CALIFORNIA INSURANCE GUARANTEE ASSOCIATION

CIGA MPN FACT SHEET

Under Title 8, California Code of Regulations, section 9767, the California Insurance Guarantee Association (CIGA) has a Medical Provider Network (MPN) called the "**CIGA MPN"** which is approved under the Division of Workers' Compensation Identification Number **0508**.

The purpose of the CIGA MPN is to provide injured workers' who have accepted Workers' Compensation claims with access to medical providers within the CIGA MPN**.**

For emergency services, the injured worker may call 911 or go to the nearest emergency room.

For non-emergency services, the injured worker may contact their MPN Contact or the CIGA MPN Medical Access Assistant as outlined below.

The "**MPN Contact**" is the injured worker's designated CIGA Claims Adjuster who will be able to answer questions about the use of the MPN and setting an appointment with a provider. The MPN Contact can be reached at the toll-free number: (**800) 847-9459 during normal business hours, usually from 8:00am to 5:00pm**. If the MPN Contact is out of the office, call back the 800 number again, press 0, and ask the CIGA Operator to provide the name and phone number of the MPN Contact's supervisor. Then call that supervisor. If the supervisor is not available then call back again and ask the CIGA Operator for someone who can assist.

CIGA has an MPN network **provider search website** available 24 hours a day provided by its vendor: Coventry Workers' Compensation Services at the internet address: www.talispoint.com/cvty/cigampn. There is no password to use the website.

CIGA also has an MPN **Medical Access Assistant** call center located in the United States that is available 24 hours a day to assist injured workers with questions about finding an MPN medical provider at the toll-free number: **(888) 693-9296** available in English and Spanish**.** This assistance is backed up by the MPN Contact who is responsible for setting the medical appointment for the injured worker.

The **FAX number** is (818) 291-1863**.** The **email address** is: MPNManager@caiga.org.