

# **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](mailto: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	27. Galveston	53. McLennan
2. Austin	28. Garza	54. Medina
3. Bandera	29. Gonzales	55. Milam
4. Bastrop	30. Grayson	56. Montgomery
5. Bell	31. Grimes	57. Navarro
6. Bexar	32. Guadalupe	58. Parker
7. Blanco	33. Hale	59. Rains
8. Brazoria	34. Harris	60. Robertson
9. Brazos	35. Hays	61. Rockwall
10. Burleson	36. Henderson	62. San Jacinto
11. Burnet	37. Hidalgo	63. Smith
12. Caldwell	38. Hill	64. Starr
13. Cameron	39. Hockley	65. Tarrant
14. Chambers	40. Hood	66. Terry
15. Collin	41. Hunt	67. Travis
16. Colorado	42. Jefferson	68. Van Zandt
17. Comal	43. Johnson	69. Walker
18. Crosby	44. Karnes	70. Waller
19. Dallas	45. Kaufman	71. Washington
20. Denton	46. Kendall	72. Wharton
21. El Paso	47. Lamb	73. Williamson
22. Ellis	48. Lee	74. Wilson
23. Falls	49. Liberty	75. Wise
24. Fayette	50. Limestone	76. Wood
25. Floyd	51. Lubbock	
26. Fort Bend	52. Lynn	

4. A map of the service area with the above counties can also be viewed on the IMO website at [www.injurymanagement.com](http://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 regards 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:*

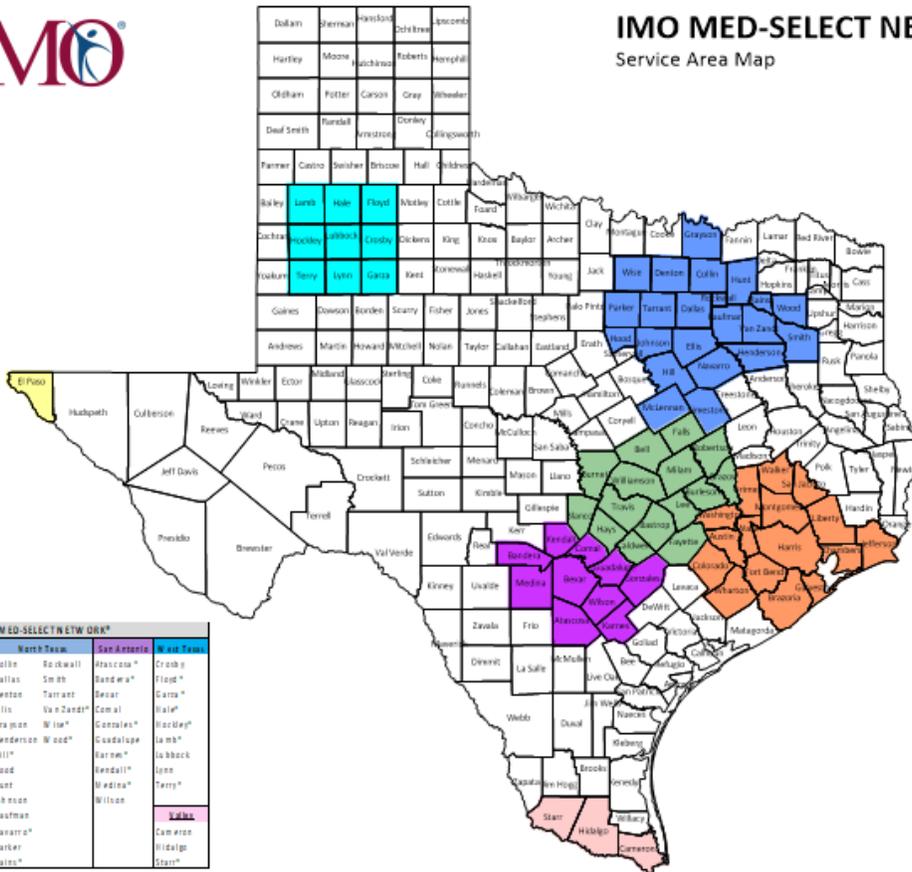
- a. The TDI website at [www.tdi.state.tx.us](http://www.tdi.state.tx.us), or
- b. Write to TDI at the following address:  
**Texas Department of Insurance**

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](http://www.injurymanagement.com).



# IMO MED-SELECT NETWORK® Service Area Map



IMO MED-SELECT NETWORK				
Austin	Houston	North Texas	San Antonio	West Texas
Bailey	Harris*	Collin	Rockwall	Houston*
Bell	Brazoria	Dallas	Smith	Bandera*
Blinn*	Chambers	Denton	Tarrant	Comal*
Burleson*	Colorado*	Ellis	Van Zandt*	Hill*
Burnet*	Fort Bend	Drewes	W. Lee*	Comal*
Caldwell	Galveston	Henderson	Wood*	Guadalupe
Fayette*	Harris	Hill*		Brewster*
Hays	Liberty	Hood	Randall*	Imperial*
Lee*	Montgomery	Hunt	Medina*	Terry*
Texas	San Jacinto*	Johnson	Wilson	
Williamson*	Waller	Houston		
Washington*	Washington*	Houston*		
El Paso	Wharton*	Parker		
El Paso	Bain*			