



# WORKWELL, TX

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Health care network information | As of January 1, 2018



Dear Employer,

At Texas Mutual Insurance Company, we are committed to the safety of Texas workers. WorkWell, TX serves as an extension of that commitment, ensuring quality care for employees who are injured on the job.

WorkWell, TX is a workers' compensation health care network certified by the state of Texas. By choosing the network option from Texas Mutual, you keep your costs low with a network discount and our focus on getting injured workers well and back on the job. Our providers have been chosen to treat your employees because of their proven record of success with work-related injuries and illnesses.

A network that offers high-quality care, better results, and savings is a win-win for you and your employees.

To help introduce your employees to WorkWell, TX, this packet offers information and resources, which they must read and sign. Start by reviewing the checklist below to discover what you and your workforce will need to know and do in case an injury occurs.

### Employer Checklist

1. Review this packet.
2. Post the **Notice of Network Requirements** in a common area where your employees will see it.
3. Distribute the Notice of Network Requirements to employees when you begin the program, within 3 days of hiring a new employee, and at the time of injury. Keep a record of how, when, where and to whom you delivered the Notice of Network Requirements.
4. Have all employees sign the **Employee Acknowledgment** form and keep it in the 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.)
5. When an injury occurs, report it immediately to Texas Mutual and if necessary, provide or arrange transportation for the injured employee to the network provider, or emergency facility if appropriate.
6. Work-related injuries must be treated by network-approved physicians. Review the online provider directory on [texasmutual.com](http://texasmutual.com) for a list of network providers. If you or an injured employee needs help locating a provider, you may call WorkWell, TX at (844) 867-2338.

Thank you for choosing WorkWell, TX. If you have any questions, please contact us at (844) 867-2338 or visit [texasmutual.com](http://texasmutual.com).

Sincerely,

WorkWell, TX Support Team  
(844) 867-2338



**WORKWELL, TX**



# WORKWELL, TX

## **Notice of Network Requirements**

(Post in visible area for all employees)

Your employer has chosen WorkWell, TX as its certified workers' compensation health care network in partnership with Texas Mutual Insurance Company, a workers' compensation insurance carrier. WorkWell, TX will manage the health care and treatment you may receive if you are injured on the job or diagnosed with an occupational illness while employed here. WorkWell, TX doctors are trained in treating work-related injuries and illnesses and getting people back to work and back to a productive life.

The information in this packet will help you to seek care for your injury and describes what to do if you are injured while on the job.

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

If you are injured at work, tell your employer right away. Your employer will help with any questions you may have about seeking treatment through WorkWell, TX. You may also contact Texas Mutual if you have any questions about your treatment. Our shared goal with your employer is to return you to work as soon as it is safe to do so.

A list of network doctors in your service area is available on [texasmutual.com](http://texasmutual.com) or by downloading the WorkWell, TX mobile app. You may contact us at (844) 867-2338 or at the address below for assistance.

WorkWell, TX  
Attn: Network Services  
PO Box 12029  
Austin, TX 78711-2029

### **In case of an emergency**

If you are injured and it is an emergency, you should seek treatment at the nearest medical care facility immediately. This also applies if you are injured outside the service area. Emergency care does not require preapproval. Texas law defines "medical emergency" as a medical condition that comes up suddenly.

After you receive emergency care, you may need ongoing care. Select a network doctor from the WorkWell, TX network. The doctor you choose will oversee the care for your injury. You must obtain referrals to see another health care provider or specialist from your treating doctor, except for emergency care.

## **Non-emergency care**

Report your injury to your employer as soon as you can. Find a network treating doctor on [texasmutual.com](http://texasmutual.com) or by downloading the WorkWell, TX mobile app. Go to that doctor for treatment.

Treatment prescribed by your doctor may need to be approved in advance. Your doctor needs to request approval from the network for a specific treatment before the treatment or service is provided. You may continue to need further care after completing the approved treatment.

## **Choosing a treating doctor**

If you are hurt at work and it is not an emergency and you live in the network service area, you must choose a treating doctor from the WorkWell, TX network. This is required so that WorkWell, TX covers the costs for the care. If you belong to a health maintenance organization (HMO) at the time of your injury, you may choose your HMO primary care doctor as your treating doctor. You must have chosen the doctor as your primary care doctor before your injury. We will approve the choice of your HMO doctor if they agree to the terms of the network contract and to abide by applicable laws.

For a list of network doctors available in your area, please visit [texasmutual.com](http://texasmutual.com) or download the WorkWell, TX mobile app. The WorkWell, TX provider directory is updated monthly. Doctors who speak Spanish or who are no longer taking new patients will be flagged with an icon on their record.

If your treating doctor leaves the network, we will notify you in writing. You will have the right to choose another treating doctor from the network directory. 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 to continue your treatment for an extra 90 days.

If you live outside of the service area, you may request a service area review by calling WorkWell, TX. You should provide proof to support your request. WorkWell, TX will inform you of its decision within seven days of receiving your request. If you disagree with WorkWell, TX's final decision, you have the right to file a complaint with the Texas Department of Insurance. Your complaint must include your name, address, phone number, a copy of WorkWell, TX's decision and any proof you sent to WorkWell, TX for review. A complaint form is available on [tdi.texas.gov](http://tdi.texas.gov) or you may ask for a form by writing to:

Managed Care Quality Assurance Office  
Mail Code 103-6A  
Texas Department of Insurance  
PO Box 149104  
Austin, Texas 78714-9104

When waiting for WorkWell, TX to make a decision or for the Texas Department of Insurance to review your complaint, you are still expected to use the network for all health care. You may be required to pay for health care services received out of the network if it is decided you do live in the network's service area.

## **Changing doctors**

If you are not satisfied with your first choice of a treating doctor, you can select a different treating doctor from the network directory. We will not deny your choice to see a different treating doctor. Before you can change treating doctors a second time, you must get permission from the network by calling (844) 867-2338.

## **Referrals**

You do not have to get a referral if you have an emergency. All other health care and specialist referrals should be made through your treating doctor. 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 within 21 days after your request.

## **Out-of-network approvals**

WorkWell, TX must approve all of your treating doctor or specialist's out-of-network referrals before you visit the provider. If you need to request approval, please call (844) 867-2338.

## **Payment for health care**

Network doctors have agreed to seek payment from Texas Mutual for your treatment. They will not look to you for payment. If you receive treatment from a doctor who is not in the network without prior approval from WorkWell, TX, you may have to pay for the cost of that care. Medical costs for treatment by non-network health care providers may be covered only 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 or specialist refers you to an out-of-network provider or facility and WorkWell, TX approves the referral.
- You have chosen your HMO primary care doctor. Your doctor must agree to abide by the network contract and applicable laws.

## **Preauthorization, adverse determination and independent review**

A list of the procedures and services that need preauthorization is on [texasmutual.com](http://texasmutual.com). The list in this packet is not intended to be all-inclusive; health care is an evolving science. Procedures and treatments requiring prior approval will also evolve. Treating providers should verify preauthorization requirements by referring to the updated list on [texasmutual.com](http://texasmutual.com).

If WorkWell, TX denies the request, you or the requesting doctor may ask for a review of that decision. If still dissatisfied, you, your provider or a person acting on your behalf may request an independent review. The preauthorization agent will provide any relevant medical records related to the injury to the independent review group. They may also provide any treatment guidelines used and a list of the doctors who provided care to you.

## Complaints

We take your concerns seriously. If you are dissatisfied, you can file a complaint with WorkWell, TX. You may do this if you are not satisfied with any aspect of the network, including care you received. You must file your complaint within 90 days after the date of the event that is the basis for the complaint.

If you have questions about the complaint process you can reach the Grievance Coordinator by phone at (844) 297-5723, by fax at (512) 224-8800, by email at [wwtxcomplaints@texasmutual.com](mailto:wwtxcomplaints@texasmutual.com), or by mail at the address below.

WorkWell, TX  
Attention: Grievance Coordinator  
PO Box 12029  
Austin, Texas 78711-2029

Texas law does not permit WorkWell, TX to retaliate against you if you file a complaint against the network. We will not retaliate if you appeal the decision of the network. The law does not permit us to retaliate against your provider if they file a complaint against the network or appeal the decision of the network on your behalf.

You have the right to file a complaint with the Texas Department of Insurance. The Texas Department of Insurance complaint form is available on the department's website at [tdi.texas.gov](http://tdi.texas.gov) or you may request a form by writing to:

Managed Care Quality Assurance Office  
Mail Code 103-6A  
Texas Department of Insurance  
PO Box 149104  
Austin, Texas 78714-9104

## WorkWell, TX Preauthorization List

### Hospital/ASC

All non-emergency hospital or ASC (inpatient, outpatient, and observation) admissions including principle scheduled procedures and length of stay. Preauthorization request should include specific hardware, implantables, external delivery system, etc. to be utilized.

### Surgery/Procedures/Integral Devices

All non-emergency surgeries represented by AMA CPT codes 10010-69990 and/or G codes which represent a surgical procedure performed in a setting or place of service other than the doctor's office [POS 11]. Preauthorization request should include specified hardware, implantables, external delivery system, etc. to be utilized.

- All botox injections
- All spinal injections (including but not limited to):
  - » Epidural steroid injections
  - » RFTC or cryotherapy/cryoablation
  - » Sacral iliac joint injection
  - » Facet injection
  - » Medical branch block
- Trigger point injections (AMA CPT 20553)
- Bone growth stimulators
- Discograms
- Implantable drug delivery system
- Investigational or experimental procedures or devices as determined by ODG or listed as an AMA category III code. Stimulator devices (including, but not limited to):
  - » TENS units
  - » Interferential units
  - » Neuromuscular stimulators
  - » Dual units
  - » Spinal cord stimulator
  - » Peripheral nerve stimulator
  - » Brain stimulator

### Physical Medicine

- All chiropractic treatments
- Manipulations under anesthesia (MUA)
- All PT/OT (unless requestor or rendering provider/facility is participating through Align)
- Biofeedback

### Diagnostics

- All initial and repeat MRI and CT scans
- Bone density scans
- Surface electromyography (EMG)
- Unless otherwise specified in this list, all repeat individual diagnostic studies (series) having a billed amount greater than \$350.
- Surface electromyography (EMG)

### Other

- Durable medical equipment (DME), prosthetics and/or orthotics, greater than \$500.00 billed (purchase or accumulated rental or combination of rental/purchase)
- Gym memberships
- Texas Department of Insurance, Division of Workers' Compensation (DWC) Pharmacy Closed Formulary per 28 TAC §134, Subchapter F.

### Alternative Treatment

- Acupuncture outside ODG
- Acupressure
- Yoga

### Rehab Programs

- Work conditioning
- Work hardening
- Chronic pain management program
- Medical rehabilitation
- Brain and spinal cord rehabilitation
- Chemical dependency programs
- Weight loss programs

### Nursing Home

- Skilled nursing facility, including skilled care within the same facility
- Convalescent care
- Residential care
- Assisted living/group homes

### Psychological Testing and Psychotherapy

- Subsequent evaluations
- Subsequent tests or testing
- Therapy
- Biofeedback

# WorkWell, TX Service Area Map





## WorkWell, TX Service Area County List

### A

Anderson  
Andrews  
Angelina  
Aransas  
Archer  
Armstrong  
Atascosa  
Austin

### B

Bailey  
Bandera  
Bastrop  
Baylor  
Bee  
Bell  
Bexar  
Blanco  
Borden  
Bosque  
Bowie  
Brazoria  
Brazos  
Briscoe  
Brooks  
Brown  
Burlison  
Burnet

### C

Caldwell  
Calhoun  
Callahan  
Cameron  
Camp  
Carson  
Cass  
Castro  
Chambers  
Cherokee  
Clay  
Cochran  
Coke  
Coleman  
Collin

Colorado  
Comal  
Comanche  
Concho  
Cooke  
Coryell  
Crane  
Crosby

### D

Dallam  
Dallas  
Dawson  
Deaf Smith  
Delta  
Denton  
Dewitt  
Dickens  
Donley  
Duval

### E

Eastland  
Ector  
El Paso  
Ellis  
Erath

### F

Falls  
Fannin  
Fayette  
Fisher  
Floyd  
Fort Bend  
Franklin  
Freestone  
Frio

### G

Gaines  
Galveston  
Garza  
Gillespie  
Glasscock  
Goliad

Gonzales  
Gray  
Grayson  
Gregg  
Grimes  
Guadalupe

### H

Hale  
Hall  
Hamilton  
Hansford  
Hardin  
Harris  
Harrison  
Hartley  
Haskell  
Hays  
Hemphill  
Henderson  
Hidalgo  
Hill  
Hockley  
Hood  
Hopkins  
Houston  
Howard  
Hudspeth  
Hunt  
Hutchinson

### I

Irion

### J

Jack  
Jackson  
Jasper  
Jefferson  
Jim Hogg  
Jim Wells  
Johnson  
Jones

### K

Karnes

kaufman  
Kendall  
Kenedy  
Kent  
Kerr  
Kimble  
Kleberg

### L

Lamar  
Lamb  
Lampasas  
Lavaca  
Lee  
Leon  
Liberty  
Limestone  
Lipscomb  
Live Oak  
Llano  
Loving  
Lubbock  
Lynn

### M

Madison  
Marion  
Martin  
Mason  
Matagorda  
McCulloch  
McLennan  
McMullen  
Medina  
Menard  
Midland  
Milam  
Mills  
Mitchell  
Montague  
Montgomery  
Moore  
Morris  
Motley

### N

Nacogdoches

Navarro  
Newton  
Nolan  
Nueces

### O

Ochiltree  
Oldham  
Orange

### P

Palo Pinto  
Panola  
Parker  
Parmer  
Pecos  
Polk  
Potter

### R

Rains  
Randall  
Reagan  
Real  
Red River  
Reeves  
Refugio  
Roberts  
Robertson  
Rockwall  
Runnels  
Rusk

### S

Sabine  
San Augustine  
San Jacinto  
San Patricio  
San Saba  
Schleicher  
Scurry  
Shackelford  
Shelby  
Sherman  
Smith  
Somervell

Starr  
Stephens  
Sterling  
Stonewall  
Swisher

### T

Tarrant  
Taylor  
Terry  
Throckmorton  
Titus  
Tom Green  
Travis  
Trinity  
Tyler

### U

Upshur  
Upton  
Uvalde

### V

Van Zandt  
Victoria

### W

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

### Y

Yoakum  
Young

