



# **Texas HCN Employer Claim Kit**



# Texas HCN Employer Claim Kit

## Table of Contents

	Page #
<b>1. Employer Welcome Letter</b>	<b>3</b>
<b>2. Instructions for Network Implementation</b>	<b>4</b>
<b>English Notification Materials:</b>	
<b>3. Employee Notice of Network Requirements</b>	<b>5</b>
<b>4. Employee Acknowledgement Form</b>	<b>12</b>
<b>5. CompKey+ Network Map</b>	<b>13</b>
<b>6. CompKey+ Certified Counties</b>	<b>14</b>
<b>7. Accessing the Provider Panel</b>	<b>15</b>
<b>Spanish Notification Materials:</b>	
<b>8. Employee Notice of Network Requirements</b>	<b>16</b>
<b>9. Employee Acknowledgement Form</b>	<b>23</b>
<b>10. CompKey+ Network Map</b>	<b>24</b>
<b>11. CompKey+ Certified Counties</b>	<b>25</b>
<b>12. Accessing the Provider Panel</b>	<b>26</b>
<b>13. Employee Acknowledgement Tracking Log</b>	<b>27</b>



## **CompKey+ Workers' Compensation Health Care Network**

Dear Employer,

The State Office of Risk Management has partnered with Forté, Inc., to provide your employees access to the Forté certified Workers' Compensation Health Care Network (HCN), known as the CompKey+ HCN.

The CompKey+ HCN is designed to provide employees who are injured on the job with access to primary and specialty medical providers who are familiar with workers' compensation injuries and who will provide high quality medical care to help facilitate quick recovery and return to work. This network is being implemented by the State pursuant to Chapter 1305, Texas Labor Code, and has been certified by the Texas Department of Insurance.

Enclosed you will find information regarding the network and the employee notification requirements. Employers are required to provide the enclosed notification materials to all existing and new employees. The details contained in the notification materials provide important information that your employees will need in the event that they sustain an injury while on the job. Please review and follow the "Employer HCN Notification Requirements" carefully.

For information regarding the network's certification you may visit the TDI's website at [www.tdi.state.tx.us](http://www.tdi.state.tx.us). Should you have any questions please feel free to contact the State Office of Risk Management through our website at [www.sorm.state.tx.us](http://www.sorm.state.tx.us) or via e-mail to the Director of Claims Operations, Gordon Leff, at [Gordon.Leff@sorm.state.tx.us](mailto:Gordon.Leff@sorm.state.tx.us).

Respectfully,

State Office of Risk Management



## **EMPLOYER HCN NOTIFICATION REQUIREMENTS**

For implementation of the CompKey+ HCN with your employees, the following tasks must be completed as soon as practicable.

### **FOR EXISTING EMPLOYEES:**

- Distribute the Employee Notice of Network Requirements, Acknowledgement Form, Network Map and Instructions for accessing the Provider Panel to **all** employees. The information is provided in both English and Spanish. You may distribute the notification materials in hard copy or by email.
- Track the distribution, signing and collection of the Acknowledgement Form with the CompKey+ Employee Notification and Acknowledgement Form Tracking Log. All employees have 14 calendar days to read the notice, sign and return the acknowledgement form to you. If the employee fails to sign and return the acknowledgement, please document the employees refusal on a acknowledge form.
- Post the Employee Notice of Network Requirements at each worksite location.

### **NEW EMPLOYEES:**

- Within three calendar days of their date of hire, you are required to distribute the Employee Notice of Network Requirements, Acknowledgement Form, Network Map and Instructions for accessing the Provider Panel. The information is provided in both English and Spanish. You may distribute the notification materials in hard copy or by email
- Track the distribution, signing and collection of the Acknowledgement Form with the CompKey+ Employee Notification and Acknowledgement Form Tracking Log. All employees have 14 calendar days to read the notice, sign and return the acknowledgement form to you. If the employee fails to sign and return the acknowledgement, please document the employees refusal on a acknowledge form.

### **EMPLOYEES INJURED ON THE JOB:**

- Upon the first report of an injury, you must redistribute the Employee Notice of Network Requirements and Acknowledgement Form to the injured employee, and obtain a signed acknowledgement. At the time that you report the claim to your insurance company or claims administrator, you will be required to provide all signed acknowledgement forms.

Should you have any questions, please feel free to contact us directly at 800-580-1314, via email at [compkey@fortereview.com](mailto:compkey@fortereview.com) or visit our website at [www.fortereview.com](http://www.fortereview.com). Under the “Provider Networks” tab you will find information regarding the CompKey+ HCN including questions and answers.

