



WORKING WITH MCN

MCN is a leading national provider of independent medical assessments. MCN performs Independent Medical Evaluations and Peer Reviews for a wide variety of clients nationwide; IMEs and Peer Reviews may be requested in relation to health insurance plans, Workers' Compensation, Auto/Casualty Liability, and Disability cases. In your role as a consulting medical professional, with each review you will be providing an objective and independent medical assessment, allowing MCN's clients to manage medical claims.

What is an Independent Medical Evaluation?

IMEs provide answers to questions on the medical nature, causation, and treatment of medical conditions and injuries. If you elect to perform IMEs, you will be responsible for:

- Reviewing the pertinent medical records made available to you prior to the appointment
- A one-time, non-treating evaluation taking a detailed history, documenting the claimant's complaints, and conducting a comprehensive physical or mental examination appropriate to the requested IME and the scope of your specialty
- Generative a narrative report which answers specific cover letter questions according to evidence-based and objective medical standards.

What is a Peer Review?

A Peer Review (also known as a Chart Review or File Review) is completed when a face-to-face medical evaluation is not possible or required and questions are raised regarding an injury, diagnosis, level of impairment, or appropriateness of medical treatment. In completing medical peer reviews, providers review available medical records and provide evidence-based, comprehensive reports in response to specific questions.

The Benefits of Collaborating with MCN

MCN serves as a liaison between the client and the consultant in the timely delivery of superior IME and Peer Review reports. We coordinate the entire process, striving to make it hassle-free for all parties involved – especially our providers.

- Quality Assurance Orientation – our QA Department will give you a brief phone orientation before your first scheduled exam or assigned review so that you'll know exactly how to complete the IME and Report
- Convenient appointment scheduling & patient attendance confirmation (helping to prevent no-shows!)
- Organized Medical Charts – sorted in chronological order prior to being provided to you
- On-Site Dictation & Transcription service to help complete the report
- MCN.com – our HIPAA secure portal allows you to track pending exams, download records, upload reports, review and e-sign transcribed reports, and track all pending payments
- Automatic Payments – No need to send us a bill

MCN.com – MCN's Provider Portal – Sign Up Today!

- Visit www.MCN.com
- Under the For **Provider** tab, click **New Provider Registration**
- Fill out the requested fields and click **Submit**

Alternatively, you may contact your physician recruiter and provide an e-mail address you would like used for your account; or e-mail your request to recruiting@mcn.com.



REPORT GUIDELINES AND QUALITY ASSURANCE

Now that you've been added to our panel of expert consultants, MCN wants to make sure you are given all the training and tools necessary to complete a high quality report – whether you are an experienced IME/Peer Review provider or are completing your first referral.

Quality Assurance training – Getting it right, the first time

Prior to your first assigned review or exam taking place, you will be given an orientation with an experienced report reviewer from our Quality Assurance team. The purpose of this orientation is to give you more thorough information on the report requirements for your pending referrals and answer any questions you might have about this process. Your orientation can either be done over the phone or in one of our offices. In person orientations will be scheduled for the start of your first day of exams in our office. If it is convenient and you would prefer, you may also visit and tour our office before your first exam date.

You may contact MCN at any time, either for your initial QA Orientation, or as needed for additional questions or training:

- Kendra Shine, Client Services Manager: 206.508.4625 or kshine@mcn.com
- Client Services & Quality Assurance Department: 206.219.4942 or QA_Dept@mcn.com
- David Mendez, Physician Recruiting Supervisor: 206.584.2796 or dmendez@mcn.com
- Physician Recruiting Department: 206.219.4941 or PhyRec@mcn.com

Timeliness

Ensuring the timeliness of each report is just as important as the quality. Report deadlines are set by our clients, so unless otherwise noted it is required you provide your report within the specified time. The expected time frame for receiving a report is usually always within 24-48 hours of the examination (one to two business days); but at maximum five business days total. Clearly, the sooner a quality report can be provided the better and the more valuable it is to MCN's clients. It is also important that you be available after completing your dictated report for possible clarification requests and to sign off on the transcribed report. In the event of a late report MCN may adjust consultant pay proportionately to the lateness.

Report Guidelines

Below you will find some general guidelines on how to complete your exam and report. However, many of our clients have varying protocols they require to be followed. Specific instructions for each referral will be included with the medical records and cover letter, so please be sure to review these prior to each exam.

What to look for in each chart:

- Cover letter & specific report instructions from MCN's client
- Applicable report forms

Your report should include (in this order):

- A summary of your review of applicable medical records, outlining treatment to date
- Identification of any underlying or pre-existing conditions and a relevant review of current symptoms
- The physical examination findings (or mental status examination for psychiatric cases)
- Diagnoses related to physical or mental exam findings and diagnostic procedures
- If requested, an opinion regarding any restrictions or limitations on work-related activities, including objective findings and supporting medical rationale for each stated limitation
- **Be Sure to Answer All Cover Letter Questions** (in Question & Answer format). Ensure each answer contains supporting explanations and rationale based upon clinical findings.
- Completion of all forms included with the cover letter (if applicable).

Always Remember

Do not offer opinions outside of your medical specialty, *unless specifically requested to do so*. Contact MCN at any time to discuss handling of any pending referral.



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mcn.com | recruiting@mcn.com

t: 206.219.4941
t: 800.636.3926
f: 206.812.6421

PROVIDER PAYMENT PROTOCOL

MCN is responsible for all facets of its coordinated services including payment to providers.

On all MCN-referred services **providers shall submit invoices only to MCN, never to the claimant or insurance carrier under any circumstance.**

Billing Information and Address

MCN Attn: Billing
1301 5th Ave, Ste 2900, Seattle, WA 98101

Email: billing@mcn.com | Fax: 206.812.6410

For fastest invoice processing, email or fax is preferred.

Agreement of Fees:

MCN negotiates the rates for all services and any applicable late cancel/no show fees prior to assignment of services. These rates are clearly outlined on the MCN Statement of Terms and Fee Schedule. If there is a discrepancy between your negotiated fees and those listed on this agreement, contact MCN immediately at recruiting@mcn.com.

Payment Cycle:

All provider payments are made on the 15th of each month for any no-shows, late cancellations, and reports finalized in the month prior. For reports, the payment date is not based on the date of service, but on the report finalization date. **This is not the date a provider submits a draft report, but rather the date the report is finalized by MCN and submitted to the client.** For example, a report finalized between April 1st and April 30th would be paid on May 15th, and a report finalized on May 1st will be paid on June 15th.

Requirements for Payment Processing: In order for any payments to be processed, MCN must be in receipt of a completed W-9 from your office. Payments are made to the address listed on the W-9 unless explicitly requested otherwise. Please submit your W-9 to fax 206.812.6421 or by email to recruiting@mcn.com

Methods of Payment: MCN can deliver payments via ACH/EFT (direct deposit) or mailed check.

ACH/EFT - Providers who are signed up to receive monthly payroll payments via ACH/EFT (or direct deposit) will receive their funds **on the 15th** of the month and will receive an email when payment has been sent. To sign up for EFT payments, send an email to ePayments@mcn.com requesting an invitation.

Mailed Check - Monthly payroll checks are mailed on the 15th of each month according to the MCN Payment Cycle. If the 15th falls on a weekend or holiday, checks are mailed on the following business day.

Pay Statements: Pay statements (EOB/Remittance Information) for monthly payments are available on MCN's Provider Portal (<https://service.mcn.com/Provider/Account/Login>) a few days before payment is sent. To gain access to MCN's Provider Portal, email recruiting@mcn.com.

Check Invoice Numbers: The 'Invoice Number' listed on the check is the payroll date in the format of YYYYMMDD. Checks are generated through an automated process; therefore, MCN is unable to include claimant names or customized invoice numbers on the checks themselves. Providers are directed to the provider portal for itemized pay statements which include case assignment information.

Diagnostic Testing:

If providers feel that diagnostic testing is necessary to render an opinion or answer cover letter questions for an IME, please call MCN and gain pre-approval as some insurance carriers will not cover diagnostic testing. **Payment cannot be guaranteed unless diagnostic pre-approval is received.** For diagnostic approvals, call your MCN scheduling contact directly or call our National Scheduling Service at 800.636.3926.

Please notify the MCN representative of the cost and CPT code so that we can obtain approval from the client. In order to ensure you are compensated for diagnostic testing please submit an invoice promptly to billing@mcn.com or fax to 206.812.6410.

Provider Pay Deductions

MCN is acting in an agency capacity for its clients, and most services are subject to quality and timeliness penalties. MCN shall make quality and timeliness expectations clear to providers on every assignment. MCN reserves the right to deduct provider pay in part or in full if provider does not meet timeliness and/or quality expectations.

Pay deductions are reported on provider pay statements as "Late Report" or other similar descriptions with the deducted dollar amount displayed in parenthesis. *Example: Late Report --- (\$25.00)*

Providers who wish to dispute pay deductions are invited to reach out to the MCN representative who handled the assignment in question or reach out to the scheduling office they work with the most frequently. Disputes will be escalated immediately to a manager for consideration.

National Scheduling:	national@mcn.com
Tampa Scheduling:	tampa@mcn.com
New York Scheduling:	newyork@mcn.com
Chicago Scheduling:	chicago@mcn.com
Pacific Northwest Scheduling:	nwscheduling@mcn.com

Questions?

If there are any questions or concerns about MCN's provider payment protocol, promptly contact us between the hours of 8:00am-5:00pm Pacific Time at 206.219.4941 or via email at recruiting@mcn.com.

If there are questions about exam/review details, records, or any service specifics, reach out to your MCN scheduling contact.