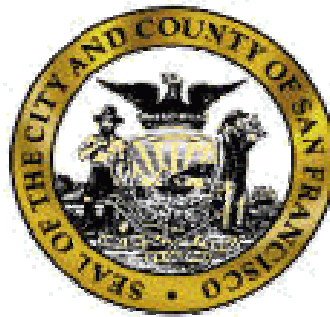


# City and County of San Francisco MPN Physician Presentation





# Presentation Overview

- Overview of SB899 and MPNs
- CCSF MPN offering and development
- CCSF Responsibilities
- Role of MPN Coordinators
- Employee Notification
- Questions and answers



# Overview of SB899 and MPNs

- Emergency Legislation signed in April 2004
- Permanent Legislation signed September 2005
- Implementation of SB899 completed in phases
- Established the provision for the development of Medical Provider networks (MPN)
- Outlined employers with CA operations responsibilities in order to be in compliance with legislative changes.




# CCSF MPN offering and development

- Attributes
- Model
- Customization
- CCSF MPN UR Protocols
- Adjuster Approvals
- ACOEM
- Direction of Care

# The Attributes of CCSF MPN

- Strong relationship with primary care providers
  - Enhances ability to influence outcomes
  - Provides direction of care to qualified network specialists
  - Improves medical-only and lost-time mix
  - Reduces treatment duration
  - Reduces actual Utilization Review of services
  - No UR for standard treatment protocols per ACOEM
- MPN is integrated with bill review and “24 visit” rules
- Standard formal and informal provider grievance processes
- Provider recruitment and nomination process





# Medical Provider Network Model

- Primary Care “gatekeeper” model
- Manage PCPs through profiling
  - Appropriate utilization of specialists
  - Return to work
- High quality Primary Care Providers
  - Occupational Medicine specialty
- Complement Primary Care Providers with specialists, ancillaries and facilities that will produce quality results and competitive discounts.
- Accelerate the flow of information with internet-based tools where possible.

# Customization of the MPN

- Match CCSF locations with a primary care provider who will serve as a “gatekeeper” to our specialist and hospital network
- Intercare will recommend a network of PCPs, and will work with payer data to objectively measure outcomes.
- Physician recommendations of specialists to be added to the MPN





# CCSF MPN UR Protocols

- Diagnostic Testing:
  - Repeat MRI within 1 year
  - Repeat EMG/NCS within 1 year
  - Repeat CT, Discogram, Myelogram within 1 year
- Durable Medical Equipment:
  - Spinal Unloading Devices such as orthotrac pneumatic devices
  - Continuous Passive Motion Machines
  - Dorsal Column Stimulators
  - Implantable pain pumps
  - All equipment in excess of \$2,500.00
- Physical Medicine & Therapeutic Intervention:
  - Manipulations under anesthesia
  - Chiropractic Treatment, Physical Therapy, Acupuncture over 24 visits
  - Massage Therapy, Biofeedback and Pool Therapy over 6 months
- Other Treatment:
  - All surgical interventions
  - All in-patient hospitalizations over 1 day.
  - Surgeries for conditions not originally described in DFR (5021)
  - Any non FDA approved procedure

# Adjuster Approvals

- Outpatient surgeries
- Epidurals
- Referrals to specialist doctor or alternative therapeutic intervention
- Self referrals for any procedure (other than actual surgery), use of equipment to which the referring doctor has a financial interest



# Communicating and Monitoring ACOEM

- Ongoing Provider Update
- We are communicating SB 899 updates regularly with our selected provider community.
- Intercare adjusters / provider discussions
- Overall goal is to reduce the need for Utilization Review through the use of the “right” providers, with the proper treatment protocols and best outcomes.
- Quarterly audits of physicians with procedure to handle those providers not treating within the ACOEM guidelines





# MPN- Direction of Care

- Internet-based tools to direct to MPN locations
  - CCSF MPN website
- MPN directories
- Adjuster/MPN Coordinator
- 800#



# Provider Predesignation

- Employer provides non-occupational health coverage
- Employee notifies employer in writing prior to the date of injury of his/her decision to pre-designate physician
- Physician must be licensed
- Only General Practitioners, Pediatricians, Internists, Family Practitioners, OB/GYN and DO's can be pre-designated as personal physicians.
- Physician must retain the employee's medical records
- Physician and/or a medical group must agree to be pre-designated and to treat in accordance with ACOEM guidelines



# CCSF Responsibilities

- Identification of a MPN liaison and Site Coordinator
- Development of a bilingual employee MPN handbook
- One time distribution of Handbook to ALL current employees
- Development of method of distribution for all new employees
- Integration of a “Transfer of Care and Continuity of Care” Policies into Corporate manuals.

# How does it work?

- Injury occurs and employee notifies his Workers' Compensation Coordinator (WCC)
- The WCC makes a determination whether emergency or non-emergency and sends the employee to an MPN clinic or emergency room
- WCC gives employee MPN brochure after initial visit at clinic. Injured worker can then go to any provider in the MPN network
- The injured employee MUST go to the MPN clinic or emergency room as directed by the WCC, even if the employee has a pre-designated physician on file
- Once the adjuster determines the injured worker is treating within the network the injured worker will be told of their choices within the network
- No UR for standard procedures per ACOEM within the MPN





# Provider Responsibilities

- Accept and treat injured workers
- Maintain a RTW focus
- Work with adjusters and case managers to facilitate modified or full duty whenever possible
- Work within the ACOEM guidelines
- Generate timely reports
- Refer to listed MPN specialists and ancillary services when necessary



# MPN Site Coordinator responsibilities

- Arrange

- NON-EMERGENCY:

- Direct the injured employee to the MPN designated provider for an initial medical evaluation. Notify the injured employee of their right to choose another MPN provider after this initial visit.

- EMERGENCY:

- Refer the injured employee to the nearest appropriate MPN medical provider or hospital, or send the employee to the nearest emergency room.

- Report

- Once you have learned of an employee's injury, immediately report the injury to your contact at the company's Workers' Compensation Department.



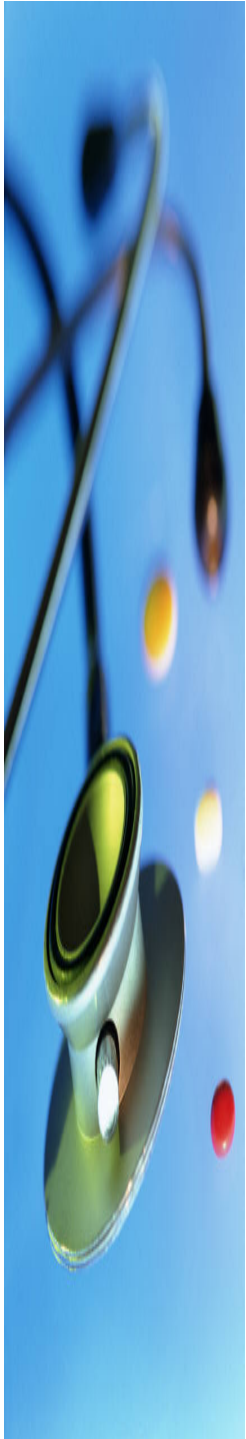
# MPN Site Coordinator responsibilities (cont)

- Communicate
  - Give the injured employee the MPN Employee Handbook and information on how to access the CCSF MPN list of providers in their geographic area.
- Follow-Up
  - If the employee receives initial treatment at a Hospital Emergency Room, contact the employee and insure that the employee is receiving follow-up care from an MPN medical provider.

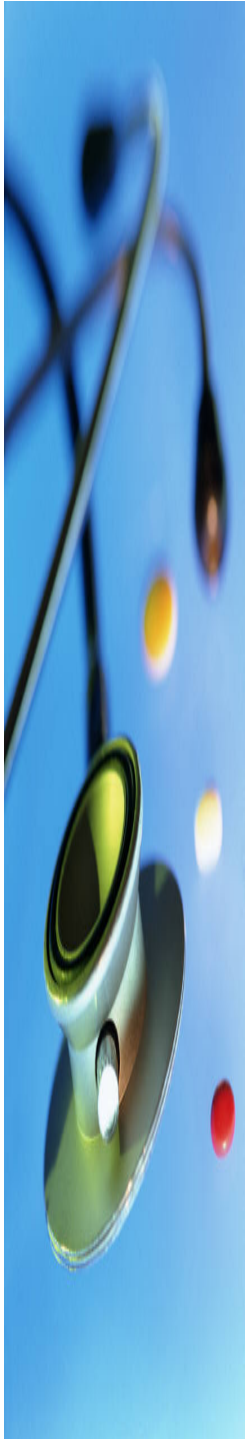


# MPN Employee Handbook

- The purpose of the medical provider network (MPN)
- How to access the MPN
- Changing providers & second/third opinions
- Medical bills
- Disputes
- Continuity of care
- Transfer of ongoing care
- Site coordinator information
- MPN contact information



What can we do to make  
this work for you?



Questions?