



# TEXAS ASSOCIATION *of* COUNTIES RISK MANAGEMENT POOL

## **Employee Notice of Alliance Program Requirements**

### **Information, Instructions and your Rights and Obligations**

As your employer, Victoria County has elected to utilize the Political Subdivision Workers Compensation Alliance (Alliance) to provide access to contracted physicians and healthcare providers for workers compensation injuries.

If you are injured at work, tell your supervisor or manager immediately. This information will help you seek care for your injury. Also, your employer will help with any questions about how to get treatment. TAC RMP and your employer have formed a team to provide you with timely care and treatment for work related injuries. The goal is to provide quality medical care and return you to work as soon as it is safe to do so.

### **Important Contact Information**

Alliance

866-997-7922

[www.pswca.org](http://www.pswca.org)

TAC RMP WC Claims

P.O. Box 160120

Austin, TX 78716

800-752-6301

### **Injured Employees Rights and Obligations**

#### **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 Alliance treating physicians may be available from your employer. A complete list is also available online at [www.pswca.org](http://www.pswca.org) or you may contact your adjuster directly: TAC RMP WC Claims 800-752-6301.



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## **In case of an emergency**

If you are hurt at work, you should first notify your employer and they will assist you in locating a provider or emergency care provider.

After you receive emergency care or treatment, you may require ongoing care. You will need to select a treating doctor from the Alliance provider list. This list is available at [www.pswca.org](http://www.pswca.org). If you do not have internet access, please call **1-800-752-6301** or contact your employer for a complete listing. 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.

## **Choosing a Treating Doctor**

If you are injured at work you must choose a treating doctor from the Alliance panel of providers. This is **REQUIRED** for the cost of your medical care for your work related injury to be covered. A provider listing is available through the Alliance website at [www.pswca.org](http://www.pswca.org). It is updated weekly and identifies providers who are contracted with the Alliance and accept workers' compensation patients.

If your treating physician leaves the Alliance you will be notified and you will have the right to choose another treating doctor from the list of providers. If your doctor leaves the Alliance and you suffer a life threatening or acute condition for which a disruption of care would be harmful, your doctor will contact your adjuster to request that you treat with him/her for an additional 90 days.

## **Changing Doctors**

If you become dissatisfied with your initial choice of treating physician, you can complete a *Change of Treating Doctor Form* to select a new treating doctor from the list of Alliance providers. This form is available by contacting TAC RMP WC Claims at **800-752-6301** and should be completed and submitted to your adjuster for approval *prior* to changing doctors.

## **Referrals**

Referrals are not required for emergency care. Your treating doctor will refer you to other health care providers if necessary for your medical treatment.



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### **Payments for Health Care**

Alliance providers have agreed to bill TAC RMP for payment in relation to your health care. You should not be required to make payment at the time of your treatment. You may only access non-Alliance health care providers and remain eligible for coverage of your medical costs if one of the following situations occur:

- Emergency care is needed. You should go to the nearest hospital, urgent care, or emergency care facility
- You do not live within 75 miles of a contracted provider
- Your treating physician refers you to a non-Alliance provider or facility AND your adjuster has approved the referral prior to treatment.

### **Non-emergency care**

Once you have selected your treating physician, your adjuster will be notified and they will contact you if additional information is required.

### **Complaints**

You have the right to file a complaint with the Alliance. You may do this if you are dissatisfied with any aspect of the operation. This includes a complaint about the Alliance or an Alliance treating physician or facility. It may also be a general complaint about the Alliance - PSWCA Direct Contracting Program.

Complaints should be addressed to the Alliance - PSWCA Direct Contracting Program Grievance Coordinator by phone or in writing via email or fax. Complaints should be sent to:

PSWCA Direct Contracting Program

Attention: Grievance Coordinator

P.O. Box 203065

Austin, TX 78720-3065

1-866-997-7922

[providerrelations@pswca.org](mailto:providerrelations@pswca.org)