



NEW HIRE INFORMATION

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WELCOME TO THE TEAM! HERE'S IMPORTANT INFORMATION FOR YOUR REFERENCE.

****Call Out Procedure:****

In the event that you are unable to attend your scheduled shift, please adhere to the following call-out procedure:

1. Contact your General Manager as soon as possible, preferably at least 2 hours before your shift. If you don't reach the General Manager, call the store and speak to the manager on duty.
2. Provide a clear explanation for your absence.
3. Follow any additional procedures or documentation required by the company.
 - Please note that any illness-related absence extending beyond 3 shifts will necessitate a doctor's note to avoid disciplinary action or a reduction of weekly hours.
 - Failure to adhere to this policy will result in a verbal warning, followed by a written warning, and subsequent disciplinary actions including suspension and termination.

****Availability Changes:****

If there are any changes to your availability, please notify your supervisor or manager immediately. Changes to availability should be communicated in writing and submitted at least 2 weeks in advance, whenever possible.

****Time-Off Requests****

Our time-off request policy requires employees to submit requests in writing or through your GM's designated system at least 2 weeks in advance. All requests are subject to approval based on business needs and staffing availability.

****Required Online Training:****

As part of your onboarding process, you are required to complete specific online training modules via LearningHub. These modules will provide essential information and skills necessary for your role. Please follow the instructions provided during orientation to access and complete the required training. All modules must be completed within 2 weeks of the date you attend orientation. Your MTAC can assist you should you encounter any difficulties.

****Direct Pay Inquiries to:****

For any inquiries related to your direct pay, including questions about your paycheck, deductions, or payment methods, please direct your queries to your MTAC.

****Uniform Policy:****

Our uniform policy ensures a professional appearance and adherence to safety standards. Please adhere to the following guidelines:

1. Wear the designated uniform components as outlined in the employee handbook or provided to you during orientation.
 - a. **No weapon of any kind is permitted to be carried on your person, in your vehicle, or inside any personal belongings on company property.**
2. Ensure that your uniform is clean, in good condition, and worn appropriately during working hours.
3. If you have any questions regarding the uniform policy or require assistance with uniform components, please contact your MTAC for clarification.

If you have any further questions or require additional assistance, please don't hesitate to reach out to your MTAC. They're here to support you during your transition and throughout your employment with us.

Mike Jacobs
Marketing & Talent
Acquisition Coordinator (MTAC)
(469) 400-5017 [text]
mjacobs@team-wow.com



2026 BI-WEEKLY PAYROLL CALENDAR 2026 BI-WEEKLY PAYROLL CALENDAR

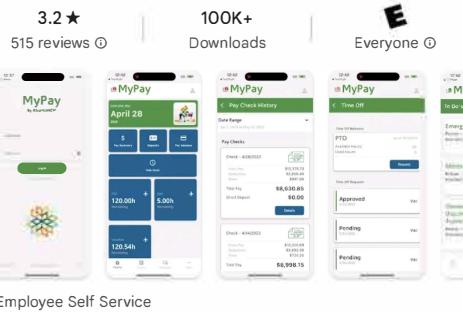
Payroll Number	Period Begin	Period End	Pay Day
1	12/15/2025	12/28/2025	01/02/2025
2	12/29/2025	01/11/2026	01/16/2026
3	01/12/2026	01/25/2026	01/30/2026
4	01/26/2026	02/08/2026	02/13/2026
5	02/09/2026	02/22/2026	02/27/2026
6	02/23/2026	03/08/2026	03/13/2026
7	03/09/2026	03/22/2026	03/27/2026
8	03/23/2026	04/05/2026	04/10/2026
9	04/06/2026	04/19/2026	04/24/2026
10	04/20/2026	05/03/2026	05/08/2026
11	05/04/2026	05/17/2026	05/22/2026
12	05/18/2026	05/31/2026	06/05/2026
13	06/01/2026	06/14/2026	06/19/2026
14	06/15/2026	06/28/2026	07/03/2026
15	06/29/2026	07/12/2026	07/17/2026
16	07/13/2026	07/26/2026	07/31/2026
17	07/27/2026	08/09/2026	08/14/2026
18	08/10/2026	08/23/2026	08/28/2026
19	08/24/2026	09/06/2026	09/11/2026
20	09/07/2026	09/20/2026	09/25/2026
21	09/21/2026	10/04/2026	10/09/2026
22	10/05/2026	10/18/2026	10/23/2026
23	10/19/2026	11/01/2026	11/06/2026
24	11/02/2026	11/15/2026	11/20/2026
25	11/16/2026	11/29/2026	12/04/2026
26	11/30/2026	12/13/2026	12/18/2026

TEAM WOW!



AllianceHCM MyPay
Alliance Payroll Services, Inc.

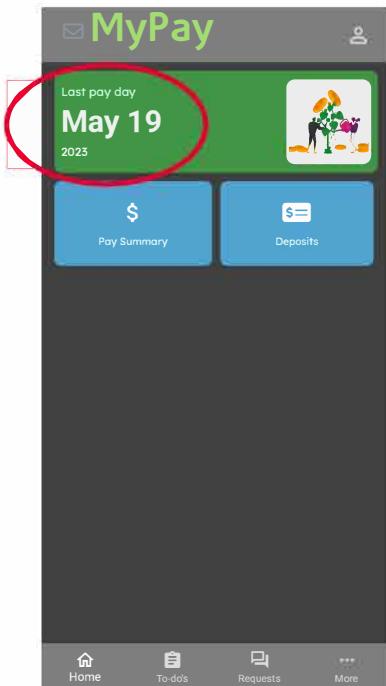
Open



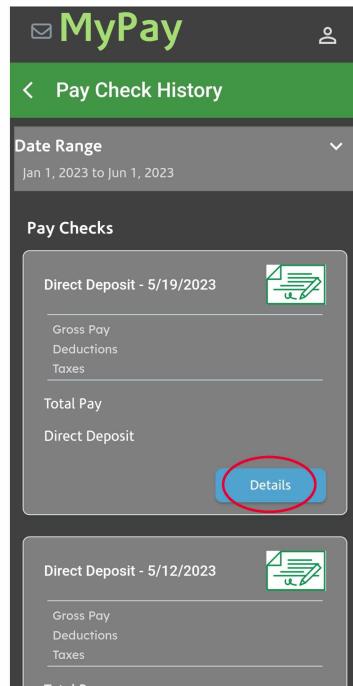
MYPAY

1. DOWNLOAD MYPAY FROM
YOUR APP STORE (YOUR LOGIN
INFO WAS EMAILED TO YOU)

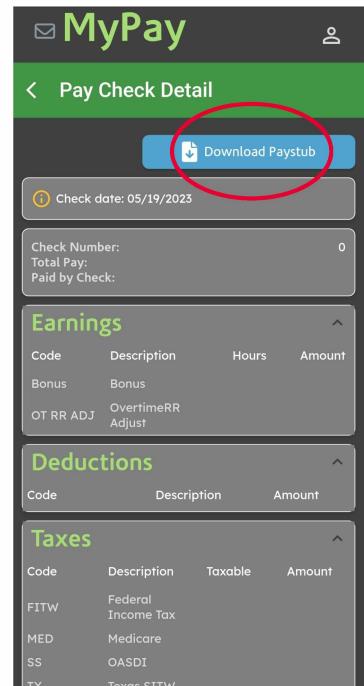
2. SELECT "LAST PAY DAY" TO SEE
YOUR PREVIOUS OR UPCOMING PAY



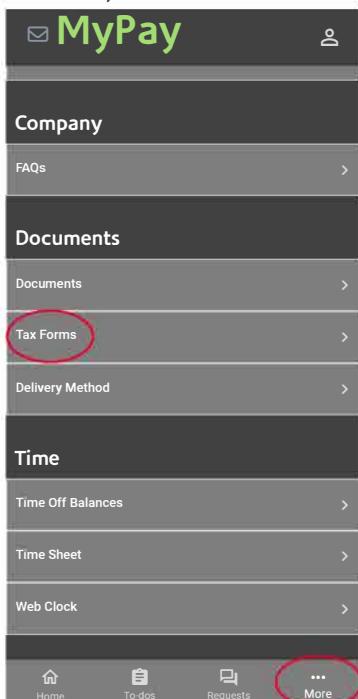
3. SELECT "DETAILS" TO SEE YOUR
CHECK STUB



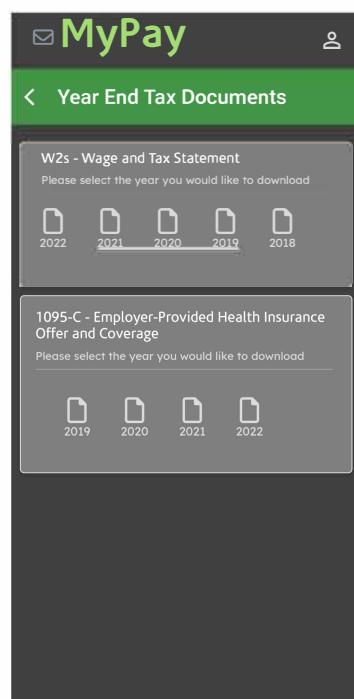
4. SELECT "DOWNLOAD PAYSTUB"
TO ENABLE SHARING AND PRINTING



* ALL W2 FORMS ARE LOCATED IN THE APP.
THEY WILL NOT BE MAILED TO YOU*
SELECT "MORE" WHERE THE 3 DOTS ARE
LOCATED, AND GO INTO "TAX FORMS"



SELECT THE YEAR, DOWNLOAD AND SHARE
OR PRINT



****Card Activation:****

To activate your card, your MTAC must first register it. Once registered, you can activate your card immediately by calling **877-814-7679** or visiting www.skylightpaycard.com. Any accrued tips will be available soon after activation. Please contact your MTAC if you encounter any error messages during activation.

****Funds Availability:****

You should receive your funds within 24 hours of the end of each shift.

****Delayed Funds:****

If you do not receive your funds within 24 hours, please contact your MTAC. They can verify successful processing. Any potential delay due to a Netspend network issue typically resolves itself within 48 hours. Your MTAC will address any issues on our end promptly.

****Lost Card:****

If you lose your card, promptly notify your GM promptly. They will provide you with a temporary card. Contact Netspend support immediately for assistance in transferring your account to a new card. Netspend will send a new personalized card in the mail after the account has been successfully transferred.

****Verification of Deposits:****

You can monitor your deposited funds online or through the app. Additionally, your pay stub in MyPay will detail any tips or mileage reimbursements. You can view your pay stub on the Wednesday prior to our biweekly payday on Friday.

****Switching Payment Method:****

To switch from the Netapend card to bi-weekly deposit with your hourly wages, contact your MTAC. Keep your card for at least one week to ensure access to any existing funds deposited before the change.

****Funds Upon Termination:****

Following termination, your card remains active for a period. Eventually, the account will close. Contact Netspend support if you encounter difficulties accessing remaining funds.

****Re-hire Process:****

Upon re-hire, your previous account will reactivate automatically. If you no longer possess your previous card, follow the steps outlined for a lost card. You may need to provide Netspend with your previous account number. Contact your MTAC for this information.

****Card from Different Employer:****

If you have a Skylight card from a different employer, you will be issued a new card upon joining Team Wow. We do not have access to accounts established with previous employers.

****Personalized Card:****

Netspend will mail you a personalized card. Follow any instructions provided to activate the new personalized card. Discontinue use of the temporary card initially provided.

Mike - MTAC: (469) 400-5017 [Text]
mjacobs@team-wow.com

Customer Support: 877-814-7679
Email: customerservice@skylightpaycard.com



PARTNERS FOUNDATION

TEAM MEMBERS HELPING TEAM MEMBERS AROUND THE WORLD.

GET HELP

If you are experiencing financial difficulty as a result of an accident, fire, natural disaster, medical emergency or death of an immediate family member – PARTNERS may be able to help.

GIVE HELP

80% of Partners funding comes from team member payroll deductions.
Contact your GM or Franchise Owner to set up payroll deduction.

Thank you for your generosity.

DOMINO'S PARTNERS FOUNDATION PROCESS FOR ASSISTANCE

Crisis Situations the Foundation Cannot Assist with <i>(will discuss other resources)</i>	Most Common Crisis Situation the Foundation can Consider for Assistance	Other Crisis Situations Include:
<ul style="list-style-type: none">• Car repairs or bills related to missed time because of car repairs• Pre-existing crisis prior to start date with Domino's• Direct violation of store policy• TM is not active with Domino's	<ul style="list-style-type: none">• Medical or dental (accident, illness, injury, surgery)• Death in the immediate family• Fire, flood, tornado or hurricane• Maternity with complications• Domestic violence	<ul style="list-style-type: none">• On-the-job robbery• Optical• Auditory• Car accidents• Car jacking• Household emergencies unrelated to maintenance <p>*Restrictions Apply</p>



Partners Assistance Form

Active Domino's team members are eligible for assistance regardless of payroll deduction participation.

Contact Partners
Phone: 734-930-3297 Fax: 800-253-8182
Email: partners@dominos.com

TEAM WOW! MANAGER CAREER PATH

Level 1 Manager

- Complete the state certified Food Managers course and obtain certificate
- Must be able to pass a Cut Test
- Must know how to complete all Zenput forms, including:
 - Vehicle Inspections
 - Bad Order Log
 - Free Product Log
 - Cleaning Inspections
- Must complete Level 1 MIT Classes
- Can Open or Close

Level 2 Manager

- Must be able to Open and Close
- Must attend all GM/AM rallies/meetings
- Must accurately count inventory
- Must place accurate Coke Orders/Food orders
- Must complete Level 2 MIT Classes
- Must be able to accurately train new team members

Level 3 Manager

- Must know how to complete a Self OA and score favorably (< 10 points lost)
- Must complete Level 3 MIT classes
- Must know how to process applications and hiring inquiries
- Must be MVR qualified

GMIT Program

- Be store ready.
- Must attend all GMIT meetings.
- Be able to run a store while GM is on vacation, and manage controllables (i.e. food variance, labor hours, cash)



HARASSMENT IN THE WORKPLACE

Contact Human Resources at
941.907.6667 or
HR@team-wow.com



Definition

Harassment is defined as inappropriate conduct of a verbal or physical nature, based on a person's sex, sexual orientation, race, age, disability, religion, national origin or any other consideration protected by federal laws.

Sexual Harassment

Including flirtation, touching or any actions or gestures that contain a sexual nature.

Physical Harassment

Physical attacks or threats
Improper touching of skin, hair, or clothing, threats, or damaging personal property

Discriminatory Harassment

Jokes, racial slurs, insults, degrading comments, bullying, humiliation
Race, gender, religion, disability, age, sexual orientation

Personal Harassment

Humiliation, inappropriate comments, evil tactics, critical remarks, offensive jokes, threats, harsh criticism, slurs, profane language

Zero Tolerance

We will not permit any situations where harassment has the purpose or effect of interfering with an individual's performance, creating an intimidating or offensive work environment.

Report Incidents Immediately

Any incident of harassment or other discriminatory conduct must immediately be reported to your manager or Human Resources. No retaliatory action will be taken against any employee who reports discrimination or harassment.

Cyberbullying

Posting threats, demeaning comments, creating fake web pages, posting false allegations

Psychological Harassment

Deliberately making impossible demands
Taking credit for others' achievements

Third-Party Harassment

Offended by an outsider; vendor, customer, client, supplier, etc.

Sexual Harassment

Sex or gender-related name calling
Unwanted or inappropriate comments about someone's body, sexuality, development or gender identity
Stalking or unsolicited messages (text, email, etc.)
Quid-pro-quo

Retaliation

Revenge against harassment victims



Perfect Image

HYGIENE

- A. Due to the working conditions in the store, personal cleanliness is of primary importance. Store personnel and their apparel must be clean and proper precautions must be taken to ensure that body odor is kept at a minimum. Store personnel must use perfumes and lotions with restraint. Store personnel preparing food products should not wear lotions, creams, oils, etc., on their hands.
- B. Store personnel must wash and sanitize (if required by local jurisdiction) hands upon arrival at work, when changing tasks, before returning to food prep/service, after eating, drinking, or smoking (including vaping), after using the restroom, after handling money, and after dishwashing or other cleaning tasks.
- C. Hands must be properly washed using the following technique: use the liquid or foam hand soap with warm water and lather well, scrub hands and arms up the forearms and in between fingers for at least 20 seconds, rinse hands and arms thoroughly, properly dry hands using single-use clean paper towel.
- D. An automatic hand dryer may be used in place of, or in addition to, single-use paper towels. If an automatic hand dryer is used, it must be placed a minimum of 2' (60.1 cm) away from a food surface or open food products. Placing the hand dryer on the side of a sink furthest from the makeline is sufficient.
- E. When using hand sanitizer, store personnel must first wash and dry hands according to the hand washing procedures. Then, hand sanitizer can be applied all over hands and must completely absorb into skin. Hand sanitizer is not to be used as a replacement for hand washing.
- F. Fingernails must be neatly trimmed, clean, and not extend $\frac{1}{4}$ " (.6 cm) or more beyond the end of the fingertips. Nail polish and false fingernails are not permitted unless food grade gloves are worn.
- G. Store personnel must exercise reasonable personal hygiene so that exposed parts of the body (face, neck, arms, and hands) do not constitute a threat to exposed food products.
- H. Store personnel must keep hands and fingers out of mouths, noses, hair, and other body parts while working. If these areas are touched, store personnel must immediately wash their hands before proceeding with any work tasks or touching work surfaces or food prep.
- I. Store personnel with respiratory infections, infected sores or wounds, or open cuts or abrasions are not permitted to handle food products. Any open sore must be covered with a waterproof dressing (colored preferably) and disposable gloves where possible.

HAIR

- A. Hair must be secured under a hat or be suitably restrained, such as with a hairnet or rubber band. Restrained hair that is not tucked under a hat must be restrained behind and off the shoulders. Visible dyed hair color must be permanent or semi-permanent; temporary sprays, glitter, chalks, or similar products that might flake, peel, or break off of the hair on food or food contact surfaces are not permitted.
- B. Hair should be worn in a manner that is appropriate for working at the store.

FACIAL HAIR

- A. Store personnel are permitted to maintain facial hair up to 1" (2.5 cm) in length that is clean and neatly trimmed. Store personnel must appear neatly groomed.
- B. Store personnel may be required to wear a beard net or beard snood while preparing food products.

BODY MODIFICATION OR ALTERATION

- A. Store personnel must make every reasonable effort to cover visible intentional body modification or alteration undertaken for the purpose of achieving a physical effect that disfigures, deforms, or detracts from a professional image. Examples include, but are not limited to, decorative skin implants, unnatural contact lens colors, brands or scarification, tongue splitting, and decorative tooth filing, plating, or engraving. Body modification or alteration resulting from traditional elective medical procedures (such as teeth straightening, hair replacement, cosmetic plastic surgery, gender transition surgery, etc.) is not included.
- B. Intentional body modification or alteration should not be on the face, neck, or hands, as these areas cannot be covered with apparel.

TATTOOS

Visible tattoos must not contain any images or words that are offensive in nature, including nudity, profanity, or any offensive references to race, national origin, religion, gender, age, or any other characteristic protected by law. Tattoos on the face are not allowed.

APPAREL & APPEARANCE

Exceptions to these standards may be approved and granted by the franchise organization as an accommodation based on religious, cultural, medical, or other reasons required by applicable law. Health standards are governed by federal, state, county, and city governments and store personnel must adhere to any applicable law, and requirements in excess of the standards.

APPAREL

- A. Approved Domino's logo apparel may be discontinued and new approved apparel added from time to time.
- B. Store personnel must only wear apparel with the Domino's logo while working or while going directly to and from work at the store.
- C. Store personnel must not enter any quick service restaurant establishment of a direct competitor while wearing apparel with the Domino's logo except while making a delivery for the store.
- D. Franchisees must determine if their store personnel are standardized in a single apparel style or if they allow a variety of apparel styles within their store. However, individual store personnel should not mix different apparel styles (for example, a 2021 Domino's shirt must be worn with a 2021 logo hat and a legacy Domino's logo shirt approved for use between 2013 and 2020 must be worn with a legacy logo hat). Franchisees may also seek a variance for use of their own apparel style, including shirts.

HATS, VISORS & GLOVES

- A. Store personnel must wear a Domino's-approved baseball style hat or visor worn forward while working.
 - 1. Store personnel wearing a visor while preparing food products may be required to wear a hairnet.
 - 2. A hat or visor is not required to be worn during meetings or classroom training sessions.
 - 3. If a Domino's logo manager shirt is worn, a logo manager hat must be worn.
- B. Domino's-approved knit hats may be worn by store personnel during cold weather.
- C. A hairnet or du-rag may be worn under a hat. The du-rag must be solid black, have no visible markings, patterns or logos, and cannot have a tie that extends below the neck.
- D. Any gloves that are worn must be of a solid color and must be in good condition.

SHIRTS

- A. Domino's-approved shirts that are properly fitted and in good condition must be worn.
- B. Shirts may be worn tucked into the waistband or untucked.
- C. Women's style shirts for store personnel must be offered.
- D. Approved shirt options for store personnel include:
 - 1. The management polo, store personnel polo and crewneck.
 - 2. Approved special promotional shirts until otherwise specified.
- E. Any undershirt visible under the logo shirt must be plain white or black. An approved crewneck shirt may also be worn under any logo shirt. The undershirt must be tucked into the waistband.
- F. If long sleeves are worn while on the makeline, the sleeves should be rolled or folded up to the elbow.

PANTS, SHORTS, SKIRTS, CAPRIS & BELTS

- A. Pants, shorts, skirts, cargos, and capris must be black and may be of a permanent press or cotton-type material or other similar material and in good condition. Black jean pants in good condition without rips, tears, patches, distressing, or embellishments are permitted. Approved Domino's logo joggers are also permitted. Corduroy, stretch, yoga, spandex, lycra, or sweat pant material are not permitted. Jean shorts are not permitted.
- B. Shorts should have a minimum inseam of 6" (15.2 cm) and be no longer than 2" (5 cm) below the knee. Skirts should be no shorter than 2" (5 cm) above the knee.
- C. The waistband of pants, shorts, skirts, and capris must sit at the natural waistline.
- D. Store personnel wearing pants, shorts, skirts, or capris with belt loops must wear a plain black belt if the shirt is tucked into the waistband. Suspenders are not permitted.

APRONS & JACKETS

- A. Store personnel involved in preparing or handling food products (including prepping and unpackaging ingredients and making, cutting, and boxing food products) must wear an approved uniform apron provided by the company that is clean, worn full-length, and tied. Aprons may not be worn outside the store.
- B. Only approved Domino's logo jackets may be worn.

SHOES & SOCKS

- A. Shoes must cover the entire foot, be in good condition, and have non-slip soles (franchise store minimum requirement) or slip-resistant soles. Any laces must be tied.
- B. Socks or hose must be worn and shoes displaying toes or the shapes of toes are not permitted.

NAMETAGS & PINS

- A. Any nametags and pins that are worn must be located on the right side of the shirt, vest, jacket, or apron.
- B. Nametags must not have fictitious or humorous names and the name must be printed or engraved on the nametag rather than handwritten.

JEWELRY

- A. Non-food preparation store personnel are permitted to wear: stud or hoop earrings under $\frac{3}{4}$ " (1.9 cm) (limit of two earrings per ear), an inexpensive or DPL incentive watch, a simple necklace, a medical alert necklace, and a wedding ring.
- B. Food preparation store personnel are permitted to wear: stud or hoop earrings under $\frac{3}{4}$ " (1.9 cm) (limit of two earrings per ear), a simple necklace, a medical alert necklace, and a wedding ring.
- C. Plain ear grommets or gauges not exceeding $\frac{3}{4}$ " (1.9 cm) and a small plain nose, lip, or eyebrow stud or ring are allowed. Septum piercings are not allowed.



WORKWELL, TX

Notice of Network Requirements

(Post in visible area for all employees)

Your employer has chosen WorkWell, TX as its certified workers' compensation health care network in partnership with Texas Mutual Insurance Company, a workers' compensation insurance carrier. WorkWell, TX will manage the health care and treatment you may receive if you are injured on the job or diagnosed with an occupational illness while employed here. WorkWell, TX doctors are trained in treating work-related injuries and illnesses and getting people back to work and back to a productive life.

The information in this packet will help you to seek care for your injury and describes what to do if you are injured while on the job.

What to do if you are injured while on the job

If you are injured at work, tell your employer right away. Your employer will help with any questions you may have about seeking treatment through WorkWell, TX. You may also contact Texas Mutual if you have any questions about your treatment. Our shared goal with your employer is to return you to work as soon as it is safe to do so.

A list of network doctors in your service area is available on texasmutual.com or by downloading the WorkWell, TX mobile app. You may contact us at (844) 867-2338 or at the address below for assistance.

WorkWell, TX
6210 East Highway 290
Austin, Texas 78723-1098

In case of an emergency

If you are injured and it is an emergency, you should seek treatment at the nearest medical care facility immediately. This also applies if you are injured outside the service area. Emergency care does not require preapproval. Texas law defines "medical emergency" as a medical condition that comes up suddenly.

After you receive emergency care, you may need ongoing care. Select a network doctor from the WorkWell, TX network. The doctor you choose will oversee the care for your injury. You must obtain referrals to see another health care provider or specialist from your treating doctor, except for emergency care.

Non-emergency care

Report your injury to your employer as soon as you can. Find a network treating doctor on texasmutual.com or by downloading the WorkWell, TX mobile app. Go to that doctor for treatment.

Treatment prescribed by your doctor may need to be approved in advance. Your doctor needs to request approval from the network for a specific treatment before the treatment or service is provided. You may continue to need further care after completing the approved treatment.

Choosing a treating doctor

If you are hurt at work and it is not an emergency and you live in the network service area, you must choose a treating doctor from the WorkWell, TX network. This is required so that WorkWell, TX covers the costs for the care. If you belong to a health maintenance organization (HMO) at the time of your injury, you may choose your HMO primary care doctor as your treating doctor. You must have chosen the doctor as your primary care doctor before your injury. We will approve the choice of your HMO doctor if they agree to the terms of the network contract and to abide by applicable laws.

For a list of network doctors available in your area, please visit texasmutual.com or download the WorkWell, TX mobile app. The WorkWell, TX provider directory is updated monthly. Doctors who speak Spanish or who are no longer taking new patients will be flagged with an icon on their record.

If your treating doctor leaves the network, we will notify you in writing. You will have the right to choose another treating doctor from the network directory. If your doctor leaves the network and you have a life threatening or acute condition for which a disruption of care would be harmful to you, your doctor may request to continue your treatment for an extra 90 days.

If you live outside of the service area, you may request a service area review by calling WorkWell, TX. You should provide proof to support your request. WorkWell, TX will inform you of its decision within seven days of receiving your request. If you disagree with WorkWell, TX's final decision, you have the right to file a complaint with the Texas Department of Insurance. Your complaint must include your name, address, phone number, a copy of WorkWell, TX's decision and any proof you sent to WorkWell, TX for review. A complaint form is available on tdi.texas.gov or you may ask for a form by writing to:

Managed Care Quality Assurance Office
Mail Code 103-6A
Texas Department of Insurance
PO Box 149104
Austin, Texas 78714-9104

When waiting for WorkWell, TX to make a decision or for the Texas Department of Insurance to review your complaint, you are still expected to use the network for all health care. You may be required to pay for health care services received out of the network if it is decided you do live in the network's service area.

Changing doctors

If you are not satisfied with your first choice of a treating doctor, you can select a different treating doctor from the network directory. We will not deny your choice to see a different treating doctor. Before you can change treating doctors a second time, you must get permission from the network by calling (844) 867-2338.

Referrals

You do not have to get a referral if you have an emergency. All other health care and specialist referrals should be made through your treating doctor. All health care services that you request will be made available by the network on a timely basis, as required by your medical condition. This includes referrals. All health care services, including referrals, will be made available within 21 days after your request.

Out-of-network approvals

WorkWell, TX must approve all of your treating doctor or specialist's out-of-network referrals before you visit the provider. If you need to request approval, please call (844) 867-2338.

Payment for health care

Network doctors have agreed to seek payment from Texas Mutual for your treatment. They will not look to you for payment. If you receive treatment from a doctor who is not in the network without prior approval from WorkWell, TX, you may have to pay for the cost of that care. Medical costs for treatment by non-network health care providers may be covered only if one of the following situations occurs:

- Emergency care is needed. You should go to the nearest hospital or emergency care facility.
- You do not live within the service area of the network.
- Your treating doctor or specialist refers you to an out-of-network provider or facility and WorkWell, TX approves the referral.
- You have chosen your HMO primary care doctor. Your doctor must agree to abide by the network contract and applicable laws.

Preauthorization, adverse determination and independent review

A list of the procedures and services that need preauthorization is on texasmutual.com. The list in this packet is not intended to be all-inclusive; health care is an evolving science. Procedures and treatments requiring prior approval will also evolve. Treating providers should verify preauthorization requirements by referring to the updated list on texasmutual.com.

If WorkWell, TX denies the request, you or the requesting doctor may ask for a review of that decision. If still dissatisfied, you, your provider or a person acting on your behalf may request an independent review. The preauthorization agent will provide any relevant medical records related to the injury to the independent review group. They may also provide any treatment guidelines used and a list of the doctors who provided care to you.

Complaints

We take your concerns seriously. If you are dissatisfied, you can file a complaint with WorkWell, TX. You may do this if you are not satisfied with any aspect of the network, including care you received. You must file your complaint within 90 days after the date of the event that is the basis for the complaint.

If you have questions about the complaint process you can reach the Grievance Coordinator by phone at (844) 297-5723, by fax at (512) 224-8800, by email at wwtxcomplaints@texasmutual.com, or by mail at the address below.

WorkWell, TX
Attention: Grievance Coordinator
PO Box 12029
Austin, Texas 78711-2029

Texas law does not permit WorkWell, TX to retaliate against you if you file a complaint against the network. We will not retaliate if you appeal the decision of the network. The law does not permit us to retaliate against your provider if they file a complaint against the network or appeal the decision of the network on your behalf.

You have the right to file a complaint with the Texas Department of Insurance. The Texas Department of Insurance complaint form is available on the department's website at tdi.texas.gov or you may request a form by writing to:

Managed Care Quality Assurance Office
Mail Code 103-6A
Texas Department of Insurance
PO Box 149104
Austin, Texas 78714-9104