



Helpful Hints for Successful Rollout

General Instructions for Employers

The “Employee Notice of Network Requirements” is the information you will be responsible for providing to your employees when you elect the network option. This notice will be included in your policy or endorsement.

Posting Requirements

The notice must be posted at each of your business locations. You may wish to post this at the same location where you have your workers’ compensation coverage notice, OSHA information, minimum wage posting, etc.

Distribution Tips

Distribute the notice to all current employees. Distribute the notice to new hires within three days of hire. Have your employees sign the employee acknowledgment form that is included with the notice.

You may wish to use one of the following methods to distribute the notice and acknowledgment form:

- Send a hard copy of the notice and acknowledgment form to all employees.
- Email the notice to all employees and attach the acknowledgment form. Ask employees to complete and return the acknowledgment form.
- Distribute the notice to employees electronically and obtain an electronic signature.
- Distribute the notice to employees at a scheduled staff or safety meeting and collect signed acknowledgment forms. Have a witness available if an employee refuses to sign the form.
- Distribute the notice and acknowledgment form to new employees as part of your “new hire” packet.

You must provide the notice of network requirements and the acknowledgment form in English, Spanish and any other language common to your employees. If you need a copy of the notice and acknowledgment form in Spanish, download them at texasmutual.com or call us at **(800) 859-5995**. Call us at **(800) 859-5995** if you need a copy in another language.

Failure to provide employees with the notice of network requirements and obtain the signed acknowledgment form at the required times may allow injured employees to seek care from a non-network treating doctor.

Documentation

Establish a standardized process for delivering the notice of network requirements and acknowledgment form that includes documenting:

- the method of delivery of the notice
- to whom the notice was delivered
- the location of the delivery
- the date delivered

The Texas Department of Insurance's documentation rule states that failure to establish a documented process that includes the four elements above will create a presumption that your employees did not receive a notice.

We have provided one example of an Excel template on our website at texasmutual.com for tracking delivery of the notice and receipt of acknowledgment form. You may choose your own documentation method, provided that it meets the requirements of the rule.

Retain copies of signed acknowledgment form(s) in each 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. **Do not return the acknowledgment form to Texas Mutual Insurance Company.** If we need a copy at time of injury we will request it.

What to Do When an Injury Occurs

If appropriate, provide or arrange transportation for the injured employee to the network provider, or if necessary, to the nearest emergency facility.

Discuss the injury with the employee and complete the first report of injury/incident report online at texasmutual.com or via telephone at **(800) 892-5246**.

Inform employees of the availability of the network and advise them of how to find a network provider. You can download a list of network providers from our website. If you do not have Internet access, you can call **(800) 381-8067** for a list of providers in your area.

The employee must sign another acknowledgment form at this time. The notice and acknowledgment form are available at texasmutual.com.

Online Resources

You can visit texasmutual.com to download the information referenced above as well as information and videos on establishing a return-to-work program, conducting a safety job analysis, and other safety topics.

To read the full text of the Texas Department of Insurance network rules, visit <http://www.tdi.state.tx.us/rules/1115a-059.html>. The notice and acknowledgment requirements are covered in Rule 10.60.