

What is a Health Care Network (HCN)?

A Health Care Network (HCN) is a program that has been certified by the State of Texas to help manage medically necessary care through hospitals and doctors when you become injured on the job. Coventry has obtained certification by the State of Texas to operate the Coventry Workers' Comp Network.

What is the benefit of enrolling in the Coventry Workers' Comp Network?

The Coventry Workers' Comp Network provides employers with easy access to quality care. Participating providers agree to adhere to the Network's treatment guidelines and work closely with claims examiners and case managers to return injured workers to work as soon as medically safe.

In addition, voluntary networks are no longer available to workers' compensation subscribers in the State of Texas, as of January 1, 2011. In order to obtain access to reimbursement below the fee schedule, employers will need to be enrolled in an HCN.

Where does the Coventry Workers' Comp Network operate?

The Coventry Workers' Comp Network service area includes all 254 counties in Texas.

How do I find out more information about the network or which doctors are in my HCN?

To learn more about the Coventry Workers' Comp Network or to get a listing of the doctors in the HCN, you may call (800) 937-6824 or visit the Coventry website at www.coventrywcs.com.

How do employers enroll in an HCN?

Employers wanting to enroll in an HCN should have an HCN endorsement on their workers' compensation policy with a Carrier that has an HCN contract in place with Coventry. If a third-party administrator is involved, additional contracts must be in place with Coventry. Once all contract requirements are met, the employer can proceed with implementation.

What steps are required for implementation?

Employers will be provided with the necessary materials to notify all employees of the HCN program. Once notified of the program, employees are asked to sign and return an acknowledgement form that is kept in their employee file. If an employee fails to sign the acknowledgment, they are still subject to the requirements of the Network. Employers should notify any new hires of the program and obtain the signed acknowledgement within three days of hire.

Can all claims be enrolled in the HCN?

Claims with dates of injury prior to September 1, 2005, and dates of injury after the policy is endorsed and the employees have been properly notified can be enrolled in the HCN. Any dates of injury that fall between September 1, 2005 and policy endorsement/employee notification are not eligible for the HCN.

What happens when there is an injury at work?

In case of emergency, the injured worker should go to the closest emergency room, urgent care center, or call 911. You are not required to see a network provider for emergency care. In a non-emergency situation, the injured worker will need to choose a treating doctor from the Coventry Workers' Comp Network.

What is a treating doctor?

Injured workers are required to select a treating doctor from the list of network providers. The treating doctor will:

- Provide care for your workers' compensation injury
- Refer you to a specialist within the Network if you need specialty care
- Participate in case management activities with the HCN
- Agree to provide workers' compensation services under the HCN

Treating doctors within the Coventry Workers' Comp Network include occupational medicine, general and preventative medicine, family practice, general practice, internal medicine, urgent care, and non-hospital-based emergency medicine.

Can an injured worker change treating doctors?

If an injured worker becomes dissatisfied with their first choice of treating doctor, they can select an alternate treating doctor from the list of network treating doctors. Any additional requests to change treating doctors must be approved by the Network.

Can an injured worker obtain treatment outside the Network?

Except for emergency situations, injured workers **should not** obtain services outside the HCN without approval from the Network. Network providers must make referrals into the Network, or request approval for non-network doctors if services are not available from a network provider. If an injured worker decides to receive health care services outside of the HCN without approval, they may be responsible for payments related to those services.

How do you nominate a provider to the Network?

To nominate providers to the Coventry Workers' Comp Network, simply submit your request through your Coventry Account Management team.

Are there any medical services that require prior approval?

Yes, the Network has established a list of services that require prior approval. To obtain a list of services that require pre-authorization, call (800) 937-6824.

What is the process to file a complaint?

In the event an employee (or a person designated to act on behalf of an employee), an employer, or health care provider becomes dissatisfied with any aspect of the Network's operation, they can file a complaint within 90 days of the event occurring. For more information on how to file a complaint with the Network, call (800) 937-6824.