



May 9, 2005

Dear Clarendon Policyholder:

RE: Clarendon/TMC Total Managed Care Medical Provider Network (MPN)

We are pleased to announce that the Clarendon TMC Medical Provider Network has been approved by the State of California Division of Workers' Compensation. This MPN operates in conjunction with your workers' compensation policy written by Clarendon National Insurance Company, with the objective of providing your employees with prompt, appropriate, and high quality care. We ask that you now provide the details concerning the MPN to your employees, with an effective MPN start date of May 16, 2005.

To help you get familiar with the state's regulations and your obligations pertaining to the MPN, we are sending a packet of information to each of your locations. This packet includes information to be distributed both to you the employer, and to your employees.

Employer Information

- Employer responsibilities – **Read, understand, comply with this document, and keep it for your records.** The second page includes a form for you to complete, listing all employees who received the MPN information. This information needs to be sent to: Total Managed Care, PO Box 9839, Fresno, CA 93794-9839, Attn.: MPN Coordinator; or faxed to: 559-274-0259, Attn: MPN Coordinator. Upon hiring new employees, you will need to provide them with information about the MPN, and send, fax or email Total Managed Care a list of new hire employees receiving information about the MPN. The email for Total Managed Care is mpnhelp@aartpa.com.
- Transfer of Care and Continuity of Care Policies – Keep this for your records, and make them available for your employees in case they request a copy.
- Employee Physician Pre-Designation Form – If your employee wishes to pre-designate a physician, you will need to provide him or her with this form (in English or Spanish), and have the employee sign it, obtain a signature of consent from the physician, and **return it to you.** Upon receipt, keep a copy for your records and send the original to: Total Managed Care, Attn.: MPN Coordinator, PO Box 9839, Fresno, CA 93794-9839.
- MPN Site Coordinator Guide – This instruction booklet is for the person delegated by your firm to distribute MPN information to your employees, direct care to an MPN provider, and report injuries to AARLA.

Employee Information

A copy of the following handouts (in English or Spanish) must be given to each current employee and any new hire:

- Employee Notice of the Medical Provider Network
- MPN Employee Handbook
- Acknowledgment of Receipt of Notice of the Medical Provider Network: Employees must sign and return to you. Retain in the employee's personnel file.

Also included in this information packet is a Notice of Independent Medical Review Process, sent by AARLA to employees who dispute the diagnosis or treatment prescribed by second and third opinion physicians in the MPN.

Important: As an employer, you play a crucial role in implementing the MPN successfully. Read, understand, and abide by the instructions. Failure to do so may jeopardize the ability you have to control the medical care your employee receives for an industrial injury or illness. If you have any questions concerning any aspect of the implementation of the MPN, we strongly urge you to contact our MPN Call Center at 866-536-2853.

Sincerely,
AMERICAN ALL RISK LOSS ADMINISTRATORS

TOTAL MANAGED CARE

Michael Srenaski
Vice President

Darlene Tiller
Vice President

Attachments