



Workers' Comp Network Facts – Network Providers

Employees will receive care from doctors and specialists that have extensive occupational experience. The network's focus will be on directing injured employees to the right providers while employees maintain choice by being able to select their doctor from those in the network.

Employees that live in a network services area must select a treating doctor from among the providers offered by the network in their service area. If the employee does not seek care within the network, he or she may be responsible for payment to non-network medical providers.

Employees may seek treatment from their HMO doctor, if the HMO doctor will accept the network's terms and conditions. Employees are not required to go to a network treating doctor if it is an emergency or if their network doctor has referred them to a non-network specialist.

Employees are entitled to one change of treating doctor within the network. Any subsequent requests to change treating doctor must be approved by the network.

Common Questions:

- **Where can I get a list of network doctors?** A network provider list is available in the "Health Care Network" section at www.texasmutual.com. Call (800) 381-8067 if you need a list of providers in your area and do not have internet access.
- **What should I do if I search for a provider and find fewer than two providers in my area?** If you search results are inadequate, please call (888) 252-5075 for network access assistance.
- **Is a doctor able to come into the network just to treat a single patient?** No, a doctor must have a contract with the network to treat network patients. The only exceptions are if the doctor is an HMO provider and agrees to the terms of the network or if the doctor is providing emergency care.
- **What doctors are in the network?** The network consists of primary care doctors and specialists. Hospitals including general, acute and specialty are also included in the network. Texas Mutual Insurance Company and Concentra are working in partnership to solicit quality doctors for network inclusion.
- **What specialist doctors are in the network?** The network includes such specialties as orthopedic surgery, general surgery, neurosurgery, dermatology, pain management, and chiropractic medicine. These specialists will be available to injured employees by referral through the treating network doctor.

Resources:

Online Provider Directory	Directory Search Tips
Employers/Agents – Nominate a Provider	Providers – Apply for the Network