



## Provider Instruction Form

Dear Provider,

I am visiting your office for my injury treatment because my employer is contracted with the Coventry Workers' Comp Network through our insurance carrier. This workers' compensation network has been certified in accordance with the requirements of the Texas Department of Insurance. You are part of this network through your contract with either FOCUS Healthcare Management or First Health, which are owned by Coventry, or Beech Street, formerly an affiliate of FOCUS.

Please use the information below as necessary for treatment coordination, referrals, and communications:

**Responsible payor:**

SUA Insurance Company  
P.O. Box 154110  
Irving, TX 75015  
Phone: 877-782-2109  
Fax: 877-782-2110

**To obtain a listing of procedures that require preauthorization:**

Visit <http://epn.coventrywcnetworks.com/State/Texas/Pre-Authorization-UR-Requirements/>

OR call **1-800/ 873-0055**

**To request preauthorization:**

Fax request to **888-404-1134** or call **1-800-354-3053**

**To obtain a listing of network specialists for referrals:**

Visit <http://www.coventrywcs.com> Client sign on: SUA password: TXHCN

OR call **1-800-355-4434 ext. 2312**

**Employee / Employer Information:**

Employee Name: \_\_\_\_\_

Employer Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Please call us with our employee's medical/disability status after the initial visit.

Thank you.

This information is for identification purposes only. Payor liability for treatment and payment is governed solely by the provisions of the Texas Workers' Compensation Act.

Please also refer to your Coventry Workers' Comp Network Provider Manual and your contract with FOCUS First Health or Beech Street for other applicable provisions.



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# *Coventry Workers' Comp Network*

## *Employee Information Materials Time of Injury*

*Important Contact Information:  
To locate a provider, call 800-355-4434 ext. 2312*



To All Employees:

Your employer is committed to your health and safety at the workplace. Our first concern is to keep injuries from happening. If you are injured, we want to help you get better and return to work as soon as it is medically safe and back to a healthy and productive life.

Your employer has chosen Coventry Workers' Comp Network as its workers' compensation health care network. It is a network built around occupational health care providers.

Coventry will provide services through their network of medical providers and facilities. Coventry Workers' Comp Network is a nationally recognized company that specializes in treating injured workers and helping them return to work.

The network includes occupational health clinics and doctors who will provide you with medical treatment. Your doctor will also manage your return to work with your employer.

Under the program, you will receive:

- a primary treating doctor;
- other occupational health services and specialists;
- emergency health care services; and
- medical care if you are working or traveling outside of the geographic services area.

The Coventry network has been built to provide you with timely and quality medical care. It is easy to access

The enclosed materials will give you information to help you through your work related injury or illness.



# Coventry Workers' Comp Network

## *Information, Instructions and your Rights and Obligations*

*Dear Employee:*

Your employer has chosen Coventry Workers' Comp Network to manage the health care and treatment you may receive if you are injured. Coventry Workers' Comp Network is a certified workers compensation health care network. The State of Texas has approved this network to provide care for work related injuries. This program includes a network of health care providers who are trained in treating work related injuries. They are also trained in getting people back to work safely. The Coventry Workers' Comp Network service area includes the greater Dallas, greater Houston, Austin/San Antonio, Amarillo, Central Texas, North East Texas, El Paso, Lubbock, Midland, Rio Grande Valley, Texarkana, Nacogdoches, Central East Texas, Abilene, Victoria, Corpus Christi and Orange Laredo, and Wichita Falls areas. These areas are shown on the enclosed map.

If you are injured at work, tell your supervisor or employer immediately. The enclosed information will help you to seek care for your injury. Also, your employer will help with any questions about how to get treatment through the *Coventry Workers' Comp Network*. You may also contact your workers' compensation insurer for any questions about your care and treatment for a work related injury. Coventry and your employer have formed a team to provide timely health care for injured workers. The goal is to return you to work as soon as it is safe to do so.

### *Your Rights and Obligations...*

#### Choosing a Treating Doctor

If you are hurt at work and you live in the network service area, you must choose a treating doctor from the *Coventry Workers' Comp Network*. This is required for you to receive coverage of the costs for the care of your work related injury. If at the time you are injured you belong to a health maintenance organization (HMO), you may choose your HMO primary care physician as your treating doctor. You must have chosen the doctor as your primary care doctor **prior** to your injury. Coventry will approve the choice of your HMO doctor if he or she agrees to the terms of the network contract. The doctor must also agree to abide by applicable laws. If your HMO doctor is not approved, then you must see a network treating doctor.

If you were injured before your insurer contracted with the network and you live in the service area, you must choose a network treating doctor. You may also request a doctor you



chose as your HMO primary care doctor before you were hurt. *You must do this upon receipt of this notice.*

If your treating doctor leaves the network Coventry Workers' Comp Network will tell you in writing. You will have the right to choose another treating doctor from the list of network doctors. If your doctor leaves the network and you have a life threatening or acute condition for which a disruption of care would be harmful to you, your doctor may request that you treat with him or her for an extra 90 days.

If you believe you live outside of the service area, you may request a service area review by calling your insurer. You should provide proof to support your belief. Within 7 days of receiving your request for review, the insurer will tell you their decision. If you do not agree with the final decision of the insurer you have the right to file a complaint with the Texas Department of Insurance. Your complaint must include your name, address, telephone number, a copy of the insurer's decision and any proof you sent to the insurer for review. A complaint form is available on the department's web site at [www.tdi.state.tx.us](http://www.tdi.state.tx.us). You may also ask for a form by writing to the:

HMO Division  
Mail Code 103-6A  
Texas Department of Insurance  
P. O. Box 149104  
Austin, Texas 78714-9104

While waiting for the insurer to make a decision or the Texas Department of Insurance to review your complaint, you may choose to receive all health care from the network. You may be required to pay for health care services received out of the network if it is finally decided that you do live in the network's service area.

A provider listing is available at your worksite and through the network website, <http://www.coventrywcs.com>; client login: SUA password TXHCN  
It is updated every three months. It identifies providers who are taking new patients.

### Changing Doctors

If you become dissatisfied with your first choice of a treating doctor, you can select an alternate treating doctor from the list of network treating doctors in the service area where you live. Coventry will not deny a choice of an alternate treating doctor. Before you can change treating doctors a second time, you must get permission from Coventry Workers Comp Network or your adjuster.

### Referrals

You do not have to get a referral if you have an emergency health condition. All health care services that you request will be made available by the network on a timely basis, as required by



your medical condition. This includes referrals. All health care services, including referrals, will be made available no more than 21 days after you make a request.

Referrals from the treating doctor are required. Referrals to out of network providers require network approval

### Payment for Health Care

Network doctors have agreed to look to the insurer for payment for your health care. They will not look to you for payment. If you obtain health care from a doctor who is not in the network without prior approval from Coventry, you may have to pay for the cost of that care. You may only access non-network health care providers and still be eligible for coverage of your medical costs if one of the following situations occurs.

- Emergency care is needed. You should go to the nearest hospital or emergency care facility.
- You do not live within the service area of the network.
- Your treating doctor refers you to an out of network provider or facility. This referral must be approved by Coventry Workers' Comp Network.
- You have chosen your HMO primary care doctor. Your doctor must agree to abide by the network contract and applicable laws.

### Complaints

You have the right to file a complaint with Coventry Workers' Comp Network. You may do this if you are dissatisfied with any aspect of network operations. This includes a complaint about your network doctor. It may also be a general complaint about the Coventry Workers' Comp Network. Please read the enclosed Coventry Complaint Procedures, or call the Coventry Workers' Comp Network Complaint Line at (800) 873-0055, extension 4250, to have your questions answered.

**Coventry Workers' Comp Network**  
**720 Cool Springs Boulevard**  
**Suite 300**  
**Franklin, TN 37067**  
**800/873-0055**  
**Grievance Coordinator ext 4250**  
**[Grievance\\_Coordinator@cvty.com](mailto:Grievance_Coordinator@cvty.com)**

A complaint must be filled with the network grievance coordinator no later than 90 days from the date the issue occurred.

Texas law does not permit **Coventry** to retaliate against you if you file a complaint against the network. Coventry also can not retaliate if you appeal the decision of the network. The law also



does not permit Coventry to retaliate against your treating doctor if he or she files a complaint against the network or appeals the decision of the network on your behalf. You also have the right file a complaint with the Texas Department of Insurance. The Texas Department of Insurance complaint form is available on the department's web site at [www.tdi.state.tx.us](http://www.tdi.state.tx.us) or you may request a form by writing to:

HMO Division, Mail Code 103-6A  
Texas Department of Insurance  
P. O. Box 149104  
Austin, Texas 78714-9104

***What to do if you are injured while on the job...***

If you are injured while on the job tell your employer immediately and seek emergency care. A list of network doctors in your service area is posted at your worksite. A complete list of doctors is also available at Coventry's website: <http://www.coventrywcs.com>; client login SUA; password: TXHCN

You will be given more instructions on how to get treatment through the Coventry Workers' Comp Network. Or, you may contact Coventry directly at the following address and/or toll-free telephone number between the hours of 8:00am to 5:00 PM CST:

**Coventry Workers' Comp Network  
Network Administration  
800-355-4434 ext. 2312**

Coventry will help you choose a network doctor and obtain an appointment with a network doctor.

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***In case of an emergency...***

If you are injured and it is a life threatening emergency, you should seek treatment at the nearest emergency facility. If you are injured at work after normal business hours or while working outside your service area, you should seek treatment at the nearest health care facility.

After you receive emergency care, you may require ongoing medical care. You will need to select a network doctor from the list that your employer has given you. The doctor you choose will oversee the care you receive for your work related injury. Except for emergency care, you must obtain all health care and specialist referrals through your treating doctor.

**Emergency care does not need to be approved in advance.** "Medical emergency" is defined in Texas laws. It is a medical condition that comes on suddenly with acute symptoms that are so severe that a reasonable person would believe that you need immediate care or you would be



harmed. That harm would include putting your health or bodily functions in serious danger or risk of loss of any body organ or part.

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***Non-emergency care...***

**Report your injury to your employer immediately. Select a network treating doctor from the list given to you by your employer. Go to that doctor for treatment.**

Certain treatment prescribed by your doctor may need to be approved in advance. You or your doctors are required to request approval from the insurer or the network for a specific treatment or services before the treatment or service is provided. Additionally, you may continue to need treatment after the approved treatment is provided. For example, you may need to stay more days in the hospital than what was first approved. If so, the added treatment must be approved in advance.

***The following treatment requests must be approved in advance:***

**Surgery**

- All surgeries
- Spine surgery for more than one level
- Artificial disc surgery
- Intradiscal electrothermal annuloplasty (IDET)
- External and implantable bone growth stimulators
- Spinal cord stimulators
- Chemonucleolysis
- Manipulations under anesthesia

**Skilled Care**

- Inpatient hospitalization
- Home health nursing
- Home health care/aides, physical therapy/ aides
- Skilled nursing visits
- Nursing home, skilled nursing facility, convalescent or residential

**Physical Medicine**

- Physical therapy treatments greater than 8 visits
- Occupational therapy treatments greater than 8 visits
- Aquatic therapy
- Chiropractic treatments greater than 8 visits
- Work hardening/work conditioning greater than 2 weeks
- Massage therapy
- Gym memberships
- Durable medical equipment greater than \$500
- Intraferential units
- Rehabilitation services
- Orthotic devices
- TENS units

**Procedures**

- SI joint injections
- Acupuncture

care admissions

### **Diagnostics**

- Diagnostic procedures other than x-rays (MRI, CT scan, etc.)
- Bone density scans
- EMGs/NCV testing
- Repeat diagnostics and MRIs (MRI/scan of the spine within first 4 weeks or repeat of all MRI for all body parts)
- Myelograms
- Discograms
- Neuromuscular stimulator devices

### **Referrals**

- Dental work over \$1,000
- Psychological testing
- Psychotherapy, with social worker, psychologist or psychiatrist
- Biofeedback and pain management, initial evaluation and “full” chronic pain management programs (initial referral will not go for preauthorization)
- Weight loss programs
- Chemical dependency programs

- Epidural steroid injections
- Facet injections
- Trigger point injections
- Joint steroid injections
- Botox injections
- Investigational or experimental procedures/ medications/devices
- Vax-D
- Prolotherapy
- Morphine pain pump
- RFTC or cryotherapy/cryoablation of any nerve or joint
- Radiofrequency thermocoagulation (RFTC) of facet joints

### **Other**

- Request for long-term medications, especially narcotics
- All out-of-network referrals

The fax number to request one of these treatments is **1-888-404-1134** or call **800-354-3053**.

If a treatment or service request is denied, you will be notified in writing by Coventry. This written notice will include information about your right to request a reconsideration or appeal of the denied treatment and the process you should follow to obtain a reconsideration. If you wish to obtain an independent review (IRO) of the denied treatment or service you must complete an IRO request form and forward the form to Coventry. Coventry is required to submit the request for an independent review to the Texas Department of Insurance immediately upon receipt. You may obtain the IRO form directly from the Texas Department of Insurance, P.O. Box 149104, Austin, TX 78714-9104 or through the department’s website at [www.tdi.state.tx.us](http://www.tdi.state.tx.us)



**Employee Acknowledgment of Workers' Compensation Network**

I have received information that tells me how to get health care under workers' compensation insurance.

If I am hurt on the job and live in the service area described in this information, I understand that:

1. I must choose a treating doctor from the list of doctors in the network. Or, I may ask my HMO primary care physician to agree to serve as my treating doctor.
2. I must go to my treating doctor for all health care for my injury, except for emergency care. If I need a specialist, my treating doctor will refer me. If I need emergency care, I may go anywhere.
3. The insurance carrier will pay the treating doctor and other network providers if the injury is compensable and medical treatment is related to the work injury or illness.
4. I might have to pay the bill if I get health care, other than emergency care, from someone other than a network doctor **without** network approval.
5. Making a false or fraudulent worker's compensation claim is a crime that may result in fines and or imprisonment.

Signature	Date
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\_\_\_\_\_  
Printed Name

I live at: \_\_\_\_\_  
Street Address

\_\_\_\_\_

\_\_\_\_\_

City	State	Zip Code
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Name of Employer \_\_\_\_\_

Name of Network \_\_\_\_\_

**Network service areas are subject to change. Call 800-355-4434 ext. 2312 if you are searching for a network provider**

Please indicate whether this is the:  
 Initial Employee Notification \_\_\_\_\_  
 Injury Notification (Date of Injury: \_\_\_\_/\_\_\_\_/\_\_\_\_)



## **NETWORK NOTICE**

### **Coventry Workers' Comp Network**

#### ***To All Employees:***

Your employer has chosen Coventry Workers' Comp Network to provide health care if you are injured at work. Coventry Workers' Comp Network is a certified workers' compensation health care network. This network includes medical providers that have been chosen to treat your work related injuries. The network is easy to access and the physicians are dedicated to giving you quality care. The following information will help you if you are injured at work.

- **If you are hurt at work and it is a life threatening emergency, you should go to the nearest emergency room. If you are injured at work after normal business hours or while working outside your service area, you should go to the nearest care facility.**

The following applies if you are hurt at work and it is not an emergency.

- Tell your employer as soon as you can.
- Choose a treating doctor from the Coventry network service area where you live. A list of network treating doctors is available on line at: [www.coventrywcs.com](http://www.coventrywcs.com) client login in SUA password TXHCN.

Or you may contact Coventry directly at the following toll free telephone number:

Coventry Workers Comp Network,  
Network Administration  
**800-355-4434 ext. 2312**

- If you are a member of a health maintenance organization (HMO) at the time you are injured, you have the right to choose your HMO primary care doctor as your treating doctor. To do this, you must have chosen the doctor as your primary care doctor before your work related injury occurred. Coventry will approve this choice if your HMO doctor agrees



to abide by the terms of the network contract and comply with required laws.

- You must obtain all treatment and referrals for your injury from your treating doctor.
- Your treating doctor will be paid by your workers' compensation insurer if the injury is deemed compensable and the doctor will not bill you for treatment.
- If you receive treatment for your injury from providers who are not in the Coventry network without prior approval, you may be responsible to pay for that care.
- Information about the Coventry network is available by calling toll free 800-355-4434 ext. 2312. A list of Coventry doctors is posted at the work site and is also available from your employer.
- You may be required to get certain treatments approved in advance. These treatments are listed in your network information materials. You may also request the list from your employer.
- If the doctor leaves the network and you have a life threatening condition or an acute condition you may continue to treat with a network doctor for 90 days. This must be requested by the doctor.



## **COVENTRY WORKERS' COMP NETWORK EMPLOYER INFORMATION FORM**

### **Welcome To Your Workers Compensation Health Care Provider Network Program.**

Your insurance carrier has chosen Coventry Workers' Comp Network, a workers compensation health care network certified by the State of Texas, to offer a workers' compensation health care provider network program. The necessary materials to implement the program are enclosed to help prepare you when an injury occurs.

### **Components Of Program:**

- Preferred provider network
- Employee educational materials
- Toll-free first report of injury
- Utilization management (Pre-authorization)
- Telephonic and on-site case management (may include vocational services)
- Complaint process

### **Employer Instructions:**

- Read the enclosed network educational materials and post the **"Notice of Network"**.
- Distribute network educational materials are required when initiating the program, within 3 days of hiring an employee and at the time of injury.
- Document the method of delivery of educational materials, to whom the materials were delivered, the location of the delivery and the date delivered.
- Be sure that all employees sign the **Employee Acknowledgment** letter and maintain it in employee's personnel file. An employee who refuses to sign remains subject to network requirements. Document a refusal to sign the acknowledgment in the employee's personnel file. Complete the attached spreadsheet with all employee's name, date of receipt, delivery method, date of acceptance. Share that spreadsheet with the designated insurance carrier representative at agreed upon time frames.
- Review the provider panel postings to ensure that the suggested medical providers are within the geographical service area of the worksite. You may call Coventry at **1-800-355-4434 ext. 2312** for additional doctors.
- When an injury occurs, report it immediately to your claims administrator. If necessary, provide or arrange transportation of the injured employee to the network provider, or if appropriate, to the nearest emergency facility.



**Coventry Workers' Comp Network - Certified in the following 231 Texas counties:**

Anderson	Coleman	Gray	Kent
Andrews	Colorado	Grayson	Kerr
Angelina	Comal	Grimes	Kleberg
Aransas	Comanche	Gregg	Kimble
Armstrong	Concho	Guadalupe	Lamb
Archer	Cooke	Hale	Lamar
Atascosa	Coryell	Hall	Lampasas
Austin	Crane	Hamilton	Lavaca
Bailey	Crosby	Hansford	Lee
Bandera	Dallas	Hardin	Leon
Bastrop	Dallam	Harris	Liberty
Baylor	Dawson	Harrison	Limestone
Bee	Deaf Smith	Hartley	Lipscomb
Bell	Delta	Haskell	Live Oak
Bexar	Denton	Hays	Llano
Blanco	Dewitt	Hemphill	Loving
Borden	Dickens	Henderson	Lubbock
Bosque	Donley	Hidalgo	Lynn
Bowie	Duval	Hill	Madison
Brazoria	Eastland	Hockley	Marion
Brazos	Ector	Hood	Martin
Briscoe	Ellis	Hopkins	Mason
Brooks	El Paso	Howard	McCulloch
Brown	Erath	Houston	McLennan
Burleson	Falls	Hudspeth	McMullen
Burnet	Fannin	Hunt	Medina
Caldwell	Fayette	Hutchinson	Menard
Callahan	Fisher	Jack	Midland
Calhoun	Floyd	Jackson	Milam
Cameron	Franklin	Jasper	Mills
Camp	Fort Bend	Jefferson	Mitchell
Carson	Freestone	Jim Hogg	Motley
Cass	Frio	Jim Wells	Montague
Castro	Gaines	Jones	Montgomery
Chambers	Galveston	Johnson	Moore
Cherokee	Garza	Irion	Morris
Clay	Gillespie	Karnes	Nacogdoches
Cochran	Glasscock	Kaufman	Navarro
Collin	Goliad	Kendall	Newton
Coke	Gonzales	Kenedy	Nolan



Nueces  
Ochiltree  
Oldham  
Orange  
Palo Pinto  
Panola  
Parker  
Parmer  
Pecos  
Polk  
Potter  
Rains  
Randall  
Real  
Refugio  
Reagan  
Red River  
Reeves

Roberts  
Robertson  
Rockwall  
Runnels  
Rusk  
Sabine  
San Augustine  
San Jacinto  
San Patricio  
San Saba  
Schleicher  
Scurry  
Shackelford  
Shelby  
Sherman  
Smith  
Starr  
Stephens

Sterling  
Stonewall  
Somervell  
Swisher  
Tarrant  
Taylor  
Terry  
Throckmorton  
Travis  
Titus  
Tom Green  
Trinity  
Tyler  
Upshur  
Upton  
Uvalde  
Van Zandt  
Victoria

Walker  
Waller  
Ward  
Washington  
Webb  
Wharton  
Wichita  
Wilbarger  
Willacy  
Williamson  
Wilson  
Winkler  
Wise  
Wood  
Yoakum  
Young

**Coventry Workers' Comp Network**

