



EMP WV MHCP Channeling Letter

Employers Compensation Insurance Company, Employers Preferred Insurance Company, and Employers Assurance Company use the EMPLOYERS West Virginia Managed Health Care Plan (EMP WV MHCP) for medical and health care services for all work-related injuries or illnesses. The plan is supported by Coventry Health Care Workers Compensation, Inc. (Coventry), a national managed care company.

If you have a work-related injury or illness, please follow the steps below:

1. If this is an EMERGENCY, go to the nearest hospital or urgent care facility listed on the Emergency Worksite Poster.
2. If this is not an emergency, notify your supervisor. Your supervisor will call the Injured Employee Hotline at **855-365-6010** to initiate your claim and assist you in obtaining medical attention.

You must use an EMP WV MHCP provider whenever possible unless one of the below exceptions is fulfilled:

- You need Emergency Services.
- You obtain prior approval from your claims adjuster to obtain services outside the network. For example, you cannot find a provider in the EMP WV MHCP for the specialty needed.

Failure to use an in-network provider may result in your responsibility to pay the out-of-network provider bills unless access to an out-of-network provider is approved by your claims adjuster.

To find a medical provider:

- Contact Coventry at **800-937-6824**, and select options 1, 1, and 1. A representative will assist you with locating a provider within EMP WV MHCP Network.
- Visit the provider locator website at employers.com/claims-services/provider-and-pharmacy-locator/ and select "West Virginia" from the drop-down list.

The types of providers you will need include:

- Initial Treatment: Family Practitioner, General Practitioner, Internal Medicine, Occupational Medicine, Occupational Medicine Clinics & Urgent Care Centers, Physical Medicine Practitioners.
- Continued Care: You will need to choose a Treating Physician who will monitor all your care and make referrals to other types of specialties, if needed. The claims adjuster will be sending you an *Employee Notice* with more information related to choosing a Treating Physician.

You will be receiving more information from the claims adjuster to define additional responsibilities you will have under the EMP WV MHCP. If you have any questions about this program or using an out-of-network provider, contact your claims adjuster at **888-682-6671**.

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