

Liberty Mutual Managed Care (LMMC) offers several state-approved Medical Provider Networks (MPNs) to our California Workers Compensation customers. By law, MPNs have the exclusive right to determine the members of their network. LMMC carefully selects and evaluates medical providers to be included in our MPNs as part of our commitment to deliver the best possible outcome on every claim we manage.

To ensure fairness and consistency, our MPN providers are held to the standards outlined in this document. All participating providers are expected to:

- Provide timely and appropriate treatment, using evidence-based treatment guidelines
- Help injured workers safely and effectively return to work as quickly as medically appropriate
- Keep open communication with all parties to avoid delays or other disruptions
- Understand and comply with all applicable Workers Compensation rules and regulations

Details around these requirements are outlined below. Failure to abide by these requirements may result in removal from our MPNs.

### **LMMC's criteria for MPN participation are:**

- Use of reasonable, evidence-based medicine practices (e.g., for procedures, diagnostic tests and any prescriptions) and clear descriptions of work capacity to facilitate safe and timely return to work
- Submission of timely and appropriate communications (including answering and returning calls from Claims staff, Peer Reviewers, Nurse Case Managers, and/or Regional Medical Directors, as well as timely responding to written requests for information)
- Providing case strategy and expected outcomes for treatment requests (e.g. document treatment requests, describe anticipated results and document outcomes)
- Compliance and cooperation with California Workers Compensation rules and regulations, including but not limited to:
  - Medical Treatment Utilization Schedule (MTUS) and Utilization Review (UR)
  - Reporting requirements as outlined in CCR 9785 et al.
- Compliance and cooperation with all contractual terms and conditions. This includes but is not limited to:
  - Accepting new patients
  - Treating only accepted work-related injuries or illnesses, specific to the accepted body part or condition
  - Referring within the MPN for specialty care. This includes but is not limited to referrals to specialists, surgery centers, diagnostics, physical therapy, or other ancillary services.
  - Compliance/cooperation with LMMC's medical management procedures. This includes but is not limited to the California Workers Compensation drug formulary and LMMC's pharmacy benefit program. In most cases, physicians should provide the injured worker with a written prescription which can be filled at a retail pharmacy using the injured worker's prescription card. Provider direct dispensing is only allowed in limited circumstances, as laid out in the formulary regulations.
- Use of appropriate and up-to-date billing practices (e.g., use of coding based on services provided).
  - Reimbursement rates are determined by the provider's network contract, so any concerns should be addressed with the network's contracting team. Our California Billing Guidelines, available on our Provider Support website, list the situations in which we may pay for services that are not ordinarily

- covered under California's Official Medical Fee Schedule (OMFS). Providers should not ask for additional payment outside of these guidelines.
- Billing disputes must be handled through the dispute-resolution process outlined in the network contract. MPN providers should never submit bills on a lien basis.
- Upholding high ethical standards. Physicians should not refer to facilities or programs in which the physician has a financial interest, except when expressly allowed by law and/or when prior authorization is given.

### **To request authorization for treatment:**

California law requires requests for authorization to be submitted in writing, using the state's mandatory form. Copies of the form are available on the state's website, as well as our Provider Support website. Treatment requests should be submitted promptly to avoid disruptions in care. Please fax the completed form to (603) 334-8141.

### **LMMC determines providers for inclusion as follows:**

Providers are evaluated based on the criteria in this document. For additional details around the selection and evaluation process, you may refer to our Provider Support website under Frequently Asked Questions.

LMMC measures patient outcomes through Provider Performance Evaluations (PPEs) and provides all impacted providers with their PPE results. If LMMC's analysis shows any areas of concern, LMMC may ask providers to provide a plan to address them.

In addition, Claims staff and other stakeholders may file Provider Incident Forms (PIFs) to report issues or concerns. LMMC strives to resolve these PIFs as amicably as possible, so in most cases, the provider will be contacted by the network to resolve any misunderstandings or opportunities for improvement.

If a provider fails to adequately address areas of concern, or if a provider receives three or more PIFs within a rolling 12-month period, LMMC will review to determine if further action is warranted. This may include, but is not limited to, removal from the MPN. Providers may be removed immediately upon notification of the filing of any formal indictment, accusation, charge, order or judgment by any governmental or regulatory entity, law enforcement agency, licensing agency and/or court of competent jurisdiction involving failure to meet the proper standard of care, patient safety, allegations of fraud, criminal conduct, or other deceitful or intentional conduct.

### **For additional information:**

- Our Provider Support website includes more detailed reference at [www.libertymutualprovidersupport.com](http://www.libertymutualprovidersupport.com).
- To review our MPN listings:
  - The Liberty Mutual Group MPN listings are available at [www.libertymutualprs.com](http://www.libertymutualprs.com).
  - Additional information, including a list of all MPNs managed by LMMC, is available at [www.libertymutualgroup.com/providernetworks](http://www.libertymutualgroup.com/providernetworks).
- Anthem's home page regarding Workers Compensation is at [www.anthemwc.com](http://www.anthemwc.com).
- The State of California's home page regarding Workers' Compensation is at [www.dir.ca.gov/dwc](http://www.dir.ca.gov/dwc).