

## **Employee's Rights under Managed Care:**

**Primary Care Provider Selection by the Employee:** When an injury is reported, CorVel's First Response Unit will assist you with selection of a provider from the CorCare Network. Additionally you will be given assistance in appointment scheduling and follow through if necessary. The workplace poster (located at your work site) will serve as a reminder of the Managed Care Arrangement program and steps to take when reporting an injury and seeking medical treatment.

**Changing your Physician:** You are allowed one change to another provider. Your request may be directed to the treating physician, your medical care coordinator (in most cases this will be your treating physician), your CorVel case manager or your claims adjuster. The provider must be of the same specialty and within the CorCare Network. If you desire another change of provider, you must file a grievance.

**Grievance Procedure:** The Division of Risk Management encourages open and effective communication between all parties involved in the Managed Care Arrangement. As a part of effective communication, The Division of Risk Management in conjunction with CorVel Corporation has implemented a procedure for hearing complaints and resolving grievances from injured workers and health care providers. This process allows for immediate action aimed at achieving mutual agreement for settlement among all involved parties. Please see "Grievance Policy and Procedures" for complete details.

**Employee Request for a Second Medical Opinion:** Injured workers have the opportunity to request and obtain **one** second medical opinion in the same specialty within the Provider Network. This process is as follows:

1. A request is generated from the employee either by phone or in writing to the case manager or claims adjuster.
2. The case manager conferences with the employee to confirm understanding of the request and to explain the procedure. The request is forwarded to the medical care coordinator.
3. The medical care coordinator approves the request and a Network provider is selected.
4. The case manager notifies the treating physician of the new provider.

**Independent Medical Examination (IME):** Should you or the Division of Risk Management wish for an independent medical exam to be performed due to a dispute concerning medical benefits, compensability or disability, you must contact the CorVel Corporation Medical Case Manager immediately (either verbally or in writing). The Medical Case Manager will coordinate the medical exam.

**Workers' Compensation Prescription Drug Program:** CorVel offers a comprehensive prescription drug program. The program includes utilization reporting which allows for early intervention and effective claims management.

A pharmacy card is mailed to the injured worker upon notice of a claim and network pharmacies also receive electronic notification. For more information about the drug program, please call 1-800-749-2481.