

## Accident Reporting

### Employees Rights and Responsibilities

The Health Partnership Program (HPP) is the name for the managed care worker's compensation program in Ohio. As a certified HPP, Care Works subscribes to the following employee rights and responsibilities:

- 1) You must report the work-related injury or illness to your supervisor or employer as soon as possible after the event.
- 2) Your Employer will inform you of the primary treatment center site location, where you will go for your initial treatment for your work-related injury/illness. (For CSU, the primary treatment facility is St. Vincent Charity Hospital/Occupational Medicine Center). Care Works is the managed care organization that will oversee your care. You must present the Care Works "Initial Physician Report" form at the time of your first visit to the primary treatment center.
- 3) You should inform the medical provider that you experienced the illness or injury on the job.
- 4) If you need additional medical treatment after the initial treatment, contact your Supervisor, CSU Benefits or Care Works for a list of Care Works providers. You have a right to choose and see a provider from within the Care Works network or any provider certified by the Bureau of Worker's Compensation (a BWC-Certified Provider).

There are three types of providers within the Health Partnership Program:

**Care Works (MCO) Providers** – A Provider who is credentialed and signs a provider agreement with Care Works. (These providers are also certified by the Bureau of Worker's Compensation)

**BWC-Certified Providers** – A Provider who is credentialed and signs a provider agreement with the Bureau of Worker's Compensation. All BWC-certified providers are required by the BWC provider agreement to cooperate with the managed care requirements of the program.

**Non-BWC Certified Providers** – A Provider who is not credentialed and who has not signed an agreement with the BWC. You may be liable for medical bills if you seek ongoing treatment from non-BWC certified providers without the approval of Care Works.

- 5) You also have the right to change providers within the Care Works network. To request this change, call Care Works toll-free at 1-888-627-7586 for instructions.
- 6) You also have the right to select a provider outside of the Care Works network as long as the provider is certified by the Bureau of Workers Compensation or "BWC-Certified". To request this change, call Care Works toll-free at 1-888-627-7586 for instructions.
- 7) If you choose to be referred out of the Care Works network, that decision will only apply to the specific illness or injury for which you are then being treated. For any future injuries or illnesses, you

must first choose to use a Care Works provider.

8) If you are being treated outside the Care Works network and want to move back into the network during the course of treatment, you are free to do so at anytime without restrictions. In this case, contact Care Works toll-free at 1-888-627-7586 for instructions.

9) If you experience a life or limb-threatening injury on the job, you should always receive the necessary medical treatment from the appropriate health care providers whether or not they are part of the Care Works network.

### **Payment of Medical Bills**

In order to have your medical bill paid by your employer, you must begin provided for each new claim (provide initial treatment) with a Care Works or a BWC-Certified provider.

If you want to change providers, you must change to a BWC-Certified to ensure payment of the bill by your employer.

If you require treatment for a work-related emergency your employer pays the cost of your initial visit. For any subsequent visits, you must first select a Care Works or a BWC-certified provider for treatment to ensure payment of the bill.

**If you choose not to follow these procedures and instead use a non-approved provider, you will be held responsible for the bill payment.**

### **Complaints and Disputes**

If, during the course of treatment, you have a complaint or dispute regarding your medical care or service provided, you may access the managed compensation dispute resolution process. Details of this process will be made available to you by contacting Care Works toll-free at 1-888-627-7586.