

HISD WC 504 Provider Panel

Employee Guide

November 2014

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>

Corporate Remedies, Inc. will be working with our Third Party Administrator (TPA), Cannon Cochran Management Services, Inc., (CCMSI) in the administration of our HISD WC 504 Provider Panel. 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 for your reference.

HISD WC 504 Provider Panel

Information, Instructions and Employee Rights and Obligations

Quality of Care...

Houston ISD has contracted with CCMSI. to manage the quality of health care and treatment you may receive if you are injured. CCMSI has selected Corporate Remedies, Inc. as the administrator of the HISD WC 504 Provider Panel based on their extensive experience managing occupational networks in Texas. Corporate Remedies works closely with the Panel providers to ensure they have the proper credentials and experience to treat our employees with the highest standards of care. If you feel your provider is not performing to the highest standards, you may notify Corporate Remedies for further investigation by emailing support@corporateremedies.com

Telephonic Nurse Assistance

CCMSI has contracted with Novare to provide HISD injured employees with medical coordination services to ensure expedient care and recovery. Your nurse will be there to assist you with any medical questions you may have throughout the treatment of your injury. If you are unable to locate a physician within the panel your county or near your place of employment, you may contact a nurse for assistance by calling 713-314-1492.

Employee Responsibilities For Reporting...

When an injury occurs, report it immediately to your supervisor. 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 notice of an injury. The EIT Form provides billing information for your chosen provider and pharmacist. The EIT Form is then faxed to the Workers' Compensation office at 713-556-9224. HISD will submit the claim to CCMSI.

Your Workers' Compensation Department...

The Houston ISD Workers' Compensation department will also be available to help with any questions you may have throughout your recovery process. You can contact the HISD Workers' Compensation department by calling 713-556-9200.

Your Rights and Obligations...

Choosing a Treating Doctor

If you are injured 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, Internal Medicine 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, CCMSI or Corporate Remedies, Inc. You can provide the Treating Doctor with your HISD Workers' Compensation information 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 injury.

The HISD WC 504 Provider Panel Administrator, Corporate Remedies, Inc. 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 nurse case manager at 713-314-1492. You may also contact your Claims Adjuster at 713-314-1470.

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 to a Panel provider.

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 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 Doctor Form, located on the HISD Workers' Compensation department website at <http://www.houstonisd.org/Page/73125>. The form must be emailed to your adjuster at Houstonisd@ccmsi.com or you can mail it to:

CCMSI
P.O. Box 3390
Bellaire, Texas 77402
Fax: 713-218-8579

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 emailing a request to: novare@ccmsi.com. 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 HISD's Workers' Compensation website at www.houstonisd.org/Page/73125. All forms must be completed and emailed to: support@corporateremedies.com or you can mail it to:

Corporate Remedies
Attn: HISD Panel Support
12700 Hillcrest Rd., Suite 190
Dallas, TX 75230
Fax- 214-452-7722

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 CCMSI for your health care. The Panel doctors will not seek payment from you. Should you receive any bills, please mail them to

CCMSI
P.O. Box 3390
Bellaire, Texas 77402

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 by email at: Houstonisd@ccmsi.com. You may also submit a written complaint to the following address:

CCMSI
P.O. Box 3390
Bellaire, Texas 77402
Fax: 713-218-8579

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 Houston Independent School District Workers' Compensation Department. Complaint forms can be faxed to 713-556-9224 or mailed to:

**HISD Workers' Compensation
5827 Chimney Rock
Houston, TX 77081**

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.

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.

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 information 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 information 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:

- Physical and occupational therapy beyond six visits. Unauthorized ancillary visits beyond 6 will not be reimbursed;
- All work hardening or work condition programs;
- Functional Capacity Evaluations, which must include the injured worker's job description;
- Physical and occupational therapy services performed in a home setting;
- Inpatient hospital admissions, including the principal scheduled procedure and the length of stay;
- Drug Screens;
- All compound medications;
- Chronic pain management/interdisciplinary pain rehabilitation;
- Drugs not included in the applicable division formulary;
- All durable medical equipment (excluding TENS units and supplies) in excess of **\$400** billed charges per item (either purchase or expected cumulative rental);
- Outpatient surgical or ambulatory surgical services;
- Spinal surgery;
- Any investigational or experimental services or device for which there is early, developing scientific or clinical evidence demonstrating the potential efficacy of the treatment, service, or device but that is not yet broadly accepted as the prevailing standard of care;
- All psychological testing and psychotherapy, repeat interviews and biofeedback;
- All repeat individual diagnostic studies;
- Discograms;
- Myelograms;
- Muscle Strength Testing;
- All Electrodiagnostic Studies, including Surface EMG;
- All Nerve Conduction Studies;
- All ESI and Facet injections;
- TENS units and supplies;

ALL THE ABOVE SERVICES THAT REQUIRE PREAUTHORIZATION SHOULD BE EMAILED OR FAXED TO NOVARE PREAUTHORIZATION DEPARTMENT:
precert@novarenetwork.com or by fax to 888-667-9572

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.

QUICK REFERENCE:

The Houston ISD Workers' Compensation Department is available to help with any questions:

HISD Workers' Compensation
5827 Chimney Rock
Houston, TX 77081

Telephone: 713-556-9200
Fax: 713-556-9224

<http://www.houstonisd.org/Page/73125>

Cannon Cochran Management Services, Inc. (CCMSI)
Third Party Administrator (TPA),

Contact your Claims Adjuster at 713-314-1470 or mail at:

CCMSI
P.O. Box 3390
Bellaire, Texas 77402
Fax: 713-218-8579

Corporate Remedies, Inc. - HISD WC 504 Provider Panel Administrator

For Nominations - support@corporateremedies.com

For Complaints - Houstonisd@ccmsi.com

Novare Texas LLC

Contact the nurse case manager at 713-314-1492; **after hours:** 713-314-1493

EMAIL OR FAX TO NOVARE FOR PREAUTHORIZATION:

precert@novarenetwork.com or by fax to 888-667-9572