

**PROVIDER FREQUENTLY ASKED QUESTIONS ABOUT
THE STATE FUND MPN BY HARBOR HEALTH**

1) Why did I receive notifications from State Fund regarding the State Fund MPN by Harbor Health?

State Fund sent letters to physicians who have previously treated their injured workers, to advise them that State Fund has contracted with Harbor Health Systems to administer the State Fund MPN by Harbor Health.

2) What is the State Fund MPN by Harbor Health? What happened to the old State Fund MPN?

Effective February 1, 2016, State Fund contracted with Harbor Health Systems to administer its State Fund MPN by Harbor Health and the prior MPN terminated for non-state employees. In addition, effective June 1, 2016, Harbor Health Systems will also administer the MPN for covered state employees. For additional information regarding the prior State Fund MPN, please contact State Fund at 1-866-436-0204.

3) Were all providers in the old State Fund MPN included in the new State Fund MPN by Harbor Health?

The State Fund MPN by Harbor Health took effect on February 1, 2016, for non-state employees. For covered State employees, the new MPN effective date is June 1, 2016. As the new administrator, we only have information about the current MPN providers. For a full listing of the new MPN participating providers, you can access the Provider Finder by Harbor Health at: www.statefundca.com/mpn/providerfinder or contact the Harbor Health Systems Medical Access Assistant Department at 1-855-521-7082.

4) Who/What is Harbor Health?

Harbor Health Systems is a medical provider network administrator. If you would like to know more about Harbor Health you can visit our website at www.harborhealthsystems.com.

5) Is the State Fund MPN by Harbor Health approved by the State of California Division of Workers' Compensation (DWC)?

Yes, the DWC approved the State Fund MPN by Harbor Health on December 24, 2015. This information is available on the DWC website at http://www.dir.ca.gov/dwc/mpn/dwc_mpn_main.html.

6) What type of physician education does Harbor Health Systems provide pertaining to the State Fund MPN by Harbor Health?

Harbor Health Systems will provide physician education on issues including information on report writing, medical treatment utilization schedules, disability management, MPN participation requirements and communications with claims administrators. If you have a question regarding program participation, please contact Harbor Health Systems at 1-855-521-7082.

7) What if I have a concern about the State Fund MPN by Harbor Health?

Please contact the Harbor Health Systems Provider Relations department at 1-888-626-1737 with details about your concern. Harbor Health Systems will address your concern based on the nature of the issue and provide a written response within thirty (30) days from when we receive all necessary information from you to research the matter.

8) What is MAA?

Medical Access Assistant (MAA) is a service to assist covered injured workers in locating a specialty matched medical provider who participates in the State Fund MPN by Harbor Health. The MAA service can also assist with securing appointments with a selected provider on behalf of the referring physician. MAAs are available Monday - Saturday, 7 a.m. - 8 p.m. Pacific Time to provide assistance with access to medical care under the State Fund MPN by Harbor Health. The MAA may be contacted via toll free number at 1-855-521-7082; or by email at statefundMPNMAA@harborsys.com; and by fax: 571-446-2070.

9) How will employees find providers in the MPN?

Employees may access the roster of all treating physicians, or a complete provider directory in the State Fund MPN by Harbor Health by visiting the website: www.statefundca.com/mpn/ProviderFinder or calling an MAA at 1-855-521-7082. Employees may also call and ask for a regional area listing by mail. To obtain a complete list of all MPN Providers, employees can contact an MAA or email statefundMPNMAA@harborsys.com or by writing to Harbor Health Systems, Attn: State Fund MPN by Harbor Health, P.O. Box 11779, Newport Beach, CA 92658-5041.

10) What do I need to do to be included on the MAA list as a provider?

If you received notice that you were selected to be part of the new State Fund MPN by Harbor Health, all you need to do to be included on the MAA Provider Finder is complete and return the fully executed Physician Acknowledgment letter you received from Harbor Health Systems.

11) How will injured workers make appointments with my office?

Covered injured workers may contact you directly to schedule an appointment. They may also arrange appointments through their claims adjuster or the State Fund Customer Service Center or through an MAA at 1-855-521-7082.

12) Will the State Fund require patients to transfer to other State Fund MPN by Harbor Health physicians?

State Fund has a policy for transfer of ongoing care that it uses to determine if an employee can temporarily continue receiving treatment for an existing work-related injury or illness, by a provider outside of the MPN, before care is transferred to a provider in the State Fund MPN by Harbor Health.

13) Who will decide the issue of transfer of care on any given case?

The State Fund claims adjuster will make transfer of care and continuity of care decisions in accordance with the request of the injured worker who is currently receiving treatment and subject to various conditions.

Last Update: 05/24/2016 Please note this information is subject to periodic update.