



Johnson Machinery Co.  
P.O. Box 351  
Riverside, CA 92502  
(951) 686-4560

August 2008

To All Associates:

Beginning August 1, 2008 Johnson Machinery Co. (JMC) is expanding the list of medical providers who can provide treatment for a work related injury. Please be assured our workers' compensation program is not changing. Work injuries will continue to be handled the same way they always have been. We are simply adding a Medical Provider Network (MPN) to our existing program.

Basically, an MPN is an approved Worker's Compensation network and is built around Occupational Care Providers. The MPN includes occupational health clinics and doctors who will provide you with medical treatment. Our MPN has a large number of doctors available to treat an injured worker, is easy to access and will provide you with high quality medical care.

The attached MPN booklet is in a question and answer format that will provide you with information about our MPN and may serve as a guide in the event you have a work-related injury or illness.

As always, JMC is committed to your well-being and safety at work. Keeping injuries from happening is our first concern. However, if you do have a work injury, it is our goal to help you receive the medical care necessary to get you back to work promptly.

If you have any questions, please let me know.

Sincerely,

*Tracy Chaffin*

Tracy Chaffin  
Human Resources Manager  
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Johnson Machinery Co.  
MPN Handbook  
English version

## **Important Information about Medical Care if you have a Work-Related Injury or Illness**

### **Initial Written Employee Notification Re: Johnson Machinery Co. Medical Provider Network**

(Title 8, California Code of Regulations, section 9767.12)

California Law requires your employer to provide and pay for medical treatment if you are injured at work. Your employer has chosen to provide this medical care by using a Workers' Compensation physician network called Johnson Machinery Co. Medical Provider Network (MPN). This Johnson Machinery Co. MPN is administered by Hutch and Son TPA. Your employer is self insured and their workers' compensation third party administrator is Hutch and Son TPA. This notification tells you what you need to know about the Johnson Machinery Co. MPN program and describes your rights in choosing medical care for work related injuries and illnesses.

- **What is an MPN?**

A Medical Provider Network (MPN) is a group of health care providers (physicians and other types of providers) set up by an insurer or self-insured employer and approved by the Division of Workers' Compensation's (DWC) Administrative Director to treat workers injured on the job. Each MPN must include a mix of doctors specializing in work-related injuries and doctors with expertise in general areas of medicine. MPNs must meet access to care standards for common occupational injuries and work-related illnesses. Further, the regulations require MPN providers to use medical treatment guidelines adopted by the DWC.

A MPN must have at least three physicians of each specialty expected to treat common injuries experienced by injured employees based on the type of occupation or industry in which the employee is engaged.

A MPN must offer appointments for initial treatment to be available within three (3) business days, and appointments for specialist within twenty (20) business days.

A MPN must have a primary treating physician and a hospital for emergency health care services, or if separate from such hospital, a provider of all emergency health care services, within 30 minutes or 15 miles of each covered employee's residence or workplace.

A MPN must have providers of occupational health services and specialists within 60 minutes or 30 miles of a covered employee's residence or workplace.

- **What do I do if I am temporarily working or traveling for work outside the MPN geographic service area when the need for non-emergency medical arises?**

You will be provided with a choice of at least three physicians outside the MPN service area to choose from. The physicians will meet the same access standards as physicians within the MPN area (primary treating physicians and/or hospitals for emergency health care services, or if separate from such hospital, a provider of all emergency health care services will be within 30 minutes or 15 miles of each covered employee's residence or workplace. Providers of occupational health services and specialists will be within 60 minutes or 30 miles of a covered employee's residence or workplace.)

You will be ensured that an appointment for initial treatment is available within 3 business days of the MPN applicant's receipt of a request for treatment within the MPN. You reserve the right to change physicians among the referred physicians if you disagree with their diagnosis or treatment plan and may obtain a second and third opinion from the referred physicians

- **What do I do if I am an injured employee who decides to temporarily reside outside the MPN geographic service area during recovery or I am a former employee whose employer has ongoing worker's compensation obligations and I permanently reside outside the MPN geographic service area?**

You will be provided with a choice of at least three physicians outside the MPN service area to choose from. The physicians will meet the same access standards as physicians within the MPN area (primary treating physicians and/or hospitals for emergency health care services, or if separate from such hospital, a provider of all emergency health care services will be within 30 minutes or 15 miles of each covered employee's residence or workplace. Providers of occupational health services and specialists will be within 60 minutes or 30 miles of a covered employee's residence or workplace.) The MPN contact will make sure an appointment for your initial treatment is available within 3 business days of his or her receipt of your request for treatment. If you disagree with either the diagnosis or the treatment prescribed by your doctor selected from the list of doctors provided by the MPN contact, you may ask the MPN contact for a second opinion. The MPN contact will make sure you have a regional area list of doctors to choose from and will inform you that you have the right to request a copy of the medical records that will be sent to the second opinion doctor. Then you may choose a doctor from the provided list of doctors and make an appointment within 60 days. You must tell the MPN contact person of your appointment date.

If you do not make an appointment within 60 days, you will not be allowed to have a second opinion with regard to this disputed diagnosis or treatment of the treating physician.

If the second opinion physician feels that your injury is outside the type of injury he or she normally treats, the doctor's office will notify the MPN contact and you so the MPN

contact can provide a new regional list of providers and/or specialists to you for selection based on the specialty or recognized expertise in treating the particular injury or condition in question.

After you receive a second opinion, if you still disagree with your doctor, you may ask for a third opinion. The Johnson Machinery MPN contact person will make sure you have a regional area list of provider's to choose from and will inform you that you have the right to request a copy of the medical records that will be sent to the third opinion doctor. Then you can choose a doctor from the list of doctors provided by the MPN contact and make an appointment within 60 days.

If you do not make an appointment within 60 days, you will not be allowed to have a third opinion with regard to this disputed diagnosis or treatment of this treating physician.

If the third opinion doctor feels that your injury is outside the type of injury he or she normally treats, the doctor's office will notify the MPN contact person and you so the MPN can provide a new list of doctors and/or specialists to you so you can make another selection.

If after the third opinion, you still disagree with your doctor, you may ask for an Independent Medical Review (IMR). Your MPN contact person will give you information on requesting an Independent Medical Review and a form at the time you request a third opinion.

An IMR will be done by a physician outside of the MPN who will be selected to conduct an independent assessment of your dispute.

As long as your second opinion, third opinion or Independent Medical Reviewer agrees with the treating doctor, you will need to continue to receive your medical treatment from the list of doctors provided by the MPN contact.

***If the Independent Medical Reviewer*** does not agree with your treating doctor, you will be allowed to receive medical treatment from a provider either inside or outside the Johnson Machinery Co. MPN. If you decide to receive treatment outside the MPN, it can only be for the treatment or diagnostic service recommended by the second opinion, third opinion or Independent Medical Reviewer.

Once this treatment is completed, you will receive all other treatment with a doctor of your choice provided by the MPN contact.

- **What do I do if my primary treating physician refers me to a type of specialist not included in the MPN?**

You may select a specialist from outside the MPN.

- **What do I do if I need emergency medical treatment?**

**In case of an emergency, you should call 911 or go to the closest emergency room.** You may receive emergency health care services from a medical provider or hospital that is not a member of the MPN.

- **How do I find out which doctors are in my MPN?**

Johnson Machinery Co. has identified the following person to be the **MPN Contact** for all employees:

Name: Carl Hutchison  
Title: Claims Manager  
Address: 4212 East Los Angeles Ave., #3177, Simi Valley, CA 93063  
Telephone Number: (805) 522-3952  
Toll Free Number: (800) 642-5053  
Email address: HutchandSonTPA@aol.com

This person will be able to answer your questions about the Johnson Machinery Co. MPN and tell you how to receive or access the names of the doctors in the MPN. A regional list of MPN providers is included with this notification. A list of MPN providers can be obtained by calling our MPN contact person or asking your employer.

- **What happens if I get injured at work?**

If you are injured at work, notify your employer as soon as possible. Your employer will provide you with a claim form. When you notify your employer or insurer that you have had a work-related injury, your employer or insurer will arrange an initial appointment with a doctor in Johnson Machinery Co. MPN.

- **How do I choose a provider?**

After the first visit, you may continue to be treated by this doctor, or you may choose another doctor from the Johnson Machinery Co. MPN. You may continue to choose doctors within Johnson Machinery Co. MPN for all of your medical care for this injury. If appropriate, you may choose a specialist or ask your treating doctor for a referral to a specialist. If you need help in choosing a doctor, you may contact the MPN Contact listed above.

If there are less than three primary treating physicians or specialty physicians within 15 miles of your location in a specialty appropriate to treat your injury, you may choose your own doctor or provider outside the MPN network.

If you have trouble getting an appointment with a doctor within the MPN, contact the MPN Contact who will assist you.

- **What if I disagree with my doctor about medical treatment?**

If you disagree with your doctor or do not like your doctor for any reason, you may always choose another doctor within the MPN.

If you disagree with either the diagnosis or treatment prescribed by your doctor, you may ask for a second opinion from a doctor within Johnson Machinery Co. MPN. If you want a second opinion, you must contact the MPN Contact and tell them you want a second opinion. The contact person will make sure you have a regional area listing of MPN doctors to choose from and inform you that you have the right to request a copy of the medical records that will be sent to the second opinion physician. Then you may choose a doctor from Johnson Machinery Co. MPN and make an appointment within 60 days. You must tell the MPN Contact person of your appointment date.

If you do not make an appointment within 60 days, you will not be allowed to have a second opinion with regard to this disputed diagnosis or treatment of this treating physician.

If the second opinion doctor feels that your injury is outside of the type of injury he or she normally treats, the doctor's office will notify your employer or insurer and you will get a new list of Johnson Machinery Co. MPN doctors or specialists so you can make another selection.

After you receive a second opinion, if you still disagree with your doctor, you may ask for a third opinion. If you want a third opinion, you must contact the MPN Contact and tell them you want a third opinion. The contact person will make sure you have a regional area listing of Johnson Machinery Co. MPN doctors to choose from and inform you that you have the right to request a copy of the medical records that will be sent to the third opinion physician. Then you may choose a doctor from the Johnson Machinery Co. MPN and make an appointment within 60 days. You must tell the MPN Contact of your appointment date.

If you do not make an appointment within 60 days, then you will not be allowed to have a third opinion with regard to this disputed diagnosis or treatment of this treating physician.

If the third opinion doctor feels that your injury is outside of the type of injury he or she normally treats, the doctor's office will notify your employer or insurer and you will get a new list of Johnson Machinery Co. MPN doctors or specialists so you can make another selection.

If after the third opinion, you still disagree with your doctor, you may ask for an **Independent Medical Review (IMR)**. Your employer or MPN contact person will give you information on requesting an Independent Medical Review and a form at the time you request a third opinion.

An IMR will be done by a physician outside of the MPN who will be selected to conduct an independent assessment of your dispute.

As long as your second opinion, third opinion or Independent Medical Reviewer agrees with the treating doctor, you will need to continue to receive your medical treatment with doctors in the Johnson Machinery Co. MPN network.

*If the Independent Medical Reviewer* does not agree with your treating doctor, you will be allowed to receive medical treatment from a provider either inside or outside the Johnson Machinery Co. MPN. If you decide to receive treatment outside the MPN, it can only be for the treatment or diagnostic service recommended by the second opinion, third opinion or Independent Medical Reviewer.

Once this treatment is completed, you will receive all other treatment with a doctor of your choice back in the MPN Network.

- **What if I am already being treated for a work-related injury before Johnson Machinery Co. MPN begins? What is “transfer of care”?**

Johnson Machinery Co. has a “**transfer of care**” policy which describes what will happen if you are currently treating for a work-related injury with a physician who is not a member of the MPN. A copy of the Johnson Machinery Co. Transfer of Care policy is available upon request pursuant to §9767.12.a.12.

If your current treating doctor is a member of Johnson Machinery Co. MPN, then you may continue to treat with this doctor and your treatment will be under Johnson Machinery Co. MPN. Your current doctor may be allowed to become a member of Johnson Machinery Co. MPN.

If your current treating doctor is not or is not allowed to become a member of Johnson Machinery Co. MPN, then you may be sent to a Johnson Machinery Co. MPN doctor for treatment. If this occurs, you will be sent a letter and your doctor will also be notified.

Until you are transferred into the MPN, your doctor may make referrals to providers within or outside the MPN.

You will not be transferred to a doctor in Johnson Machinery Co. MPN if your injury or illness meets any of the following conditions:

- **(Acute)** An acute condition is a medical condition that involves a sudden onset of symptoms due to an illness, injury or other medical problem that requires prompt medical attention and that has a limited duration. Completion of treatment shall be provided for the duration of the acute condition. An acute condition shall have duration of less than ninety days.
- **(Serious or chronic)** Your injury or illness is one that is serious and continues for at least 90 days without full cure or worsens and requires ongoing treatment. You

may be allowed to be treated by your current treating doctor for up to one year, until a safe transfer of care can be made.

- **(Terminal)** You have an incurable illness or irreversible condition that is likely to cause death within one year or less.
- **(Pending Surgery)** You already have a surgery or other procedure that has been authorized by your employer or insurer that will occur within 180 days of the MPN effective date.

If Johnson Machinery Co. MPN is going to transfer your care and you disagree, you may ask your treating doctor for a report that addresses whether you are in one of the categories listed above.

If either Johnson Machinery Co. MPN or you do not agree with your treating doctor's report, this dispute will be resolved according to Labor Code Section 4062. You must notify the MPN Contact listed previously if you disagree with this report.

If your treating doctor agrees that your condition does not meet one of those listed above, the transfer of care will go forward while you continue to disagree with the decision.

If your treating doctor believes that your condition does meet one of those listed above, you may continue to treat with him or her until the dispute is resolved.

- **What if I am being treated by a Johnson Machinery Co. MPN doctor and the doctor leaves the MPN?**

Johnson Machinery Co. has a written **Continuity of Care Policy** that may allow you to continue treatment with your doctor if your doctor is no longer actively participating in Johnson Machinery Co. MPN. A copy of Johnson Machinery's complete Continuity of Care Policy is available upon request from your MPN contact.

If you are being treated for a work-related injury in Johnson Machinery Co. MPN and your doctor no longer has a contract with the MPN, you may request to continue treating with your provider if the following conditions are met:

- The termination of your provider is not for medical disciplinary cause or reason, or fraud or other criminal activity.
- The terminated provider whose services are continued beyond the contract termination date pursuant to section §4616.2 will agree in writing to be subject to the same contractual terms and conditions that were imposed upon the provider prior to termination.
- At the time of your provider's contract termination, your medical condition meets one of the following conditions:

- **(Acute)** An acute condition is a medical condition that involves a sudden onset of symptoms due to an illness, injury or other medical problem that requires prompt medical attention and that has a limited duration. Completion of treatment shall be provided for the duration of the acute condition. An acute condition shall have duration of less than ninety days.
- **(Serious or chronic)** Your injury or illness is one that is serious and continues for at least 90 days without full cure or worsens and requires ongoing treatment. You may be allowed to be treated by your current treating doctor for up to one year, until a safe transfer of care can be made.
- **(Terminal)** You have an incurable illness or irreversible condition that is likely to cause death within one year or less.
- **(Pending Surgery)** You already have a surgery or other procedure that has been authorized by your employer or insurer that will occur within 180 days of the MPN effective date.

Your claims adjuster will notify you with the medical determination regarding the completion of treatment. The notification shall be sent to you, and a copy of the letter will be sent to your primary treating physician.

If you dispute the medical determination from your claims adjuster, you may request a report from your primary treating physician that addresses whether you fall within any of the conditions set forth above. The primary treating physician shall provide the report to you within 20 calendar days from your request for the report. If the physician fails to issue the report to you within the 20-day period, the determination by the claims adjuster will apply.

If you or Johnson Machinery objects to the medical determination by the primary treating physician, the dispute regarding the medical determination made by the primary treating physician concerning the transfer of care shall be resolved pursuant to Labor Code §4062.

If the primary treating physician agrees with the medical determination that your medical condition does not meet the conditions set forth above, the transfer of care shall go forward during the dispute-resolution process.

If the primary treating physician does not agree with the medical determination that your medical condition does not meet the conditions set forth above, the transfer of care shall not go forward until the dispute is resolved.

If it is determined that transfer of care is necessary, you will be notified in writing, and you will be able to choose your treating physician from the MPN. You can obtain the MPN provider list at [EmployerMPN.com](http://EmployerMPN.com) or from your claims adjuster.

- **What if I have questions or need help?**

- **MPN Contact:** You may always contact the MPN Contact if you need more help or explanation about your medical treatment if you have a work-related injury or illness.

Name: Carl Hutchison

Title: Claims Manager

Address: 4212 East Los Angeles Ave., #3177, Simi Valley, CA 93063

Telephone Number: (805) 522-3952

Toll Free Number: (800) 642-5053

Email address: HutchandSonTPA@aol.com

- **<MPN website:** [http://www.dir.ca.gov/dwc/MPN/DWC\\_MPN\\_Main.html](http://www.dir.ca.gov/dwc/MPN/DWC_MPN_Main.html) >
- **DWC Information & Assistance Officer:** If you have concerns, complaints or questions regarding the MPN, the notification process, or your medical treatment after a work-related injury or illness, you can call Information and Assistance Officer at the Division of Workers' Compensation at 1-800-736-7401.
- **Independent Medical Review:** If you have questions about the Independent Medical Review process or the Independent Medical Reviewer, you may contact the Division of Workers' Compensation's Medical Unit at:  
P.O. Box 420603  
San Francisco CA 94142  
(510) 286-3700 or (800) 794-6900

**Keep this information in case you have a work-related injury or illness.**

**US HealthWorks**

1760 Chicago Avenue, Suite J3, Riverside, Ca 92507 (951) 781-2200  
850 E. Washington Street, Colton, Ca 92324 (909) 370-0572  
6485 Day Street, Suite 302, Riverside, CA 92507 (951) 653-5291  
599 Inland Center Dr., #108, San Bernardino, Ca 92408 (909) 889-2665  
16420 Perris Blvd., Moreno Valley, Ca 92551 (951) 571-2450  
3200 Inland Empire Blvd., Suite 100, Ontario, Ca 91764 (909) 945-5011  
1045 N. Tustin Avenue, Orange, Ca 92867 (714) 288-8303  
9350 Flair Drive, Suite 102, El Monte, Ca 91731 (626) 407-0300  
15707 E. Valley Blvd., City of Industry, Ca 91744 (626) 961-1152  
17487 Hurley Street, City of Industry, Ca 91744 (626) 965-0959  
7590 Miramar Road, Suite C, San Diego, Ca 92126 (858) 549-4255  
5897 Oberlin Drive, Suite 100, San Diego, Ca 92126 (858) 455-0200  
1851 Lombard, Suite 100, Oxnard, Ca 93030 (805) 983-2234

**Concentra**

9190 Haven Avenue, #100, Rancho Cucamonga, Ca 91730 (909) 481-7345  
1101 S. Milliken Avenue, Suite C, Ontario, Ca 91761 (909) 390-2799  
1218 E. Lexington Avenue, Pomona, Ca 91766 (909) 628-2777  
640 S. Placentia Avenue, Placentia, Ca 92870 (714) 579-7772  
2121 Towne Center Place, Suite 100, Anaheim, Ca 92806 (714) 937-1919

**Universal Industrial Care**

16025 Gale Avenue, Suite B-10, City of Industry, Ca 91715 (626) 336-6652

**Desert Valley Medical Group**

12401 Hesperia Rd, Victorville, CA 92395 (760) 245-2474  
16850 Bear Valley Rd, Victorville, CA 92395 (760) 381-8955

**Health Pointe Medical Clinic**

28991 Old Town Front St, #104, Temecula, CA 92590 (951) 699-5282

**Desert Oasis Healthcare**

81-880 Dr. Carreon Blvd., Suite C-108, Indio, Ca 92201 (760) 775-9641  
275 N. El Cielo Road, Palm Springs, Ca 92262 (760) 320-8814  
41-120 Washington St, #202, Bermuda Dunes, Ca 92203 (760) 360-9055

**Imperial Valley Occupational Medicine**

1850 W. Main Street, Suite E, El Centro, Ca 92243 (760) 370-0220