

# Certified Managed Care Plan

Effective Date:



## Welcome to CorVel, your Certified Managed Care Plan for comprehensive workers' compensation medical treatment.

Your employer has chosen CorVel to ensure you receive the necessary care for work-related injuries. This guide provides essential information to help you navigate the system seamlessly. In the event of a workplace injury, promptly inform your supervisor. Either your supervisor or another designated representative from the employer can assist you in completing the necessary paperwork for filing your workers' compensation claim. Reach out to the Advocacy 24/7 Nurse Triage Line for support. In case of emergency, dial 911. If you are unable to contact Advocacy 24/7, your supervisor or designated employer representative can make the call on your behalf.

## Advocacy 24/7

Advocacy 24/7 Nurse Triage is accessible 24 hours a day, 7 days a week through a call to:

The team can furnish self-care instructions, connect you with a telemedicine provider, or guide you to your employer's specified clinic. In case of urgent care requirements, they will assist you in locating a convenient facility.

You are entitled to an initial evaluation from a participating medical provider within 24 hours of your request for medical care. For those in the 7-county metro area, the provider should be geographically convenient and within a 30-mile radius of your workplace or residence. If residing in rural Minnesota, the provider must be within a 50-mile radius. CorVel ensures access to prompt and suitable medical care.

## You must utilize services from CorVel's MN Certified Managed Care network provider unless:

- It's an emergency.
- Your workplace and residence are both over 30 miles away from a network provider, and you reside or work within the seven-county metro area.
- Your workplace or residence is more than 50 miles away from a network provider, and you live or work outside the metro area.
- You have visited a doctor at least twice in the last two years before your injury/illness, and they possess your medical records on file. (Note: If you decide to change providers, you must choose one within the network.)

If you have a work-related injury before enrollment, you can continue treatment with a non-participating provider until you decide to change doctors. Once you decide to make a change, it's important to switch to a participating provider.

## Designated Clinic Facility

CorVel's extensive managed care provider network covers various medical specialties, including medical doctors, chiropractors, podiatrists, osteopaths, and dentists. You can seek medical care from any of these specialists, provided it is available in your community and aligns with the injury or illness reported.

## Send medical bills to:

**CorVel Corporation**  
P.O. Box 34  
Pewaukee, WI 53072

## Questions Or Concerns Regarding CorVel's Certified Managed Care Plan

**CORVEL ACCESS LINE: 612-436-2500 or 877-703-4241**

CorVel has an Access Line to assist in providing access to medical services under the Certified Managed Care Plan and to address any questions or complaints regarding managed care services.

For further assistance, or if your concern isn't resolved within 30 days, you can reach out to the Minnesota Department of Labor & Industry:

DLI – Greater Minnesota:  
(Toll-Free) 1 (800) 342-5354 (DIAL-DLI)  
Metro: (651) 284-5032