

# Coventry Workers' Comp Network

## Employer Information / Instruction Form

Welcome to your Workers' Compensation Health Care Network (HCN) Program.

Your insurance carrier has chosen the **Coventry Workers' Comp Network**, a workers' compensation health care network, certified by the State of Texas, to offer a workers' compensation health care network program. The Texas Department of Insurance Certificate Number is 12392151.

### Components of the Program:

- Preferred provider network
- Employee educational materials
- Utilization management
- Case management
- Complaint process

### Employer Instructions:

- Read the enclosed network educational materials and post the "**Texas Health Care Network Notice**" at each of your worksites.
- Distribute initial notification materials to all employees upon implementation of the program and within 3 days of hiring new employees.
- Document the method of delivery of the initial notification materials:
  - to whom the materials were delivered,
  - the location of the delivery; and,
  - the date delivered.
- Ensure all employees sign the **Employee Acknowledgment** form and maintain a copy in each employee's personnel file. An employee who refuses to sign remains subject to network requirements. Document the refusal to sign the acknowledgment in the employee's personnel file.
- Review the provider directory to ensure providers are within the geographical service area of each worksite. Visit [www.talispoint.com/cvty/cvtyhcn](http://www.talispoint.com/cvty/cvtyhcn) or call Coventry at 1-800-370-0594 option 6, for a list of network doctors.
- When an injury occurs:
  - Distribute the time-of-injury notification materials to the injured worker;
  - Report it immediately to Gallagher Bassett. If necessary, provide or arrange transportation of the injured employee to the network provider, or if appropriate, to the nearest emergency facility;

- If necessary, provide or arrange transportation of the injured employee to the network provider or (if appropriate) to the nearest emergency facility.
- Please contact your Gallagher Bassett Client Services Manager should you have any additional questions.