



Employee Notice of **Network Requirements**

1.3 Million

We manage every detail of every program. We are more than just a vendor, we are a proactive partner.

Efficiency

With years of experience, you can trust in us.

Understanding

Our focus is on creating programs customized to meet your unique needs.

Productivity

We are more than just a vendor, we are a proactive partner.

High-Quality Efficiency

Cost per claim

A partner, not a vendor

Savings

Experience

Appropriate Care

We have the answers. \$452,548
Efficiency

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Understanding

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1.3 Million

With years

Understanding

Our fo

Important Medical Care Information for Work-Related Injuries and Illnesses

An employer that subscribes to workers' compensation must pay for medical care if you are injured at work. Your employer provides this medical care by using a certified workers' compensation health care network called CompKey Plus. This notice explains what you need to know about the CompKey Plus Network including how to get care if you are injured on the job. If you are injured, you will receive this information again along with a current list of providers.

If you have questions, please contact the CompKey Plus Network by mail, phone, fax, or email. The toll free number is available 24 hours a day. You can call the Network during regular work hours. The Network Assistant will be your contact person for questions or assistance.

CompKey Plus Network	Phone: 1-800-580-1314
7600 Chevy Chase Drive	Fax: 1-800-580-3123
Suite 200	Email: compkey@fortereview.com
Austin, TX 78752	

The following questions and answers should help you understand the Network program.

- 1. What is a certified workers' compensation health care network?** It is a program certified by the state of Texas. Your employer uses the CompKey Plus Network to provide medical care for work injuries. The medical providers in the Network have agreed to provide quality care according to network treatment and return-to-work guidelines. These providers have agreed to bill the insurance carrier or your employer. The provider should not ask you for payment.
- 2. Do I have to receive all of my medical care for my work injury from the Network no matter where I live?** Yes, if you live within a "service area" of the Network. If a specialist is needed but not available in your area, your treating doctor will contact the Network for approval for treatment outside of the Network. Appointments with Network specialists must be arranged on a timely basis within the time appropriate to the circumstances and conditions of the injured employee, but not later than 21 days after the date of the request.
- 3. What is a service area?** A service area is a geographical area. Where you live depends on what service area applies. A service area must have enough different types of medical providers in that region. Enclosed with this notice is a map showing the service area(s) by county.
- 4. How do I know if I live in a service area or not?** The Network can help you. You have to receive care from a network provider if you live within a service area. Treating doctors and hospitals should be available within 30 miles if you live in a non-rural area. If you live in a rural area, the treating doctor and hospital must be within 60 miles. A specialist or specialty hospital should be available within 75 miles.
- 5. What if I do not live in a network service area?** Contact your insurance carrier and explain that you do not live in a service area. If the carrier disagrees, you can ask for a review. You can send any information to support your claim. The carrier must make a decision in 7 days and provide the decision in writing. The carrier must tell you the reasons for the decision. If you disagree, you may file a complaint with the Texas Department of Insurance. Instructions for filing a complaint are included in the decision. If you choose to use an out-of-network provider while waiting for the decision, you may have to pay for the medical services received. You might want to use a network provider while you are waiting for a decision. By using the network provider, you will not be responsible for payment if it is decided that you do live in a network service area.

- 6. Do I have to pay for my medical care if I don't receive care from a network provider?** Possibly. If you live in a service area, your care should come from network providers unless it is an emergency. There may be times when a certain type of specialist is not available in your service area. Your treating doctor must get approval from the network before sending you to an out-of-network provider. So, if your care is provided by network doctors or you have approval for out-of-network care, you will not be billed. If it is an emergency, you will not be billed. But, if you decide to get treatment from an out-of-network provider without first getting approval from the CompKey Plus Network, except in emergencies, you may have to pay for the services.
- 7. Does the certified workers' compensation health care network cover the entire state?** Although some networks may cover the entire state, many do not. Some of the rural areas don't have enough providers. For those areas that do not have enough providers, an out-of-network provider may be approved.
- 8. How do I find medical care if I am hurt at work?** If you have a medical emergency or need care after normal work hours, please refer to questions 12 and 13. As soon as possible, tell your employer that you have had an injury at work. If you do not have an emergency, you need to pick a treating doctor in the network. The employer or insurance carrier will give you a list of all of the treating doctors in your service area. You must pick a doctor off of the list.

You can also obtain a listing of medical providers at www.rockporthealthcare.com. Enter the username COMPKEYPLUS, and the password 2286. Select to search by zip code, provider name or location.

- 9. How do I pick a treating doctor?** Except for emergency care, your treating doctor will provide all of your care. The treating doctor will make referrals to specialists as needed. You may pick a treating doctor from the list of network doctors where you live. This list will be given to you by your employer or insurance carrier at the time of injury. A current list of network providers in your service area is enclosed. This list is updated quarterly.

If you need help finding a treating doctor, contact your adjuster or the CompKey Plus Network at 1-800-580-1314 and state that you are a member of the CompKey Plus Network.

You may also use your HMO primary care doctor for your work injury. Your HMO doctor must agree to follow the network guidelines. If you decide you want to change your treating doctor, you must pick a doctor that is in the network. If you need help in picking a treating doctor, call your adjuster or the number above. State that you are a member of the CompKey Plus Network.

- 10. What if I need to get other health care services or see a specialist?** Except for emergencies, your treating doctor will provide all of your care. If needed, the treating doctor will send you for other services. The treating doctor may also send you to a specialist. Specialist referrals must be arranged on a timely basis within the time appropriate to the circumstances and conditions of the injured employee, but not later than 21 days after the date of the request.
- 11. What if there are no doctors in my area?** Please see the answer to question 5. There may be times when you can get approval for care with an out-of-network doctor. The reasons out-of-network care may be approved include: an employee who needs a different medical service or specialist not currently available to the employee, or if the employee decides to temporarily live outside the network service area. If you have questions regarding provider availability in your area, contact your adjuster or contact the CompKey Plus Network at 1-800-580-1314.

12. How do I obtain emergency care? If you have a medical emergency, you should call 911 or go to the closest emergency room or urgent care center, which may be a non-contracted provider/facility.

13. How do I obtain after hours care? If it is not an emergency, but you need after hours care, you can obtain a listing of the hospitals and urgent care centers at www.rockporthealthcare.com (refer to #8 for username and password). If you do not have an emergency, but simply need care after normal work hours and you go to the nearest emergency room or urgent care center, which may be a non-contracted provider/facility, then you may be responsible for payment of services received.

14. What medical treatment or services must be pre-approved? The following treatment and services must be approved before the care is provided.

- All surgeries
- All inpatient admissions to any facility
- All psychological/psychiatric services after the initial evaluation
- All physical and occupational therapy after the first six visits
- All work hardening/conditioning regardless of CARF status
- All chiropractic manipulations after two weeks of services
- All chronic pain management programs
- All services outside the ODG-TWC and/or ACOEM treatment guidelines unless a treatment plan was previously approved
- All stimulators, including TENS, for rental or purchase
- Any treatment for an injury or diagnosis that is not accepted by the carrier as a result of a treating doctor examination to define the compensable injury(ies)

15. What happens if the services above are not pre-approved? You and your doctor will receive a letter telling you why it was denied. The letter will give you specific instructions on how to file a reconsideration. You, a person acting on your behalf, or your doctor may file a request for reconsideration. A reconsideration request must be made within 30 days of the denial. To request a reconsideration, you, the person acting on your behalf, or your doctor can contact CompKey Plus.

CompKey Plus Network
 7600 Chevy Chase Drive
 Suite 200
 Austin, TX 78752
 Phone: 1-800-580-2273 or Fax: 1-800-580-3123
 Attention: Reconsiderations

A different doctor will review the reconsideration than did the first review. The network will send the requestor a letter confirming the date the reconsideration request was received. The letter will be sent within 5 calendar days of receiving the request. It will include a list of the documents that must be submitted to complete the review.

The review will be completed within 30 days of the request. The network will send you or a person acting on your behalf, and your doctor a letter telling you the outcome of the review. It will list the specific medical reasons and basis for the decision. Any provider who was contacted during the review, their specialty and the state where they are licensed will be given.

You have the right to an expedited reconsideration of denials for post-stabilization, continued in-patient hospital stays, or a life-threatening condition. The expedited review shall be completed and the requestor notified within 1 calendar day of the decision. You are entitled to an immediate review of a denial if you have a life-threatening condition. In this case, you are not required to comply with the procedures for a reconsideration. You may request an independent review organization review directly.

You have the right to request an independent review of a reconsideration denial by an independent review organization. A request for an independent review must be made within 45 days of the reconsideration being denied. You may get an independent review form from the Texas Department of Insurance website at www.tdi.state.tx.us. You may also mail a request to the HWCN & QA Division, Mail Code 103-6A, Texas Department of Insurance, PO Box 149104, Austin, TX 78714-9104.

16. What happens if my doctor leaves the Network? The Network has a “Continuity of Care” plan to make sure you receive the necessary care if your provider leaves the network. There are two main reasons for providers leaving.

- At the doctor's request.
- At the network's request because of quality concerns or criminal activity that could cause harm to you.

If your doctor is terminated, you will be contacted to discuss your options. If a condition exists in which changing doctors could harm you, the network will let you continue treatment with the terminated doctor for 90 days. The Network will assist you in this process.

17. If I am not satisfied with the Network or a Network decision, how do I file a complaint? If you have a complaint about any network services or providers, you can file a complaint by calling, writing, or emailing the CompKey Plus Network. The network cannot retaliate against you, your employer, doctor, or any person filing for you regarding a complaint.

To file a complaint, you must contact the CompKey Plus Network within 90 days after the event.

CompKey Plus Network
7600 Chevy Chase Drive
Suite 200
Austin, TX 78752
Phone: 1-800-580-1314
Fax: 1-800-580-3123
Email: compkey@fortereview.com

When a complaint is received, you will be sent an acknowledgement letter within 7 days. The letter will describe the complaint procedures and deadlines. The CompKey Plus Network will review and resolve the complaint within 30 days of receipt. You will receive a letter explaining the outcome.

If you disagree with the network's resolution of your complaint, you may file a complaint with the Texas Department of Insurance (TDI). You can obtain a copy of the complaint form at www.tdi.state.tx.us. You can also request the form from the TDI at HWCN & QA Division, Mail Code 103-6A, Texas Department of Insurance, PO Box 149104, Austin, TX 78714-9104.

The Texas legislature has made workers' compensation health care networks available to you and your employer. These networks should increase the quality of care provided to injured workers. This will help injured workers recover and return to work as soon as medically approved. If you have any questions, complaints' or suggestions about this program, please contact the CompKey Plus Network at 1-800-580-1314.



Attention Employee

- Show this card to each and every medical provider that treats you for your work-related injury.
- With the exception of emergency medical care, you must treat with an approved plan provider.
- This card is for information purposes only and does not guarantee coverage.

Please contact CompKey Plus at 1-800-580-1314 with questions.

Cut here ✂

WORKERS' COMPENSATION IDENTIFICATION CARD

FORTÉ™

Fold here

FOR WORKERS' COMPENSATION INJURY MANAGEMENT ONLY

Attention Provider

- With the exception of emergency and initial medical treatment, you are required to obtain prior authorization.
- You must also be an approved plan provider.
- Contact the CompKey Plus Network to obtain prior authorization and to verify that you are an approved plan provider.

Contact CompKey Plus:

Phone: 1-800-580-1314, Fax: 1-800-580-3123

Email: Compkey@fortereview.com



Send Medical Bills to:

State Office of Risk Management, PO Box 13777, Austin, TX 78711

Workers Compensation Network Acknowledgement

I have received information that tells me how to get health care under workers' compensation insurance.

If I am hurt on the job and live in the service area described in this information, I understand that:

1. I must choose a treating doctor from the list of doctors in the network.
2. I may ask my HMO primary care physician to agree to serve as my treating doctor.
3. I must go to my treating doctor for all health care for my injury. If I need a specialist, my treating doctor will refer me. If I need emergency care, I may go anywhere.
4. The insurance carrier will pay the treating doctor and other network providers.
5. I might have to pay the bill if I get health care from someone other than a network doctor without network approval.

(Signature)

(Date)

(Printed Name)

I live at _____
(Street Address)

(City)

(State)

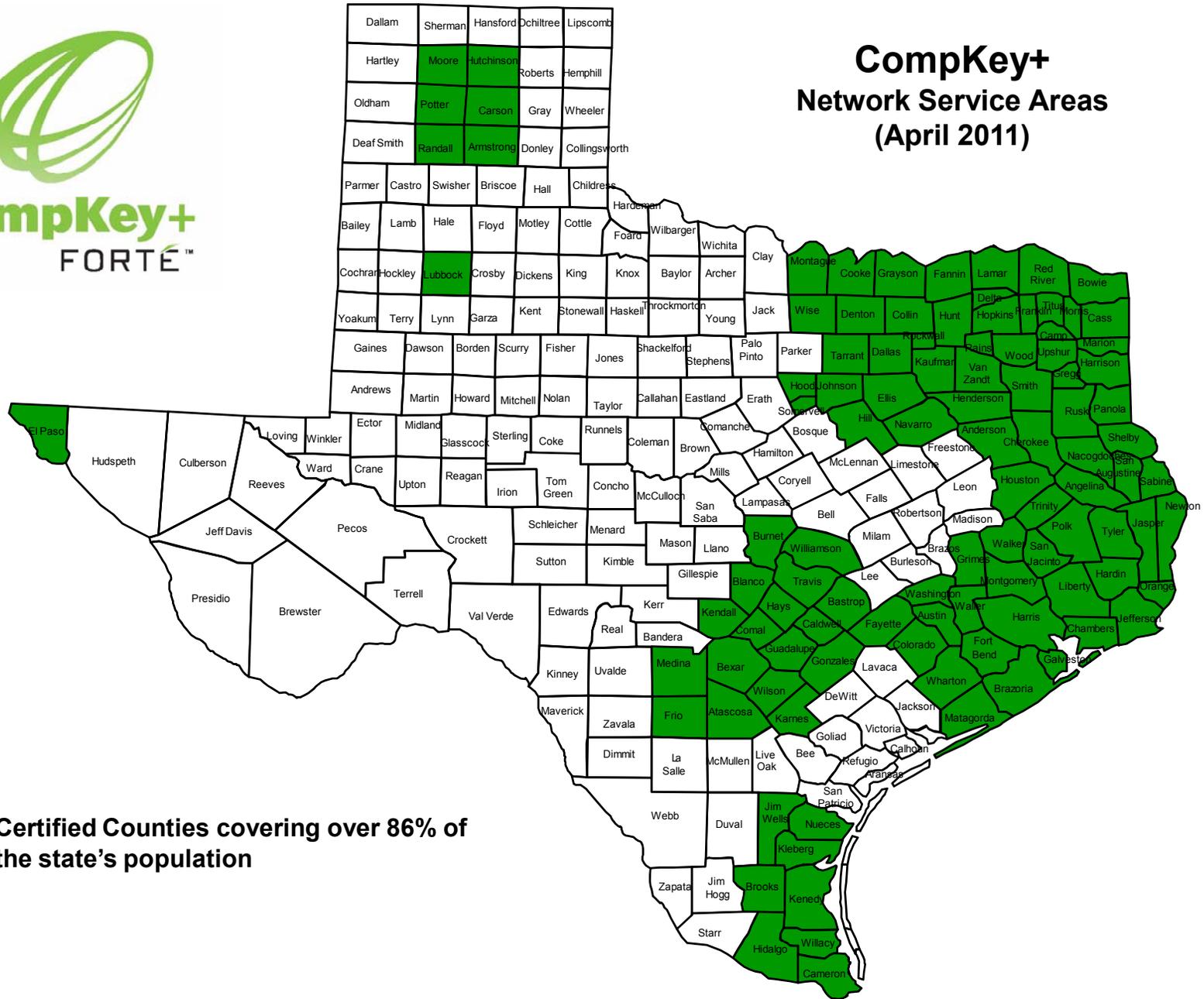
(Zip Code)

Name of Employer _____

Name of Network _____



CompKey+ Network Service Areas (April 2011)



Go to www.fortereview.com/texas.php and enter your zip code under the Geographical Service Area Lookup to determine if you live within a CompKey+ certified county.



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CompKey+ Certified Counties (April 2011)

Anderson	Comal	Hays	Marion	San Augustine
Angelina	Cooke	Henderson	Matagorda	San Jacinto
Armstrong	Dallas	Hidalgo	Medina	Shelby
Atascosa	Delta	Hill	Montague	Smith
Austin	Denton	Hood	Montgomery	Somervell
Bastrop	El Paso	Hopkins	Moore	Tarrant
Bexar	Ellis	Houston	Morris	Titus
Blanco	Fannin	Hunt	Nacogdoches	Travis
Bowie	Fayette	Hutchinson	Navarro	Trinity
Brazoria	Fort Bend	Jasper	Newton	Tyler
Brooks	Franklin	Jefferson	Nueces	Upshur
Burnet	Frio	Jim Wells	Orange	Van Zandt
Caldwell	Galveston	Johnson	Panola	Walker
Cameron	Gonzales	Karnes	Polk	Waller
Camp	Grayson	Kaufman	Potter	Washington
Carson	Gregg	Kendall	Rains	Wharton
Cass	Grimes	Kenedy	Randall	Willacy
Chambers	Guadalupe	Kleberg	Red River	Williamson
Cherokee	Hardin	Lamar	Rockwall	Wilson
Collin	Harris	Liberty	Rusk	Wise
Colorado	Harrison	Lubbock	Sabine	Wood



Accessing the CompKey+ Texas HCN Provider Panel

You may access the CompKey+ Texas HCN providers through the Rockport Healthcare Group website and look up doctors, facilities and obtain lists of treating doctors.

To access the CompKey+ HCN providers, complete the following steps:

1. Direct your web browser to www.fortereview.com/texas.php
Select "**Provider Search**" to access the online provider listing for the CompKey+ network.
2. You may search for providers by zip code, name or location.
3. **Zip code search:** Enter the zip code, radius up to *99 miles and for group, select the specialty being searched. The "point of injury" option produces a list of treating doctors and hospitals. *NOTE: The treating doctor search radius for an urban area is 30 miles and 60 miles for rural areas.
4. **Provider name search:** Enter the provider name, select a word match and search by either city or county.
5. **Location search:** Search by city or county, select the applicable city or county and the specialty being searched. The "point of injury" option produces a list of treating doctors and hospitals.
6. **Treating Doctor List:** To pull a list of treating doctors, select the location search option. Search by county. Select the appropriate county and for the "group" select "Point of Entry". Click on locate. A listing of treating doctors and facilities will be displayed. Click on the "preview" button to convert the list into a panel posting in pdf format. This posting may be printed or saved to your computer.
7. To obtain a complete provider directory of the HCN, please contact Rockport Healthcare at (800) 734-4460.