Information To Share With Your Health Care Providers

If your Health Care Provider (HCP) has questions, they can contact the Texas Department of Insurance, Division of Workers' Compensation (TDI-DWC) help line at

1-800-372-7713, extension 3

HCPs can obtain practical information and guidance on issues commonly encountered when treating injured employees, such as:

- Treatment guidelines
- Billing and reimbursement
- Workers' compensation forms
- Licensing and certification requirements
- Monitoring, compliance and enforcement.

Treatment Guidelines

The Official Disability Guidelines Treatment in Workers' Comp (ODG), excluding return-to-work pathways, published by Work Loss Data Institute, was adopted by TDI-DWC to provide evidence-based protocols for medical treatment and includes recommendations for surgical treatment.

This is a tool to help your HCP manage your medical treatment. It can be accessed at http://www.worklossdata.com.

Return-to-Work Guidelines

The Medical Disability Advisor, Workplace Guidelines for Disability Duration (The MD Guidelines), excluding all sections and tables relating to rehabilitation published by the Reed Group, was adopted by TDI-DWC as the return-to-work guidelines.

This is a tool to help your HCP determine when you can return to work and can be accessed at http://www.ReedGroup.com.

Your Workers' Compensation Information

Claim Number: _____

Date of Injury: _____

Adjuster Name: _____

Adjuster Telephone: _____

Adjuster Fax: _____

Adjuster's Mailing Address:

TRISTAR Risk Management
PO Box 2805
Clinton, IA 52733-2805

Workers' Compensation

Quick Reference Guide for Injured Workers

City of Houston
Human Resources Department
611 Walker, 4th floor
Houston, TX 77002
hr.riskmanagement@houstontx.gov

http://www.houstontx.gov/hr/wc/

Effective Date: 12/01/15

We Are Here To Support You!

A work injury can be overwhelming and it's important to remember that you have supporters in the workplace. These include your Workers' Compensation (WC) Designated Department Representative, your Workers' Compensation Coordinator (WC), your direct supervisor and your co-workers, all of whom value the contribution you make and want to see you back at work.

As helpful as these people may be, one person plays the most important role in your recovery and return to work: YOU.

Although the situation may feel out of control, there are many things you can do to ensure that you get back in the driver's seat as soon as possible.

To take charge of the process, it's useful to remember three things:

1. You can make a difference.
2. You are valuable.
3. You belong to a team.

And then you need to take action by:

1. Being an active participant in your return to work and rehabilitation.
2. Making the most of your treatment.
3. Keeping in touch with your workplace.
4. Reporting post-injury workplace difficulties early.

After all you are the boss of your own recovery!

Key Workers' Compensation Contacts

Workers' Compensation (WC) Designated Department Representative or Family Medical Leave Coordinator call.....(832) 393-SAFE

or go to : http://www.houstontx.gov/hr/wc/

Your WC Designated Department Representative and Family Medical Leave (FML) Coordinator are available to assist you with your department specific responsibilities.

Human Resources (HR) Department, Risk Management Division.....(832) 393-SAFE

HR Workers' Compensation (WC) Coordinators provide oversight of your Workers' Compensation claim handled by the Workers' Compensation Adjuster and can assist you with questions about your City of Houston paycheck and other Workers' Compensation related questions.

HR Safety.....(832) 393-SAFE
The Safety Team will contact you or your supervisor in an effort to investigate your claim and determine the root cause of your accident. They will also take steps to make your work area a safer place.

WC Adjuster (TriStar Risk Management)...(832) 710-4444

An independent Third Party Administrator contracted by the City to process their Workers' Compensation claims; including payments to injured employees and health care providers in compliance with the law.

Texas Department of Insurance – Division of Workers' Compensation (TDI-DWC).....(800) 252-7031

A State administrative agency that is responsible for regulating Workers' Compensation and the interests of injured employees in the Workers' Compensation system.

Information You Should Know

- Report accidents within 24 hours.
- Select a treating doctor. If you are not satisfied, contact the TDI-DWC to request a change in your treating doctor.
- Immediately communicate with your:
  - Supervisor
  - WC Designated Department Representative
  - HR WC Coordinator
  - WC Adjuster, after selecting your Treating Doctor, and after every doctor's visit, excluding Physical Therapy visits. Make sure your notification includes: current work status, treatment plan given by the doctor, date of next office visit.

  This is important as each person has a different role in helping you after the accident has occurred.
- Immediately communicate changes in your work status to your:
  - Supervisor
  - WC Designated Department Representative
  - HR WC Coordinator
  - WC Adjuster
- Transitional Duty is available as a stepping-stone, and will help you ease back into the workforce, while recovering from an on-the-job injury.
- If you have worked for the City of Houston for at least one year, have been physically present at work at least 1,250 hours during the previous twelve months, and your injury/impairment is considered a serious health condition, you will be placed on Family Medical Leave. Once a determination is made on your status, your FML Coordinator will contact you with additional information.
- Contact:
  - Your pension representative, to determine how your time off affects your pension and retirement.
  - Central HR Benefits, 832-393-6000, if you are not receiving a full paycheck, as you may need to discuss health premium payment options.