



Dear Intact Insurance Policyholder;

Welcome to Intact Insurance. As a Policyholder with Intact, we are pleased to provide you with automatic enrollment into our California Medical Provider Network (MPN). The **Genex MPN #2500** is a group of healthcare providers that have been approved by the California DWC's administrative director to treat workers injured on the job. The **Genex MPN #2500**, includes doctors specializing in the treatment of work related injuries, as well as other doctors with expertise in general areas of medicine. When an employer participates in an MPN, all injured employees' medical needs will be taken care of by providers within the network, unless the employee predesignated a personal doctor prior to the injury occurring. The **Genex MPN #2500** has been built to provide you and your employees with health care providers specializing in occupational medicine and workers' compensation services and providing timely and quality medical care. The **Genex MPN #2500** is easy to access and is here to assist your injured employees back to health, work and a productive life.

Benefits of participating in the Genex MPN #2500:

The MPN is an effective tool for medical cost containment within your overall California Workers' Compensation program.

- **Life of Claim Medical Control:** Using MPNs for treating occupational injuries and illnesses gives employers greater medical control for the life of the claim. There are exceptions such as when the employee predesignates his or her treating physician prior to a work-related injury. If the employer does not participate in an MPN, then the employer only has control of the medical care for 30 days, at which time the employee can treat with a provider of his/her choice.
- **Medical Cost Savings:** Contracted pricing for providers participating in the MPN.
- **Quality medical providers:** Diverse network of qualified physicians, specialists, and providers that specialize in the treatment of occupational injuries.

Genex Provider Pathways may be used to access the Genex MPN #2500. Or you may request a regional list of all MPN providers in your area by calling the MPN Contact noted below.

Employer Access to the Genex Provider Pathways Channeling Site:

- Go to: www.genexservices.com.
- Click Find a Provider/Genex Provider Pathway (top right)
- Login with **Username:** WCC and **Password:** Claims
- Select the CA MPN ID #2500 Network
- Features:
 - Search for Network Providers by address, name and region
 - Create Work Site Posters

For Employees or their Representatives:

- Go to: www.genexservices.com.
- Click Find a Provider/Genex Provider Pathway (top right)
- Login with **Username:** Genex3 and **Password:** CAMPN3



If you have any problems accessing Genex Provider Pathway, Contact GenexProviderPathway@genexservices.com

In order to obtain all of your Genex MPN #2500 documents and other claim related information, please visit the Intact WC Website State-Specific Forms & Resources page and filter to California:

<https://workerscomp.intactspecialty.com/WorkersComp/pages/state/stateresources.page>

Documents you will need:

- DWC7 - Notice to Employees-Injuries Caused by Work
- Complete Written MPN Employee Notification in English and Spanish
- Transfer of Ongoing Care Policy in English and Spanish
- Continuity of Care Policy in English and Spanish
- DWC1 – Workers’ Compensation Claim Form & Notice
- Time of Hire Pamphlets

After obtaining your new documents:

- **Please post in a visible location frequented by employees the DWC7 Notice to Employee-Injuries Caused by Work with the new MPN information.**

For detailed information regarding California Regulation §9881 “Posting of Notice to Employee’s” please visit: <https://www.dir.ca.gov/t8/9881.html>.

For detailed information regarding California Labor Code 3550 “Employee Notice” please visit: http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=3550.&lawCode=LAB

What happens at the time of injury?

- Provide the injured employee the **Complete Written MPN Notification in English & Spanish.**
- Provide the **DWC1** within 1 working day of injury or knowledge of injury.

For New Hires:

- Provide the **Time of Hire Pamphlet** - The Time of Hire Pamphlet, or a similar one that has been approved by the Administrative Director, must be given to all newly hired employees in the State of California. Employers and claims administrators may use the content of this document and put their logos and additional information on it. The content of this pamphlet applies to all industrial injuries that occur on or after January 1, 2013. An employer must advise employees and new hires of their right to pre-designate their own medical doctor on pre-injury basis rather than use the MPN in the event of a work-related injury or illness. If the employee desires to pre-designate his/her own personal physician, the Time of Hire Pamphlet includes this form.
- Provide the **Employee Acknowledgement of Receipt of Workers Compensation Program Material.** Retain the signed form in the employee’s personnel file.



An employee may predesignate his or her primary care physician prior to having a work-related injury or illness. The primary care physician must have previously treated the employee and must agree to be predesignated.

An employer must advise employees and new hires of their right to pre-designate their own medical doctor on pre-injury basis rather than use the MPN in the event of a work-related injury or illness. If the employee desires to pre-designate his/her own personal physician, the Time of Hire Pamphlet includes this form. Or the DWC Form 9783 Predesignation of Personal Physician or DWC Form 9783.1 Notice of Personal Chiropractor or Personal Acupuncturist may be found on the Intact WC website at: <https://workerscomp.intactspecialty.com/WorkersComp/pages/state/stateresources.page>

Notice: These notices may be delivered to your employees electronically.

All employers are required to retain and have available for review upon employee request the following information:

Genex MPN #2500 Continuity of Care Policy

- The Continuity of Care Policy details what Intact is required by law to do if a provider that is terminated from the Genex MPN is treating an injured worker.

Genex MPN #2500 Transfer of Care Policy

- The Transfer of Care Policy details what Intact is required to do by law if one of your injured workers is treating with a provider who is not in the MPN when the MPN becomes effective.

For more information you may contact Cindy Van Eyll, VP Workers Compensation claims at cvaneyll@intactinsurance.com or the MPN Contact or Medical Access Assistant for the Genex MPN #2500:

MPN Contact:

Name: Genex Services
Title: CAMPN
Address: 88 South Disneyland Dr., Suite 300, Anaheim, CA 92802
Telephone number: 800.822.6099 Press 8
Email address: genexmpnservices@genexservices.com

Medical Access Assistant contact:

Toll free telephone number: 800-560-8247
Fax number: 866.266-8702
Email address: MPNMAA@genexservices.com

We thank you for your business.

Intact Insurance