

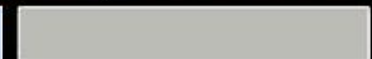
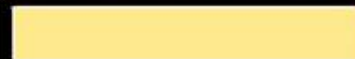
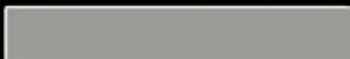
total managed care solutions.



Managed Health Care Plan

Commonwealth of Kentucky

Employee Education & Training



comp mc Managed Health Care Plan

Program Overview:

- Goals
- Locating a provider
- Seeking emergency care
- Identifying your gatekeeper
- Pre-existing injuries
- What to do first?
- Grievance overview

Goals of the Program:

- Help employer comply with Kentucky statute 803 KAR 25:110
- Facilitate the delivery of quality medical care for work-related injuries
- Expedite your recovery
- Facilitate your return to work

Locating a Provider for a non-emergency injury:

- Contact your supervisor
- Call 866-361-6899
- Refer to a work-site poster
- Refer to Coventry Network Directory

Access to MHCP Information:

- You may call 866-361-6899, 24 hours a day, to obtain information on:
 - Plan operations
 - After-hour care
 - Access to emergency care
- A plan representative will be available 8 a.m – 4:30 p.m.(EST) Monday – Friday to answer questions
- For after hours, there are instructions for seeking emergency care

Seeking Emergency Care:

- For emergencies, seek the care that you need from the nearest urgent care facility or hospital
- For emergency treatment from a non-network physician, you may remain under the physician's care if they agree to the terms of the program

Non-Network Provider Requirements:

- Agree to terms of the program
- Meet credentialing standards
- Comply with UR
- Refer in network
- Initial treatment authorized from gatekeeper

What are Gatekeepers?

- Serve as initial entry point into the MHCP
- Provide initial treatment and authorize on-going care with a clear focus on RTW
- Gatekeepers represent: FP, GP, IM, DC, OM, PM&R and clinics
- Refer to network providers for specialty care

Treatment of Pre-Existing Injuries

- For an injury which occurred prior to the MHCP effective date, you may continue treatment with your current physician
- To change physicians, choose any MHCP primary care physician (FP, GP, IM, DC, OM, PM&R and clinics) as your gatekeeper physician
- If your physician refers you to another doctor, the referral should be to a Coventry Network provider/physician.

What to do First?

- Seek emergency care if needed
- Notify supervisor of injury
- Find a MHCP gatekeeper
- Your carrier/adjuster will:
 - confirm MHCP coverage
 - Send written notice of:
 - Employer contact information
 - Name and telephone number of the MHCP
 - Employee name and SS #
 - Send copy of injured worker instruction sheet to employer

Overview of Grievance Procedure

- You may file a written complaint or grievance with the grievance coordinator at comp mc (866) 361-6899.
- The grievance must include:
 - Injured Worker's Name, SS#, Date of Occurrence, Nature of Complaint and Action Requested
- Grievances must be filed within thirty (30) days of the occurrence.
- The MHCP will provide a written response within thirty (30) days of receipt of the initial grievance or complaint.
- The grievor may appeal to the administrative law judge for final resolution within 30 days of the date of the system's final decision.