

Carrier Network Implementation Instructions

1. Provide the network requirements, maps, directory and acknowledgment forms to the employers
2. Provide the employers with the Quick Reference ID card
3. Instruct the employer to set up a system to document delivery of the network requirements and the acknowledgement form.
4. Instruct the employer to give the network requirements to each employee and to obtain a signed acknowledgement form from each injured worker
5. Instruct the employer to post the network requirements at each place of employment
6. Set up a process to document delivery of the forms to workers with dates of injury prior to the network
7. Obtain a copy of the signed Acknowledgement Form from workers with dates of injury prior to the network
8. For claims with dates of injury prior to the network start up date, notify the network if the injured worker does not choose a treating doctor within 14 days after they receive the network requirements. The network can then assign a treating doctor. (Use the Claim Review Form to request treating doctor assignments)
9. Set up a process to handle disputes about where a worker lives
10. Evaluate claims for case management and return-to-work needs. As indicated request that a case manager be assigned
11. Services provided by a non-network provider in association with an approved service should be paid. Example: Pay the facility radiologist, pathologist, anesthesiologist, etc. even if the providers are non-network, when the service was preauthorized

Note: For assistance with case management, return-to-work, treating doctor assignment, or other network issues contact CorVel Corporation at 866-353-9768 or E-mail to Texas_corcare@corvel.com

Employer Network Implementation Instructions

Network Requirements

The network requirements include the document titled Network Requirements, Employee Information, Responsibilities, the service area maps, zip code list and the network provider list. Copies are available from your insurance carrier. This is to be provided to all employees and posted at the work site. The network requirements must be provide in the language of the employees where that language is spoken by 10% of the employees. An English and Spanish version is provided.

Acknowledgement Form

This form has a place for the employee to sign showing that your employees have received notice of the network requirements. Copies are available from your insurance carrier.

Forms Handling

- The forms must be in English, Spanish and any language common to 10% of employees
- **Obtain a signed acknowledgement form from each employee.** (This may be done with electronic signature provided that a paper version is available upon request.)
- **Keep the signed acknowledgement forms.** There must be a standardized process for delivering the notice of network requirements and the acknowledgement forms. Document to whom it was delivered, the method of delivery, the location of delivery and the date or dates of delivery
- **Provide each employee with a copy of the Network Requirements.** This must done:
 - When the network is contracted
 - Within 3 days of hire
 - And at the time of injury
- **Post the network requirements** at each place of employment

Note: An injured employee is not required to comply with the network requirements until the injured employee receives the notice

Employees Who Are Under Care When Network Is Contracted

- An employee is presumed to live at the physical address given to the employer as his or her address, or if the employee no longer works for the employer, the physical address on file with the carrier
- An employee who is under care for a work injury must choose a network treating doctor when the carrier informs them that health care services are being provided through the network. This applies to employees who live within the service area of a network and who are being treated for an injury that occurred before the network contract
- The carrier shall provide the network requirements to the employee
- If the employee does not choose a treating doctor within 14 days after they receive the network requirements, the network may assign a treating doctor

Injured Employees Who Live Or May Live Outside The Service Area

- An injured employee who does not live within the service area may choose to participate in the network upon mutual agreement with the carrier
- Injured employees who state that they live outside of the network service area may notify the insurance carrier. The carrier will then review this and determine if the injured employee lives in the service area. Within 7 days, the carrier will send written notification to the injured employee and the employer. If the injured employee disagrees with the carrier's determination, the employee may file a complaint with the Texas Department of Insurance