

Medical Provider Network (MPN) Telehealth Options

To help improve access to medical services, medical provider network (MPN) telehealth services are available to injured workers for the entire State of California who desire to obtain clinical health care via a device that has audio-video capability. Telehealth services are available through technology to connect with a physician or medical provider. The employer may provide these devices when the employee does not have the required technology to receive the medical treatment through telehealth.

Telehealth options may not be appropriate for all conditions in general, the following rules are applied to telehealth options:

- The physician will provide medical services only for those conditions appropriate to be treated by telehealth.
- The telehealth evaluation/examination will be done by a California licensed physician within his or her scope of practice and meets the same standard of care as a face-to-face medical evaluation/examination including all necessary medical record documentation requirements and privacy standards.
- The telehealth physicians may provide services via (a) telehealth only; or (b) at a brick and mortar facility and also via telehealth.
- The physician who is available for only telehealth appointments will be counted when determining if the MPN has met access standards, if the injured covered employee consents to see the telehealth physician.

Physicians who provide services via telehealth only:

- The physician who is available for only telehealth appointments will not be counted when determining if the MPN has met access standards, if the injured covered employee does not consent or retracts his/her consent to receive telehealth services prior to delivery of telehealth treatment.

Physicians who provide services at a brick and mortar facility and also via telehealth:

- If injured covered employee chooses and consents to telehealth services, the physician will be counted when determining if the MPN has met access standards.
- If injured covered employee does not consent or retracts his/her consent prior to delivery of telehealth treatment, inclusion of physician in determining MPN's compliance with access standards, is dependent upon whether or not the physician's physical location is within 30 minutes or 15 miles (if Primary Treating Physician), or within 60 minutes or 30 miles (if specialist), of injured covered employee's residence or workplace, in accordance with 8 CCR §9767.5(a)(1) and (a)(2).
- Consent is required prior to delivery of the telehealth treatment and must be documented in your medical record, pursuant to Business and Professions Code section 2290.5(b).
- The physician will provide referral to a "brick and mortar" provider listing or emergency department within the MPN if the employee is presenting symptoms that are not appropriate for a telehealth visit.
- Telehealth providers will not perform the duties of a "Primary Treating Physician" (PTP) unless mutually agreed upon by patient and provider.
- Whenever physical manipulation is needed or procedures are needed to appropriately address patient needs, the Primary Treating Physician (PTP) must have access to a physical location with providers able to assist the physician or perform specific functions as a secondary treater.
- The Primary Treating Physician (PTP) must be responsible for managing patient records including those from any secondary treater used a physical treatment facilities to appropriately guide the patient treatment plan.