

# Employee Notice Oklahoma Certified Work Place Medical Plan (CWMP)

## *Employee Information, Instructions, Rights and Obligations*

Dear Injured Worker:

Your employer has selected the Coventry Certified Workplace Medical Plan (“Coventry CWMP”) to manage the medical care and treatment you need for your work-related injury. Your employer and insurance carrier have received notice of your injury and will work with Coventry to provide timely medical care for you and return you to work as soon as medically possible. Below are the rules and responsibilities you must adhere to under this program.

Your employer can answer your general questions about the program and how to get medical care and treatment through the Coventry CWMP. In addition, you may obtain general information about the CWMP by calling Coventry (800) 937-6824.

### *What to do if you are injured while on the job...*

- **REPORT YOUR INJURY** - You must report your work-related injury to your employer immediately.
- **SEEK EMERGENCY CARE** - If your injury requires immediate, emergency care, or after-hours care, go to the nearest hospital or urgent care facility. Emergency care is defined as a medical condition that if left untreated could lead to disability or death; or when one seeks to alleviate severe pain, only.
- **SEEK NON-EMERGENCY CARE THROUGH YOUR TREATING PHYSICIAN** – If your care does not require emergency medical treatment, your employer will direct you to a treating physician from the Coventry CWMP network within 3 days of notice for initial treatment. Your employer has specifically chosen a treating physician in the area because of its proximity to your work location. The selected treating physician will be responsible for overseeing the medical care and treatment you receive for your work-related injury. If you need to change providers, follow the instructions for “Change of Provider” noted lower in this document.
- **ACCESS TO NON-NETWORK PROVIDERS:** You must use Coventry CWMP providers whenever possible. Coventry has met the access requirements for having hospitals and primary care providers within 30 minutes and specialists within 60 minutes. Below are the circumstances under which you may access a non-network provider:



- For emergency or after-hours urgent care;
- If your injury and subsequent treatment occurred prior to the implementation of the Coventry CWMP;
- When a provider in the specialty needed is not available through the Coventry CWMP; or
- If the State instructs you to see a specific provider.

You must call Coventry for approval prior to seeking care with a non-network provider at (800) 354-3053 or Fax: (877)-504-4474.

- ***SUBMIT CARE THROUGH UTILIZATION REVIEW (UR)*** - The CWMP requires some services be reviewed for medical necessity using evidenced based treatment guidelines. Your physician, the adjuster or you may call Coventry at (800) 354-3053 or Fax: (877) 504-4474.

Coventry's list of recommended services for UR includes:

- Physical Therapy > 6 visits
- Chiropractic treatments > 6 visits
- Acupuncture > 3 visits
- Repeat Diagnostics
- Myelograms
- Discograms
- Inpatient hospital stays
- All surgeries
- IDET
- Psych Testing
- Weight Loss Programs
- Neurocognitive Rehab
- Other Rehab Services
- Gym Memberships
- Nursing Home Admissions
- Home Health Aides
- Biofeedback
- Interferential Units
- Bone Growth Stimulators
- Vax-D
- Chemical Dependency Programs
- Inpatient Pain Management Programs
- Work Hardening/Work Conditioning > 2 wks
- DME > \$500(electric wheelchairs, certain back braces)
- Experimental Procedures (Prolotherapy, Disc Replacement surgeries)

Coventry will send you and your provider notice whether the services are certified. In the event Coventry does not approve your services, you will receive a written non-certification recommendation and you may file a dispute to appeal the decision. Instructions for filing a dispute/appeal will be included in the non-certification recommendation. Additional information is also available in the dispute instructions and form.

- ***File a Dispute*** – You may submit a dispute for the following reasons:
  - To appeal a non-certification recommendation,
  - To dispute any component of medical care, or
  - To request a change of treating physician.

The instructions for filing a dispute and a copy of the form are attached to this Employee Notice.



- **Refer to a Specialist** - Your physician must refer in the Coventry CWMP network, whenever possible unless the circumstance allows access to a non-network provider. (See “**ACCESS TO NON-NETWORK PROVIDERS**”). You or your provider may view the network listing of providers by contacting your claims examiner, contacting Coventry at (800) 937-6824 or by using the electronic directory at [www.talispoint.com/cvty/guard](http://www.talispoint.com/cvty/guard).

In the event you are unable to locate a provider in the specialty you need, you may be able to use a non-network provider. (Review “**ACCESS TO NON-NETWORK PROVIDERS**” to see if your circumstances qualify). Your treating physician **must receive** approval to refer to a non-network provider by contacting the Coventry UR number above.

In addition, prior to receiving any non-emergency treatment from any provider, any services noted on the UR list must be reviewed for medical necessity prior to services being rendered.

- **Use Case Management** – Under some circumstances, your claims examiner will initiate Case Management with Coventry. A Coventry nurse may contact you to help coordinate your treatment plan between your employer, carrier, provider and you in an effort to assist in your recovery process and expedite your return to work plan. If you need to reach a Coventry Case Manager, please contact (800) 355-4434.
- **Ask questions about Compensability, Eligibility, Benefits or Payment** – For questions involving any of these four (4) topics, contact your claims examiner.
- **Change Treating Physicians** - If you wish to change your treating physician, you may submit your request through the CWMP dispute process to request another treating physician. More information about the dispute process is attached.
- **File a Grievance (Non-Medical Issues)** – You, your representative and your provider have the right to file a grievance against Coventry CWMP if you are dissatisfied with any services associated with the CWMP. A copy of the grievance process and the grievance form is attached to this Employee Notice. To submit a grievance, you must complete the grievance form and submit it to: Coventry CWMP – Grievance Coordinator, 3200 Highland Ave., Downers Grove, Illinois 60515. If you have any questions about the grievance process, you may call Coventry at (800) 262-6122.

Within seven (7) days of receipt of the grievance form, Coventry will send an initial acknowledgement confirming receipt of the grievance. Within 90 days after the grievance is filed, Coventry will resolve or make a final determination on the grievance.

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## Instructions to the Treating physician:

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Please give the following to your provider.

Coventry has made its OK CWMP Provider Reference Manual available to you on our website at [www.coventrywcs.com](http://www.coventrywcs.com) to explain the rules and responsibilities of the program.

### Coventry's list of recommended services for UR include the following:

- Physical Therapy > 6 visits
- Chiropractic treatments > 6 visits
- Acupuncture > 3 visits
- Repeat Diagnostics
- Myelograms
- Discograms
- Inpatient hospital stays
- All surgeries
- IDET
- Psych Testing
- Weight Loss Programs
- Neurocognitive Rehab
- Other Rehab Services
- Gym Memberships
- Nursing Home Admissions
- Home Health Aides
- Biofeedback
- Interferential Units
- Bone Growth Stimulators
- Vax-D
- Chemical Dependency Programs
- Inpatient Pain Management Programs
- Work Hardening/Work Conditioning > 2 wks
- DME > \$500(electric wheelchairs, certain back braces)
- Experimental Procedures (Prolotherapy, Disc Replacement surgeries)

**Please call Coventry at (800) 937-6824 for any of the services noted above.** When calling, please have the injured worker's name, social security number, employer name, claims administrator and Coventry's CWMP name available to expedite the process.

If you need to locate a specialist, please refer into the Coventry CWMP Network. You may call Coventry at (800) 937-6824 or use the website at [www.talispoint.com/cvty/guard](http://www.talispoint.com/cvty/guard) to locate a CWMP provider.