



Employer Selects a Designated Medical Provider

Under North Carolina state law it is the employer's right and obligation to direct medical treatment when an employee reports a work related injury/condition. First Benefits Insurance can help you with this process, which should be established early (we recommend you **handle this task today**). **Don't wait until the employee is injured** and then scramble to determine which is the best medical provider! We have networks and can help identify a provider if you do not have one you are happy with.

As a policyholder of First Benefits, you now have access to **two major PPO networks - Beech Street and Focus**. These lists are extensive and you should be able to easily find the right person located near your operation. In order to receive the most current listing of providers available, we encourage you to use either of the websites listed below or call our Charlotte Claims office at: 800-360-7867.

www.beechstreet.com

- Select "Search for Doctor/Hospital"
- Under "Type of Plan" select "Workers' Compensation"
- Search parameters – choose either by "location" (you can print out a map with this option) or "doctor name"

www.focus-ppo.com

- Select "Payor" from the menu across the top
- Select "Online Referrals" from the menu in the left margin
- Enter user id: "CLIENTI5" (capital letter i at the end, before 5)
- Enter password: "FOCUSI18" (capital letter i at the end, before 18)
- Enter your zip code and select "Workers' Comp" option

After choosing a Designated Medical Provider, post the name and contact information in the workplace for all to see. Include provider contact information in orientations, safety meetings, payday letters, etc. and print the name and the contact information on the space provided on the **front of your policy jacket**.

NOTE: At the time of an accident, an injured worker may not feel that he/she needs treatment. If they subsequently change their mind, send them to your Designated Medical Provider; **do not send an employee to his family doctor**. Let injured workers know that if they do **not** follow your instructions on seeking medical treatment they may be responsible for their medical bills and they may be jeopardizing workers' comp benefits.

Remember, the Emergency Room is for emergencies or off-hour treatment. If an employee must visit the ER always re-direct them to your Designated Medical Provider the **next business day**, and be sure to **inform First Benefits Insurance** if a specialist referral was made by the ER. Do not allow employees to re-visit the ER or make appointments for their claim with their own family physician.