

Workers' Compensation Health Care Network - Employer Welcome Packet

Dear Wrapbook Team,

Welcome! EK Health Services, Inc. has chosen Prime Health Services Inc. as its Texas Health Care Network (HCN) for Wrapbook clients in the state of Texas. This packet includes important information to assist you and your employees as you begin accessing our network for your workers' compensation health care needs. This Employer Welcome Packet includes the following items:

- ***Employee Notice of Network Requirements*** (9 pages)
- ***Acknowledgement Form***
- ***First Report of Injury/Incident Report***
- ***Delivery/Acknowledgement Log***

The list above identifies the actions for which you, as the employer, are responsible. Please ensure that you do all of the following:

Initial Steps for Employers:

- Distribute the 9-page ***Employee Notice of Network Requirements*** (the "Notice") to current employees in English, Spanish or any other language common to your employees. If you need it in another language, call 888-512-5454 or it may be available at www.primehealthservices.com.
- Post the Notice at each business location (for example, near OSHA or minimum wage postings) or if unable to post, keep it with your production paperwork.
- Be sure to give the Notice to new employees within three (3) days of hire.
- *Signature Requirement*** After you supply a written copy of the Notice or a way to access a written copy (such as an email attachment), ask employees to sign (or electronically sign) the ***Acknowledgment Form*** found on page 9 of the Notice to show they received the information.
- Establish a standard process for delivering the Notice to employees and document the following:
 - **Employee name** and **Date of Delivery**;
 - **Location of Delivery** – (*delivered to their home or work address*);
 - **Delivery Method** – (*as part of a "new hire" packet, at a staff or safety meeting, email, etc.*)

Note: According to the Texas Department of Insurance, if you fail to establish a process that documents the above four items, it creates the presumption that your employees did not receive

the Notice. To assist you, we have attached a sample *Delivery/Acknowledgement Log* that you can use, or you may use any other documentation method that meets the above requirements.

- Retain your employees signed Acknowledgment Forms and please DO NOT return them to EK Health Services, Inc. unless we specifically request a copy at the time of injury. An employee who refuses to sign the form remains subject to the network requirements. Simply document the employee's refusal in their personnel file, and try to have a witness available.

An injured employee may be allowed to seek care from a non-network treating doctor if you fail to provide a Notice and obtain a signed Acknowledgment Form within the required timeframe.

If an Employee is Injured on the Job:

After an employee is injured on the job, please ensure that you take the following actions:

- Whenever possible, assist the injured employee by arranging or providing their transportation to a network provider, or if necessary, to the nearest emergency facility.
- Within 24 hours of the injury, complete the first report of injury/incident report. You can access the report form online at <https://www.ekhealth.com/hcn-forms/wrapbook/>, which has instructions for submitting the form via email or fax, or you can call us at 1-888-512-5454.
- Inform employees of the availability of the network and re-distribute the 9 page Employee Notice packet. Assist the employee in locating a network treating doctor. Our provider listing is available through our website <https://intelleserver.com/wrapbook/> or by calling us at 1-888-512-5454 for assistance in locating available providers in your area.
- Upon being injured, the employee must sign another Acknowledgment Form (page 9 of their Notice packet), which is available at <https://www.ekhealth.com/hcn-forms/wrapbook/>

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- * Remember to visit our website at <https://www.ekhealth.com/hcn-forms/wrapbook/> where you can view our updates and regulations from the Texas Department of Insurance and download copies of the necessary forms mentioned in this packet, including the following:
- a copy of this *Employer Welcome Packet*
 - the *Employee Notice of Network Requirements* (the "Notice")
 - a copy of the *Employee Acknowledgement Form* (also found on page 9 of the Notice)
 - a sample *Delivery/Acknowledgement Log* (for tracking acknowledgements)