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MPN Readiness Checklist

Is your team prepared before a workplace injury happens?

Use this checklist to review the basics of your Medical Provider Network (MPN) process and identify areas that may need attention.

Before an Injury

- ☐ **Know your MPN.** Confirm where to find your MPN Administrator's contact information and online provider directory.
- ☐ **Identify first-treatment locations.** Know which MPN Urgent Care Providers or other appropriate first-treatment sites are available in the areas where your employees work.
- ☐ **Train supervisors.** Make sure they know how to report an injury, where to send an injured employee for treatment, and who to contact internally.
- ☐ **Educate employees.** Introduce the MPN and injury-reporting process during onboarding and reinforce it as needed.
- ☐ **Keep information current and accessible.** Make MPN and injury-reporting information easy to find and periodically verify that provider information is up to date.

When an Injury occurs

- ☐ **Report the injury promptly.** Follow your established workers' compensation reporting process.
- ☐ **Direct the employee to the appropriate provider.** Follow your MPN procedures for initial medical treatment.
- ☐ **Call ahead when possible.** Let the provider know the employee is coming in, what they are being seen for, and any relevant information about their job duties.
- ☐ **Communicate modified-duty options.** If modified work may be available, make sure the provider knows.

During Treatment & Return to Work

- ☐ **Stay connected.** Maintain appropriate communication with the injured employee and claims team throughout the process.
- ☐ **Pay attention to work restrictions.** Make sure updated restrictions and work-status information reach the appropriate people.
- ☐ **Be ready with modified duty.** Identify potential return-to-work opportunities that can be performed safely within an employee's restrictions.

How Ready is Your Team?

If you identified gaps while working through this checklist, now is the time to address them - not after an employee is injured. Your Morris & Garritano team can help you review your workers' compensation resources and strengthen your process before a claim occurs.