

## Texas Certified HealthCare Network (TX HCN) *Fast Facts*

- ◆ All information on the TX HCN can be found at [www.travelers.com/txhcn](http://www.travelers.com/txhcn).
- ◆ Questions: call 866-245-6472 or email to [TexasHCN@travelers.com](mailto:TexasHCN@travelers.com)
- ◆ 80% of your Texas based employees must live in the certified counties.
- ◆ 231 counties are in Travelers certified TX HCN (covering 99% of policyholder workforce).
- ◆ If you are a Guaranteed Cost account, you will get a 12% Premium Credit once you have submitted the signed Employee Training Verification to Travelers.
- ◆ Once enrolled, if the employee resides in a certified county, they must treat within the network. They must select a Treating Doctor from one of the following specialties:
  - Family Practice
  - General Practice
  - Internal Medicine
  - Occupational Medicine
- ◆ Employees can make one change of Treating Doctor within those fields; however additional requests for changes are at the discretion of the Nurse Case Manager. Un-enrolled employees can seek care outside of the HCN.
- ◆ State mandate on reasonable travel distance to a provider location is:
  - Urban Areas = 30 Miles (one way) for Treating / 75 for Specialist
  - Rural Areas = 60 Miles (one way) for Treating / 75 for Specialist
- ◆ Employees can look for a TX HCN Physician through [www.mywcinfo.com](http://www.mywcinfo.com).
- ◆ Employers can look for a TX HCN Physician through [www.travelers.com/txhcn](http://www.travelers.com/txhcn).
- ◆ Suggested methods of distribution of TXHCN materials to employees:
  - Employee pay stubs
  - Group Safety Meeting / Sign in Sheet
  - Mass mailing to employees (certified mail)
  - Email / Electronic with documents attached
- ◆ Signed verification or signed refusal must be kept in employee file or a central location that is available if audited by the State.
- ◆ After 01/01/2011, carriers can no longer contract with providers for fee discounts, except through the HCNs.
- ◆ Pre-existing claims cannot be transitioned into the TX HCN, so the sooner you sign up, the sooner you can recognize the TX HCN benefits.