Zenith Health Care Network Expectations List

Zenith's expectations for continued participation in the ZHCN include, but are not limited to:

1. Treat within the scope of your specialty.
2. Deliver care to the Zenith Injured Worker within ODG, ACOEM or other applicable guidelines. If the requested treatment is outside the scope of applicable guidelines, the treatment request should explain the medical necessity and rationale for the request and supporting documentation should be submitted with the treatment request to expedite review.
3. Provide advance notice to Zenith before extending the originally approved course of treatment based on a clinical assessment.
4. Provide advance notice to Zenith before adding additional body parts beyond those originally approved.
5. Comply with Zenith's utilization review program including preauthorization requirements.
6. Submit reports, updates and any other required document(s) within established guidelines.
7. Promptly communicate with and respond to Zenith employees and agents to help ensure that there is no delay in care for the Injured Worker or in management of the claim.
8. Ensure that referrals for care will be made within the Zenith Health Care Network (ZHCN). To locate network providers, utilize the Zenith provider online search tool at http://www.talispoint.com/zen/provider/.

   Zenith's Provider and Network Management area is always available to assist with locating Zenith network providers as are Zenith claims examiners. If you are having difficulty locating a network provider, please contact Zenith for assistance.
9. Other physicians or health care providers who use your Taxpayer Identification Number are only considered participants in the ZHCN if the Medical Group or Clinic is independently listed. Otherwise, they are not included in the ZHCN unless they have been individually selected for participation in the network and individually appear on Zenith's network list.
10. Submit bills that accurately reflect the services you provide to Zenith's Injured Workers.
11. Accept the applicable contract rate as payment in full, and not pursue reimbursement in excess of the contract rate or file liens in excess of the applicable contract rate.

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