

CORVEL CERTIFIED MANAGED CARE PLAN

August 1, 2014
Effective Date

Marsha Malo, 507-238-1472
Employer Contact/Telephone Number

Your employer has enrolled with CorVel' Certified Managed Care Plan to provide all necessary medical treatment for workers' compensation injuries.

How To Obtain Medical Care Through The CorVel Managed Care Plan

You are entitled to receive an initial evaluation from a participating medical provider within 24 hours of your initial request for medical care. If you live within the 7-county metro area, the provider must be geographically convenient and within a 30-mile radius of your workplace or residence. If you live in rural Minnesota, the provider must be geographically convenient and within a 50-mile radius of your workplace or residence. CorVel has a complete provider network which includes the following medical specialties: medical doctor; chiropractor; podiatrist; osteopath; or dentist. You may obtain medical care from a doctor within any of these specialties provided the treatment is available within your community and is appropriate for the injury or illness being reported.

CORVEL ACCESS LINE 612-436-2500 or 877-703-4241

CorVel has an Access Line to assist in providing access to medical services under the Certified Managed Care Plan and to address any questions or complaints regarding managed care services. The CorVel Access Line is answered by CorVel staff during regular business hours (8 a.m. to 5 p.m., Monday through Friday, except holidays) and provides recorded information after regular business hours and on holidays. In addition, all employees can access the CorVel Provider Network on line at www.corvel.com, PPO Look Up, Find a Provider, Select a Network, MN Certified Managed Care. You can search by location, specialty or service.

How to Obtain an Initial Appointment -

1. Prior to obtaining an appointment, report your injury to the person or department at your employer that has been designated to receive reports of work-related injuries. Upon reporting your injury, you will be provided with a Patient Identification Card and Certified Managed Care Plan Instruction Brochure.
2. Call the **CorVel Access Line** for assistance in obtaining an appointment with an approved medical provider, or make an appointment directly with a healthcare provider using the online CorVel Provider Network Directory.
3. Please present the Patient Identification Card to the medical provider when you begin treatment.

How to Obtain Emergency Medical Care or Urgently Needed Medical Services -

In the event of a medical emergency, seek treatment at the nearest emergency medical facility or call 911 **IMMEDIATELY**. Other urgently needed medical services may be obtained at the nearest available urgent care center. Emergency or urgently needed medical services may be obtained from any qualified provider regardless of participation in CorVel's Provider Network. Either you or your representative must call the **CorVel Access Line** within 48 hours of your initial emergency medical treatment. If you need additional medical care, CorVel will assist you in choosing a participating medical provider.

Medical Care Following Your Initial Appointment -

- If you received an initial evaluation from a provider in the CorVel network (participating provider) and you require treatment beyond your initial appointment, you may continue care with this provider. It is necessary that your required treatment is within this provider's scope of practice.
- If the provider who performed your initial evaluation is **not** a member of the CorVel network and you wish to continue care with this provider, then the conditions outlined below under **Medical Care with a Non-Participating Provider** must be met.
- You also have the right to select a different treating provider following the initial evaluation. For assistance in obtaining an appointment with a new provider, call the **CorVel Access Line**.

Medical Care Outside of CorVel's Regular Business Hours -

CorVel's regular business hours are 8 a.m. to 5 p.m., Monday through Friday, excluding holidays. If you require non-emergency medical care outside of regular business hours, you may obtain care through one of the following options:

1. Call the **CorVel Access Line** and leave a recorded message. A member of CorVel's Access Line staff will respond to your message immediately on the next business day and will provide any necessary assistance in obtaining a medical appointment on your behalf.
2. Seek care at the nearest available medical facility. Then call the **CorVel Access Line** within 48 hours. If you require further care, a member of CorVel's Access Line staff will provide any necessary assistance in obtaining a medical appointment on your behalf.

How to Change Treating Providers -

If you are not satisfied with your medical treatment, you are allowed to change treating providers at least once. To change treating providers, call the **CorVel Access Line** or reference the Provider Directory. **Note:** Selecting a different treating provider following the initial evaluation does not count as a change of treating provider **unless** you have seen the evaluating provider more than once for your current injury.

Medical Care with a Non-Participating Provider

If you have sustained a work-related injury *prior* to this notice, you may continue to receive treatment for that injury from a non-participating provider until you decide to change doctors. Then you must change to a participating provider.

For work-related injuries occurring *after* this notice, you may seek treatment with a non-participating provider in the following cases:

1. If you have established a history of treatment with a healthcare provider who maintains your medical records and you have received medical care from this provider at least twice in the two years before your date of injury. If your treatment history with a provider does not meet the standard you must seek approval from CorVel or the workers' compensation insurer. The treatment for your work-related injury must also be within this provider's scope of practice. Call the CorVel Access line for more information and / or if you want to treat with an established - non participating provider.
 - ♦ If you decide to change doctors, it must be to a participating provider. All referrals are to be within the CorVel Certified Managed Care Plan Network.
2. If the nearest provider available within the CorVel network is beyond the state mileage guidelines (30-mile radius in the 7-county Metro area and 50-mile radius in rural Minnesota) from your place of employment and residence. Call the CorVel Access Line for assistance in finding an appropriate non-participating provider.
3. If you require emergency or urgently needed medical services.

Questions Or Concerns Regarding CorVel's Certified Managed Care Plan

CorVel will be happy to respond to questions about its Certified Managed Care Plan – please call **877-703-4241**. You may also contact the Minnesota Department of Labor & Industry with questions at:

DLI – Greater Minnesota – (Toll Free) 1 (800) 342-5354 (DIAL-DLI)
Metro – (651) 284-5032
Duluth – (218) 733-7810 or (Toll Free) 1 (800) 342-5334
TTY – (651) 297-4198

CorVel welcomes feedback regarding its services. To voice a comment or register a complaint about services you have received from CorVel's Certified Managed Care Plan; call the CorVel Access Line at **877-703-4241** or e-mail: Minnesota_ReferralCenter@CorVel.com.

Dispute Resolution Process Available To Employees

If you wish to file a dispute regarding services you have received from CorVel's Certified Managed Care Plan, please make a written request to initiate CorVel's Dispute Resolution Process to the attention of the Managed Care Manager at:

CorVel Certified Managed Care
3001 NE Broadway Street, Suite 600
Minneapolis, MN 55413

You may also email your request to: Minnesota_ReferralCenter@CorVel.com

This process will be completed within 30 days after your written request is received by CorVel's Managed Care Manager.