

INSTRUCTIONS FOR IMPLEMENTING THE ACM MEDICAL PROVIDER NETWORK

Use the following steps to ensure that each employee is properly educated and notified about the operation of a Medical Provider Network (MPN). If the employee is not properly educated/notified of the MPN, or ACM cannot show proof an injured employee was notified, we may be unable to direct their medical treatment within the MPN.

HOW TO OBTAIN ACM MPN ENROLLMENT MATERIALS

The following American Claims Management (ACM) MPN enrollment materials are available online in English and Spanish.

1. Employee Notification of Rights
2. MPN Employee Notification Affidavit to document the posting advisement of the Notification of Rights and Posting Notice
3. MPN Implementation Notice to New Employees (to be provided to new hires on or after 10-8-10)
4. Posting Notice (DWC7) (to be posted next to the Employee Notification of Rights)

To Access forms online:

1. Go to the ACM website at: www.acmclaims.com
2. Under Report a Claim, choose "Workers' Compensation"
3. Click on "Forms"
4. Choose a state
5. Under MPN Forms, select a insurance company
6. Available in English and Spanish versions are the Employee Notification of Rights, the Employee Notification Affidavit, the MPN Implementation Notice to New Employees, and Posting Notice

Note: This information cannot be modified as it has been expressly approved by the State and deviations are not permitted. If you want to personalize the material for your company, we suggest you do so via a separate cover memo.

HOW TO ENROLL YOUR CURRENT & NEW EMPLOYEES IN THE ACM MPN

All current employees will need to immediately be notified of this new MPN. The "Notification Affidavit" that is included within the "ACM MPN Packet" shall be signed by all employees as a receipt verification of the MPN information. Once the employee has signed the form, you should keep this with their personnel file and if the employee sustains an injury, then provide a copy of the Affidavit with the first report of injury to ACM. The Notification Affidavit, with your employee's signature and date, provides ACM the necessary documentation to ensure MPN medical control.

There are several options available to you to ensure efficient distribution/documentation of the MPN Employee Notification Requirements:

1. Immediately provide each employee with a posting advisement to direct employees to where the Notification of Rights letter and Posting Notice are located. This can be done in person, via U.S. mail or a payroll stuffer. Follow up with the employees to verify receipt of the signed Notification Affidavit.
2. Hold an all-employee meeting and hand out the Notification of Rights letter in a large group. Have each employee sign and return the Notification Affidavit at the end of the meeting.
3. Send the Notification of Rights letter via e-mail to your all employee distribution list and copy acmmpn@acmclaims.com

For new employees hired on 10-8-10 or after, include a completed 'MPN Implementation Notice to New Employees' form within the ACM MPN Packet as apart of the new hire paperwork and secure the Affidavit during new employee enrollment.

HOW TO FIND A MEDICAL PROVIDER IN THE ACM MPN

If an employee is injured, you must direct the injured worker to an MPN provider; however, in an emergency situation, always direct the injured worker to the nearest emergency room. To find a provider, log on to our web site at www.acmclaims.com.

1. Under Report a Claim, choose "Workers' Compensation"
2. Click on the link "Medical Provider Network"