# Monthly Network Open Conference Calls for Providers and Network Applicants

The Health and Workers' Compensation Network Certification and QA Division (HWCN) holds monthly conference calls for Network applicants and providers to discuss issues related to Certified Workers' Compensation Health Care Networks.

A few topics that have been discussed with Providers and Office Managers are: Notice of Network Requirements–What to Look For, Workers' Compensation Network Provider Contract Requirements, and the WCNet News Newsletter.

Among topics that have been discussed with Network Applicants are: Workers Compensation Network Credentialing Files: Frequent Errors, WC Network Examinations What, When, and Why, and the WCNet News Newsletter.

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## Certified Workers' Compensation Health Care Networks

The list of Certified Workers' Compensation Health Care Networks is available on the TDI Web page. This list is updated as additional networks are certified and as service areas are modified. Currently the following workers' compensation health care networks have been certified:

Aetna Workers' Comp Access (AWCA)

Argus Provider Network

Bunch and Associates Inc, Texas HCN

Bunch HCN-First Health

Coventry Workers' Comp Network

Corvel – The Lone Star Network

Corvel Healthcare Corporation/Corcare

First Health/AIGCS TX HCN

First Health/CSS HCN

First Health/Travelers HCN

First Health TX HCN

Forte Inc./Compkey/First Health

Genex Services, Inc/Genex Care for Texas' Comp Access (AWCA)

Genex Services Inc./Genex Health Care Network

The Hartford Workers' Compensation Health Care Network – FH

IMO Med-Select Network/Injury Management Organization, Inc.

International Rehabilitation Associates Inc./IntraCorp.

Interplan Health Group, Inc./Zenith Health Care Network (ZHCN)

Intracorp/Lockheed Martin Aero Employee Select Network

Liberty Health Care Network

Memorial Hermann Health Network Providers, Inc./Worklink

National ChoiceCare, NCC ChoiceNet

North Texas Innovative Health Care Network, Inc.

Oregon Health Systems, Inc/Majoris Health Systems, Inc.

Sedgwick Claims Management Services, INC./ Southwest Medical Provider Network

SHA, LLC./FirstCare Network

Specialty Risk Services Texas Workers' Compensation Health Care Network (First Health)

Texas Star Network

Zurich Services Corporation Health Care Network

Zurich Service Corporation Health Care Network (HCN) – First Health

Zurich Services Corporation Health Care Network/Corvel

# **WCNet**News

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## Monthly Network Open Conference Calls for Providers and Network Applicants *Continued from page 1*

The Provider and Office Manager open conference calls are held on the second Tuesday of each month from 2- 3 pm CST. 1-888-387-8235 passcode 6622666#.

The Network Applicant open conference calls are held the second Thursday of the Month from 2- 3 pm CST. 1-888-387-8235 passcode 6622666#.

Please see the calendar of events at the end of this newsletter for specific dates.

The minutes and agenda for past and present conference calls can be accessed on the TDI Web site. Scroll down to Open Conference Calls and select the call for which you wish to view the minutes or agenda.

The HWCN Division is open to suggestions for these conference calls. You may send suggested topics to **WCNet@tdi.state.tx.us** to have your topic considered for a future conference call.

## *WCNet News* and *HWCN News* to be merged

Beginning in July 2008, WCNet News and HWCN News will be merged into a single newsletter covering all functions performed by the HWCN Division of TDI. HWCN News will be published quarterly. Though some areas, such as IROs and URAs, overlap it is our intent to divide the newsletter into sections representing each functional area (HMOs, Workers' Compensation Networks, URAs and IROs.) when possible to facilitate locating articles that may be of interest to a specific reader.

By combining the two newsletters and teams that are responsible for their content the HWCN Division's goal is to make the most efficient use of resources and create a more streamlined production schedule while continuing to provide news and information that is both timely and relevant to our audience.

## Proof of Workers' Compensation Coverage Available on the Division of Workers' Compensation (DWC) Web site

Proof of workers' compensation coverage is now available on the DWC website. By typing in the name of the employer, it can be determined if the employer carries workers' compensation coverage. If the employer carries workers' compensation coverage, the system provides a link to the workers' compensation carrier with contact numbers to call to determine network status.

This information is compiled and made available as a public service by DWC. While every effort is made to keep the information accurate and up-to-date, DWC and the State of Texas make no warranty as to the accuracy, reliability, timeliness, or completeness of the information.

If you have additional questions please contact DWC Customer Service at 1-800-252-7031 or by email at **WorkersCompCustomerServices@tdi.state.tx.us**.

## Workers' Compensation Network Tools Available on TDI Web site

The TDI Web site contains the following checklists ("tools") to assist applicants in meeting the requirements under 28 TAC Chapter 10:

- LHL416 - WC Network Adequacy Checklist
- LHL417 - WC Network Complaints Checklist
- LHL418 - WC Network Operations Checklist
- LHL419 - WC Network Credentialing Checklist
- LHL420 - WC Network QI Program Checklist

These tools are used by TDI staff when reviewing an application for certification as a network and/or a service area expansion (as appropriate). Questions regarding these checklists should be emailed to **WCNet@tdi.state.tx.us**.

## What can TDI discuss over the phone regarding Independent Review Organization (IRO) cases?

TDI receives numerous calls each day requesting the status of an IRO case. These calls come from individuals claiming to be the patient, the attorney acting on behalf of the patient, or a relative of the patient. It is important to know , due to privacy laws and to protect the patient, TDI cannot divulge any information to someone over the telephone because TDI cannot confirm that person's identity. Although we understand this can be very frustrating to callers, TDI cannot disclose any information regarding IRO requests, assignments, or decisions.

With this in mind, here are a few suggestions:
- If a patient has not received notice that their request for an independent review has been assigned to an IRO, he or she should contact the Utilization Review Agent to determine if their IRO request was sent to TDI.
- Once a request for a review has been assigned, TDI notifies all involved parties, which include the patient and doctor. TDI's notice will include the IRO's name, address, phone number, and fax number. Patients interested in the status of their review or whether a decision has been made should contact the IRO directly.
- The doctor and patient will also receive a copy of the IRO's decision. This gives the patient an opportunity to contact his or her doctor, if they have questions.
- For traditional worker's compensation cases, the injured employee may also contact the Office of Injured Employee Counsel at 1-866-393-6432 as well as their local Division of Workers Compensation Field Office.

Thank you for understanding and helping TDI safeguard the patient's privacy at all times.

## Did You Know?

The IRO request form (LHL009 form) should not be sent directly to TDI. The LHL009 form should be sent to the company that denied the service for medical necessity. This is either the insurance carrier (IC) or the carrier's URA. Please refer to the patient/injured employees' denial letters for the company's mailing address or fax number. Once the IC or URA receives the request, they are to immediately notify the HWCN Division of TDI.

Please see 28 TAC §133.308(g) for information on timeliness requirements.

# Workers' Compensation Network Report Cards

The 2007 Workers' Compensation Network Report Card Results are available on the TDI Web page. Questions or requests for hard copies of the report card should be directed to the Research and Evaluation Group (REG) at **WCResearch@tdi.state.tx.us**.

# HWCN Division Wants Your Input on Workers' Compensation Network Rules

The HWCN Division is interested in receiving input on possible changes to the rules that govern Certified Workers' Compensation Networks. The current rules are located in 28 Texas Administrative Code (TAC), Chapter 10.

The HWCN Division values your input during the rule revision process. No date has been set to begin the rule writing process for Workers' Compensation Rules. Please forward suggestions to **WCNet@tdi.state.tx.us**.

# Certification of Informal and Voluntary Workers' Compensation Networks

An "informal network" is a health care provider network as described in Texas Labor Code (TLC) §413.011(d-1) that has been established by contract(s) between health care providers and insurance carriers. A "voluntary network" is a voluntary workers' compensation health care delivery network established by an insurance carrier under former TLC §408.0223, recently repealed, in Chapter 265 by the 79th Legislature.

The 80th legislature passed HB473 which requires informal networks to report certain information to DWC, and all informal networks must be certified or dissolved by January 1, 2011. Effective September 1, 2007 informal networks must report the following information to TDI as required by TLC §413.0115(c):

- An executive contact for official correspondence;
- A toll-free telephone number;
- A list of each insurance carrier with whom the network contracts; and
- A list of each entity associated with the network working on behalf of the insurance carrier including contact information.

Online- Reporting is available and may be accessed at https://wwwapps.tdi.state.tx.us/inter/perlroot/sasweb/cgi-bin/broker.exe?_service=twcc&_program=twccprog.networkreg.sas.

If you have additional questions regarding Informal or Voluntary Networks please contact DWC Customer Service at 1-800-252-7031 or by email at **WorkersComp CustomerServices@tdi.state.tx.us**.

# Examinations of Certified Workers' Compensation Networks

This article is intended to give certified workers' compensation networks (networks) a brief preview of the exam process. The networks will be given at least 60 days notice before the on-site exam. The on-site exam may take place at the network's place of business (if located in Texas) or at TDI's office in Austin, Texas.

The on-site exam will consist of a desk review of documents sent to TDI prior to the on-site exam and review of additional documents during the on-site exam. TDI will also conduct interviews with key personnel during the on-site exam.

Unless specified otherwise, the documents listed below are examples of what will be requested to be sent to TDI no later than 30 days prior to the on-site exam:

- TDI will request all complaint and appeal logs, utilization review logs, and provider lists be sent within 10 days of receiving the exam notice..

- Once the logs have been received, TDI will request specific credentialing files, complaint and appeal files, and adverse determination files. The requested files will need to be sent within 10 days of receipt of the request.

- TDI will request the following documents be provided electronically, whenever possible:

Current list of contracted network providers in an Excel spreadsheet, if possible. The list must include the information described in 28 TAC §10.22(11). TDI will request this list be sent within 10 days of receipt of the request.
- Current provider network maps as described in 28 TAC §10.22(11), which must include the 30, 60, 75-mile radii (as applicable). The following provider specialty maps will be requested:
  **1** Treating Doctors
  **2** General/Acute Hospitals
  **3** Specialists (separate maps by specialty type);

- Complaint and Appeal Log(s), as described in 28 TAC §10.121(d). TDI will request this log be sent within 10 days of receipt of the request; and

- If the network performs utilization review for its injured employees, a list of adverse determinations and appeals of adverse determinations. TDI will request this log be sent within 10 days of receipt of the request.

The exam notice will also include a questionnaire regarding network operations since the network's certification. Examples of the topics included in the questionnaire are:

- Complaints
- Providers and Contracting
- Delegation of Network functions
- Access and Availability
- Utilization Review

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## Improper Fingerprinting

In volume 1, issue 2 of *WCNet News* we discussed the fingerprinting requirement as required by the TAC. This requirement effective January 1, 2007 requires each individual described in 28 TAC §1.503 to submit a complete set of their fingerprint cards captured by the following:

- An electronic fingerprint vendor acceptable to the Texas Department of Public Safety;
- The department's examination vendor; or
- A criminal law enforcement agency, including a sheriff's office or police department.

Unfortunately, when fingerprints are captured improperly by an entity or individual not listed above, they may be returned as "unable to process," which means they must be recaptured properly. When fingerprint cards cannot be processed, TDI is not able to approve and/or certify applications to operate in the State of Texas. Therefore, we recommend individuals required to submit fingerprint cards utilize an appropriate vendor.

## HWCN Employer and Provider Workshops in 2008

The TDI HWCN Division will host the Workers' Compensation Health Care Networks – Employer and Provider Workshops in 2008. The 2007 workshops were held in Dallas and Houston and were a huge success! We are planning to present the 2008 workshops in San Antonio and Tyler.

The intent of the workshops is to provide an opportunity for employers and providers to engage, network, and gain a better understanding of workers' compensation networks in the State of Texas.

The specific location and dates for the 2008 workshops will be announced in the near future. Please stay tuned to TDI's Web site for additional information as details are finalized.

The workshops are free but seating will be limited to the first 150 respondents once registration officially opens.

## HWCN Web page Redesign In Progress

As mentioned in previous issues, the HWCN Web page is in the process of being revamped, with anticipated availability for the fall. HWCN's new Web page will contain valuable information and will be an accurate resource for all users. While the current page may seem a little cumbersome to our customers in the beginning, the end result will allow us to better serve the public.

Thank you for your patience while we complete this redesign.

## Know a friend or colleague who may be interested in the WCNet News?

If you know a friend or colleague who may be interested in the *WCNet News*, please forward the link to our current issue and let them know how easy it is to join our mailing list. Simply email **WCNet@tdi.state.tx.us** with the email address where *WCNet News* should be sent and with the title "Subscribe *WCNet News*."

# In Case You Missed It...

- Volume II, Issue 1 (page 5) contains an article and a link to a PowerPoint presentation on Return to Work Services.

- Volume II, Issue 1 contains a FAQ on an injured employee into a certified workers' compensation network (page 2) and information on workers' compensation complaints (page 7).

- Issue 5 (page 5) and Issue 6 (page 2) include information on legislation from the 80th Texas Legislature that affects certified workers' compensation networks.

- Issue 4 (page 1) addresses the requirements for a subsequent notice of network requirements at the time the employer receives actual or constructive notice of an injury.

All previous issues of the *WCNet News* are available online in their entirety.

# Calendar of Events

**Network Applicant Conference Call – 1-888-387-8235 - passcode 6622666#**
Thursday, April 10,          2:00-3:00 p.m. CST
Thursday, May 8,             2:00-3:00 p.m. CST
Thursday, June 12,           2:00-3:00 p.m. CST
Thursday, July 10,           2:00-3:00 p.m. CST

**Provider/Office Manager Conference Call – 1-888-387-8235 - passcode 6622666#**
Tuesday, April 8,            2:00-3:00 p.m. CST
Tuesday, May 13,             2:00-3:00 p.m. CST
Tuesday, June 10,            2:00-3:00 p.m. CST
Tuesday, July 8,             2:00-3:00 p.m. CST