IN THE BUSINESS OF YOUR SUCCESS℠

ADP TOTALSOURCE℠

To All Texas Employees:

ADP TotalSource and your Worksite Employer are committed to your health and safety at the workplace. Our first concern is to keep injuries from happening. If you are injured, we want to help you get better and return to work as soon as it is medically safe.

ADP TotalSource has chosen Coventry Workers' Comp Network as its workers' compensation health care network. It is a network built around occupational health care providers.

We will provide services through our network of medical providers and facilities. Coventry Workers' Comp Network is a nationally recognized company that specializes in treating injured workers and helping them return to work.

The network includes occupational health clinics and doctors who will provide you with medical treatment. Your doctor will also manage your return to work with your employer.

Under the program, you will receive:

- a primary treating doctor;
- other occupational health services and specialists;
- emergency health care services; and
- medical care if you are working or traveling outside of the geographic services area.

The Coventry network has been built to provide you with timely and quality medical care. It is easy to access. It is here to provide you with quality medical care and assist you in returning to health and a productive life.

There are several ways you can find network providers. You may:

- Log onto: www.talispoint.com/liberty/adp_ts/ext
- Call the Network Referral Unit at (800) 873-0055

If you are injured, while in the course and scope of employment, you must notify your supervisor as soon as possible so that a claim can be reported on your behalf to (800) 553-4681.

The enclosed materials will give you information to help you through your work related injury or illness.

You must return a signed acknowledgement form to your Worksite Employer as soon as possible.

Sincerely,

ADP TotalSource Claims Management
5800 Windward Parkway
Alpharetta, GA 30005
(888) 220-6055

IN THE BUSINESS OF YOUR SUCCESS℠

ADP TOTALSOURCE℠

Information, Instructions and your Rights and Obligations

Dear Employee:

Your employer has chosen Coventry Workers' Comp Network to manage the health care and treatment you may receive if you are injured. Coventry Workers' Comp Network is a certified workers compensation health care network. The State of Texas has approved this network to provide care for work related injuries. This program includes a network of health care providers who are trained in treating work related injuries. They are also trained in getting people back to work safely. The Coventry Workers' Comp Network service area includes the greater Dallas, greater Houston, Austin/San Antonio, Amarillo, Central Texas, North East Texas, El Paso, Lubbock, Midland, Rio Grande Valley, Texarkana, Nacogdoches, Central East Texas, Abilene, Victoria, Corpus Christi, Orange, and Laredo, and Wichita Falls areas. These areas are shown on the enclosed map.

If you are injured at work, tell your supervisor or employer as soon as you can. The enclosed information will help you to seek care for your injury. Also, your employer will help with any questions about how to get treatment through the Coventry Workers' Comp Network. You may also contact ADP TotalSource's third party claim administrator, Helmsman Management Services (HMS) for any questions about your care and treatment for a work related injury. Coventry and your employer have formed a team to provide timely health care for injured workers. The goal is to return you to work as soon as it is safe to do so.

Your Rights and Obligations...

Choosing a Treating Doctor

If you are hurt at work and you live in the network service area, you must choose a treating doctor from the Coventry Workers' Comp Network. This is required for you to receive coverage of the costs for the care of your work related injury. If at the time you are injured you belong to a health maintenance organization (HMO), you may choose your HMO primary care physician as your treating doctor. You must have chosen the doctor as your primary care doctor prior to your injury. We will approve the choice of your HMO doctor if he or she agrees to the terms of the network contract. The doctor must also agree to abide by applicable laws.

All injured workers whose date of injury occurred prior to September 1, 2005 and who are treating with non-network providers will be advised to select a new Treating Doctor from the list of participating providers in the Certified HCN if the injured worker's employer has elected to use a workers' compensation network, if the injured worker lives in the Certified HCN service area, if the carrier determines the injury will be subject to the network and if the employer/carrier has notified the injured worker in writing of the Certified HCN requirements. You may also request a doctor you chose as your HMO primary care doctor before you were hurt. You must do this upon receipt of this notice.

If your treating doctor leaves the network we will tell you in writing. You will have the right to choose another treating doctor from the list of network doctors. 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 that you treat with him or her for an extra 90 days.

If you believe you live outside of the service area, you may request a service area review by calling ADP TotalSource's third party claim administrator, Helmsman Management Services (HMS) at 1-800-..... You should provide proof to support your belief. Within 7 days of receiving your request

for review, HMS will tell you its decision. If you do not agree with the final decision of HMS you have the right to file a complaint with the Texas Department of Insurance. Your complaint must include your name, address, telephone number, a copy of the HMS' decision and any proof you sent to HMS for review. A complaint form is available on the department's web site at: www.tdi.state.tx.us. You may also ask for a form by writing to the HMO Division, Mail Code 103-6A, Texas Department of Insurance, P. O. Box 149104, Austin, Texas 78714-9104.

When waiting for HMS to make a decision or the Texas Department of Insurance to review your complaint, you may choose to receive all health care from the network. You may be required to pay for health care services received out of the network if it is finally decided that you do live in the network's service area.

A provider listing is available at your worksite and through the network website, http://www.talispoint.com/liberty/adp_ts/ext.

It is updated monthly and identifies providers who are taking new patients.

Changing Doctors

It may happen that you become dissatisfied with your first choice of a treating doctor. You can select an alternate treating doctor from the list of network treating doctors in the service area where you live. We will not deny a choice of an alternate treating doctor. Before you can change treating doctors a second time, you must get permission. Contact ADP TotalSource's third party claim administrator, Helmsman Management Services (HMS) to make your request.

Referrals

You do not have to get a referral if you have an emergency health condition. 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 no more than 21 days after you make a request.

Payment for Health Care

Network doctors have agreed to look to ADP TotalSource's insurer for payment for your health care. They will not look to you for payment. If you obtain health care from a doctor who is not in the network without prior approval from Coventry, you may have to pay for the cost of that care. You may only access non-network health care providers and still be eligible for coverage of your medical costs 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 refers you to an out of network provider or facility. This referral must be approved by Coventry Workers' Comp Network.
- You have chosen your HMO primary care doctor. Your doctor must agree to abide by the network contract and applicable laws.

Complaints

You have the right to file a complaint with Coventry Workers' Comp Network. You may do this if you are dissatisfied with any aspect of network operations. This includes a complaint about your network doctor. It may also be a general complaint about the Coventry Workers' Comp Network. Please read the enclosed Coventry Complaint Procedures, or call the Coventry Workers' Comp Network Complaint Line at (800)262-6122 to have your questions answered.

Coventry Workers' Comp Network
Attention: Grievance Coordinator
3200 Highland Avenue
Downers Grove, IL 60515
Grievance Coordinator – Fax Line (630) 737-2077
ComplaintsandGrievances@cvty.com

Texas law does not permit Coventry to retaliate against you if you file a complaint against the network. We also can not retaliate if you appeal the decision of the network. The law also does not permit us to retaliate against your treating doctor if he or she files a complaint against the network or appeals the decision of the network on your behalf. You also 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 web site at *www.tdi.state.tx.us* or you may request a form by writing to the HMO Division, Mail Code 103-6A, Texas Department of Insurance, P. O. Box 149104, Austin, Texas 78714-9104.

What to do if you are injured while on the job...

If you are injured while on the job tell your employer as soon as possible. A list of network doctors in your service area is posted at your worksite. A complete list of doctors is also available. You will be given more instructions on how to get treatment through the Coventry Workers' Comp Network. Or, you may contact us directly at the following address and/or toll-free telephone number:

Coventry Workers' Comp Network
720 Cool Springs Boulevard
Suite 300
Franklin, TN 37067
800/873-0055

We will help you get an appointment with a network doctor.

In case of an emergency…

If you are injured and it is an emergency, you should seek treatment at the nearest emergency facility as soon as possible. This also applies if you are injured outside the service area. It also applies if you are injured after normal business hours.

After you receive emergency care, you may need ongoing care. You will need to select a network doctor from the list that your employer has given you. The doctor you choose will oversee the care you receive for your work related injury. Except for emergency care you must obtain all health care and specialist referrals through your treating doctor.

Emergency care does not need to be approved in advance. "Medical emergency" is defined in Texas laws. It is a medical condition that comes up suddenly. There are acute symptoms that are severe enough that a reasonable person would believe that you need immediate care or you would be harmed. That harm would include your health or bodily functions being in danger or a loss of function of any body organ or part.

Non-emergency care…

Report your injury to your employer as soon as you can. Select a network treating doctor from the list given to you by your employer. Go to that doctor to be treated.

Treatment prescribed by your doctor may need to be approved in advance. You or your doctor are required to request approval for specific treatment or services before the treatment or service is provided. You may continue to need treatment after the approved treatment is provided. For example, you may need to stay more days in the hospital than what was first approved. If so, the added treatment must be approved in advance.

The following treatment requests must be approved in advance:

All surgeries CPT Codes 1-6 and G codes which represent a surgical procedure) with a billed amount greater than $500.00, including spinal and artificial disc surgery. Pre Auth Request should include specific hardware to be used for the procedure.

- Spine surgery
- Inpatient Hospitalization
- Intradiscal Electrothermal Annuloplasty (IDET)
- Physical Medicine and Rehabilitation after 8 visits
- Home health care/aides, physical therapy/aides
- Occupational therapy after 8 visits
- Chiropractic treatments after 8 visits
- Work hardening (non-exempted) and work conditioning program
- Acupuncture
- Repeat MRI/CT scans and standing MRI procedures other than x-rays (preauthorization required on MRI and CT procedures after initial diagnostic procedures)
- Electromyography (EMG) and nerve conduction velocity (NCV) testing
- Repeat diagnostics and MRI's (MRI/Scan of the spine within the first 4 weeks or repeat of all MRI for all body parts)
- Epidural steroid injections
- Facet injections
- Trigger point injections
- SI Joint injections
- Botox injections
- Joint Steroid Injection
- Durable Medical Equipment (DME) billed charges greater than $500 per item (either purchase or expected cumulative rental)
- TENS units
- External and implantable bone growth stimulators
- Spinal cord stimulators
- Psychological testing and psychotherapy, repeat interviews, and biofeedback unless the service is part of a pre auth or division exempted returned rehabilitation program.
- Psychotherapy, with social worker, psychologist or psychiatrist
- Biofeedback
- Chronic pain mgmt./interdisciplinary pain rehabilitation
- Skilled nursing visits
- Nursing home, skilled nursing facility, convalescent or residential care admissions
- Investigational or experimental procedures service or device for which there is early, developing scientific or clinical evidence demonstrating the potential efficacy of the treatment, service, or device but that is not yet broadly accepted as the prevailing standard of care.
- Chemical Dependency programs
- Discograms
- Power Traction Devices such as Vax-D
- Drugs not included in the Division's formulary
- Required treatment plans
- Treatment and services that exceed or are not addressed by the Commission adopted treatment guidelines and protocols or are not in a treatment plan pre-authorized by HMS
- Treatment or testing that is needed in order to assist HMS in determining compensability
- Repeat individual diagnostic study, with a reimbursement established in the current Medical Fee Guideline of greater than $350 or without a reimbursement rate in Medical Fee Guidelines (unless other wise specified)

The number to call to request one of these treatments is 1-800-664-2273. Requests made by fax should be directed to 603-334-0329.

If a treatment or service request is denied, you will be informed in writing. This written notice will have information about your right to request a reconsideration or appeal of the denied treatment. It will also tell you about your right to request review by an Independent Review Organization through the Texas Department of Insurance.

Employee Acknowledgment of Workers' Compensation Network

I have received information that tells me how to get health care under workers' compensation insurance.

If I am hurt on the job and live in the service area described in this information, I understand that:

1. I must choose a treating doctor from the list of doctors in the network. Or, I may ask my HMO primary care physician to agree to serve as my treating doctor.
2. I must go to my treating doctor for all health care for my injury. If I need a specialist, my treating doctor will refer me. If I need emergency care, I may go anywhere.
3. ADP TotalSource's third party claim administrator, Helmsman Management Services (HMS) will pay the treating doctor and other network providers.
4. I might have to pay the bill if I get health care from someone other than a network doctor without network approval.

_____ _____

Signature Date

_____

Printed Name

I live at: _____

Street Address

_____

_____

City State Zip Code

Name of Employer _____

Name of Network _____

NETWORK NOTICE
Coventry Workers' Comp Network

To All Employees:

Your employer has chosen Coventry Workers' Comp Network to provide health care if you are injured at work. Coventry Workers' Comp Network is a certified workers' compensation health care network. This network includes medical providers that have been chosen to treat your work related injuries. They are easy to access and dedicated to giving you quality care. The following information will help you if you are injured at work.

- **If you are hurt at work and it is a life threatening emergency, you should go to the nearest emergency room. If you are injured at work after normal business hours or while working outside your service area, you should go to the nearest care facility.**

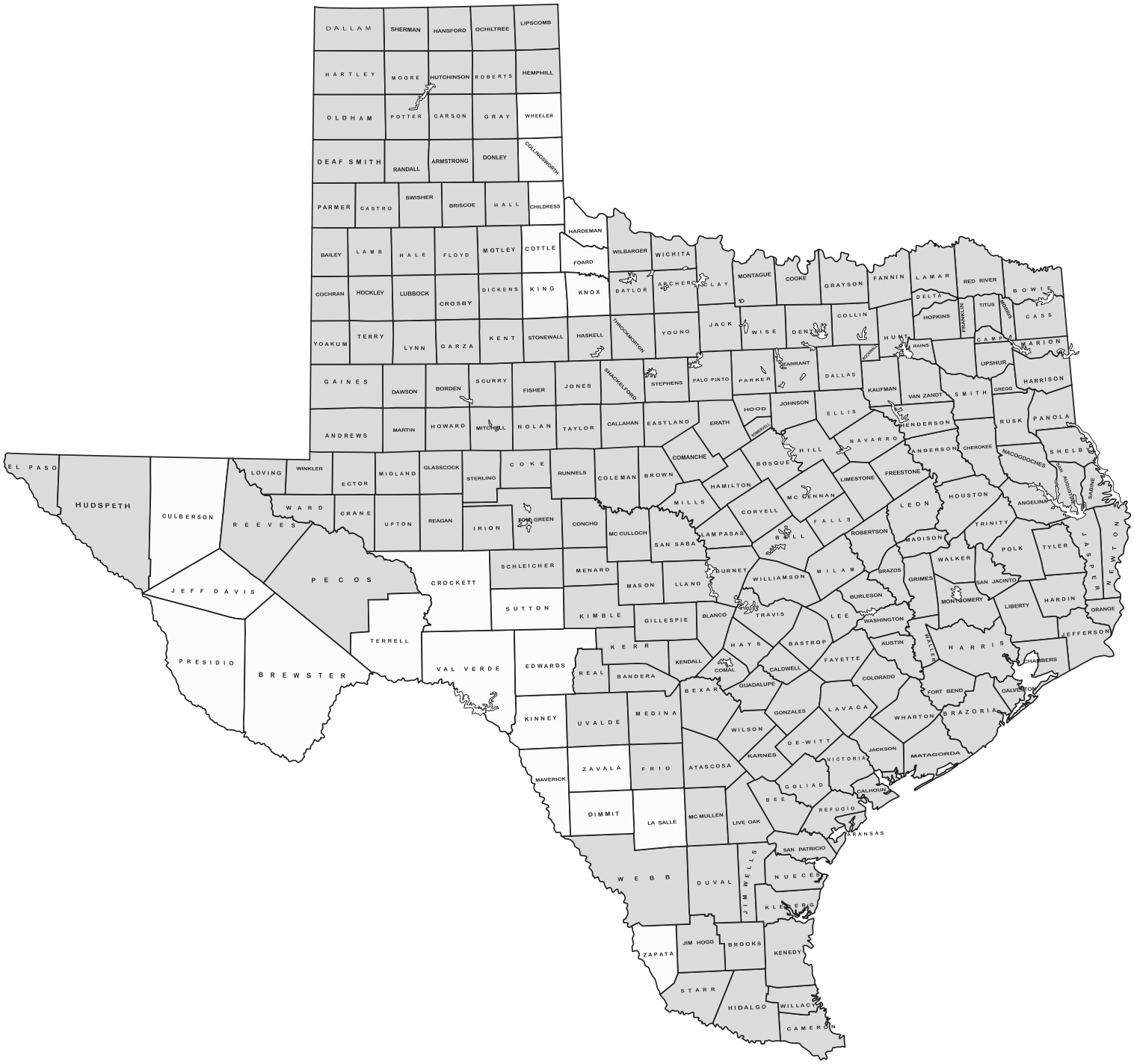
The following applies if you are hurt at work and it is not an emergency.

- Tell your employer as soon as you can.
- Choose a treating doctor from the Coventry network service area where you live.
- If you are a member of a health maintenance organization (HMO) at the time you are injured, you have the right to choose your HMO primary care doctor as your treating doctor. To do this, you must have chosen the doctor as your primary care doctor before your work related injury occurred. Coventry will approve this choice if your HMO doctor agrees to abide by the terms of the network contract and comply with required laws.
- You must obtain all treatment and referrals for your injury from your treating doctor.
- Your treating doctor will be paid by ADP TotalSource's third party claim administrator, Helmsman Management Services (HMS) and will not bill you for treatment.
- If you receive treatment for your injury from providers who are not in the Coventry network, you may have to pay for that care.
- Information about the Coventry network is available by calling toll free 800/873-0055 or by writing to Coventry Workers' Comp Network, 720 Cool Springs Boulevard, Suite 300, Franklin, TN 37067. A list of Coventry doctors is posted at the work site and is also available from your employer.
- You may be required to get certain treatments approved in advance. Treatment that requires this is listed in your network information materials. You may also request the list from your employer.
- If the doctor leaves the network and you have a life threatening condition or an acute condition you may continue to treat with a network doctor for 90 days. This must be requested by the doctor.

Coventry Workers' Comp Network - Certified in the following 231 Texas counties:

Anderson
Andrews
Angelina
Aransas
Armstrong
Archer
Atascosa
Austin
Bailey
Bandera
Bastrop
Baylor
Bee
Bell
Bexar
Blanco
Borden
Bosque
Bowie
Brazoria
Brazos
Briscoe
Brooks
Brown
Burleson
Burnet
Caldwell
Callahan
Calhoun
Cameron
Camp
Carson
Cass
Castro
Chambers
Cherokee
Clay
Cochran
Collin
Coke
Coleman
Colorado
Comal
Comanche
Concho
Cooke
Coryell
Crane
Crosby
Dallas
Dallam
Dawson
Deaf Smith
Delta
Denton
Dewitt
Dickens
Donley
Duval
Eastland
Ector
Ellis
El Paso
Erath
Falls
Fannin
Fayette
Fisher
Floyd
Franklin
Fort Bend
Freestone
Frio
Gaines
Galveston
Garza
Gillespie
Glasscock
Goliad
Gonzales
Gray
Grayson
Grimes
Gregg
Guadalupe
Hale
Hall
Hamilton
Hansford
Hardin
Harris
Harrison
Hartley
Haskell
Hays
Hemphill
Henderson
Hidalgo
Hill
Hockley
Hood
Hopkins
Howard
Houston
Hudspeth
Hunt
Hutchinson
Jack
Jackson
Jasper
Jefferson
Jim Hogg
Jim Wells
Jones
Johnson
Irion
Karnes
Kaufman
Kendall
Kenedy
Kent
Kerr
Kleberg
Kimble
Lamb
Lamar
Lampasas
Lavaca
Lee
Leon
Liberty
Limestone
Lipscomb
Live Oak
Llano
Loving
Lubbock
Lynn
Madison
Marion
Martin
Mason
Matagorda
McCulloch
McLennan
McMullen
Medina
Menard
Midland
Milam
Mills
Mitchell
Motley
Montague
Montgomery
Moore
Morris
Nacogdoches
Navarro
Newton
Nolan
Nueces
Ochiltree
Oldham
Orange
Palo Pinto
Panola
Parker
Parmer
Pecos
Polk
Potter
Rains
Randall
Real
Refugio
Reagan
Red River
Reeves
Roberts
Robertson
Rockwall
Runnels
Rusk
Sabine
San Augustine
San Jacinto
San Patricio
San Saba
Schleicher
Scurry
Shackelford
Shelby
Sherman
Smith
Starr
Stephens
Sterling
Stonewall
Somervell
Swisher
Tarrant
Taylor
Terry
Throckmorton
Travis
Titus
Tom Green
Trinity
Tyler
Upshur
Upton
Uvalde
Van Zandt
Victoria
Walker
Waller
Ward
Washington
Webb
Wharton
Wichita
Wilbarger
Willacy
Williamson
Wilson
Winkler
Wise
Wood
Yoakum
Young

Coventry Workers' Comp Network - Approved Service Area



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