



Information to employees from the DWC website: <http://www.dir.ca.gov/dwc/wcfaqiw.html>

Q. What is a medical provider network?

A. A [medical provider network \(MPN\)](#) is a group of health care providers set up by your employer's insurance company and approved by DWC's administrative director to treat workers injured on the job. Each MPN includes a mix of doctors specializing in work-related injuries and doctors with expertise in general areas of medicine. If your employer is in an MPN your workers' compensation medical needs will be taken care of by doctors in the network unless you were eligible to predesignate your personal doctor and did so before your injury happened.

Q. What is a primary treating physician (PTP)?

A. Your primary treating physician (PTP) is the physician with the overall responsibility for treatment of your injury or illness. Generally your employer selects the PTP you will see for the first 30 days, however, in specified conditions, you may be treated by your predesignated physician or medical group. If a physician says you still need treatment after 30 days, you may be able to switch to the physician of your choice. Different rules apply if your employer is using an HCO or a medical provider network (MPN).

Q. What does predesignating a personal doctor involve?

A. This is a process you can use to tell your employer you want your personal physician to treat you for a work injury. You can predesignate your personal doctor of medicine (M.D.) or doctor of osteopathy (D.O.) only if the following conditions are met:

1. A written notice predesignating the employee's personal physician or medical group is given in writing to the employee's employer prior to the date of injury for which treatment is sought and the notice includes the physician's name and business address;
2. The employee has healthcare coverage for non-occupational injuries or illnesses on the date of injury in a plan, policy or fund; and
3. The employee's personal physician or medical group agrees to be predesignated prior to the dates of injury.

The DWC has a form for predesignating a personal physician on the [forms page of its website](#).

Q. I would like to be treated by my personal chiropractor or acupuncturist. How does that work?

A. If your employer or your employer's insurer does not have a MPN, you may be able to change your treating physician to your personal chiropractor or acupuncturist following a work-related injury or illness. In order to be eligible to make this change, you must give your employer the name and business address of a personal chiropractor or acupuncturist in writing prior to the injury or illness. There is a form you can use called the [notice of personal chiropractor or personal acupuncturist](#). After your claims administrator has initiated your treatment with another doctor during the first 30 day period, you may then, upon request, have your treatment transferred to your personal chiropractor or acupuncturist.

If you were injured on or after Jan. 1, 2004, a chiropractor cannot be your treating physician after 24 chiropractic visits. Once you have received 24 chiropractic visits if you still require medical treatment, you will have to select a new physician who is not a chiropractor.

Q. Does the 24 visit cap on chiropractic visits apply to all cases?

A. No. The 24 visit cap does not apply to injuries that occurred before Jan. 1, 2004. Also, the cap does not apply if your employer authorizes additional visits in writing. Additionally, the cap does not apply to visits for certain postsurgical physical medicine and rehabilitation services.

Q. What if I disagree with the MPN doctor's treatment plan?

A. If you disagree with your MPN doctor about your treatment, you can change to another physician on the MPN list. You can also ask for a 2nd and 3rd opinion from different MPN doctors. If you still disagree, you can have an IMR to resolve the dispute. See the information on your MPN provided by your employer.

Q. What if I disagree with the MPN doctor's opinion regarding my ability to return to work, whether I'm permanently disabled, or if I need future medical treatment?

A. If you disagree with your MPN doctor on any issues other than diagnosis or treatment, you must request a qualified medical examiner (QME).

Q. What if the MPN doctor's request for treatment is denied by UR or the claims administrator?

A. Along with the written determination letter that denied or modified your requested treatment, you will receive an unsigned but completed IMR form and addressed envelope. If you disagree with the decision, you must sign and send this form in the envelope to start the IMR process.

Please visit the [IMR FAQ](#) at for detailed information about the process itself, eligibility and deadlines, as well as a link to the IMR request form.

Q. Who decides what type of work I can do while recovering?

A. Your treating doctor is responsible for explaining in a medical report:

- The kind of work you can and can't do while recovering
- The changes needed in your work schedule or assignments.

You, your treating doctor, your employer and your attorney (if you have one) should review your job description and discuss the changes needed in your job. For example, your employer might give you a reduced work schedule or have you spend less time on certain tasks.

If you disagree with your treating doctor, you must promptly write to the claims administrator about the disagreement or you may lose important rights.

Please feel free to contact your claims examiner should you have any questions at 1800-444-6157