

Panel Provider Guidelines

1. Panel Providers are required to see WorkPartners' patients in a timely manner: within 24 hours for acute injuries and within one week for referrals for acute injuries that have been stabilized by another Panel Provider. The appointment request may come from the employee, the supervisor, or from WorkPartners' Claims Management.
2. Panel Providers are required to communicate appointment results directly to the WorkPartners' Claims Management Service staff within 24 hours of the appointment. This can be done via email or fax using the work status form. The documentation should include diagnosis, work status with restrictions (if needed), and follow-up date and time.

Forms should be sent to:

Commercial Workers' Compensation Claims Unit
P.O. Box 2971
Pittsburgh, PA 15230
Fax: 412-454-8717

If you have questions or need a copy of the employer's provider panel, call 1-800-633-1197 or email commercialwcclaims@upmc.edu

3. Panel Providers are responsible for scheduling follow-up appointments and/or ancillary services before the injured employee leaves their office. For ancillary services, such as an MRI, please call 1-800-633-1197 to speak with a claims representative before the appointment is scheduled. Please refer to the employer's provider panel for any MRI or diagnostic tests.
4. Most panels have specialists listed for specific types of treatment. If your panel does not contain specialist information, please contact UPMC WorkPartners' Claims Management at 1-800-633-1197 for authorization before you make a referral. This will ensure timely access to specialists, as well as timely return of findings to the Primary Panel provider.
5. WorkPartners and its clients can provide modified/transitional work assignments and, as such, physical capabilities should be given at each appointment that will allow us to keep our injured employees working safely. **If an employee needs a short period of complete disability, the Panel Provider must notify WorkPartners of such AND re-evaluate the employee within a 5-day period unless the disability is related to a post-operative course of recovery.**