

La Joya Independent School District
Workers' Compensation 504 Provider Network

Chapter 504 of the Texas Labor Code allows political subdivisions to create their own Workers' Compensation Medical Care Program to provide care for employees that are injured on the job. On November 13, 2013 La Joya ISD Board of Directors approved a Workers Compensation 504 Provider Network Program for La Joya ISD. Effective January 1, 2014, employees with on-the-job injuries or illnesses must use a primary medical care provider/facility approved to provide medical care for employees injured on the job. The new program is designed to provide employees with quality, efficient and effective medical care for on-the-job injuries or illnesses.

To get their medical care paid for, employees must use an approved primary medical care provider/facility. Employees that fail to do so, aside from an emergency situation, will be financially responsible for their own medical care. It is very important all employees understand the requirements of this program so they don't find themselves in a situation where their medical bills are not covered.

The information in this packet will help you receive the care you need under the LA JOYA ISD Workers Compensation 504 Provider Network Program.

What to do if you are injured on the job

Employees have an obligation to immediately report their on-the-job injury or illness to their supervisor. The Workers Compensation 504 Provider Network Program plan does not change LA JOYA ISD's reporting requirements for an on the job injury. You will be required to provide the same information that is currently gathered. For every on the job injury that is reported and if medical care is required, the injured employee will be required to select a provider that is listed on the Workers Compensation 504 Provider Network Program. Your selection will become part of your claim file. Once you've provided the Supervisor Injury Report, and selected the primary medical care provider/facility, you will receive an Authorization for Treatment form authorizing you to seek medical care under the La Joya ISD Workers Compensation 504 Provider Network Program. This form will require your signature.

How to locate an approved primary medical care provider within the La Joya ISD Workers Compensation 504 Provider Network Program.

To locate an approved primary medical care provider/facility in the Workers Compensation 504 Provider Network Program, please contact the Risk Management Department at (956)323-2145.

You may also access the list of primary medical care provider/facility in the La Joya ISD Risk Management Department website. www.lajoyaisd.com/dept/adminfin/riskmana/index.php

What to do if you need emergency care or after hours care

In case of an emergency, in or out of the program service area, call 911 or go to the nearest emergency treatment facility.

If you need non-emergency care after hours, consult the list of approved primary medical care provider providers for a location that has extended hours.

How to obtain a referral to a medical specialist

All medical services, other than by a primary medical emergency care, must be provided care provider/facility that has been approved under this program. If a specialist's care is required, you will receive notice of a specialty referral from the primary care provider overseeing your care.

What to do if you live outside the La Joya ISD Workers Compensation 504 Provider Network Program

The Workers Compensation 504 Provider Network Program provides access to primary medical care providers located within a reasonable distance from where you work. If you believe you live outside the La Joya ISD Workers

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Compensation 504 Provider Network Program service area, you may notify the La Joya ISD Risk Management Department and request a review of your circumstances.

How to change your primary medical care provider facility

If you are not satisfied with your initial choice of provider, you have the right to select an alternate primary medical care provider/facility or elect to receive your medical care at an alternate approved primary medical care provider/facility.

If you want to change your primary care provider, you must contact the La Joya ISD Risk Management Department @ (956)323-2145. Your alternate choice must be an approved primary care provider/facility under the LA JOYA ISD Workers Compensation 504 Provider Network Program. You will be held responsible for those medical services received if your alternate choice of provider is not an approved primary care provider/facility.

Who to contact if you have a complaint concerning the Workers Compensation 504 Provider Network Program

If you have a complaint about the La Joya ISD Workers Compensation 504 Provider Network Program, you must file it with the La Joya ISD Risk Management Department. The complaint can be provided in writing or by telephone.

To file a complaint, contact the:

La Joya ISD Risk Management Department
200 W. Expressway 83
La Joya, TX. 78560
Phone# (956)323- 2145
Fax# (956)323-2149

The complaint should include your name, address and telephone number and the reason for the complaint. If your complaint is still not resolved, you may contact the Division of Workers Compensation with the Texas Department of Insurance (TDI) to file a complaint.

Division of Workers Compensation
Weslaco Field Office
1108 W. Pike Blvd.
Weslaco, TX. 78596
Phone# 956-447-4416

You may also obtain a complaint form from TDI at:

Texas Department of Insurance
P.O. Box 149104
Austin, Texas 78714-9104
1-800-252-3439
<http://www.tdi.state.tx.us/consumer/complfrm.html>