

Texas Health Care Network (HCN) Employee Information Packet

CORVEL

CLM602/25/2015

What are Work Comp Networks

Similar to PPO Networks

Physicians sign up with a network to provide medical treatment for injured employees

Must include all specialty types

Network includes services such as Diagnostic testing facilities, physical therapy centers, etc.

Mandated by the State

Texas Department of Insurance oversees

State must approve Networks

Verifies there is an adequate number of providers for each specialty

Why is this
important to
me?

Participation is required if you live within a service area that the state has certified (based on county)

Must select a physician from the list of network "treating providers"



Treating Providers

Treating Providers consist of the following types:

Family Practice

General Practice

Internal Medicine

Occupational Medicine

Physical Medicine & Rehab (PMR)

Treating Providers

Will address initial injury

Will refer to specialists as determined necessary

Employee may request their HMO primary care physician to become part of the network (special forms must be completed – employee must currently be treating with the HMO physician)

Change in Treating Doctor

Employee chooses treating physician from network

Initial choice

First Change (alternate)-Does not have to be approved

Second change (subsequent) – must be approved by the network

How to find a treating doctor

Go to www.corvel.com

Select PPO Lookup – Texas CorCare Certified Network

Treating providers are already selected

Most up-to-date method

Toll Free Call Center

May receive a written copy from employer



Specialists

Must have referral from Treating Provider

Examples of specialists:

Physical Therapy, Occupational Therapy, Orthopedics,
Neuro Surgeons, Chiropractors; etc

If you see an specialists without referral from network doctor you
may be required to pay for those bills

Out of Network Providers

If you see a provider who is not a network provider, you must have approval from the network before seeing that provider

If you go outside of the network without approval, then the carrier may not have to pay. You may have to pay



Mileage Requirements

Treating providers

Must be within 30 miles of your home residence in Non-Rural areas

Must be within 60 miles of your home residence in Rural counties

Specialists – within 75 miles of your residence

Note: Urban counties population > 50,000

Note: Rural counties population < 50,000



Certified Service Areas

Based on County and zip code of employee residence

Notification Packet contains a county list as well as a zip code list



Call Center

Toll Free

Available from 8 am to 5 pm.

Available for general questions

May refer you to your insurance adjuster for specific questions related to your open claim

Calls are addressed in the order received

After hours calls are logged and returned the next business day



What do I
need to do?

Sign the Acknowledgement Form

Select a Network "Treating Provider" should an injury occur



CORVEL
