



## Workers' Comp Network Facts – Claim Communication

Communication between all parties in the claim process is an important element of the network system.

### *Common Questions:*

- **What if one of my employees wants to be treated by his/her existing doctor?** Employees may seek treatment from their HMO doctor if the doctor accepts the network's terms and conditions. This provision does not apply to preferred provider organization (PPO) plans or family doctors.
- **Whom do I contact when an employee is injured?** If you have an injured employee, report your claim to Texas Mutual Insurance Company in one of the following ways:
  - **Online - [www.texasmutual.com](http://www.texasmutual.com)**
  - **Telephone - (800) TX-CLAIM (892-5246)**
  - **Fax - (877) 404-7999**
- **What should I do if my injured employee does not want to see a network doctor?** Notify your Texas Mutual Insurance Company adjuster and remind your employee that injured employees that seek care outside the network may be financially responsible for that care.
- **Will I now have two companies to contact regarding my employees claims?** No. If you purchase a policy with network coverage, your Texas Mutual Insurance Company adjuster will be your primary point of contact for claims. A medical case manager may also contact you regarding certain claims in addition to the assigned adjuster.
- **Whom do I contact if I need more information about an injured worker's care?** Contact your Texas Mutual Insurance Company adjuster if you need more information about an injured worker's care.
- **What happens if an employer accidentally directs an injured employee to a non-network provider?** The adjuster will work with the employer and employee in these situations and will assist an injured worker in locating a network doctor.

### *Resources:*

<a href="#">Contact Texas Mutual Insurance Company</a>	<a href="#">Report an Injury</a>
<a href="#">Notice of network requirements (English)</a>	<a href="#">Notice of network requirements (Spanish)</a>