primary treating provider, and they will provide you with a selection of at least 3 approved out-of-network providers from whom you can obtain treatment or get second and third opinions from the referred selection of physicians.

Covered Medical Services:
The following is a summary of Workers' Compensation medical services that are available to employees covered by the EIA MPN.

Primary treating and specialty services including consultations and referrals
Examples of primary treating or specialty providers include: general medical practitioners, chiropractors, dentists, orthopedists, surgeons, psychologists, internists, psychiatrists, cardiologists, neurologists.

Inpatient Hospital and Outpatient Surgery Center services
Examples of inpatient hospital and outpatient surgery center providers 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 of ancillary care providers include: diagnostic lab or x-ray services, physical medicine, occupational therapy, medical and surgical equipment, counseling, nursing, medically appropriate home care, medication.

Emergency services including outpatient and out-of-area emergency care

EIA MPN Provider Directory
To access a directory of medical providers in the EIA MPN, go to www.eiampn.csac-eia.org where you can search by medical specialty, zip code, physician or provider group. To receive a hard copy of the regional area listing or the complete EIA MPN directory, please contact EIA MPN (your employer's designated medical provider network administrator).

EIA MPN Information
To access more information, regarding the EIA MPN, go to www.eiampn.csac-eia.org. You can download the Employee Handbook, Transfer of Care Policy or the Continuity of Care Policy. To receive a hard copy of this information, please contact EIA MPN. MPN Liaison: Gale Chmilding, MPN Manager (800) 544-8150

EIA MPN
Patient Services Department
P.O. Box 59914
Riverside, CA 92517
Toll Free (800) 544-8150
fax: (951) 683-3539 or
e-mail: info@eiampn.csac-eia.org

This pamphlet contains important information on accessing the EIA Medical Provider Network:
- Find out if you are covered
- Access medical care
- Learn about continuity of care
- Choose your own physician
- Transfer into the EIA MPN
- Contact EIA MPN

Employee Name:
Employer Name:
Date of Injury:
Medical Treatment for Workers' Compensation
MPN Liaison: Gale Chmilding, MPN Manager
P.O. Box 59914 Riverside, CA 92517
Toll Free (800) 544-8150
fax: (951) 683-3539 or
e-mail: info@eiampn.csac-eia.org

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