



A Workers' Compensation HealthCare Organization



Please use this pamphlet as a guide if you get hurt at work.

Phone: **(888) 499-9643**
(562) 546-0035
www.networkhco.com



Net-Work HCO is a state licensed Health Care Organization (HCO). If you are injured at work, Net-Work HCO will provide you with a complete program of health care services to treat your work related injury or illness.

Your well being

Your employer works hard to provide you a safe work environment. If you are injured at work we will work with you and your employer to help you return to work. Your employer is responsible for payment of appropriate medical services for your work related illness/injury.

What Net-Work HCO does for you

Net-Work HCO brings you a panel of credentialed physicians and healthcare providers who provide quality medical care. Net-Work HCO works with your doctor and your employer to get you back to work and back to your full pay as quickly and safely as possible. You will be assigned a treating physician who will prepare a treatment plan.



The Net-Work HCO Nurse Case Manager will work with you and your physician to coordinate your medical care.

You have a say...

If you are not happy with your physician, Net-Work HCO will provide a list of 5 physicians for you to choose from. Your Nurse Case Manager will arrange a second opinion upon your request.

Enrollment is Easy.

To sign up with Net-Work HCO simply complete the enrollment form and return it to your employer. If you do not complete and turn in the form you will be enrolled automatically into the HCO.

Net-Work HCO Patient Rights

If you have a question, a complaint or wish to dispute a treatment, Net-Work HCO will help you. Call (562) 546-0035.

Once you are in Net-Work HCO you have the right to see a doctor close to your home or workplace. If you must travel more than 15 miles or 30 minutes to see your doctor or 30 miles or 60 minutes to see a specialist, please contact the Net-Work HCO Nurse Case Manager.

A Net-Work HCO Medical Director is here to help solve any problems you may have with your medical care. You will be given an answer to your problem within 5 days from the date the Medical Director is notified.

You are not required to join the HCO. If you decide you do not want to join you may opt out by using the enrollment form to decline. If you opt out you need to give us the name of your personal physician or chiropractor.

You also have the right to call DWC's HCO Complaint Line at: **(800) 277-1767** at any time.

It's Easy to Access Care

1. NOTIFY YOUR EMPLOYER IMMEDIATELY

Report any work related injury or illness to your employer. You will receive a medical authorization and directions to your Net-Work HCO provider. If you are unable to contact your employer or your Net-Work HCO provider physician, call us at (562) 546 0035.

2. GO TO YOUR NET-WORK HCO PROVIDER TO RECEIVE CARE.

For Urgent Care

For emergency problems like fractures and cuts, go to your Net-Work HCO medical provider or to an urgent care facility. Contact your employer from there.

For Emergency Care

In the case of an emergency **GO TO THE NEAREST HEALTHCARE PROVIDER**. When you are stable, contact your employer or Net-Work HCO to make sure that you are getting the right care.

For Non-Emergency Specialty Care

For all non-emergencies you must work with Net-Work HCO for approval.

If you need help or information in a language other than English, call Net-Work HCO to make arrangements for an interpreter.

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Summary of Net-Work HCO Services

The following are the services available to you if you are enrolled in the Net-Work HCO Plan.

Primary treating and specialty services, including consultations and referrals.

Emergency services, including outpatient and out-of-area coverage for emergency care.

Inpatient hospital services, including:

- Acute hospital services
- General nursing care
- Operating room & related facilities
- Intensive care unit & services
- Diagnostic lab or x-ray services
- Necessary therapies

Outpatient care services, including:

- Diagnostic & treatment services
- Physical therapy
- Speech therapy
- Occupational therapy

Medically appropriate home health care services.

For more information, call: Net-Work HCO

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3373 Cerritos Avenue
Los Alamitos, CA 90720

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INCORPORATED

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