

STATE ACTIVE DUTY WORKERS' COMPENSATION FAQ

1. Why should I submit a claim if I know it will be denied?

The system does not guarantee acceptance of a workers' compensation claim. Texas law does state you must show a causal connection between your injury/occupational illness and a mission-related duty. Forms that successfully make the connection are almost always accepted unless other factors exist.

2. Can I be kicked off duty for submitting a workers' compensation claim?

Texas law says an injured person cannot be dismissed for reporting/treating for an injury or occupational illness; however, you can be disciplined for not following safety procedures. The disciplinary action depends on the violation.

3. What are the benefits of submitting a workers' compensation claim?

Texas Workers' Compensation Act allows for coverage of related medical bills including but not limited to office/ER visits, prescription medications, therapeutic care visits, surgeries, and more. It also includes provisions for wage replacement for loss of wages from full/part time employment.

4. What should I do if the hospital or urgent care ask for my insurance card?

You shouldn't give them your personal insurance information for a workers' compensation claim. This causes confusion with billing and it's likely you'll get the full bill for services. If a medical provider pursues payment before the decision on a claim happens, they can be in trouble. While no payments are guaranteed, you should provide SORM's billing information – SORM, PO BOX 13777, Austin TX 78711-3777. **Main #:** (512) 475-1440, **Fax #:** (512) 370-9025, **Toll-Free:** (877) 445-0006

5. When will I get paid for submitting a workers' compensation claim?

You do not get "paid" for submitting a workers' compensation claim. If you qualify, you may receive wage replacement benefits.

6. Am I required to tell my supervisor what happens after medical treatment?

Yes. The medical provider is required to give you a work status report. You should share that form with the person responsible for determining if you can safely resume your duties. If you are obtaining treatment at the ER, you may not receive the work status form. Provide whatever information you can to show that you are clear to return, have some limitations, or need off-duty time to heal.

NOTE: Please remember to send a copy to the TMD Workers' Compensation Coordinator.

7. How do I submit a claim?

It's simple – complete the forms and return them to the Workers' Compensation Coordinator. Make sure you are following your chain of command when submitting all documents.

8. How do I find a workers' comp network doctor?

Go to the Careworks website, www.careworks.com, or call them at 1-800-580-1314. Most occupational clinics are in the network (such as Texas Med Clinic, Nova, and Med Spring). If you need prescription medication or pre-authorization, please make sure you are following the workers' comp process to avoid delays.

9. What if I don't know when or how I was injured but I know it happened on duty?

Texas law requires you to include a specific date, time, and location of the potential injury or occupational illness. Claims that state "I don't know when or how I was injured" or "It happened on duty sometime" are most often denied.

10. Is long-term treatment available for an injury or occupational illness?

It is possible to continue treating for an injury after the medical professional has released you to full duty (no limitations). Call SORM and speak with your assigned adjuster.

NOTE: Your treating doctor (or nurse practitioner/specialist) will need to provide medical documentation to support additional medical treatment for the injury.