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To: All California Adobe Employees  
From: U.S. Benefits  
RE: NOTICE OF NEW WORKERS' COMPENSATION PROGRAM

Dear Employee:

You are receiving this notification due to recent changes in Adobe's workers' compensation program. Please take a few moments to review this bulletin.

Safety National has become Adobe's workers' compensation insurance carrier effective December 31, 2009. Safety National contracts with **Matrix Absence Management** for the administration of workers' compensation claims.

Safety National, Adobe's workers' compensation insurance carrier, has implemented a **Medical Provider Network (MPN)** that was approved by the State of California. Safety National uses **First Health/Coventry**, a national managed-care company. This is the same MPN used by Adobe's former workers' compensation carrier and has been in place since January 1, 2005.

Topics covered:

1. Workers' compensation provision regarding the implementation of the **Medical Provider Network (MPN)**, and the requirement to use an MPN physician for any accepted work-related injury.
2. Employee procedures for predesignating a personal physician.
3. Continuity of Care Plan for physicians who terminate from the MPN.

Your action items are:

1. If you do not have an open workers' compensation claim and do not wish to predesignate a personal physician there is no action required after reading the notice.
2. If you have an open claim please contact First Health/Coventry or Safety National' MPN Team to confirm that your provider is in the MPN.
3. If you wish to predesignate a physician, complete the Predesignation of Personal Physician form and return to the HR Information Center by fax to (408) 537-4514.

Below is a summary of the MPN and your responsibilities if you have a work-related injury or illness.

**PROVIDER PREDESIGNATION** - You may predesignate your physician(s) prior to injury using a form that is available online on the Human Resources website or can be obtained on request from the Human Resources Information Center (HRIC) if 1) you have received care from the physician, and 2) the physician agrees to be your primary treating physician. If your physician does not agree to participate in this capacity, you will be required to seek care with a MPN provider. *If you have pre-designated a treater in the past, complete a new pre-designation form.*

**IF YOU HAVE A WORK-RELATED INJURY OR ILLNESS** - In an emergency, go to the nearest emergency medical center and after you receive emergency care, contact the HR Information Center. For non-emergency situations, you may use either your predesignated physician, use a MPN provider you have looked up (refer to

[Medical Facilities and Provider Look Up](#)) or contact the HR Information Center to find out which initial treating MPN provider is available. If you require additional services beyond your initial visit, you may use any provider, appropriate to your injury, within the MPN. If you have difficulty in getting an appointment or need any assistance in locating a provider, contact the HR Information Center.

IF YOU ALREADY HAVE A WC CLAIM AT THE TIME YOU RECEIVE THIS NOTICE, speak to your Case Manager or contact Matrix (Laura Downey-Saleh, Integrated Claims Examiner) at (800) 980-1006, x337 for questions or advice on your options for continued treatment. You may qualify to continue treatment with your current provider under the Transfer of Care Plan if your condition is acute, serious or chronic, or if treatment is for remission, to prevent deterioration, a terminal illness or for a scheduled surgery or procedure that will occur within 180 days.

OBTAINING AUTHORIZATION PRIOR TO TREATMENT - Your treating physician must obtain prior authorization for services by calling First Health at 1-800-931-3439. First Health/Coventry will review your physician's treatment plan and render a recommendation. You, your adjuster and physician will receive a copy of the review recommendation.

APPEAL LANGUAGE FOR NON-CERTIFICATIONS - If you are notified that your treatment is non-certified, you may request an appeal by following the Appeal instructions that are attached to the non-certification notice.

PROVIDER CHANGES OR REQUESTS FOR A SECOND OR THIRD OPINION – You may change physicians within the MPN at any time as long as the provider is appropriate to treat your injury. In the event you dispute the diagnosis or treatment prescribed by your treating physician, you may request another opinion.

TERMINATED MPN PROVIDERS AND CONTINUITY OF CARE - If your physician terminates from the MPN, your Case Manager will advise you on your options for continued treatment. In some instances, the terminated physician may continue to treat you based on the approved Safety National' Continuity of Care Plan. Contact your Case Manager for questions or advice on your options.