



***Roles and Responsibilities of the Employer:***

***With the election to participate in the Coventry Workers' Compensation Health Care Network (HCN) all employees who live within the network service area are subject to the utilization of an in-network doctor***

- Prior to implementation, the employer must provide each employee with a letter and handbook entitled "Employee Notification of Network Requirements". This includes employees who are currently injured and those who do not currently live in the network service area.
- Each employee must sign an acknowledgement form that states the information was read and received.
- Employers should document to whom the acknowledgement form was delivered, the method of delivery, the location of delivery and the date of delivery. Recommendations for delivery are:
  - Pay check
  - Email
  - Intranet
  - Company bulletins
  - US Postal service
- If utilizing the US Postal Service for delivery of the "Employee Notification of Network Requirements" packet, it is recommended to utilize certified mail or other measures to document receipt of material. The employee has 14 days from the "received" date of the packet to make a selection of a certified, in network treating doctor. If the employee has not selected a doctor within 14 days, communicate verbally to confirm receipt of the letter and willingness to assist in the doctor selection. Initial results from other plan implementation reports better results if some flexibility is given to the 14 day timeframe leading to greater employee participation and lack of resistance.
- Confirm in writing the employee selection of treating doctor with the employee
- A copy of the signed acknowledgement form should be kept in the personnel file.
- An employee who does not sign the acknowledgement form still must still comply with the network requirements.
- The employee handbook includes information about the employee's right to receive care from his/her HMO primary care doctor if he/she receives group health benefits from an HMO. The HMO doctor must agree to abide by the network's terms and conditions.
- Post notice of network requirements at each place of employment.
- Provide the employee acknowledgement form and handbook to new employees no later than the third day after the date of hire.



- Provide the employee acknowledgement form and handbook to an injured employee at the time the employer receives actual or constructive notice of an injury.
- Request the employee provide the Provider Instruction Form to the treating doctor at the first visit.
- If the employee refuses to use the network, and out of network expenses are incurred these charges may be the liability of the employee.
- Review legacy claims with SUA Insurance, Irving office to discuss current medical status of the injuries worker
- Maintain active tracking log (spreadsheet) for the delivery of Employee Acknowledgement packets to each employee; submit spreadsheet on quarterly basis to Carrier/TPA
- Track employees who elect to pre-designate their HMO primary care doctor as their treating doctor.
- Track employees who have received the Employee Notice of Network requirements but elect no to sign the document.

If an employer does not distribute the Employee Notice of Network Requirements and Acknowledgement form to their employees, the employees are not required to comply with the network requirements. The carrier will be liable for the payments of medical care for an injured employee who lives within the Coventry Workers' Compensation Network service area. The employee is not subject to the network requirements until they have received all appropriate network notification forms. Once the employee receives the network documents, the network requirements will be in effect. If an employee refuses to sign the Acknowledgement Form, they will still be subject to the rules and guidelines of the network.