

MetraComp
Preferred Provider
Organization
(PPO)

Employee Handbook

WELCOME

We are pleased that you have selected the MetraComp Preferred Provider Organization (PPO). In the unfortunate event that you sustain a workplace injury/illness, we are dedicated in supporting you throughout your treatment and recovery. To help navigate your workplace injury/illness, FutureComp, your medical case manager has partnered with MetraComp Inc., a New York State Certified Preferred Provider Organization (PPO). The MetraComp PPO is a network of top-rated medical providers that focus on helping injured employees recover and return to work. This handbook outlines how the MetraComp PPO works. FutureComp and MetraComp are here to assist and help you through your work-related injury or illness. If you have any questions about the PPO, you can reach out to your supervisor, contact FutureComp at 800-811-2667 or 585-736-5898, or contact MetraComp at 800-842-2917 and we will gladly assist.

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THE PURPOSE OF THE PPO

WORKERS' COMPENSATION INJURIES AND ILLNESSES ONLY

Your Workers' Compensation Preferred Provider Organization (PPO) should be used only for injuries and illnesses covered under your workers' compensation plan. If you are injured at work, you must use the doctors, clinics, hospitals, and other medical providers who are members of the MetraComp PPO.

RETURN TO WORK

The PPO is not just for your medical treatment. It is also designed to help you return to work after a covered injury or illness. The PPO's main purpose is to help employees who are injured or develop an occupational illness on the job return to work as soon as reasonably possible. Specially trained nurses and vocational specialists may be assigned to work with you, your employer, your claims adjuster, and your doctor to help you recover from your injury or illness and get back on the job.

PROVIDE QUALITY CARE

Injured workers deserve timely, quality medical care. The MetraComp PPO is a network of accessible providers and hospitals who understand how to diagnose and treat work-related injuries. These providers are committed to assist in returning injured employees back to work as soon as medically possible.

Please refer to the following page for specific instructions on how to access the MetraComp PPO.

HOW TO ACCESS THE PPO

FutureComp, your medical case manager for workers' compensation claims, has been trained on how to work with the PPO and can help you use it if you are injured or develop an occupational illness on the job. FutureComp should be your first contact if you have questions about the PPO or your workers' compensation coverage.

REPORT YOUR INJURY IMMEDIATELY

In the event of an emergency, or if urgent care is needed, please seek medical attention immediately. Once you have received care, contact your direct manager as soon as possible.

“Emergency Care” or “Urgent Care” is defined as medical care, treatment, services, products, or accommodations provided to an injured employee for a sudden onset of a medical condition of such nature that failure to render immediate care would reasonably result in deterioration of the injured employee's medical condition. The MetraComp PPO is **ONLY** for work-related injuries or occupational illnesses. You should not seek medical treatment from the PPO without telling your direct manager that you have a work-related injury or illness, unless you need emergency treatment right away. Never delay seeking medical treatment if you are seriously injured or ill.

If your job-related injury or occupational illness is not an emergency, please notify your direct manager of the condition immediately before seeing a doctor.

SELECT A MEDICAL PROVIDER

When choosing a MetraComp provider, it is important you know that you have a right to see a doctor close to your home or workplace. The instructions below are designed with your convenience in mind.

For an emergency or urgent care situation, you may do any one of the following:

1. Refer to panel of MetraComp PPO Providers as provided by FutureComp (upon request);
2. Call MetraComp at 800.842.2917 for help locating a provider;
3. Go online at www.metracomp.com to locate a MetraComp provider; **OR**
4. Go directly to the nearest emergency room.

For non-urgent care, do the following:

1. You must first report the workplace injury/illness to your manager and follow your employer's reporting process;
2. Refer to panel of MetraComp PPO Providers as provided by FutureComp (upon request);
 - If you would like to find additional providers not listed in the partial directory, call MetraComp's toll free line at 800.842.2917. You may also be given the names of hospitals, specialists, and ancillary

providers (i.e., physical therapy, x-ray, laboratory, etc.) that are part of the MetraComp PPO;

3. You can also locate MetraComp PPO providers online at www.metracomp.com.

MetraComp's toll free number, 800-842-2917, is available twenty-four (24) hours a day, seven (7) days a week, and translation service is available for non-English-speaking callers. You will be assisted by a telephone coordinator who will ask you for the following information:

- Name (injured worker)
- City, State, and Zip Code (work or home)
- Employer's Name
- Type of Provider or Specialty if known

To obtain a copy of the complete MetraComp New York PPO Directory, contact MetraComp at 800-842-2917, contact FutureComp at 800-811-2667 or 585-736-5898, or access it online at www.metracomp.com.

HAVE YOUR EMPLOYEE REFERRAL LETTER WITH YOU

When you go to a PPO provider such as a doctor, clinic, or hospital, you should have your Employee Referral Letter with you. It identifies you as a member of the MetraComp PPO. The Employee Referral Letter is located in the Workers' Compensation Packet, which is provided to you when a claim is opened. If you do not have an Employee Referral Letter, please reach out to your claims examiner to obtain one.

CHANGING PROVIDERS

CHANGE OF PHYSICIAN, OPTING OUT OF THE PPO, SECOND OPINION

You have the right to request a change of physician if you are not satisfied with the doctor treating your work-related injury or illness. You may seek medical treatment outside the PPO after thirty (30) days have passed since your first visit to a PPO provider. Your employer has the right to require, under such circumstance, a second opinion from a provider within the PPO.

To request a change of physician or to opt out of the PPO please notify FutureComp at 800-811-2667 or 585-736-5898.

NEW YORK STATE OCCUPATIONAL HEALTH CLINIC NETWORK

You have the right to choose to obtain treatment for occupational injuries/illnesses from the New York State Occupational Health Clinics Network. Please refer to pages 13-14 of this handbook for contact information for the New York State Occupational Health Clinics.

To request treatment from a New York State Occupational Health Clinic Network provider, please contact FutureComp at 800-811-2667 or 585-736-5898.

PPO PROGRAM COMPONENTS

MEDICAL CASE MANAGEMENT AND RETURN TO WORK

A FutureComp nurse case manager will work to manage your injury and well-being. If assigned, the nurse case manager will contact your medical provider to address your diagnosis, treatment plan and medically appropriate return to work date. Your nurse case manager will coordinate any other medical care you may need with your medical provider such as hospitalization, physical therapy or diagnostic test, for example. In addition, the nurse will work with you and your medical provider to determine an agreed-upon course of treatment and to ensure you receive timely and appropriate medical treatment.

A FutureComp nurse case manager will communicate directly with you and your employer to determine your job responsibilities, whether it is transitional or regular duties, and to address your return to work when it is medically suitable. They will also communicate closely with you and your employer to keep your employer updated about your medical status and work capabilities. You may contact your FutureComp case manager for questions at 800-811-2667 or 585-736-5898.

MEDICAL BILLS AND BENEFITS

All medical bills incurred as a result of an occupational injury/illness should be sent directly to your designated workers' compensation claims administrator, who will review the charges to make sure they are appropriate and correct, then identify and recommend those to be reimbursed to the provider(s). Your employers' workers' compensation claim administrator will pay the provider(s) according to the recommendations.

Your lost wage compensation and any other benefits you are entitled to receive under the New York State Workers' Compensation Act will be paid by your employer's workers' compensation administrator. You can direct any questions regarding your workers' compensation benefits to your employer's workers' compensation administrator.

UTILIZATION MANAGEMENT

FutureComp has developed a utilization management program to assess the medical necessity and appropriateness of proposed treatment plans while maintaining quality of care. Your doctor is familiar with the utilization management process in the state of New York (NY).

All medical necessity reviews are performed by licensed nurses, physicians, and when appropriate, behavioral health specialists.

GENERAL INFORMATION

1. Request(s) for medical treatment that falls outside of NY State Guidelines must be submitted by your doctor to FutureComp Utilization Review by fax to 866.293.8018
2. FutureComp will review and complete the request within five (5) business days from the date all necessary information is received by FutureComp.
3. If your medical treatment is not approved, an appeal/request can be made to FutureComp within twenty-one (21) business days by the associate, doctor, or associate's representative. FutureComp will complete the review within thirty (30) calendar days. If your care is urgent or life threatening, it will be reviewed within seventy-two (72) hours of the request.
4. Your doctor and/or treatment facility will also receive the written decision. The notice will include the primary reasons for the decision, including the clinical guidelines used.

PATIENT FEEDBACK

MetraComp values your feedback regarding the services we provide. Therefore, we have developed procedures for managing issues that are brought to our attention. All feedback in the form of a complaint (complaint is defined as a concern or issue communicated to MetraComp verbally) or grievance (grievance is defined as a more formal concern or issue that is submitted in writing to MetraComp) will receive a response within three (3) business days, appropriate referral for resolution, and a fair and complete review before a determination is made.

If you are dissatisfied with the medical care received from a MetraComp provider, please call 800-842-2917. Most concerns can be resolved without further action on your part. However, in the event that you continue to be dissatisfied, you have the right to make an informal complaint by telephone to 800-842-2917 or file a written grievance. A MetraComp Coordinator can help you file your grievance or you may choose your own representative to assist you. If you do not speak English, the MetraComp Coordinator can assist you with obtaining translation service.

Non-English-speaking complainants may contact MetraComp at the same toll free number, 800-842-2917, to obtain translation service.

If you continue to be dissatisfied with the resolution of your grievance, you have the right to file a notice with the New York State Department of Health, Workers' Compensation Programs, Empire State Plaza, Albany, NY 12237. You may also contact MetraComp and we will assist you with this process.

GENERAL INFORMATION:

1. All complaints, grievances, and appeal requests are considered privileged and confidential.
2. Any injured worker, provider, or employer must register a complaint within sixty (60) calendar days of an event giving rise to the complaint. Any injured worker, provider, or employer may register a complaint with MetraComp (for purposes of this procedure, this person is identified as the complainant). Grievances may be filed up to one (1) year from the event giving rise to the grievance.
3. Complaints concerning MetraComp may be telephoned to 800-842-2917. A complaint may also be made to any MetraComp staff person such as a Customer Service Representative, Provider Relations Representative, or Telephone Coordinator.
4. All written grievances should be sent to the attention of:

MetraComp Coordinator
5210 E Williams Circle Suite 220
Tucson, AZ 85711

OR

MetraComp PPO Administrator
Post Office Box 3066
Albany, NY 12203

5. The MetraComp Coordinator may offer assistance by telephone to an injured worker or provider who wants to submit a grievance.
6. Written acknowledgement will be sent within fifteen (15) business days of receipt of a grievance, including the name, address and telephone number of the individual designated to respond to the grievance.
7. Complaints and grievances are investigated and resolved within thirty (30) calendar days, unless an extension is agreed to among parties.
8. For any complaint or grievance found to be valid, corrective action will be taken promptly.
9. Complainant shall have no less than sixty (60) business days after receipt of notice of the grievance determination to file a written appeal. Written appeals should be sent to the attention of:

MetraComp Coordinator
5210 E Williams Circle Suite 220
Tucson, AZ 85711

10. Written acknowledgement will be sent within fifteen (15) business days of receipt of grievance appeal, including the name, address, and telephone number of the individual designated to respond to the grievance appeal.
11. A response will be sent within two (2) business days after receipt of all necessary information when a delay would significantly increase the risk to a complainant's health and within thirty (30) business days after the receipt of all necessary information in all other instances.
12. Should the complainant be dissatisfied with the resolution of the grievance, s/he has the right to file for grievance validation with the NYS Department of Health, Workers' Compensation Programs, Empire State Plaza, Albany, NY 12237. You may also contact the MetraComp Coordinator, who can assist you with this process.
13. At any time during the grievance process, the complainant has the right to have a representative assist him/her with the filing of a grievance or with language translation. If you are in need of language translation, you may contact the MetraComp Coordinator for access to translation service for non-English speaking/writing complainants.

LISTING OF METRACOMP PPO PROVIDERS

To locate PPO providers call MetraComp at 800-842-2917 or you may visit www.metracomp.com.

Available twenty-four (24) hours a day.

Translation services are available.

**LISTING OF NEW YORK STATE OCCUPATIONAL HEALTH
CLINICS**

Western Region

Center for Occupational and Environmental Medicine
462 Grider Street
Buffalo, NY 14215
716-898-5858

Finger Lakes Region

Finger Lakes Occupational Health Services
2180 South Clinton Avenue, Suite D
Rochester, NY 14618
585-244-4771
800-925-8615

Central Region

Occupational Health Clinical Center
6712 Brooklawn Parkway, Suite 204
Syracuse, NY 13211
315-432-8899

Eastern Region

Occupational and Environmental Health Center of Eastern New York
1873 Western Avenue
Albany, NY 12203
518-690-4420
800-419-1230

Mid-Hudson Region

Mount Sinai Selikoff Centers for Occupational Health
1468 Madison Avenue Annenberg Building, 3rd Floor
New York, NY 10029
212-241-1554
888-702-0630

Staten Island Clinical Center
2052 Richmond Road, Suite 2A
Staten Island, NY 10306
718-390-1300
888-702-0630

Yonkers Clinical Center
1020 Warburton Avenue, Suite 1
Yonkers, NY 10701
914-964-4737
888-702-0630

Cooperstown Specialty Agricultural Clinic

New York Center for Agricultural Medicine and Health
6160 State Highway 28
Fly Creek, NY 13337
607-547-6023
800-343-7527

New York City Region

Mount Sinai Selikoff Centers for Occupational Health
1468 Madison Avenue Annenberg Building, 3rd Floor
New York, NY 10029
212-241-1554
888-702-0630

Staten Island Clinical Center
2052 Richmond Road, Suite 2A
Staten Island, NY 10306
718-390-1300
888-702-0630

Yonkers Clinical Center
1020 Warburton Avenue, Suite 1
Yonkers, NY 10701
914-964-4737
888-702-0630

Bellevue/NYU Occupational & Environmental Medicine Clinic
Bellevue Hospital Center in Manhattan
462 First Avenue at 28th Street
NY, NY 10016
212-562-4572

Long Island Region

Occupational & Environmental Medicine of Long Island at New Hyde Park
2035 Lakeville Road, 3rd Floor
New Hyde Park, NY 11040
516-492-3297

Occupational & Environmental Medicine of Long Island at Islandia
2950 Expressway Drive South, Suite 108
Islandia, NY 11749
631-439-5300