

Initial Written Employee Notification Re: Worker's Compensation Panel

Important Information about Medical Care if you have a Work-Related Injury or Illness

Texas Law requires your employer to provide and pay for medical care if you are injured at work. Your employer has chosen to provide this medical care by using a workers' compensation program called **Trinity Occupational Program (TOP)**.

Workers' compensation carrier: Crowley ISD
Contact Name: Sedgwick
Contact Number: 800-906-3147
TOP Contact: **Trinity Occupational Program (TOP)**
7600 Chevy Chase Drive, Suite 200 Austin, TX

This notice tells you what you need to know about the **TOP** and what you must do to receive health care under workers' compensation insurance. At the time of an injury, you will be sent this information again to help you understand the program.

- **What is TOP?**

Trinity Occupational Program (TOP) helps manage medically necessary care through hospitals and doctors when you become injured on the job.

TOP will include enough doctors in your area that specialize in work-related injuries; the TOP doctors will meet quality standards and provide care according to standard treatment guidelines. Providers agree to bill TOP for the care provided for your injury. Providers will not ask you to pay for any covered services.

- **How do I find out more information about the TOP or which doctors are in my TOP?**

You may get additional information about TOP and a list of TOP doctors by contacting the following:

Sedgwick

Medical Only Adjuster: Erica Ortega Indemnity Adjuster: Penny Legalley
(972) 443-9110 fax 859-264-4367 (512) 427-2330
Email: erica.ortega2@sedgwick.com Email: Penny.legalley@sedgwick.com

Crowley ISD

Kristin Bell, Workers' Compensation Coordinator
(817) 297-5259
Email: kristin.bell@crowley.k12.tx.us

- **What happens if I get injured at work?**

As soon as possible, notify your immediate Supervisor and Kristin Bell, Workers' Compensation Coordinator kristin.bell@crowley.k12.tx.us or (817) 297-5259.

If you sustain a work related injury during normal business hours, you are required to choose a treating doctor within the TOP. Please note many clinics are open extended hours for your convenience. If you are injured and need care after hours, you should seek medical attention at the closest emergency room or urgent care center.

For severe work related injuries requiring emergency care, please obtain medical attention at the closest emergency room or urgent care center or call 911.

- **How do I select a treating doctor?**

You must choose a treating doctor from the TOP provider list. This is required for you to receive coverage for the costs of your care. The provider list is updated every month and identifies treating doctors and specialists, separately. Your treating doctor will: 1) provide care for your workers' compensation injury; 2) refer you to a specialist within the TOP - if you need specialty care; 3) participate in case management activities with the TOP; 4) have special training to provide maximum medical improvement and impairment ratings; and 5) have agreed to provide workers' compensation services under the TOP.

Treating doctors include: family practitioners, general practitioners, internal medicine specialists, occupational medicine specialists and clinics and urgent care clinics.

- **How can I locate a treating doctor, or find the most up to date listing of doctors in TOP?**

You may get a list of TOP doctors by contacting the following:

Sedgwick

Medical Only Adjuster: Erica Ortega

972-443-9110 fax 859-264-9110

Email: erica.ortega2@sedgwick.com

Indemnity Adjuster: Penny Legalley

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- **What happens if I already have a workers' compensation injury – How do I choose a treating doctor?**

If you already have an injury, **this information is your notice that your employer or carrier will be using TOP**. If you live in the service area and your doctor does not participate in the TOP, you need to select a new treating doctor from the TOP within 14 days of receiving this notice. If you do not make a choice within 14 days, TOP will select a treating doctor for you. All future care must be with the new treating doctor.

- **What if I want to change my treating doctor?**

If you become dissatisfied with your first choice of a treating doctor, you can select an alternate treating doctor from the list of TOP treating doctors in the service area where you live. Your carrier will not deny a choice of an alternate treating doctor. Before you can change treating doctors a second time, you must get permission from your claims adjuster.

Your TOP will only approve your request for another doctor if:

- The care from your current treating doctor is medically inappropriate.
- You are not receiving appropriate medical care to reach maximum medical improvement.
- Your medical care does not comply with the TOP's treatment guidelines.
- You do not agree with the treatment being proposed by your current treating doctor; and, your relationship with your doctor is jeopardized or impaired.

If the TOP denies your request, you may file an appeal through the complaint process described in this document.

- **What if a doctor leaves the TOP?**

The TOP has a "Continuity of Care" plan to make sure you receive the necessary medical care if your provider terminates from the TOP. There are two primary reasons for provider terminations:

- At the doctor's request, or
- Because the TOP discovered a quality of care issue with the provider.

If your treating doctor terminates from the TOP, the TOP will contact you in writing. You will have the opportunity to select another treating doctor from the TOP. If your doctor leaves the TOP 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 continue to receive treatment with him or her for an additional 90 days.

- **What if I need other health care services from someone other than my treating doctor or I need to see a specialist?**

Except for emergencies, the TOP and your treating provider will arrange for all services in accordance with the accessibility and availability requirements, including referrals to specialist, to be available to you within the time period appropriate to the circumstances and your condition, but in no case later than 21 calendar days from the date of your original request.

- **What if there are no doctors in my area?**

You may obtain approval to receive care from a non-TOP doctor, if you need different medical services or a specialist who is not available within the TOP's service area. Please contact your claims adjuster to receive approval for a non-TOP doctor.

Except for emergency situations, you should not obtain services outside of TOP without approval. TOP Doctors must make referrals into TOP list of doctors, or request approval for non-TOP doctors if services are not available. Non-TOP referrals require prior approval. TOP will provide a decision on access to a non-TOP doctor within 7 days of the request. **If you decide to receive health care services outside of TOP without approval; you may be responsible for all payments related to those services.**

- **How are TOP doctors Paid?**

TOP doctors have agreed to look to the carrier or TOP 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 TOP without prior approval from the TOP, except for emergency care, the carrier may not be liable and you may have to pay for the cost of that care.

- **How do I file a complaint?**

You have the right to file a complaint with the Trinity Occupational Program (TOP). You may file a complaint if you are unhappy with your experience with the TOP or your TOP doctor within 90 days of the event occurring. To file a complaint, you must contact TOP W/C Panel by phone, email, mail or fax at:

Trinity Occupational Program (TOP) c/o WellComp, Inc.
Attn: Grievance Coordinator
7600 Chevy Chase Drive, Suite 200
Austin, TX 78752
Phone: 800-580-4567 / Fax: 800-580-3123
Email: TOP@wellcomp.com

TOP W/C Panel may not retaliate against you if you file a complaint against the TOP or if you appeal a decision of the TOP. TOP W/C Panel also may not retaliate against a provider who files a complaint against the TOP or appeals a TOP decision on your behalf.