

### How can I apply to join the MPN?

Liberty Mutual Managed Care (LMMC) offers several state-approved MPNs comprised of a customized subset of the Anthem Blue Cross PPO and the Kaiser On-the-Job occupational program.

- To be eligible to apply to these MPNs one would need to have an active contract with Anthem Blue Cross for Workers' Compensation. You may contact Anthem directly either via telephone at (866) 700-2168 or via email at [MPNServices@wellpoint.com](mailto:MPNServices@wellpoint.com).
- If you are contracted with Anthem, you may apply to the MPN using our online application at [www.libertymutualprovidersupport.com/PSC/public/managedCare.faces](http://www.libertymutualprovidersupport.com/PSC/public/managedCare.faces).
- Be advised that an MPN shall have the exclusive right to determine the members of its network. Therefore, LMMC's MPNs do not include every provider or group contracted with Anthem.

### Where can I find a full listing of all MPN providers and/or specialties?

- The Liberty Mutual Group MPN listings are available at [www.libertymutualprs.com](http://www.libertymutualprs.com).
- A complete listing of all MPNs managed by LMMC is available at [business.libertymutualgroup.com/business-insurance/claims-process/provider-networks](http://business.libertymutualgroup.com/business-insurance/claims-process/provider-networks).

### How does LMMC determine which providers should be included in the MPN?

- Providers are evaluated based on the criteria listed in the California MPN Participating Provider Protocols document. This document is available on our Provider Support website.
- The addition process is as follows:
  - The process is triggered when it is determined that a provider is eligible for inclusion.
  - LMMC reviews the provider's specialty and other identifying information to determine how many similar providers are available.
  - LMMC also reviews any prior experience with the provider. This may include, but is not limited to, reviewing prior claim files or billing data.
  - If and when the decision is made to add a provider, the provider is notified pursuant to the applicable contract requirements. Provider acknowledgement will be required pursuant to applicable law.
- The removal process is as follows:
  - The process may be triggered by Provider Incident Forms (PIF) filed by Claims staff or other stakeholders and administered by the network. If a PIF reveals fraud, egregious violations of the law, and/or standards of patient care, or if a provider receives three or more PIF's within a rolling 12-month period, LMMC reviews to determine if further action is warranted. This may include, but is not limited to, removal from the MPN.
  - The process may also be triggered by data analysis or audits if either raises concerns about a provider. If a provider fails to adequately respond to these concerns, or if the provider fails to show improvement in the areas in question, LMMC reviews to determine if further action is warranted. This may include, but is not limited to, removal from the MPN.
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- LMMC also reviews prior experience with the provider. This may include, but is not limited to, reviewing prior claim files or billing data.
- If any licensing agency or court takes action against a provider's license, including placing a provider on probation, LMMC will review to determine if removal from the MPN is warranted. Providers may also be removed immediately in cases of fraud, egregious violations of the law, standards of patient care, and/or patient safety concerns.
- If and when the decision is made to remove a provider, the provider is notified pursuant to the applicable contract requirements.

### **How do I get a copy of our contract with LMMC?**

You, as a provider/group, have directly contracted with Anthem. LMMC has a contract with Anthem to access your services for the benefit of our workers compensation claims. LMMC does not have access to your contract with Anthem and therefore cannot, under any circumstance, provide this information to you directly. Please contact Anthem either via telephone at (866) 700-2168 or email at [MPNServices@wellpoint.com](mailto:MPNServices@wellpoint.com) for more information.

### **Where do I go for billing questions/concerns?**

- Please contact Medical Bill Review (MBR) through the Provider Support website, or at (800) 500-7044.
- Reimbursement rates are determined by your Anthem contract, so any concerns should be addressed with Anthem's contracting team. LMMC's California Billing Guidelines, available on the 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 Anthem contract. MPN providers should never submit bills on a lien basis.

### **My tax ID is already part of the MPN. How can I add additional providers and/or locations?**

- If your tax ID and address is currently part of the MPN and you would like to add additional providers and/or locations or make any changes in demographic information, please contact Anthem directly either via telephone at (866) 700-2168 or email at [MPNServices@wellpoint.com](mailto:MPNServices@wellpoint.com).
- Please note: Adding additional providers to the Anthem contract does not guarantee acceptance into the MPN.
- Be advised that it is your responsibility to keep your demographic information up-to-date with Anthem. Providers are considered to be included in the MPN only if their name and address appears in the directory. If a provider treats an injured worker at an address other than the addresses indicated or their specific name does not appear in the directory, they may be considered not to be included in the MPN and treatment and payment could be denied.

### **What do I do if I need additional information?**

Additional information is available on our Provider Support website at [www.libertymutualprovidersupport.com](http://www.libertymutualprovidersupport.com). This information includes LMMC's MPN Protocols, California Billing Guidelines, and other reference material.

For any other questions, please contact us by telephone at (800) 331-1133, option 1 x65852 or e-mail at [LMGMPN@libertymutual.com](mailto:LMGMPN@libertymutual.com).