

WORKPRO Occupational Health

Statewide Medical Director (SMD) & Occupational Medical Services for Maryland State Agencies

(4/1/17 - 3/31/22)

FREQUENTLY ASKED QUESTIONS (FAQ)

WHAT YOU NEED TO KNOW!!

- 1. On the list of sites for medical services, there are facilities that have a name other than WORKPRO, e.g., OMS. What does this mean?**

WORKPRO has contracted with Occupational Medical Services (OMS) and several other medical facilities to better meet the needs of State employees. Any sites listed are approved to be used for State employees.

- 2. Who will be the State's SMD and Medical Review Officer (MRO) for open cases after 3/31/17?**

WORKPRO is responsible for all open cases for services identified under the State Fee Schedule (i.e. Workability, Fitness-For-Duty, etc.).

- 3. How did WORKPRO's SMD/MRO know which cases were open on April 1, 2017?**

On or about Mid-March 2017, Concentra, WORKPRO, the State of Maryland and IWIF determined the open cases that needed follow-up at WORKPRO after April 1, 2017. All non-related IWIF open cases were identified by Concentra and the State of Maryland.

- 4. How will WORKPRO ensure that the transitioned open cases are processed properly?**

WORKPRO provides weekly updates to the Contract Manager.

- 5. What are some examples of open cases that were transitioned?**

Workability, Positive Drug/Alcohol Results, etc.

6. What contractor is responsible for testimony for Concentra cases after contract expiration?

Concentra's SMD or designated medial specialist shall assist in the defense of any administrative or judicial action where opinions or decisions are at issue. This requirement shall survive Concentra's contract duration for a minimum of three (3) years after final payment unless advised otherwise by DBM and for longer periods of time for special cases.

SERVICES PROVIDED UNDER THE CONTRACT

7. What services are provided under the new contract?

The following services are applicable under the new contract:
Routine Pre-Employment Physical, Medical Surveillance, Blood borne Pathogen Services, US DOT Physical, US DOT Drug Test, US DOT Alcohol Test, FAA Physical, ADA Paratransit Exam, MDOT Drug Test, MDOT Alcohol Test, Ergonomic Job Assessment Profile, Psychological Evaluation, Critical Incident Response, Initial Workability, Follow-Up Workability, Fitness for Duty/Ability to Work Exam, Substance Abuse MRO Services, Medical Advisor Services, Testimony & Preparation Medical Specialist & Lab Services, and Health Benefits Reviews.

8. Will WORKPRO provide services to State employees outside of Maryland?

WORKPRO is only required to provide services to State Employees and prospective State employees for Baltimore City and the 23 counties of the State. However, if your employee is located in Northern Maryland or on the Eastern Shore, they may be seen at one of WORKPRO's Delaware locations.

9. How should out-of-state employees obtain services rendered in the SMD contract?

The respective Maryland State Agency will obtain another mechanism for obtaining such services.

10. Does WORKPRO have any afterhours locations available for DOT Drug and Alcohol Drug Testing?

Yes. After hours drug and alcohol testing is available throughout Maryland in Baltimore, Cumberland, Salisbury, Waldorf and Westminster. Additional sites are located in Delaware in New Castle, Kent and Sussex County Delaware.

CONCENTRA

11. What happens if an employee or agency arrives at Concentra on or after April 1, 2017?

Concentra will provide a WORKPRO map and site location document to include business hours and contact information.

SCHEDULING

12. Does an agency need to send a Request for Services/Authorization form for all injury care follow-ups?

If WORKPRO has never seen the patient before, then YES, they will need an authorization form. All follow up work injury appointments after that will not require an authorization form.

For example: If Concentra performed the “initial” work injury exam and the employee is going to WORKPRO for the first time to “follow-up” on the injury, then WORKPRO would need an authorization form. Any consecutive appointments regarding that work injury will not require an authorization form.

13. When will Maryland agencies directly schedule with WORKPRO or its authorized medical facilities?

April 1, 2017.

14. What does an employee need when visiting WORKPRO or one of its authorized facilities?

Each employee should have an authorization form for services and photo identification. Designated Agency Contact (DAC) may fax or email the authorization prior to the visit.

15. How do agencies obtain a WORKPRO authorization form for services?

WORKPRO authorization forms are available for agencies on the secure statewide intranet website.

NON DOT REGULATED DRUG TESTING

16. Will there be different locations for drug testing?

Yes. WORKPRO will have all new locations for drug testing at their designated facilities.

17. Will WORKPRO locations only use their labs for non-regulated drug testing?

Yes. WORKPRO has their own labs and chain of custody forms for testing.

WORKERS' COMPENSATION

18. Is the Injured Workers Insurance Fund (IWIF) going to be managing workers' compensation claims on behalf of the State of Maryland subsequent to April 1, 2017?

Yes. IWIF claims adjusters and processes will remain intact. Agencies will need to communicate directly with WORKPRO for any special handling they require.

19. If an employee is injured on the job and goes to an urgent care facility, does the employee have to pay out of pocket for the copay?

No. The employee should not have to pay any out of pocket expenses for the copay. The hospital or urgent care facility should be advised that the reason for the visit is due to a work related injury. If the claim was previously reported, advise the employee to provide the claim number to the facility.

20. If an injured employee unknowingly pays copay for a work related injury, will the employee be reimbursed? If so, what is the process for reimbursement?

Yes. The employee should advise their IWIF adjuster to request reimbursement. IWIF will reimburse the employee directly.

21. If an employee was receiving treatment from Concentra for a work-related injury that occurred prior to April 1, 2017, are they required to switch to another provider?

No. Injured workers can seek treatment from a provider of their choice. However, as of April 1, 2017, WORKPRO will serve as the State's Medical Director.

22. If an employee is injured at work on or after April 1, are they required to go to a WORKPRO facility for treatment?

Employees may be required to go to WORKPRO or one of its authorized facilities for an evaluation; however, employees may receive treatment from a provider of their choice.

23. Are there plans to add WORKPRO locations across Maryland? What about Western Maryland and the Eastern Shore?

Yes. DBM will advise all State agencies of each added location and its hours of operation.

24. What about services required on the weekends? Is there a 24/7 facility available?

Yes. The Arbutus location (4807 Benson Avenue, Baltimore, MD 21227) is open 24/7 from 8:00 a.m. Monday through 8:00 am on Saturday for all services including drug and alcohol testing. During weekend hours, the Arbutus location will provide US DOT Regulated Drug Testing and US DOT Regulated Alcohol Testing services.

Additional after hour services for US DOT Regulated Drug and Alcohol testing will also be provided at the following locations:

AREA	FACILITY	CONTACT	AFTER HOURS OF OPERATION
Cumberland	WORKPRO 14302 Barton Boulevard SW Cumberland, MD 21502	After Hours (301) 327-2300	4:30 PM – 7:30 AM (Monday – Friday) 4:30 PM – 7:30 AM (Friday – Monday)
Westminster	WORKPRO 844 Washington Road, Unit 203, Westminster, MD 21157	After Hours (410) 458-8276. When prompted, select #1.	4:30 PM – 7:30 AM (Monday – Friday) 4:30 PM – 7:30 AM (Friday – Monday)
Salisbury	WORKPRO 2618 North Salisbury Blvd, Suite 130, Salisbury, MD 21801	After Hours (410) 458-8276. When prompted, select #1.	4:30 PM – 7:30 AM (Monday – Friday) 4:30 PM – 7:30 AM (Friday – Monday)
Waldorf	WORKPRO 2875 Crain Highway, Route 301 South, Waldorf, MD 20601	After Hours (410) 458-8276. When prompted, select #1.	4:30 PM – 7:30 AM (Monday – Friday) 4:30 PM – 7:30 AM (Friday – Monday)
Newark, DE	WORKPRO 4051 Ogleton-Stanton Road, Suite 102, Sabre Wing, Newark, DE 19713	After Hours Pager (302)573-8099	4:30 PM – 7:30 AM (Monday – Friday) 4:30 PM – 7:30 AM (Friday – Monday)
Seaford DE and Dover, DE	WORKPRO 543 North Shipley Street, Suite F, Seaford, DE 19973 OR 283 North DuPoint Highway, Dover, DE 19901	After Hours Pager (302) 855-6194	4:30 PM – 7:30 AM (Monday – Friday) 4:30 PM – 7:30 AM (Friday – Monday)