

Texas Health Care Network (HCN) Employer Instructions

Welcome to your Workers' Compensation Health Care Network (HCN) Program. PMA Companies has chosen the **Coventry Workers' Comp Network**, a workers' compensation HCN certified by the State of Texas, for our TX HCN program. The necessary materials to implement the program are enclosed.

Components of the Program:

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

Employer Instructions:

- Review the enclosed HCN materials and post the **Texas Health Care Network Notice** at each of your worksites.
- Distribute **Coventry Workers' Comp Network Employee Notice** 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 and/or method of delivery
 - the date delivered
 - employee response
- 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 any refusal to sign the acknowledgment.
- Return the **Employer Verification Form** to your PMA CSM/CAM to complete implementation.
- Review the **provider directory** to ensure providers are within the geographical service area of each worksite. Visit www.talispoin.com/cvty/cvtyhcn or www.pmacompanies.com/wcmedicalproviders, or call Coventry at (800) 937-6824 for a list of network doctors.
- When an **injury** occurs:
 - Provide another copy of the **Coventry Workers' Comp Network Employee Notice** to the injured worker
 - Report the injury immediately to your claims' administrator
 - If treatment is needed, refer the injured worker to the nearest HCN initial care clinic or, if necessary, emergency facility.