



## EMPLOYEE RIGHTS AND OBLIGATIONS UNDER MANAGED CARE PROGRAMS

Your employer has joined a managed care program as a benefit to you should you experience a work related injury. Please review the outline of rights and obligations under the managed care program. (Lab 704.02)

### RIGHTS

1. If you are injured at work you have the right to choose a physician or other health care provider from the network and to make one change of physician or health care provider with the network at each level of treatment.
2. If you are injured at work you have the right to obtain a copy of the protocols established by the managed care program.
3. If you are injured at work you have the right to treatment outside the network in accordance with the provisions of Lab 703.01 under the following limited circumstances:
  - a) In any emergency situation when unable to identify a network provider. (Emergency is identified as that which will endanger one's health if medical treatment is not sought immediately)
  - b) If you have a reoccurrence of an injury for which you treated with a non-network provider within the last 6 months.
  - c) If the injured employee submits a written request to the NH Department of Labor Commissioner (Commissioner) and approval is obtained to seek treatment out of the network of providers secondary to a lack of particular medical services considered necessary.
4. Injured employees have the right to a second medical opinion relative to diagnosis or course of treatment.
5. Injured employees have the right to an independent medical exam under Lab 705.01 which states you may apply to the Commissioner if you are dissatisfied related to compensability, or the degree of disability or impairment arising out of your injury. The Commissioner shall grant such authorization as a matter of course.
6. You have the right to contact the Nurse Case Manager (Injury Management Facilitator) to discuss your medical concerns, discuss your options for treatment, or to select appropriate medical providers. 603-624-5660

### OBLIGATIONS

1. All participating managed care employees have the obligation to accept treatment within the healthcare provider network, if the services are provided therein. Should a participating employee arbitrarily decide to treat out of the network of providers for reasons other than those listed above, the employee will be expected to be financially responsible for payment of those out-of-network services.
2. Employees have the obligation to cooperate with the managed care organization, insurer and employer with regard to temporary alternative duty assignments and reinstatement to employment.