



## EMPLOYER TOOLKIT

# PRIME HEALTH SERVICES TEXAS HEALTH CARE NETWORK (HCN)

Benchmark Administrators is teaming up with Prime Health Services to offer policyholders access to the Texas Health Care Network.

Find out more about the Texas HCN process and what it means for you and your employees.

At Trean, we prioritize the safety of your employees and the financial stability of your operations. While workplace injuries can occur, Benchmark Administrators remains dedicated to providing superior claims handling when you and your employees need it most. That's why we have partnered with Prime Health Services to ensure quality medical care for injured employees, focusing on facilitating a prompt and safe return to work. As an employer, discover the benefits of enrolling in the Prime Texas HCN, get answers to commonly asked questions, helpful resources, and more.

### **What is Texas HCN?**

In 2005, the Texas Department of Insurance (TDI) introduced the Texas HCN with a purpose of helping employers better control the rising cost of claims. This legislation focused on certifying networks of healthcare providers dedicated to facilitating the return-to-work process, adhering to treatment guidelines, and providing timely care to injured workers.

### **Who is Prime Health Services?**

Prime Health Services is the certified workers' compensation network contracted with our family of insurance companies, Benchmark and American Liberty. If you choose to enroll in the network, Prime Health Services will manage your employees' healthcare in the event of a work-related injury. Certified in 250 of the 254 counties in Texas, Prime Health Services proudly provides access to over 21,000 healthcare providers statewide.

### **Do employers need to enroll in the HCN?**

Enrollment is required to participate in the HCN. Any employer located within Prime's service area may enroll in the Texas HCN. Upon enrollment, employers gain access to network discounts and guidance for care within the HCN, connecting you with quality medical providers. These are some of the benefits employers will experience when enrolled in the HCN:

- ✓ Prompt access to quality medical care can enhance workforce productivity by prioritizing customized injury treatment plans, resulting in a quick return to work for the injured employees.
- ✓ Enhanced communication with treating providers for improved collaboration among all parties.

For more information or to enroll in the Prime Health Services Texas HCN, please contact your local [underwriter](#).

## HCN process and employer responsibilities

As an employer enrolling in the Prime Texas HCN, you are **required** to fulfill the following responsibilities and communicate the network requirements to your employees through the steps outlined below.

- ✓ Distribute information packets on how to receive healthcare services through compensation insurance.
- ✓ Display information at each business location.
- ✓ Provide packets to new hires within three days.
- ✓ Obtain signed acknowledgments from employees.
- ✓ Establish a standard process for packet delivery or use an acknowledgment form log.

For more information about Prime Texas HCN, please contact your [underwriter](#).

## Helpful resources for employers and employees



### Employer Welcome Packet

This packet includes important information to assist you and your employees as you begin accessing Prime’s network for your workers’ compensation healthcare needs.

[Employer Welcome Packet](#)



### Employee Notice Packet

This packet outlines instructions to ensure employees are given the important information in advance that will help them seek the proper treatment for a work-related injury.

[Employee Notice of Requirements \(English\)](#)

[Employee Notice of Requirements \(Spanish\)](#)



### Employee Acknowledgement

Record the delivery of the notice of network requirements to employees and their signatures of the network acknowledgment form in this log.

[Employee Acknowledgement Form](#)

[Notice Acknowledgement Log](#)



### Prime HCN Resources, Forms, and more...

For more information including, coverage map and downloadable forms, visit:

[Prime Health Certified Networks Website](#)

Download the information guide for additional resources including an implementation checklist.

[Texas HCN Information Guide](#)



### Texas Department of Insurance Resources

Employee Resources:

[Workers' compensation health care networks](#)

[Injured Employee Resources](#)

Employer Resources:

[Workers' Compensation Employer Resources](#)



### Provider Search

To locate an in-network treating provider by location and specialty, please visit:

[Prime Health Services Provider Search](#)



### Employee Toolkit

Share this [toolkit](#) with your employees for quick access to Texas HCN resources, contacts, and more.



### Have questions or ready to enroll?

To learn more or enroll, contact your [underwriter](#). For claims support, please visit the Benchmark Administrators [website](#) or contact our claims professionals by phone at **(800)-362-5198**.