

# Medical Provider Network (MPN) Medical Access Assistant

## California MPN Contact Information 2023

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## Medical Provider Network (MPN) Medical Access Assistant Contact Information

If your employer has selected us to administer your California Medical Provider Network (MPN) to provide medical treatment, the providers selected to participate in this certified program have been contracted because of their proven abilities to treat work related injuries and assure injured workers can return to work in a safe and appropriate manner.

### MPN Contact Information and Customer Support Hours

The Medical Access Assistant (MAA) available Monday through Saturday from 7:00 am until 8:00 pm Pacific Time, excluding Sundays and holidays.

The Medical Access Assistant can assist with access to medical care under the MPN including assistance with finding MPN providers, setting up appointments, and supplying callers with a directory of participating providers if needed.

The MPN Contact can answer questions about the MPN, address MPN complaints, and provide you with a copy of any MPN notifications or policies.

The contact information for the MPN Medical Access Assistant or MPN Contact is:

#### Medical Access Assistant (MAA) and MPN Contact Person Information

Administrator:	Conduent Care Solutions, LLC
MAA Phone Number:	888-853-4735 option 7
Email:	<a href="mailto:WCOMP-CAMPN@Conduent.com">WCOMP-CAMPN@Conduent.com</a>
MPN Contact Person:	Marcia Allen PO Box 32037 Lakeland, FL 33802 888-853-4735 Option 7

To directly access your employer's MPN Provider List, please refer to the MPN Provider website link and instructions included in your Employee Notification. If you need assistance, please contact the Medical Access Assistant or the MPN Contact listed above.

The information provided here is applicable for MPNs managed by Conduent Care Solutions, LLC. It is to be used for accessing information by injured workers and their representatives whose claim has been accepted and the employer/insurer has agreed that the injury or illness is covered by workers' compensation. Access to this document and use of these providers does not constitute approval of benefits.