



Risk Management Division
Workers' Compensation Program
P.O. Box 64081
St. Paul, Minnesota 55164
Phone: 651.201.3000
Fax: 651.297.5471
TTY (MN Relay Service): 711
www.admin.state.mn.us

TO: State Employees

RE: CorVel, a Managed Health Care System for Employees with Work-Related Injuries and Illnesses

Please bring this letter to your health care provider on your next visit.

Effective July 1, 2005, Minnesota state employees injured on the job use a managed health care system called CorVel. This managed health care system offers many services to help you receive quality medical care for your injury or illness while working with you and your health care provider to help you return to your job.

The services offered by CorVel are as follows:

- **CorVel Nurse Phone Line, a 24-hour information and provider referral service.** This service is available 365 days a year by calling **(612) 436-2542** in the metro area, or **(866) 399-8541** outside the metro area. CorVel's Nurse Phone Line, staffed by registered nurses, can refer you to your agency designated clinic and the closest participating provider to your home or workplace to evaluate and treat your injury. Report any injury to your supervisor or designated person at work. **In an emergency, call your local 911 emergency service.**
- **A provider network, experienced in treating employees with work-related injuries.** You must see an evaluating and treating physician at your agency designated CorVel clinic for your initial evaluation. (The designated CorVel clinic is listed on the managed care poster displayed at your work site.) CorVel's participating providers are required to evaluate your work-related injury within 24 hours of your request for treatment. Following the initial treatment or evaluation, you have the right to continue treating with the designated clinic; you may see another provider who is a member of CorVel's plan or, you may treat with a non-participating provider, if you qualify for one of the exceptions listed under "Coordination of services with non-participating providers." The doctor you treat with after the initial evaluation is considered your primary treating provider. That provider may be a medical doctor, osteopath, podiatrist, chiropractor or dentist, as long as the required treatment is within the provider's scope of practice and is appropriate under CorVel's treatment guidelines. Appropriate treating providers must be available to you within 30 miles of either your workplace or residence, if you live and/or work in the seven county metropolitan area, or within 50 miles if both your workplace and residence are outside the seven county metropolitan area. You are allowed to change primary treating providers once within the managed care plan. Additional changes of your primary treating provider must be approved by the managed care plan.
- **Case management services provided in cooperation with your network provider.** CorVel's registered nurses (case managers) will work with your provider to coordinate your health care services. By evaluating proposed medical treatment, they coordinate necessary medical care and assist in returning you to work as soon as possible.

Coordination of services with non-participating providers. You must receive all medical treatment for work-related injuries from a participating provider. The limited occasions under which you are allowed to see a non-participating provider are as follows:

- In an emergency situation;
- You are referred by the managed care plan;
- The nearest network provider is located more than 50 miles from your place of employment and your residence (please call CorVel's Nurse Phone Line at **(612) 436-2542** or **(866) 399-8541** for information about CorVel providers in your community);
- You have a documented history of treatment before an injury with a provider who maintains your medical record. This means there is documentation you have been treated at least twice, whether or not for a work-related condition, in the past two years. (You must call CorVel's Nurse Phone Line at **(612) 436-2542** or **(866) 399-8541** and notify them of your intent to seek treatment from a non-participating provider).

Should you choose a non-participating provider, you must provide CorVel with documentation of your prior treating relationship within 10 calendar days of when you gave notice of your injury or illness to your supervisor or agency workers' compensation coordinator.

Emergency treatment does not require authorization. A non-participating provider may deliver health care services to you for emergency treatment.

Providers who are not in the CorVel network must be aware of the following rules:

- Providers must comply with treatment guidelines, case management, peer review, dispute resolution and billing and reporting procedures (Minn. Rule 5218.0050, subp. 2A).
- Providers must agree to refer you to a participating CorVel provider for specialized care, physical therapy, and diagnostic testing (Minn. Rule 5218.0500, subp. 2B).

Whether or not your health care provider participates in CorVel, your provider must call CorVel at **(612) 436-2542** or **(866) 399-8541** in the metro area, **(800) 262-0828** outside the metro area, or fax the request to **(612) 436-2499** for prior notification on the following:

- All cases involving three or more consecutive days of time loss from work;
- All inpatient hospitalizations and outpatient surgeries;
- All medical care requiring frequent active and passive treatment such as physical therapy, chiropractic care, or chronic pain management;
- Imaging procedures such as MRI's and CT scans.

If your health care provider needs to refer your care to a specialist, he or she should contact CorVel at **(612) 436-2542** or **(866) 399-8541**. If you require specialty services that are not available within the mileage restrictions mentioned above, Case Management may refer you to a provider outside these restrictions.

Your health care provider may submit a medical bill for payment to:

**MedCheck-CorVel, Suite 610
3001 NE Broadway Street
Minneapolis, MN 55413-2658**

If you have questions, contact your supervisor or any of the following numbers:

Minnesota Department of Administration/Risk Management Division - Workers' Compensation

- **(651) 201-3000**

CorVel Customer Service

- **(612) 436-2542 (metro area)**
- **(866) 399-8541 (greater MN)**