

**NEW JERSEY
WORKERS' COMPENSATION MANAGED CARE ORGANIZATION (WC MCO)
EMPLOYEE NOTICE**

Dear Injured Worker:

Coventry is pleased to provide your carrier/employer with access to its New Jersey WC MCO. The Coventry NJ WC MCO is designed to provide quality medical services for your work-related injuries or illnesses. The program has been developed in accordance with N.J.A.C. 11:6-2 to assist workers' compensation insurers in controlling workers' compensation costs while maintaining quality medical care standards. This letter is intended to serve as an overview of your rights and responsibilities under the New Jersey MCO regulations. If you have any questions or concerns, please contact us as at 1-800-937-6824.

1. If you need emergency medical treatment, seek the care that you need and then inform your employer and the Coventry NJ WC MCO as soon as reasonably possible. Emergency care means those medical services required for the immediate diagnosis or treatment of a medical condition that if not immediately diagnosed or treated could lead to serious physical or mental disability or death, or medical services that are immediately necessary to alleviate severe pain.
2. For non-emergency care, you must receive treatment by a Coventry network provider within five working days or as soon as practicable following treatment by a non-network physician.
3. You can locate a Coventry network provider by referring to the website at www.coventrywcs.com, reviewing the Coventry Integrated Network® directory, referring to a worksite poster, calling 1-800-937-6824, or by contacting your employer or insurer.
4. A Care Coordinator who may be your initial treating Coventry network provider can direct you to a non-Coventry network provider if you reside outside of our geographic service area. The non-Coventry network provider must be in the same category and practice closer to your home than the Coventry network provider. The non-Coventry network provider must agree to the terms and conditions of the Coventry program.
5. Any time during the course of treatment, if your physician proposes any of the following services, they must call Genex at 1-800-407-0704 to pre-certify before services are rendered:
 - Inpatient hospital admissions including the principal scheduled procedure(s) and the length of stay;
 - Outpatient surgical or ambulatory surgical services
 - Spinal surgery;
 - All psychological testing and psychotherapy, repeat interviews, biofeedback; except when any service is part of a preauthorized or exempt rehab program;
 - Repeat individual diagnostic study with a fee greater than \$350 or documentation of procedure (DOP);
 - Work hardening and work conditioning programs;

- DME in excess of \$500 per item (purchase or cumulative rental) and all TENS ;
 - Investigational or experimental service or device for which there is early, developing scientific or clinical evidence demonstrating the potential efficacy of the treatment, service or device but that is not yet broadly accepted as prevailing standard of care;
 - Physical and Occupational therapy services beyond six visits after the first two weeks immediately following the date of injury, or a surgical intervention previously preauthorized;
 - Chiropractic treatments after 8 visits;
 - Chronic pain management/interdisciplinary pain rehabilitation;
 - All drugs subject to preauthorization for claims subject to the State's approved formulary, if applicable;
 - Treatments and services that exceed or are not addressed by the commissioner's adopted treatment guidelines or protocols and are not contained in a treatment plan preauthorized;
 - Required treatment plans;
 - Any treatment for an injury or diagnosis that is not accepted by the insurance carrier (as defined by the State).
6. To assist your Coventry network provider in complying with the Coventry NJ WC MCO, please remind your provider to contact Berkshire Hathaway GUARD Insurance Companies (Berkshire Hathaway GUARD), Genex or Coventry to avoid any non-certification of services.
 7. During your treatment, a telephonic case management nurse may contact you to assist with your ongoing treatment plan. Berkshire Hathaway GUARD telephonic case management can be reached by dialing 800-673-2465.
 8. The New Jersey Workers' Compensation Managed Care Organization (NJ WCMCO) handbook can be accessed online at <https://www.guard.com/claims/medical-management/managed-care-information-new-jersey/>.
 9. Keep this letter for record purposes.

If you wish to file a complaint regarding the Coventry NJ WC MCO, you may contact Coventry at 1-800-262-6122 or send a written note to: Coventry New Jersey WC MCO, Attn: Grievance Coordinator, 5210 E Williams Circle Suite 220, Tucson, AZ 85711. A copy of the complaint and grievance process is available upon request.

If you have any questions about the Coventry NJ WCMCO, you may contact your employer, Berkshire Hathaway GUARD or the Coventry NJ WCMCO at 1-800-937-6824.

Sincerely,

Coventry Workers' Comp Services