

TMD Workers' Compensation Coordinator

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Backup

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Additional Information

- SORM will complete an investigation and make a claim decision (accept or deny).
- If a medical provider sends you a bill after your claim has been submitted, contact SORM right away.
- All changes in your medical status and ability to work should be reported immediately to SORM.
- Provide your claim number for all services as part of your claim. This will help guide the billing appropriately.

OUTSIDE RESOURCES

Please select the appropriate contact .

NOTE: TMD-specific questions should be directed to your chain of command or the TMD Workers' Compensation Coordinator.

State Office of Risk Management (SORM)

Specific Claim Questions

Phone: 512-475-1440
Fax: 512-370-9025

Billing Information

PO Box 13777
Austin, TX 78703-3777

Prescription Coverage—*MyMatrixx*

(Call for prescription pre-authorization)

Phone: 877-804-4900

Office of Injured Employee Counsel

(contact for claim denials)

Phone: 866-393-6432
Email: oiectinbox@oiec.texas.gov

Texas Department of Insurance (TDI)

Medical Bill Dispute Resolution

Phone: 800-252-7031, Option 3
Email: mdrinquiry@tdi.texas.gov



TMD

State of Texas Workers' Compensation Guidance

State Active Duty



Coverage

This guidance is intended for **State Active Duty** members who sustain an occupational injury or illness as part of authorized training or duty.

Texas Labor Code 501.001 (5)(D)

After an Occupational Injury or Illness

1. Report the injury/illness to your chain of command **within 24 hours** or as soon as possible.
2. All required forms should be completed and submitted to the State Workers' Compensation Coordinator **within 5 days**.
3. Any potential witness should complete a witness statement.

NOTE: *Delayed reporting or incomplete forms may result in denial or delayed benefits including payment of medical bills.*

Benefits

State Office of Risk Management (SORM) is the insurance carrier for all State workers' compensation claims.

Benefits may include:

- payment of reasonable and necessary medical treatment
- payments toward lost wages as a result of a compensable injury while on SAD orders
- Death and burial benefits

Medical Treatment

Emergencies—If you need emergency medical treatment, **please do not wait**. Get to an emergency provider as quickly as possible. All *follow-up* and *non-emergency care* require treatment within the workers' compensation network. If you are unable to find a network provider in your area, reach out to SORM.

NOTE: Prescriptions require you or the medical provider to contact MyMatrixx before you pick up your prescriptions.

Time Away from Work

If your claim is accepted, you may receive Temporary Income Benefits (TIBS) for lost wages. Talk to your SORM adjuster about this benefit.

NOTE: *Civilian wages are used to calculate your TIBS amount.*

Death and Burial Benefits

Death and burial benefits may be available to your surviving dependents. Inquire with your TMD Workers' Compensation Coordinator.

Required Forms

SAD Member

- SORM-29—Employee's Report of Injury
- SORM-16—Authorization of Release of Information
- CareWorks Acknowledgment Form
- Copy of orders for the date of injury you are reporting

Supervisor

- DWC1s—Employer's Report of Injury
- SORM 703—Investigation Report

Witness

- SORM-74—Witness Statement

Where To Find Forms

- TMD Public Website (Forms Section)
- Rise Resource (TMD Public Site)
- TMD Workers' Compensation Coordinator

Finding a Medical Provider

Go to www.careworks.com

After you select Find A Provider, use "Careworks TX HCN" to locate the providers closest to your location.

OR

Ph: [1-800-580-1314](tel:1-800-580-1314)