

MANAGED CARE OF WORKERS' COMPENSATION IN NEW HAMPSHIRE

YOUR EMPLOYER IS PARTICIPATING IN A MANAGED CARE PROGRAM.
YOUR MANAGED CARE COMPANY IS WINDHAM GROUP'S WORK INJURY NETWORK (WIN)

Employee Rights and Obligations

Your managed care program and its network of medical providers is "state approved." The network is comprised of qualified medical providers in all work related medical specialties.

1. You have the right to choose your provider from the Windham Injury Network (WIN) of Providers. This can be found at www.windhamgroup.com
2. You should present your WIN identification card and inform your provider that you are an employee covered by Managed Care when treating for a work related injury.
3. You are required to obtain medical treatment from a provider within the WIN for a work-related injury and are allowed to make one change of provider within the network at each level of treatment. **If you treat outside the network without prior approval, you are responsible for payment of the medical treatment, not your employer or workers' compensation insurance carrier.** The following exceptions are allowed for treatment outside the WIN for a work-related injury.
 - A. **In the event of an emergency, seek medical attention at the nearest facility!** Follow up care must be within the WIN Provider Network. You must inform your employer and your WIN managed care facilitator of any emergency treatment and follow up care.
 - B. You have the right to treat outside of the network when the required services are not available to you in a reasonable time within the network. A WIN managed care facilitator will assist you in locating the appropriate provider.
 - C. You have the right to treat with a medical provider that has treated you within the last six months for an injury that has now re-occurred, even if this provider is not a member of the WIN network. Your provider is required to comply with the same criteria for treatment as any network provider. Please inform your employer and WIN managed care facilitator should this occur.
4. You have the right to reasonable access to a second opinion within the network, if the appropriate provider is not available to you within a reasonable time, then you may seek an opinion from a provider outside of the network. Please contact your managed care facilitator or insurance adjuster should this occur and they will assist you.
5. Upon approval of the New Hampshire Department of Labor, you have the right to an independent medical examination with a provider of your choice. You may send written notification to the Commissioner of Labor for authorization to obtain an independent medical exam (IME) and report thereof by a health care provider of your choice. The provider shall be paid in accordance with the managed care program and shall be paid by the employer or employer's insurance carrier. There is nothing to prevent you from obtaining an IME of your choice at your expense. Mail your notification to:

The Commissioner of Labor C/O
The New Hampshire Department of Labor
95 Pleasant Street, State Office Park South
Concord, NH 03301
6. You have the right to contact your managed care facilitator at **1-800-898-0386** regarding any issues or concerns you may have about your treatment, quality of services, rights and responsibilities and/or issues regarding return to work.

For assistance please contact

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