

Medical Provider Networks in California

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coventry
returning people
to work, to play, to life



The Evolution of MPNs

- **SB899 (2004) created the ability for carriers, self-insureds and Taft-Hartley Trusts to file MPNs**
 - Allowed for medical control by utilizing providers participating in MPNs for the life of the claim, if the MPN had adequate coverage
 - Problem: MPN providers were frequently not made aware of which MPNs they were chosen for or which contract was enabling their MPN participation
- **SB863 (2012) ushered in changes...**
 - Treating providers must sign an **MPN acknowledgement** affirming their desire to participate in MPNs. They may choose to drop participation
 - Coventry offers an online provider acknowledgement and lookup so that providers may sign an acknowledgement or view MPN participation 24/7- (See handout)
 - Enabled TPAs, Networks, Managed Care Organizations to file as MPNs
 - This allows for the consolidation of numerous duplicative MPN networks creating less MPNs

Coventry Standard MPN's

Select MPN

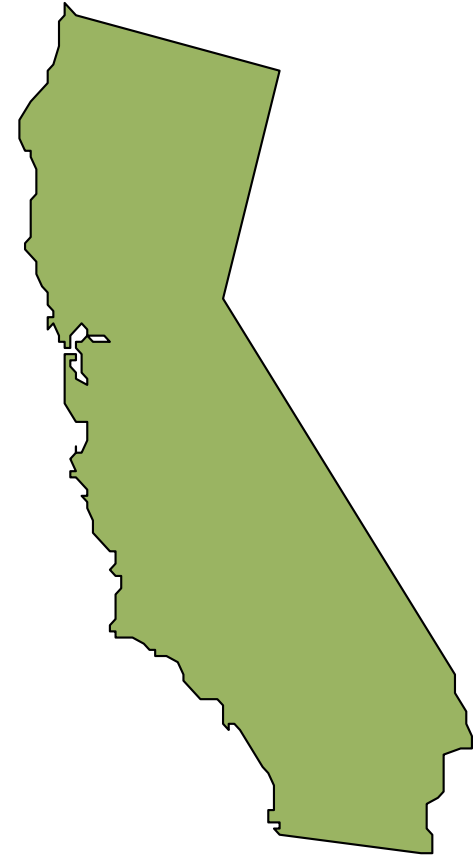
- Broad-based, statewide* network
 - Approximately 16,000 providers
 - Certified HCO network
 - Providers meet Coventry workers' compensation network standards
 - Approximately 180 customers
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Primary MPN

- Subset of the Select Network, statewide network
 - Approximately 8,000 providers
 - Certified HCO network
 - Providers screened for inappropriate billing procedures and excessive/unusual referral patterns
 - Approximately 175 customers
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Coventry MPN

- Statewide network
- Approximately 6,000 providers
- Providers chosen based on indemnity data and screened for inappropriate billing procedures and excessive/unusual referral patterns
- Approximately 100 customers



Coventry Standard MPNs (2)

Coventry controls which providers are chosen for participation in our Select, Primary and Coventry MPNs.

- We are always open to considering qualified new providers!
- Please contact Coventry at **1-800-937-6824** if you wish to be considered participating in these MPN's

Custom MPN's

- Custom MPNs are **proprietary** networks:
 - Providers are a selected subset of directly contracted Coventry workers' compensation providers that hold MPN acknowledgements
 - The MPN applicant (not Coventry) controls MPN provider selection and participation
 - The MPN applicant reviews MPN participation on a monthly basis. A list of providers that are eligible to join the custom MPN is provided by Coventry for the applicant to consider as potential MPN additions

What Drives the Selection of Providers for an MPN?

- All providers who wish to be considered for Coventry standard or proprietary MPNs must have an active Coventry workers compensation contract **and a signed MPN acknowledgement**
- Per SB863, all treating providers in MPNs must have signed MPN acknowledgements as of 1/1/16.
 - Coventry mailed MPN acknowledgements to providers on 4 occasions in an attempt to obtain acknowledgements from providers participating in MPNs
 - Coventry was forced to terminate approximately 20% of MPN providers as of 1/1/16 that never returned an MPN acknowledgement or signed one electronically
 - If your MPN participation was terminated, you may **contact Coventry Provider Relations at 1-800-937-6824 to obtain an MPN acknowledgement**. (A copy of an MPN acknowledgement and instructions for checking your Coventry MPN participation online also available via handout).

What Drives the Selection of Providers for an MPN (2)

- **Business practices that make providers desirable to MPN's:**
 - Timely reporting
 - Support of modified return to work
 - Good communication with adjusting team
 - Referrals to other MPN providers, hospitals, and ancillary providers
 - Ability to see injured workers within the required MPN timeframes (20 days for specialty appointments).
 - Timely notification of demographic and tax id changes

Causes for MPN provider removal

- **MPN has exclusive right to choose providers for MPN. Providers have the exclusive right to choose to accept/continue MPN participation**
- **Top reasons a provider may be de-selected from an MPN**
 - Repeated lack of adherence to MPN/WC regulations
 - Reporting (PR-2, PR-4, RTW)
 - UR
 - Consistently can't see patients with MPN appointment guidelines
 - Loss of medical insurance
 - Medicare/Medicaid sanctions
 - Loss/suspension of medical license
 - Suspended by the DWC
 - Charged with criminal activity and not reporting charges to the MPN
 - Convicted of a crime

MPN Participation Benefits and Frustrations

- **BENEFITS: Almost all organizations writing W/C business in CA utilize an MPN**
 - Enables the greatest patient channeling opportunity for participating providers
 - Supports relationship building with adjusters/employers
 - Recent regulations (SB863) designed to support the provider's ability to choose or modify MPN provider participation gives the providers more control over their participation
- **FRUSTRATIONS: Too many MPN's!**
 - Though SB863 providers must sign an acknowledgement prior to being included in an MPN, that only solved part of the problem...
 - MPN applicants may offer numerous MPN's, so it is difficult to determine which MPN is used by the IW. Adjuster is still the best resource...
 - Providers don't know which MPNs they *should* be participating in, in order for them to best serve their patient base. There are thousands of approved MPN's!

Additional Regulatory Changes on the Horizon

- **Anti-Fraud: Recent bills enabled the DWC to take stronger actions against providers involved in fraudulent activities**
 - **SB1244** – allows the CA DWC to remove providers from the WC system that have been convicted of crimes/fraud
 - Detailed draft regulations from DWC expected later in 2017
 - **SB1160** automatically stays liens filed by a provider who is accused of insurance fraud and related crimes
- **Pharmacy Formulary and Utilization Review Changes (AB1124)**
 - DWC public comment on the most recent draft closed May 1, 2017 (with public hearing)
 - DWC did make changes in response to public comment in the last draft
 - Further revisions may also be coming with another draft
 - “Effective” July 1, 2017....?
 - How is that perceived by the provider community?
 - What are your suggestions for MPN improvement?
 - What can Coventry do to help?

We'd Like Input!

- How have recent regulatory changes been perceived by the provider community?
- What are your suggestions for MPN improvement?
- What can Coventry do to help?
- Have questions about being an MPN provider and/or about the MPN provider acknowledgement? **Call us at 800-937-6824!**

Provider Tools (1)

How to View participation in Coventry sponsored standard & proprietary MPNs:

In order to confirm your participation in an MPN please visit the link below:

www.coventrywcs.com

Click on "Provider Tools"

Scroll down and click on "MPN Provider Information" (located in the middle of the page)

Click on "Name Search"

Search based on any of the 4 fields identified

Once provider is found, click on provider name to review MPN participation or acknowledgement form to sign the required document.

Provider Tools (2) – Sample MPN Acknowledgement

Coventry Workers' Compensation Services Medical Provider Network (MPN) Acknowledgement

Provider Name .

Address:

City, ST zip:

CPD ID

TIN:

Dear Provider:

This is a final follow-up to the many MPN Acknowledgements that have been sent to you over the last few years. As you may be aware, several legislative changes to the workers' compensation system were passed in 2012 under Senate Bill 863. Your response to the questions below will help Coventry understand and correctly represent your practice as it pertains to the treatment of injured workers.

MPN Acknowledgement (Cont'd - 2)

If you have more than one office practice location and your responses differ between offices, please complete an acknowledgement for each office.

Please check this box if you do **not** accept workers' compensation patients, or if you plan to discontinue your workers' compensation practice. By selecting this box, your practice will be removed from the workers' compensation product only as well as all medical provider networks (MPNs). Participation in any contracted non-occupational Coventry products will not be affected.

Workers' Compensation Network Only: Please check this box if a) your practice currently treats workers' compensation patients and b) plan to continue your workers' compensation practice. By selecting only this option, you will only be in the workers' compensation network and will be removed and not eligible for any MPN participation.

Medical Provider Network (MPN) participation – By selecting this box, your practice will be included in the workers' compensation product and **selected** medical provider networks (MPNs). As a provider in the Coventry Workers' Compensation Network, you may be currently participating in MPNs. A complete list of your MPN participation can be obtained at www.coventrywcs.com – see enclosed fact sheet for instructions on how to review MPN listings and for a current list of all MPNs supported by Coventry Workers' Compensation Network. By selecting this option, you understand that there are certain MPN rules and regulations that MPN providers must meet – more details can be found on our website.

MPN Acknowledgement (Cont'd - 3)

PARTICIPATION IN WORKERS' COMPENSATION AND MPNs

Requires this form to be completed, signed and returned to Coventry

Return this entire completed document via E-mail to:

CoventryProviderUpdates@cvty.com

Or Fax to: (916) 374-3750

Provider Certification

I certify that the information on this information is true and correct. I understand that misrepresentation may result in my non-selection, or, if discovered after selection, in my termination as a participating provider. I understand that this form does not entitle me to participation in any Coventry Network, owned and operated by Coventry Health Care and/or its subsidiaries (collectively "Coventry") and that I must meet certain criteria prior to my status as a participating provider. I authorize the copy of my signature on this form to be as binding as the original. I agree that Coventry, its representatives, and any individuals or entities providing information to Coventry in good faith shall not be liable for any act or omission related to the evaluation or verification contained on this form. I further agree to notify Coventry in a timely manner of any change to the information requested on this form. Failure to update my information may result in termination as a network provider or in termination in the Workers' Compensation network product. I will retain a copy of this authorization for my own purposes.

MPN Acknowledgement (Cont'd - 4)

I will continue to participate in these programs and will notify Coventry promptly if my status as a participating provider should change.

A properly executed version of this document containing your actual signature, delivered by facsimile or electronic mail, is as valid as an original.

Practitioner or Authorized Representative Signature:

_____ Date _____

MPN Acknowledgement (Cont'd - 5)

The following Coventry clients administer **Medical Provider Network** (MPN's) in California and you may be selected to or are currently participating in one or several of these MPN's. If you do not want to participate in any Coventry based MPNs (listed below by number) sponsored by the organizations, please strike through the highlighted MPN name and number and initial. Sample clients of the MPN are listed below each MPN name.

MPN #1 Select MPN

Sample Clients:

AICS
F.A. Richard
Fireman's Fund
Gallagher Bassett
Genex Services, Inc.
HCA Account Plan
Hortica
Matrix
Magna Carta/Public Service Mutual
MediCor Account Plan – FH

Sentry
SRS-Sedgwick
SUA
Tokio Marine
Tri-Star
Zurich

MPN #2 Primary MPN

Sample Clients:

Sedgwick
SRS Account Plan
Tokio Marine
Tri-Star
Zurich
Matrix
Genex

MPN #3 Coventry MPN

Sample Clients:

American Red Cross
Atlantic Mutual
Matrix
Bunch Account Plan
CNA National Account Plan
Gallagher Bassett
Guard Insurance
Safeco Strategic Account Plan
Southwest Airline
Tokio Marine
Genex

MPN Acknowledgement (Cont'd - 6)

Custom MPNs

- MPN #4 ACM MPN
- MPN #5 AIG Primary MPN
- MPN #6 AIG Select MPN
- MPN #7 CIGA MPN
- MPN #8 Everest Medical Provider Network
- MPN #9 GBMCS MPN
- MPN #10 GBMCS KOJ MPN
- MPN #11 Gallagher Bassett Platinum MPN
- MPN#12 JC Penney MPN
- MPN#14 One Source MPN
- MPN#15 Seabright Account Plan MPN
- MPN#16 Sedgwick CMS MPN
- MPN#17 Sedgwick CMS Extended MPN
- MPN#18 TravNet MPN
- MPN#19 Tribune MPN
- MPN#20 UPS-Liberty Mutual MPN
- MPN#21 Zenith Medical Provider Network
- MPN#22 CCMSI/Custom Network

In order to confirm your participation in an MPN please visit one of the links below:

www.directprovider.com

Direct Provider is the Coventry Provider is a secure web portal that allows you to verify client listings and view MPN participation. For assistance with direct provider registration, please call 1-800-937-6824 to obtain log-in information and instructions.

MPN Acknowledgement (Cont'd - 7)

OR

www.coventrywcs.com

Click on "Provider Tools"

Scroll down and click on "MPN Provider Information"

Click on "Name Search"

Search based on any of the 4 fields identified

Once provider is found click on provider name to review MPN participation

*Site compliant with Civil Code sections 1633.1 et seq. Coventry
MPN Acknowledgement reviewed by AdvoCal.*

END SAMPLE AGREEMENT