



TEXAS DEPARTMENT OF INSURANCE

Division of Workers' Compensation

7551 Metro Center Drive, Suite 100, Austin, Texas 78744-1645

(512) 804-4000 | F: (512) 804-4001 | (800) 252-7031 | TDI.texas.gov | @TexasDWC

To: Texas Workers' Compensation System Participants

From: Cassie Brown, Commissioner of Workers' Compensation

Date: March 24, 2020

RE: COVID-19: Division of Workers' Compensation Operations

The Division of Workers' Compensation (DWC) is monitoring the latest developments on COVID-19 and the recommended social distancing measures as we consider the potential impact it may have on the delivery of benefits in the Texas workers' compensation system.

Your continued prompt actions and timely operations contribute to the success of the Texas workers' compensation system during the state's response to COVID-19. We appreciate the vital role you play in the system and wanted to keep you informed on agency developments. At this time, it is critical that injured employees continue to receive timely benefits, and health care providers continue to be timely paid for their services.

The majority of DWC staff are working remotely, and we continue to provide essential services, answer your questions, and work through issues as they develop. Please do not hesitate to contact us with any questions you may have.

We will be providing additional guidance to system participants in the form of a bulletin. In addition, today we are announcing these additional steps regarding operations:

Austin Metro Lobby Hours and Austin Representative Boxes

Effective Thursday, March 26, the hours of operation for the Austin Metro lobby and the carrier boxes will be 8 a.m. to noon. Many of you have asked if we can provide carrier box documents electronically, and we will have further guidance on this soon.

Benefit Review Conferences and Contested Case Hearings

As a reminder, BRCs are currently being held by telephone. CCHs will resume on Monday, March 30, and will also be conducted by telephone. Until further notice, parties may file and exchange documents electronically, including with injured employees who have email addresses or fax numbers and agree to receive these documents electronically. DWC encourages parties to use fax or encrypted email and ensure that injured employees can

access exchange documents sent electronically. Parties to CCHs must also send a copy of their exhibits to DWC and the other parties at least three working days before the CCH. You may send your exhibits to DWC in one of the following ways:

1. **Email** your exhibits to CCH_Exhibits@tdi.texas.gov.
2. **Fax** your exhibits to 512-804-4011. Sometimes, faxes over 40 pages long can be interrupted. You should break your fax into sections and place a cover page on each section. Identify the claim number and which section you are faxing (for example, Section 1 of 4, Section 2 of 4, and so on).
3. **SFTP**—if you have an account with DWC, you can upload your exhibits by SFTP.

All of us are working in a continually changing environment. We will provide frequent updates with new information when necessary.

Please refer to the [DWC COVID-19 resource page](#), sign up for our [Gov Delivery email service](#), and follow us on social media for periodic updates.

For additional information please use the following contact information:

Health care providers:

compconnection@tdi.texas.gov

800-252-7031, Option 3

Employers:

healthsafety@tdi.texas.gov

800-687-7080

512-804-4600, in Austin

Hearings:

512-804-4010

Media inquiries:

DWCCommunications@tdi.texas.gov

Injured employees:

800-252-7031, Option 1

Texas Workers' Compensation System Participants

March 24, 2020

Page 3

To report a safety or health hazard:

800-452-9595

safetyhotline@tdi.texas.gov

All other inquiries:

DWCEXternalRelations@tdi.texas.gov