

HISD WC 504 Provider Panel

Employee Guide

April 2013

Welcome to the HISD 504 Provider Panel Program

Houston ISD is committed to your health and safety at the workplace. The HISD WC 504 Provider Panel has been built to provide you with quality medical care. The Panel will also assist you in returning to work safely and provide you with a healthy and a productive life.

Effective **May 20, 2013**, Houston ISD has chosen to implement the “**Houston Independent School District (HISD) WC 504 Provider Panel**” as its workers’ compensation health care provider panel. It is a panel built around occupational health care providers for workers compensation injuries to provide prompt, appropriate medical treatment aimed at early and safe return to work. **For all injuries occurring on or after May 20, 2013**, you will be required to obtain medical treatment within the HISD WC 504 Provider Panel. **If you sustained a work-related injury prior to May 20, 2013**, and your current primary treating provider is not part of the HISD WC 504 Provider Panel, you may be contacted by a Nurse Case Manager for discussion regarding transition into the Panel. The provider panel directory of primary treating doctors is available online at the HISD’s Workers’ Compensation website at <http://www.houstonisd.org/Page/73125>

TRISTAR Managed Care (TMC) will be working with our Third Party Administrator (TPA), TRISTAR Risk Management in the administration of our HISD WC 504 Provider Panel. We will provide services through our panel of medical providers. The panel includes occupational health clinics and doctors who will provide you with medical treatment. Your doctor will also manage your return to work with Houston ISD Workers’ Compensation Department.

Under the program, you will receive:

- a primary treating doctor;
- other occupational health services and specialists;
- emergency health care services; and
- Medical care if you are working or traveling outside of the geographic services area.

We understand that you may have questions regarding this new program and we have prepared this HISD WC 504 Provider Panel Employee Guide of information to help you.

HISD WC 504 Provider Panel

Information, Instructions and Employee Rights and Obligations

Houston ISD has contracted with TRISTAR Managed Care (TMC) and chosen the Houston Independent School District (HISD) 504 Provider Panel to manage the health care and treatment you may receive if you are injured. HISD WC 504 Provider Panel includes a panel of health care providers who are trained in treating work related injuries. They are also trained in getting people back to work safely. The HISD WC 504 Provider Panel will include providers who have been selected and contracted in the greater Houston area for the HISD 504 program.

When an injury occurs, report it immediately to your claims administrator. In the event of an emergency, please go to the nearest emergency facility. Your supervisor or principal must complete or have completed the Employee Injury and Treatment (EIT) Form immediately upon receiving report of an injury. They must contact the Third Party Administrator at 855-688-2798 (24/7), to obtain a report number serving as a unique identifier for your claim. The report number is entered on the EIT Form and the EIT Form is then faxed to the Workers' Compensation office at 713-556-9224, as a notification of injury.

The enclosed information will help you to seek care for your injury. The Houston ISD Workers Compensation department will also be available to help with any questions about how to get treatment through the HISD WC 504 Provider Panel. You can reach the HISD WC department by calling 713-556-9200. You may also contact your workers' compensation administrator, TRISTAR Risk Management at 713-821-8200, for any questions about your care and treatment for a work related injury.

Your Rights and Obligations...

Choosing a Treating Doctor

If you are hurt at work, you must choose a treating doctor from the HISD WC 504 Provider Panel. Your selection of the treating doctor can be a physician in the following areas: General Practice, Family Practice and Occupational Medicine. This is required for you to receive coverage of the costs for the care of your work related injury.

The provider panel directory is available online at the HISD's Workers Compensation website at <http://www.houstonisd.org/Page/73125>.

When you select a Treating Doctor from the panel, you do not need approval from HISD, TRISTAR Risk Management or TRISTAR Managed Care (TMC). You can provide the Treating Doctor with your HISD Workers' Compensation identification card,

that was at the bottom of your original Employee Injury and Treatment (EIT) form, which was provided to you when you reported your on-the-job accident.

The HISD WC 504 Provider Panel Administrator, TRISTAR Managed Care (TMC), is responsible for insuring that a treating doctor be available within a reasonably accessible distance of your home or workplace. If you feel like there is not a doctor within a reasonably accessible distance, please contact the panel administrator at (877) 287-4782. You may also contact your Claims Adjuster or Nurse Case Manager for assistance at 713-821-8200.

If you sustained a work-related injury prior to May 20, 2013, and your current primary treating provider is not part of the HISD WC 504 Provider Panel, you may be contacted by a Nurse Case Manager for discussion regarding transition into the Panel..

If your treating doctor leaves the panel we will notify you in writing. You will have the right to choose another treating doctor from the list of panel doctors. If your doctor leaves the panel for which a disruption of care would be harmful to you, you will be able to continue treatment for 90 days. Your doctor is required to give the Panel Administrator 90 days notice prior to leaving the panel, and provide you assistance in choosing a new doctor. You may also contact your Claims Adjuster or Nurse Case Manager for assistance in selecting a new doctor.

Changing Doctors

Should you become dissatisfied with your first choice of treating doctor, you have the right to request an alternate treating doctor from within the HISD WC 504 Provider Panel. Should you wish to change doctors, you may contact your Claims Adjuster or Nurse Case Manager, by email or phone, for assistance in selecting a new doctor. You must select an alternate treating doctor from the list of treating doctors in the HISD 504 WC Provider Panel. Any subsequent changes, after the first change in treating doctor, will require completion of a Change of Treating Form, located on the HISD Workers Compensation department website at <http://www.houstonisd.org/Page/73125>. The form must be completed and faxed to the HISD 504 Panel Administrator at (714) 245 4856 or you can mail it to:

**TRISTAR Managed Care
Attn: HISD WC 504 Provider Panel Administrator
P.O. Box 10220
Santa Ana, CA 92711**

A decision will be mailed to you within 30 days of receipt of this request. If a change in treating doctor occurs without prior approval, you may be responsible for the cost of any treatment received with the unapproved doctor.

Referrals

Your treating doctor will be responsible for making all necessary referrals to specialists within the HISD WC 504 Provider Panel. Referrals to a specialist require prior approval and should be directed to the Nurse Case Manager by faxing a request to (713)-821-8202. You may request to be seen by a specialist of your choice. Talk to your treating doctor, nurse case manager or adjuster to determine if your preferred specialist is on the panel list.

Nominations

If your preferred treating doctor and/or specialist is not on the panel list, you may complete a Nomination Form. Nomination forms are located on the "Nomination" tab of the Panel Directory website at www.tristarmanagedcare.com and are also available on HISD's Workers' Compensation website at www.houstonisd.org/Page/73125. All forms must be completed and faxed to the HISD 504 Panel Administrator at (714) 245 4856 or you can mail it to:

**TRISTAR Managed Care
Attn: HISD WC 504 Provider Panel Administrator
P.O. Box 10220
Santa Ana, CA 92711**

Nominations can take 4-6 weeks for completion. So as not to delay needed treatment, it is suggested that, during the interim, for you to allow your treating doctor to select a specialist from the panel list until the nomination process is complete. Form submission does not guarantee the requested nominee will be added to the panel.

Payment for Health Care

Panel doctors have agreed to send payment requests to HISD, c/o TRISTAR Risk Management, for your health care. The Panel doctors will not seek payment from you. Should you receive any bills, please mail them to TRISTAR Risk Management, PO Box 2805, Clinton, IA 52733-2805. If you obtain health care from a provider who is not in the HISD WC 504 Provider Panel without prior approval from the Panel Administrator, you may be responsible for the cost of that care. You may only access non-panel health care providers and still be eligible for coverage of your medical costs if one of the following situations occurs.

- Emergency care is needed. Should an injury occur requiring immediate medical care, you should proceed to the nearest hospital or emergency care facility.
- Your treating doctor refers you to an out of panel provider or facility. This referral must be approved in advance by Houston Independent School District 504 Workers' Comp Panel Administrator.

Complaints

You have the right to file a complaint with HISD WC 504 Provider Panel Administrator. You have the right to file complaints regarding panel operations, panel doctors and/or the HISD WC 504 Provider Panel, or any other program aspect in which you are dissatisfied. You may submit a complaint in writing to the Panel Administrator by email at 504_panel_administrator@tristargroup.net or call the HISD WC 504 Provider Panel Complaint Line at (877) 287-4782, extension 1441. You may also submit a written complaint to the following address:

**TRISTAR Managed Care
Attn: HISD WC 504 Provider Panel Administrator
P.O. Box 10220
Santa Ana, CA 92711**

All complaints and concerns will be reviewed by the HISD WC 504 Provider Panel Administrator and a resolution response will be provided within **30 days** after receipt of the complaint or concern. If you are dissatisfied with the resolution of your complaint, you then have the right to file a complaint with the Texas Department of Insurance.

The Texas Labor Code 451.001 prohibits discrimination against employees under the Workers Compensation Act. Neither HISD nor the HISD WC 504 Provider Panel is allowed to discriminate against you if you file a complaint against the panel or if you appeal any panel decisions. The law also does not permit us to discriminate against your treating doctor if he or she files a complaint against the panel or appeals the decision of the panel on your behalf. You also 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 web site at www.tdi.state.tx.us or you may request a form by writing to the following address:

**HMO Division
Mail Code 103-6A
Texas Department of Insurance
P. O. Box 149104
Austin, Texas 78714-9104**

What to do if you are injured while on the job...

- Report your injury immediately to your supervisor. Your supervisor will complete an HISD Employee Injury and Treatment (EIT) Form and report the accident to TRISTAR Risk Management, our claims administrator, at (855)688-2798, who will provide them with a report number. Your supervisor will provide you with an identification card, from your EIT Form, with information on your HISD Workers' Compensation claim. You also will receive a copy of the front and back of the EIT form.
 - Choose a Treating Doctor from the HISD WC 504 Provider Panel, located online at the HISD Workers' Compensation website at <http://www.houstonisd.org/Page/73125>.
 - You must obtain all treatment and referrals for your injury from your panel Treating Doctor.
 - Information about the HISD WC 504 Provider Panel is available by calling TRISTAR at (713) 821-8200 or emailing 504_panel_administrator@tristargroup.net.
-

In case of an emergency...

If you are injured and it is an emergency, you should seek treatment at the nearest emergency facility or urgent care facility as soon as possible. This applies if you are injured after normal business hours.

After you receive emergency care, you may need ongoing care. You will need to select a treating doctor from the HISD WC 504 Provider Panel directory, which can be found online at the HISD Workers' Compensation Department website on at <http://www.houstonisd.org/Page/73125>. The treating doctor you choose will oversee the care you receive for your work related injury. Except for emergency care, you must obtain all health care and specialist referrals through your authorized treating doctor.

Emergency care does not need to be approved in advance. A "medical emergency" is defined in Texas law as the sudden onset of a medical condition manifested by acute symptoms, including severe pain that, in the absence of immediate medical attention, could reasonably be expected to result in placing the patient's health or bodily functions in serious jeopardy, or serious dysfunction of any body organ or part.

Non-emergency care...

Report your injury to Houston ISD as soon as possible. Your supervisor will provide you an identification card from the Employee Injury and Treatment (EIT) form. Select a panel treating doctor from the HISD WC 504 Provider Panel. Go to that doctor to be treated and bring the identification card from the EIT form with you to the panel treating doctor.

Some treatment prescribed by your doctor may need to be approved in advance. Your treating doctor is aware of these requirements and is responsible for requesting approval from the insurer or the panel administrator for a specific treatment or service before the treatment or service is provided.

The following treatment requests must be approved in advance:

- inpatient stays or outpatient ambulatory services
- surgeries
- work hardening, work conditioning and chronic pain programs
- physical and occupational therapy services beyond the allotted visits and/or codes
- all psychological testing
- repeat diagnostic studies
- all durable medical equipment in excess of \$500 billed charges
- all chiropractic services
- any investigational or experimental service or device
- drugs not included in the applicable division formulary
- any treatment or service which falls outside of evidence based medicine practice.

Treatment requests must be faxed to (713)974-1962 or (877)974-1962. Your treating provider may also submit your preauthorization request to www.injurymanagement.com along with pertinent medical supporting documentation.

All treatment or services approved or denied will be based on evidence based guidelines. If a treatment or service request is denied, we will tell you in writing. This written notice will have information about your right to request a reconsideration or appeal of the denied treatment. It will also tell you about your right to request review by an Independent Review Organization through the Texas Department of Insurance.