

## 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 questions or guidance)*

Phone: 877-804-4900

### Office of Injured Employee Counsel

*(contact for claim denials)*

Phone: 866-393-6432

Email: oiecinbox@oiec.texas.gov

### Texas Department of Insurance (TDI)

#### Medical Bill Dispute Resolution

Phone: 800-252-7031, Option 3

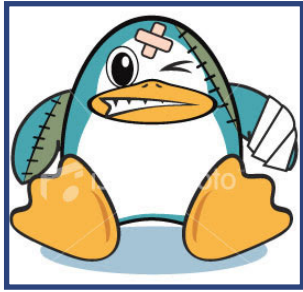
Email: mdrinquiry@tdi.texas.gov



# TMD

## State of Texas Workers' Compensation Guidance

## State Employees



## Coverage

This guidance is intended for **all State of Texas employees** who sustain an occupational injury or illness within course and scope of employment.

## 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 4 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

### 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, contact the CareWorks network.

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

### Time Away from Work

If you lose wages from regular or part-time work as a result of a compensable injury, you may receive Temporary Income Benefits (TIBS). Talk to your SORM adjuster about this benefit.

## Required Forms

### Injured Employee

- SORM-29—Employee's Report of Injury
- SORM-16—Authorization of Release of Information
- SORM-80—Leave Election Form
- CareWorks Acknowledgement Form

### 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)
- TMD Workers' Compensation Coordinator
- RISE Resource on TMD Public Site

## Finding a Medical Provider

Go to [www.careworks.com](http://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)