

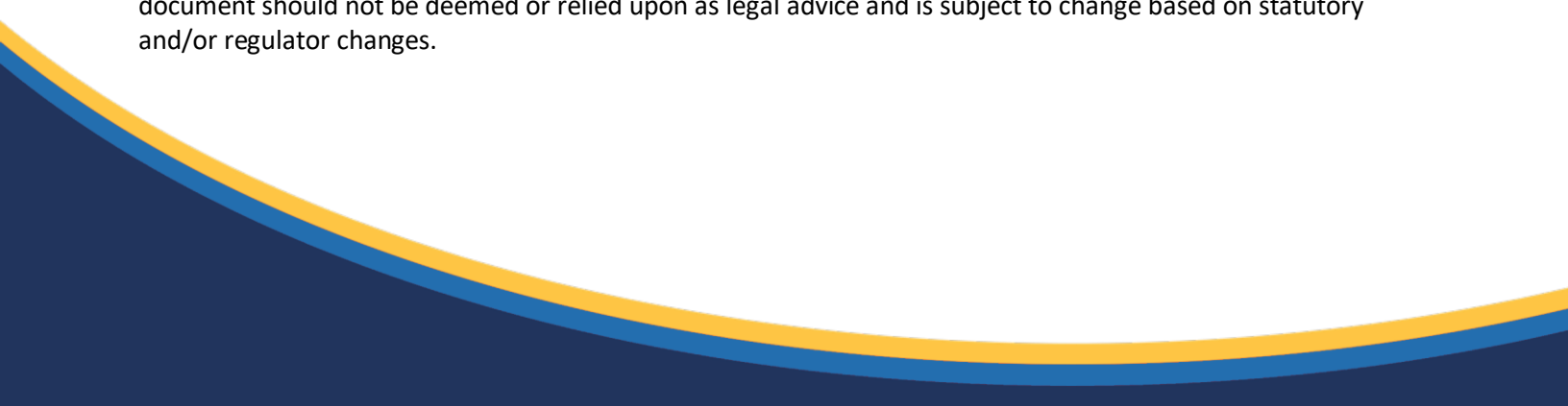


# StrataCare Solutions

## California MPN

# Provider Resource Guide

**Disclaimer:** This document contains information pertinent to state laws and regulations that are publicly available on state websites. The state laws and regulations are subject to interpretation. The information in this document should not be deemed or relied upon as legal advice and is subject to change based on statutory and/or regulator changes.



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StrataCare Solutions partners with Provider Networks, TPAs, insurance carriers, and employers to deliver Medical Provider Network (MPN) services. We recognize that navigating the MPN process can be challenging for providers treating injured workers in California. To support those participating in our MPNs, we have created this provider resource document as a practical desk level tool to reference when interacting with StrataCare Solutions MPNs.

## Engaging the MPN

StrataCare Solutions encourages providers to interact with our MPNs when serving the interest of California Injured Workers. As a California-certified MPN entity managing multiple Medical Provider Networks (MPNs) on behalf of our clients, StrataCare Solutions is fully equipped to support providers in several key areas. We assist in verifying injured workers' participation in the MPNs we administer, facilitate connections with Case Managers, MPN Medical Access Assistants, and Utilization Review programs, and provide responsive support to provider roster requests. Below is a summary of how to engage with our MPNs, by program area.

### Verifying Injured Workers in an MPN

Like all California MPNs, StrataCare Solutions cannot access a statewide system to identify an injured worker's MPN affiliation. We can only verify membership in one of our MPNs when claim information is submitted to us by the TPA, insurer, employer, or claims adjuster.

#### Determining MPN Affiliation

To determine an injured worker's MPN affiliation, providers should first contact the Employer or Claims Adjuster. If the injured worker is part of a California MPN, the Employer or Claims Adjuster can provide the MPN name and number. Providers may verify the MPN, or obtain additional information about the MPN from the California DWC's [Current list of approved medical provider networks by approval date](#).

#### Receipt of Claims Information

To determine if the StrataCare Solutions' California MPN has received the injured worker's claim information, providers may contact StrataCare Solutions using one of the methods below:

**Phone:** (888) 853-4735 Option 0  
**Email:** [wcclaiminformation@stratacare.com](mailto:wcclaiminformation@stratacare.com)

Once StrataCare Solutions confirms receipt of the injured worker's claim information, the provider should gather relevant details related to Case Management and Utilization Review services for the injured worker.

## Case Management

The California Division of Workers Compensation (DWC) does not require a Medical Provider Network (MPN) to offer Case Management services to injured workers, yet it does not prevent the MPN from providing Case Management services on behalf of the Employer, Insurer, or Third Party Administrator. StrataCare Solutions offers Telephonic Case Management services to its clients; however, use of these services is optional. To find out if an injured worker has been assigned a StrataCare Case Manager in addition to MPN services, providers may contact us using one of the methods listed below:

**Phone:** (888) 853-4735  
**Email:** [TCMInquiry@stratacare.com](mailto:TCMInquiry@stratacare.com)

## Utilization Review

The California Division of Workers' Compensation (DWC) requires Medical Provider Networks (MPNs) to offer Utilization Review (UR) services to ensure that medical treatment for injured workers is appropriate and medically necessary. All StrataCare Solutions MPN plans include Utilization Review services in compliance with this requirement. To submit a Utilization Review request to the California MPN, providers may contact StrataCare Solutions using one of the following methods below:

**Fax:** (863) 668-9553  
**Phone:** (888) 853-4735  
**Email:** URReferral@stratacare.com

## Medical Access Assistant

The California DWC requires both Medical Provider Networks (MPNs) and their associated insurers or Third Party Administrators (TPAs) to provide Medical Access Assistants. These assistants help injured workers and providers locate in-network physicians, schedule appointments, and resolve access-to-care concerns.

For claims managed through an insurer or TPA participating in one of our California MPNs, injured workers have access to two Medical Access Assistants—one from StrataCare Solutions and one from the insurer or TPA. Providers should obtain contact information for both to ensure seamless coordination of care.

Below is the contact information specific to our California MPN Plans:

**Phone:** (888) 853-4735 Option 7  
**Email:** WCOMP-CAMPN@stratacare.com

Injured Workers and Providers may also access our MPN Provider Rosters at [Stratacare Regulatory Resources](#).

## Provider Roster Update Requests

StrataCare Solutions' MPN Provider Rosters are automatically updated every two weeks using provider data sourced directly from our provider networks. To help providers understand how their information appears in our rosters, we offer open access to them at [Stratacare Regulatory Resources](#). We encourage providers to interact with us when requesting to join our MPNs, update their provider records associated with our MPN(s), or request removal from our MPN(s).

## Joining a StrataCare MPN

StrataCare Solutions sources MPN providers from established networks and encourages providers to join our California MPNs to help expand access to care for injured workers across the state. To join one of our MPNs, providers should first visit our MPN Provider Rosters at [Stratacare Regulatory Resources](#) and search for their listing. If no record is found, they can click the "Nominate Provider" link, complete the form, and submit it for consideration.

## Requesting Provider Record Updates

Because our MPN provider data is sourced from established networks, there may be instances where contact information is outdated or incorrect. If a provider identifies inaccuracies in their listing, they can request an update by contacting us at [WCOMP-CAMPN@stratacare.com](mailto:WCOMP-CAMPN@stratacare.com).

To request a correction, please include the following information in your email:

1. Full Physician Name including credential (MD, DO, PT, OT etc.)
2. Business Name(s)
3. Specialty(s)
4. Address(s)
5. Telephone Number(s)
6. Name Authorized Representative (For Business and/or Physician)
7. Request of what to update.
8. Email Address (the email address must be a legitimate business email address).

Once the request is verified, StrataCare will update the provider information and send a confirmation request. This will include links or roster content for the provider or their authorized representative to review, approve, or request further updates. Please allow up to 30 days for the update process to be completed.

## Requesting Removal From StrataCare MPNs

While we value and strive to retain all providers within our MPN, we understand that there may be times when providers need to make decisions that align with their business operations or patient care priorities. To request removal from the MPN, please include the following information in your email to [WCOMP-CAMPN@stratacare.com](mailto:WCOMP-CAMPN@stratacare.com):

1. Full Physician Name including credential (MD, DO, PT, OT etc.) and/or Business Name(s)
2. Address(s)
3. Name Authorized Representative (For Business and/or Physician)
4. Email Address (the email address must be a legitimate business email address).
5. Reason for removal.

Once the request is verified, StrataCare will remove the provider information and send a confirmation to the provider along with directions to Transfer Care of the injured worker. Please allow up to 45 days for the removal process to be completed.

## Information Security

StrataCare Solutions believes in protecting patient information. When sharing Personal Health Information (PHI), Personal Information (PI) or Personally Identifiable Information (PII) electronically, recipients may receive a secure, encrypted response from StrataCare Solutions.