IMO MED-SELECT NETWORK®
A Certified Texas Workers’ Compensation
Health Care Network

Notice of Network Requirements for
The University of Texas System
IMO Med-Select Network®
Notice of Network Requirements

1. *The University of Texas System* is using a certified workers’ compensation health care network called the *IMO Med-Select Network®*.

2. For any questions you may contact IMO by:
   a. Calling IMO Med-Select Network® at 888.466.6381
   b. Writing to P.O. Box 260287, Plano, Texas 75026
   c. E-mailing questions to netcare@injurymanagement.com

3. Each certified workers’ compensation network must have one or more service areas where doctors and other health care workers are available to treat you if you are hurt on the job. The network’s service areas are in the following counties:

   1. Atascosa  
   2. Aransas  
   3. Austin  
   4. Bandera  
   5. Bastrop  
   6. Bee  
   7. Bell  
   8. Bexar  
   9. Blanco  
   10. Brazoria  
   11. Brazos  
   12. Burleson  
   13. Burnet  
   14. Caldwell  
   15. Cameron  
   16. Chambers  
   17. Collin  
   18. Colorado  
   19. Comal  
   20. Crosby  
   21. Dallas  
   22. Denton  
   23. El Paso  
   24. Ellis  
   25. Falls  
   26. Fayette  
   27. Floyd  
   28. Fort Bend  
   29. Galveston  
   30. Garza  
   31. Gonzales  
   32. Grayson  
   33. Grimes  
   34. Guadalupe  
   35. Hale  
   36. Harris  
   37. Hays  
   38. Henderson  
   39. Hidalgo  
   40. Hill  
   41. Hockley  
   42. Hood  
   43. Hunt  
   44. Jefferson  
   45. Jim Wells  
   46. Johnson  
   47. Karnes  
   48. Kaufman  
   49. Kendall  
   50. Kleberg  
   51. Lamb  
   52. Lee  
   53. Liberty  
   54. Limestone  
   55. Live Oak  
   56. Lubbock  
   57. Lynn  
   58. McLennan  
   59. Medina  
   60. Milam  
   61. Montgomery  
   62. Navarro  
   63. Nueces  
   64. Parker  
   65. Rains  
   66. Refugio  
   67. Robertson  
   68. Rockwall  
   69. San Jacinto  
   70. San Patricio  
   71. Smith  
   72. Starr  
   73. Tarrant  
   74. Terry  
   75. Travis  
   76. Van Zandt  
   77. Walker  
   78. Waller  
   79. Washington  
   80. Wharton  
   81. Williamson  
   82. Wilson  
   83. Wise  
   84. Wood
4. A map of the service area with the above counties can also be viewed on the IMO website at www.injurymanagement.com or on page seven of this Notice of Network Requirements packet.

5. You have the right to select your HMO primary care physician (PCP) as your treating doctor if your HMO PCP was selected prior to your injury at work. The network prefers that you make this decision as soon as possible. Your HMO PCP must agree to abide by the workers’ compensation health care network’s contract and rules.

6. Except for emergencies, if you are hurt at work and live in the network service area, you must choose a treating doctor from the list of network doctors. All services and referrals are to be received from your treating doctor.

7. Except for emergencies, the network must arrange for services, including referrals to specialists, to be accessible to you on a timely basis and within the time appropriate to the circumstances and your condition, but no later than 21 days after the date of the request.

8. If you need emergency care, you may go anywhere. If you become injured after business hours and it is not an emergency, go to the closest health care facility.

9. If you cannot contact your treating doctor after business hours, and you are in need of urgent care, go to the closest health care facility.

10. You may not live in the network service area. If so, you are not required to receive care from network providers.

11. If you are hurt at work and you do not believe that you live within the network service area, contact your claims adjuster. The Third-Party Administrator for UT System must review the information within seven calendar days and notify you of their decision in writing.

12. UT System may agree that you do not live in the network service area. If you receive care from an out-of-network provider, you may have to pay the bill for health care services if it is later determined that you live in the network service area.

13. If you disagree with the decision in regard to the network service area, you may file a complaint with the Texas Department of Insurance. Complaint form information is addressed in #30 below.

14. Even if you believe you do not live in the network service area, you still may receive health care from network doctors and staff while your complaint is reviewed by the Texas Department of Insurance and the network.

15. UT System will pay for services provided by the network treating doctor and other network health care providers. Except for emergency care, you may have to pay the bill if you get care from someone other than a network doctor without approval.

16. All network doctors and other providers will only bill UT System for medical services as related to the compensable work injury. The employee should not be billed by the network provider.
17. Unless there is an emergency need, the network must approve any of the following health care services before they are provided to you:

   a. Admission to a hospital
   b. Physical therapy/occupational therapy, beyond allowable sessions
   c. Chiropractic care, beyond allowable sessions
   d. Any type of surgery
   e. Some initial and repeat diagnostic testing
   f. Certain injections
   g. All work hardening or work conditioning programs
   h. Equipment that costs more than $1,000
   i. Any investigational or experimental services or devices
   j. Any treatment, service, medication, diagnostic test or durable medical equipment that falls outside of or not recommended by any one of the following Evidence Based Guidelines: i) Official Disability Guidelines; ii) American College of Occupational and Environmental Medicine; iii) Medical Disability Advisor
   k. Mental health care
   l. All chronic pain programs

18. Definition: “Adverse Determination” means a determination, made through utilization review or retrospective review, that the health care services furnished or proposed to be furnished to an employee are not medically necessary or appropriate.

19. If the proposed health care services are for concurrent hospitalization, the person performing utilization review must, within 24 hours of receipt of the request, transmit a determination indicating whether the proposed services are pre-authorized. For all other requests for preauthorization, the person performing utilization review must issue and transmit the determination no later than three business days after the date the request is received.

20. If the network issues an adverse determination of the request for health care services, you, a person acting on your behalf or your doctor may file a request for reconsideration by writing a letter or calling the network. Even though you can request a reconsideration of the denial yourself, the network encourages you to talk to your doctor about filing the reconsideration. He or she may have to send medical information to the network. This reconsideration must be submitted within 30 days of the date that your doctor receives the adverse determination in writing.

21. The network will respond to the reconsideration request within five business days of receipt demonstrating that the network has received the information. The network has up to 30 business days for the final determination. If it is a reconsideration request for concurrent review, the network will respond within three business days. The network will respond within one business day if it is a reconsideration request which involves a denial of proposed health care services involving post-stabilization treatment, life-threatening conditions or for continued length of stay in a facility.

22. Independent Review Organization (IRO) exemption: An employee with a life-threatening condition is entitled to an immediate review by an IRO and is not required to comply with the procedures for a reconsideration of an adverse determination.
23. If the network renders an adverse determination on a reconsideration of the following: i) a preauthorization review, ii) a concurrent review or iii) a retrospective review, the notification will include information on how to request an IRO. Requests for an IRO must be sent no later than 45 days from the date of the denial of the reconsideration.

24. If the situation is life threatening, you do not have to go through the network reconsideration process. You, the person acting in your behalf, or the requesting provider may request a review by an IRO. IRO requests shall be made to the Texas Department of Insurance on behalf of the patient by the Utilization Review Agent (URA).

25. An IRO review may be requested for several other reasons besides a life-threatening situation. The reasons may include: i) if the network denies the health care a second time by denying your reconsideration; ii) if the network denies the referral made by your treating doctor because it is not medically necessary; or iii) if the network denies your care because it is not within treatment guidelines.

26. After the review by the IRO, they will send a letter explaining their decisions. UT System will pay the IRO fees.

27. Your treating doctor may decide to leave the network. If so, and if it may harm you to immediately stop the doctor’s care, UT System must pay your treating doctor for up to 90 days of continued care.

28. If you are dissatisfied with any part of the network, you can file a complaint. Any complaint must be filed within 90 days of the event that you are dissatisfied. When a complaint is received, you will be sent a notification letter within seven days, which will describe the complaint procedures. The network will review and resolve the complaint within 30 days of receipt. You can contact the network by:

   a. Calling: 877.870.0638
   b. Writing: IMO Med-Select Network
      Attention: NetComplaint Dept.
      P.O. Box 260287
      Plano, TX 75026
   c. E-mailing: netcomplaint@injurymanagement.com

29. The network will not retaliate if:

   a. An employee or employer, who files a complaint against the network or appeals a decision of the network, or
   b. A provider who, on behalf of the employee, files a complaint against the network or appeals a decision of the network.

30. If you file a complaint with the network and are dissatisfied with the network resolution, you may file an appeal with the Texas Department of Insurance (TDI). You can receive a complaint form from:
a. The TDI website at www.tdi.state.tx.us, or
b. Write to TDI at the following address:
   **Texas Department of Insurance**
   HMO Division, Mail Code 103-6A
   P.O. Box 149104
   Austin, TX 78714-9104

31. Within five business days, the network will send a letter confirming they received the appeal.

32. A list of network providers will be updated every three months, including:

   a. The names and addresses of network providers grouped by specialty. Treating doctors shall be identified and listed separately from specialists; and
   b. Providers who are authorized to assess maximum medical improvement and render impairment ratings shall be clearly identified.

33. To obtain a provider directory:

   a. You can request a copy from your employer, or
   b. You can view, print or email a list online at www.injurymanagement.com.