

# Texas Department of Insurance **Workers'** **CompUpdate**

a publication of the Division Of Workers' Compensation

volume 2, number 1 June 2007

## Disability Management Rules Take Effect

AS THE RESULT OF LEGISLATIVE reforms approved in 2005, a new disability management approach to treating employee injuries has been introduced in the Texas workers' compensation system. Commissioner of Workers' Compensation Albert Betts adopted disability management rules in December 2006. The Texas Department of Insurance (TDI), Division of Workers' Compensation provides training and information to system participants to assist in meeting the rule requirements including the use of treatment and return-to-work guidelines.

In adopting the rules, Commissioner Betts urged system participants to share his goal of maintaining quality health care and improving return-to-work results for injured employees. Commissioner Betts also continues to seek input from provider organizations and other system participants as disability management is implemented.

"There are some significant, positive changes taking place in our system," he said. "These changes require cooperation among the participants and a shared com-

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## Planning for Doctor Training After Sept. 1

THE APPROVED DOCTOR LIST (ADL) for the Texas workers' compensation system will expire on September 1, 2007 (Labor Code §408.023). The Texas Department of Insurance (TDI) has identified various rule and process changes necessary to accommodate the statutory change in health care for the system.

At a May 18 stakeholder meeting, system participants received an update on agency plans to maintain training requirements for providers treating injured employees. Treating doctors who plan to certify maximum medical improvement and issue impairment ratings will still be required to complete training periodically.

TDI will not require current ADL providers to renew their ADL status if it expires on or after May 1, 2007. The ADL status for these providers will be extended to August 31, 2007.

In addition, TDI will continue to maintain health care provider databases on

the TXCOMP system to allow the public to locate providers who have completed required MMI and IR training.

After September 1, Commissioner of Worker's Compensation Albert Betts will continue to have the authority to sanction health care providers and insurance carriers participating in the system. Health care providers who were removed from the ADL, or denied applications to the ADL, prior to September 1, 2007 will not be allowed to treat injured employees after the ADL expires.

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IS THE TEXAS WORKERS' COMPENSATION SYSTEM fair and balanced for all of its participants? This is a question that I frequently ask myself and my staff as we go about our day-to-day responsibilities at the Texas Department of Insurance. It is a goal-setting question for which we ultimately want to answer with a resounding "yes."

How do we measure up compared to the ideal system where injured employees, employers, insurance carriers, and health care providers are uniformly satisfied with the handling of a workers' compensation claim? We are improving in many areas, and we have room to grow in others.

Confidence in our system is improving. All of us, regulators and participants alike, have been given a tall order to learn to communicate and cooperate more successfully. As can be seen from some recent initiatives such as quarterly compliance meetings with insurance carriers and implementation of disability management rules, we are reaching out to system participants for ideas and suggestions as we make system changes.

The responsibility I place on participants is to actively take part in stakeholder meetings, rulemaking hearings and other venues where I and my staff are available to listen. We depend on feedback to insure that our decisions are fair and practical.

By communicating and cooperating, we can continue to improve our system.

**Albert Betts**  
*Commissioner of Workers' Compensation*

THE BASIC GOALS OF THE WORKERS' COMPENSATION SYSTEM OF THIS STATE ARE AS FOLLOWS:

- (1) each employee shall be treated with dignity and respect when injured on the job;
- (2) each injured employee shall have access to a fair and accessible dispute resolution process;
- (3) each injured employee shall have access to prompt, high-quality medical care within the framework established by this subtitle; and
- (4) each injured employee shall receive services to facilitate the employee's return to employment as soon as it is considered safe and appropriate by the employee's health care provider.

Texas Labor Code § 402.021

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**Workers' CompUpdate** is published quarterly. To be included on the publication e-mail distribution list, send a request to:  
**public.information@tdi.state.tx.us**

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To the best of the staff's ability, information presented in this newsletter is correct as of the publication date, but scheduled dates and proposed rules and amendments may change as the adoption process goes forward.

**Workers' CompUpdate** is available online at:  
**www.tdi.state.tx.us/wc/indexwc.html**  
under "News and Publications."

## Carriers Discuss Compliance Trends

ON APRIL 18, the Texas Department of Insurance (TDI) conducted an informal meeting with workers' compensation insurance carrier representatives to discuss trends in complaints observed by TDI staff. Invitees included selected governmental carriers and personnel for the commercial carriers with the largest Texas market share of workers' compensation business.

Under a new approach to regulating system participants led by Commissioner of Workers' Compensation Albert Betts, similar meetings with insurance carrier representatives are planned each calendar quarter.

"We are acting proactively to share what we are seeing in the system with insurance carriers," said Jaelene Fayhee, Executive Deputy Commissioner for Policy and Research for the Division of Workers' Compensation. "There may be system problems that can be identified and resolved without a formal enforcement action."

Meeting attendees were provided with aggregate information about complaints, and they also were afforded the chance to request more detailed information about their individual companies.

One expected outcome of the meetings is to identify areas where TDI needs to provide education and outreach to improve performance.

"These meetings are a terrific way to open dialogue between TDI and the carriers," said Laura Campbell, Workers' Compensation Field Product Lead Manager for Travelers. "We appreciate the information given at the meetings and the opportunity to meet TDI staff."

Stan Strickland, Division Deputy Commissioner for Legal Services, said TDI will continue to monitor trends for system performance for both insurance carriers and health care providers and explore ways to correct problems before they reach the level requiring formal compliance and enforcement actions.

# Disability Management Rules Take Effect

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mitment to making the system work better for the injured employee.”

Commissioner Betts and Division Medical Advisor Dr. Howard Smith spoke with several health care provider organizations this spring about disability management. In addition to seeking general feedback on the rules, the Commissioner requested and received assistance in educating physicians who provide workers' compensation health care about disability management.

Disability management optimizes health care and return-to-work outcomes for injured employees through the use of treatment and return-to-work guidelines. This serves the interests of all workers' compensation system participants by:

- providing injured employees appropriate medical treatment;
- promoting principles of evidence-based medicine;
- achieving greater accountability through communication;
- establishing estimated return-to-work expectations; and
- improving the ability to monitor system outcomes

Division rules require system participants to follow the Division's treatment and

return-to-work guidelines as of May 1, 2007 for non-network claims. The treatment guidelines are the *Official Disability Guidelines – Treatments in Workers Comp* (ODG) available on the web at: [www.worklossdata.com/PR\\_Texas.htm](http://www.worklossdata.com/PR_Texas.htm). The return-to-work guidelines are *The Medical Disability Advisor, Workplace Guidelines for Disability Duration* (MDA) available on the web at: [www.rgl.net/states/Texas.aspx](http://www.rgl.net/states/Texas.aspx).

Treatment and services which are not recommended, are under study, or exceed the guidelines require preauthorization from an insurance carrier in accordance with Division rules.

Treatment planning is a disability management tool that is designed to optimize health care and return-to-work outcomes. The effective date for treatment planning requirements has changed from May 1, 2007 to September 1, 2007.

More information about the disability management rules (28 Texas Administrative Code §§137.1, 137.10, and 137.100) and the rule implementation training is available on the agency website at: [www.tdi.state.tx.us/wc/dm/index.html](http://www.tdi.state.tx.us/wc/dm/index.html)

The disability management rules apply to all non-network workers' compensation claims with a date of injury occurring on or after January 1, 1991.

## Disability Management Brown Bag Seminar Schedule

In June, TDI will present information on disability management in the Texas workers' compensation system at local field offices. All system participants are welcome to attend. Upcoming seminars are listed below; additional information is available at: [www.tdi.state.tx.us/wc/dm/dmsched.html](http://www.tdi.state.tx.us/wc/dm/dmsched.html).

**June 6 .... Laredo** (Contact Diana Hinojosa at 956-718-2040; or [diana.hinojosa@tdi.state.tx.us](mailto:diana.hinojosa@tdi.state.tx.us))

**June 14 .. El Paso** (Contact Luis Mata at 915-834-7002 or [luis.mata@tdi.state.tx.us](mailto:luis.mata@tdi.state.tx.us))

**June 15 .. Midland** (Contact Ida Baca at 432-699-1281 ext. 520 or [ida.baca@tdi.state.tx.us](mailto:ida.baca@tdi.state.tx.us))

**June 18 .. San Antonio** (Contact Natalie Messer at 210-593-0070 ext. 500 or e-mail [natalie.messer@tdi.state.tx.us](mailto:natalie.messer@tdi.state.tx.us))

**June 26 .. Weslaco** (Contact Janie Garcia at 956-447-4416 or e-mail [janie.garcia@tdi.state.tx.us](mailto:janie.garcia@tdi.state.tx.us))

# Medical Professional, Hospital Fee Update

COMMISSIONER OF WORKERS' Compensation Albert Betts has invited input from system participants on revising the existing workers' compensation medical and hospital inpatient fee guidelines and on establishing a hospital outpatient fee guideline. Pre-proposal drafts of fee guideline rules are planned to be posted for comment this summer. System participants will also have the opportunity to comment when the formal rules are posted.

Numerous factors to be considered in formulating any workers' compensation health care policies and reimbursement guidelines are specified in Labor Code §413.011. In general, the policies and guidelines must:

- Reflect standardized reimbursement structures found in other health care delivery systems;
- Achieve standardization with fees that reflect the most current CMS reimbursement methodologies, models, and values or weights; and
- Include fees that also take into account economic indicators in health care, be fair and reasonable, be designed to ensure the quality of medical care, and achieve effective medical cost control.

The Texas Workers' Compensation

Act provides that the Commissioner of Workers' Compensation will review medical policies and fee guidelines every two years. The current medical fee guideline (28 Texas Administrative Code §134.202) was implemented in 2003 and sets workers' compensation reimbursement for health care professionals at 125 percent of Medicare reimbursement. The medical fee guideline implements changes in Medicare reimbursement coding and processes as they occur. The current hospital inpatient fee guideline (28 TAC §134.401) was implemented in 1997, before the Act required that it be based on Medicare standards.

Access to health care also is a factor in revising medical fee guidelines. Labor Code §408.0252 provides that the Commissioner of Workers' Compensation by rule may identify underserved areas of Texas in which access to health care providers is less available and may adopt appropriate standards, guidelines, and rules regarding the delivery of health care in those areas.

## Commissioner Betts Confirmed by Senate

THE TEXAS SENATE confirmed the appointment of Albert Betts as Commissioner of Workers' Compensation in March. Commissioner Betts was first appointed by Gov. Rick Perry on September 1, 2005 under legislation which also created the Texas Department of Insurance (TDI), Division of Workers' Compensation.

Prior to his appointment, Commissioner Betts served as Chief of Staff for TDI, as an Assistant Attorney General for the Office of the Attorney General, as an Assistant General Counsel for

the former Texas Workers' Compensation Commission, and as General Counsel for the State Office of Risk Management.

Commissioner Betts has been a licensed attorney since 1991. A native of Dallas, he received his undergraduate degree from the University of Texas at Austin and his law degree from the University of Texas School of Law.

## Network Report Cards Prepared for Fall

A KEY COMPONENT of certified workers' compensation networks is an annual report card to help employers and employees make informed decisions about the quality of services provided by networks, and to help health care providers assess the quality of the network they participate in.

The first report card will be published in September, 2007 as required by statute (Texas Insurance Code §1305.502). Report card elements will include:

- employee access to care;
- return-to-work outcomes;
- health-related outcomes;
- employee satisfaction with care;
- health care costs; and
- utilization of health care

Data sources for the report cards include medical billing and income benefit data collected by TDI's Division of Workers' Compensation, injured worker survey data collected by TDI's Research and Evaluation Group, and additional data collected by TDI.

### Injured Worker Survey

TDI began gathering stakeholder input regarding the content and length of the injured worker survey in July, 2006. The survey was posted on TDI's website and it was also distributed to system participants. A summary of the general comments about the survey along with the Research and Evaluation Group's response to comments is posted on the agency website at: [www.tdi.state.tx.us/wc/regulation/roc/reportcard\\_news.html](http://www.tdi.state.tx.us/wc/regulation/roc/reportcard_news.html)

In order to identify injured workers being treated in the certified workers' compensation networks and to develop a sampling plan, a data call was issued on February 14, 2007 to networks that were certified in 2006. The data call identified all injured employees treated in a network on or before February 1, 2007. The survey instrument and the sampling plan for the survey have been finalized. The Survey Research Center at the University of North Texas was selected to administer the survey and is expected to begin the data collection process in late May.

Report cards are expected to include survey measures for: two individual certified networks; all other certified networks (including networks with too few numbers of treated injured employees to be reported individually); and a non-network category (includes injured workers being treated outside the network). Although political subdivisions that contract with health care providers in lieu of using certified networks are subject to be included in the network report card, they will not be included in this first report card.

At the time of the network data call, none of the political subdivision networks had begun to fully function. TDI intends to report political subdivisions as a separate group in the second report card.

59th Annual  
**Southern Association of Workers' Compensation  
Administrators Convention**

July 14-18, 2007

Hyatt Regency Austin

Registration information available online at:

[www.sawca.com](http://www.sawca.com)

# Health Care Quality Reviews Are Underway

**By Howard Smith, M.D.**

SEVERAL CHANGES TO OUR medical quality review process are designed to make our decisions more transparent. The process does not involve simply doctors in the system but also insurance carriers, independent review organizations (IROs) and all those with responsibility for ensuring that patients get adequate and proper care, and that over utilization is discouraged and minimized.

One important change in Medical Quality Review Panel (MQRP) deliberations in the blind selection of health care providers. The panel member responsible for choosing a provider to review will not know the identity of the provider.

In many cases, a review may simply reveal some challenging cases and not over usage by the doctors. However, in those instances where there is a difference of opinion as to how much care should be provided, more data will be sought and the doctor will be invited to present data. Informal review conferences will be available for the health care providers to present their point of view and any further data that may be of use to fully understanding the case.

It is clear that over utilization is a system problem and not limited to simply one participant. That is why we anticipate reviews

of insurance carriers, IROs and other participants. Proper care of a patient and proper utilization of resources is also a systemic responsibility. It will be very important to ensure that, for instance, insurance carriers are not simply approving everything submitted to them, but indeed are doing a careful analysis of what is appropriate for the patient. The Office of the Medical Advisor will be interested in speaking with those insurance carriers who have shown a pattern of practice of approving what appears to be over utilization.

With these efforts, we hope to assist system participants to render good medical care and to avoid over utilization, which is not simply a financial drain but also can cause substantial suffering on the part of the injured employee. The possibility of disability and a failure to return to work is very deleterious to the injured employee.

*(Dr. Howard Smith is Medical Advisor for TDI's Division of Workers' Compensation. As a practicing physician since 1985, he specialized in brain and spinal surgery. He also has been a practicing attorney since 2002.)*



## FY2007 Quality Review Categories

MEDICAL QUALITY REVIEW categories for workers' compensation system participants for Fiscal Year 2007 were announced recently. Medical quality reviews ensure that injured employees receive reasonable and medically necessary health care in a timely and cost effective manner that facilitates recovery and appropriate return to work.

In addition to reviewing health care providers who deliver medical services, TDI also reviews the actions of peer review doctors, designated doctors, doctors performing required medical examinations, insurance carriers, Utilization Review

Agents, and Independent Review Organizations (IROs) handling network and non-network claims.

The FY2007 Quality Review Categories are:

- Peer reviewers
- Independent Review Organizations
- Insurance Carriers
- Designated Doctor decisions
- Effects of long-term narcotics use

TDI's Division of Workers' Compensation also reviews all complaints received about system participants related to quality of medical care.

## **TDI to Host Regional Workers' Compensation Conference**

TDI and Commissioner of Workers' Compensation Albert Betts are hosting the 59th Annual Southern Association of Workers' Compensation Administrators Convention (SAWCA) on July 14-18, 2007 at the Hyatt Regency Austin on Town Lake.

The convention includes educational sessions, exhibits and networking for workers' compensation system participants including insurance adjusters, risk managers, health care providers and employers.

For registration and exhibitor information, visit the SAWCA website at [www.sawca.com](http://www.sawca.com) or contact Gary Davis at 859-219-0194.

## **Update on Workers' Compensation Networks**

An updated list of certified Workers' Compensation Health Care Networks is available on the TDI website at the following link: [www.tdi.state.tx.us/wc/wcnet/wcnetworks.html](http://www.tdi.state.tx.us/wc/wcnet/wcnetworks.html).

TDI's Health and Workers' Compensation Networks Division also publishes a newsletter, *WCNet News*, with the latest news about networks. This newsletter is available for download at: [www.tdi.state.tx.us/pubs/tdipubs9.html](http://www.tdi.state.tx.us/pubs/tdipubs9.html).

## **Restructuring Announced to Meet Division Goals**

Organizational changes for the Division of Workers' Compensation were effective on June 1, 2007. The Division now has the following program areas: Operations, Policy and Research, Hearings, Legal Services and Office of Medical Examiner. The restructuring is designed to increase the Division's effectiveness in meeting the needs of workers' compensation system participants.

## **Commissioner Issues Hospital Fee Dispute Bulletin**

Commissioner Albert Betts issued Bulletin No. B-0009-07 on May 1 to address workers' compensation hospital outpatient fee disputes. The bulletin outlines the agency's course of action in issuing decisions in the disputes, encourages parties to settle disputes and addresses enforcement action for violations of billing and/or payment policies. The full text of the bulletin is posted on the agency website at: [www.tdi.state.tx.us/bulletins/2007/cc18.html](http://www.tdi.state.tx.us/bulletins/2007/cc18.html).

## **Medical Billing Companion Guides Posted**

TDI recently posted to the agency website comprehensive guides to assist health care providers and insurance carriers with the submission and processing of workers' compensation medical bills.

The *Clean Claim and Electronic Medical Billing and Payment Workers' Compensation Companion Guides* include information on both electronic and paper billing requirements. The guides are posted at: [www.tdi.state.tx.us/wc/bpi/index.html#ebcg](http://www.tdi.state.tx.us/wc/bpi/index.html#ebcg).

One purpose of the companion guides is to align paper claim submissions with automated processing or reporting requirements. All system participants should consult the companion guides for medical bill processing whether bills are being submitted on paper claims or electronically.

The companion guides are aligned with national standard formats and industry practices.

## **Forms Improved for System Participants**

TDI has improved more than 90 workers' compensation system forms, including the simplification of three of its injured employee forms, allowing them to be filled out and saved electronically.

By downloading and installing the free software Adobe Acrobat Reader Ver-





sion 7 or later, system participants can now fill out and save most Division forms electronically. The software is available for download at: [www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html)

Division forms are posted on the agency website at: [www.tdi.state.tx.us/forms/form20.html](http://www.tdi.state.tx.us/forms/form20.html).

## **Employers Receive Workplace Safety Awards**

James Avery Craftsman, Inc. of Kerrville and the City of La Porte were recognized by TDI with Peer Review Safety Awards for exemplary safety programs on May 16 during the 11th Annual Texas Safety Summit in Austin.

James Avery Craftsman is a jewelry manufacturer with production facilities in Kerrville, Fredericksburg and Hondo and retail stores in Texas, Oklahoma, Georgia, Colorado and Louisiana. The City of La Porte was the first public sector entity to receive the award.

The Peer Review Safety Award program recognizes Texas employers that have comprehensive safety programs.

## **Texas Safety & Health Program Recognized**

The Occupational Safety and Health Administration (OSHA) recognized the Texas OSHA Consultation Program (OSHCON) with a Distinguished Consultation Project of the Year Award for FY 2006. The award was presented to TDI employee Ron Tom, who serves as Texas OSHCON project manager, by OSHA Region 6 Administrator Frank Strasheim during a conference in Rhode Island in April.

Among the Texas OSHCON achievements cited during the award presentation were participation in the design and implementation of a new OSHA database information system.

Texas is that largest state OSHA program in the country based on the number of safety consultations provided each year.

## **Guidance Offered on Provider Billing Issues**

TDI recently provided guidance to health care providers in the workers' compensation system on two billing issues: denials of reimbursement for emergency medical care and denials of medical bills for timeliness of filing

When doctors provide health care to injured employees that is defined as emergency care or immediate post injury care under Division rules, the doctors are not required to be on the Approved Doctors List (ADL).

For the full text of this memorandum, go to: [www.tdi.state.tx.us/wc/hcprovider/documents/hhprovider75.pdf](http://www.tdi.state.tx.us/wc/hcprovider/documents/hhprovider75.pdf)

Health care providers have 95 days from the date of service to submit a medical bill to the insurance carrier, if the date of service is on or after September 1, 2005. Providers who fail to meet this deadline forfeit their right to reimbursement.

Health care providers can reduce the likelihood that a carrier will not return a bill as incomplete by making sure that the bill is complete and accurate.

For the full text of this memorandum, go to: [www.tdi.state.tx.us/wc/hcprovider/documents/provider95bill.pdf](http://www.tdi.state.tx.us/wc/hcprovider/documents/provider95bill.pdf)



# Employer's Plan Can Ease Impact of Injuries

RETURNING INJURED EMPLOYEES to work in a timely and medically appropriate way is a central goal of the Texas workers' compensation system.

Workers' compensation costs are among the top business concerns for em-



ployers. Having a proactive return-to-work process so that injured employees can continue to perform valued work during their recovery,

provides employers with the tools necessary to better manage costs and reduce the overall negative impact of job-related injury on the injured employee.

An established return-to-work process often gives employers more control over their workers' compensation costs and allows them to participate in the management of their workers' compensation claims.

## Retaining Productivity

The longer an employee is unable to work, the more difficult it becomes for the employee to ever return to full-duty employment. Eliminating medically unnecessary lost time by providing appropriate work assignments during recovery from an

injury provides significant benefits for employers and their employees.

The recovering employee continues to do work and to contribute to the business. Appropriate work activity becomes part of the employee's medical treatment and contributes to recovery. The trained employee is retained so costly turnover is averted.

Business costs related to workers' compensation absences can be significant. When injured employees miss work, their work still has to be done. Employers may have to pay overtime to other employees or hire a replacement. Also, the employer's insurance carrier is paying Temporary Income Benefits (TIBs) to the injured employee at the same time the employer is paying wages to another employee to do the work. Every claim that results in payment of income benefits can affect the employer's future insurance premiums.

Injured employees who remain appropriately active, connected to their work place, and productive are less likely to develop secondary complications that can lengthen recovery time and possibly lead to more serious disability. They retain employment-related benefits and job skills.

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## Gov. Perry Signs Bill to Preauthorize RTW Reimbursements

On May 18, Gov. Rick Perry signed into law House Bill (HB) 886 by Rep. Helen Giddings to allow the Commissioner of Worker's Compensation to adopt rules to allow preauthorization of reimbursements to employers participating in the Small Employer Return-to-Work Pilot Project.

The law change was effective immediately.

The pilot project was created by the Legislature in 2005 to reimburse employers with 50 employees or less for up to \$2,500 annually for workplace modification expenses to allow injured employees to return to work.

Under HB 886, employers will have the op-

tion of submitting a proposal to the Texas Department of Insurance (TDI) for preauthorization. If the proposal is approved, TDI can guarantee reimbursement of the expenses if the workplace modifications are completed.

Modifications may include any physical modification to the work environment such as special equipment, device, furniture or tool or other related costs that would facilitate the injured employee's return to productive work.

For more information, call 512-804-5000 or send e-mail to: [rtw.services@tdi.state.tx.us](mailto:rtw.services@tdi.state.tx.us).

## Employer's Plan Eases Impact (cont.)

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Injured employees maintain important social interaction and supportive relationships with fellow employees. Family and social lifestyles are maintained. Financial difficulties are avoided. Recovery time is shortened and the risk of permanent disability from the injury is reduced.

### Communication is the key

Employers, doctors, insurance carriers and employees share the responsibility for return to work. Communication and working together are the keys to success.

The treating doctor's job is to identify the current functional capabilities that the injured employee can safely perform. Employers can then match these functional abilities to available work assignments for the injured employee.

Communication among the treating doctor, the employer, the insurance carrier, and the injured employee is an essential factor in successful and appropriate return to work. A DWC Form-73, *Work Status Report*, completed by the doctor provides information to the employer, the injured employee and the insurance carrier. To assure proper job placement, additional communication may be necessary to clarify the understanding of the employees' capabilities,

the anticipated duration, and their applicability to the workplace.

Insurance carriers are required to offer an employer return-to-work coordination services before the eighth day of lost time. Carriers must review claims that have the potential for lost time as early as practicable to determine whether or not skilled case management is appropriate and helpful in returning the injured employee to work. To help assure more successful return-to-work efforts, employers should carefully monitor their workers' compensation claims, communicate regularly with adjusters handling their claims, and provide appropriate return-to-work opportunities.

The Texas workers' compensation system actively supports and encourages return-to-work efforts. TDI provides return to work education opportunities for employers. Employers can access additional return-to-work information and resources from the agency website at [www.tdi.state.tx.us/wc/mr/rtw/index.html](http://www.tdi.state.tx.us/wc/mr/rtw/index.html) or by calling 512-804-4683.

## Education Conferences Set for Austin, Dallas

TDI AND THE INTERNATIONAL Workers' Compensation Foundation, Inc. will host two Workers' Compensation Educational Conferences in Austin and Dallas this fall. Each conference will feature presentations to inform system participants of TDI processes and initiatives that affect their roles in the system.

The Austin conference will be September 24-26 at the Crowne Plaza Austin. The Dallas conference will be October 24-26 at the Renaissance Dallas-Richardson Hotel. Registration for both conferences is \$275 per person before August 15; \$300 before September 15, and \$350 after September 15.

The conference registration form and general information can be found on the TDI website at: [www.tdi.state.tx.us/wc/events/conference.html](http://www.tdi.state.tx.us/wc/events/conference.html).

For room reservations, contact the Crowne Plaza at 512-323-5466 and the Renaissance Dallas-Richardson at 972-367-2000 and reference the "TDI/DWC Conference."

For additional conference registration information, contact Eric Oxfeld of the International Workers' Compensation Foundation, Inc. by calling 386-677-0041; e-mail [IWCF@bellsouth.net](mailto:IWCF@bellsouth.net).

## Division of Workers' Compensation Contact Information

[www.tdi.state.tx.us/wc/dwcccontacts.html](http://www.tdi.state.tx.us/wc/dwcccontacts.html)

Customer Service .....	1-800-252-7031 or local office/(Austin) 512-305-7238 (Injured Worker Hotline; Claim Services; Hearings Customer Relations; Medical Review; Medical Dispute Status; Legal & Compliance)
Workplace Safety/OSHCON .....	1-800-687-7080 (Accident Prevention Services; WC/Safety Resource Center; Workplace Safety)
Safety Violations Hotline .....	1-800-452-9595
Fraud Hotline .....	512-463-6700 or 1-888-327-8818
EDI/TXCOMP HelpDesk .....	1-888-4-TXCOMP (1-888-489-2667)
Government Relations .....	512-804-4250
Human Resources .....	512-804-4450
Speakers' Bureau .....	512-804-4578
Open Records .....	512-804-4434
Public Information/Publications .....	512-804-4200/ 512-804-4240
Switchboard .....	512-804-4000
Stay at Work/Return to Work .....	512-804-5000
Office of Injured Employee Counsel .....	1-866-EZE-OIEC (1-866-393-6432)

**Texas Department of Insurance**  
Division of Workers' Compensation  
7551 Metro Center Drive, Ste. 100  
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