



TEXAS DEPARTMENT OF INSURANCE

Division of Workers' Compensation

7551 Metro Center Drive, Suite 100, Austin, Texas 78744-1645
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To: System participants

From: Cassie Brown, Commissioner of Workers' Compensation

Date: March 13, 2020

RE: Division of Workers' Compensation Precautionary Measures for COVID-19

The Division of Workers' Compensation (DWC) is committed to ensuring a fully operational system with excellent customer service, while taking necessary precautions to promote a safe environment for all system participants.

DWC continues to monitor the latest developments on COVID-19 and created a webpage with information for stakeholders in the Texas workers' compensation system. Please refer to the [DWC COVID-19 resource page](#) for periodic updates.

DWC is taking the following steps regarding operations:

Benefit Review Conferences

As of Monday, March 16, 2020, DWC will hold Benefit Review Conferences by telephone. DWC staff will contact parties to provide details.

Contested Case Hearings

Contested Case Hearings (CCH) scheduled for March 16-27, 2020, will be rescheduled. Beginning March 30, 2020, CCHs will resume and be conducted by telephone.

Parties should send exhibits they will offer into evidence to DWC and other parties at least three business days prior to the scheduled CCH. DWC encourages parties to use encrypted email or fax when exchanging evidence.

Designated Doctors

Scheduling

Designated doctors should inform DWC if they decline an appointment offer as a precautionary measure related to COVID-19.

Injured Employees

To reschedule a designated doctor exam, contact the designated doctor listed on the appointment notice.

Testing

DWC's designated doctor and MMI/IR certification testing vendor, PSI, has instituted enhanced procedures and test center closures in certain areas. Please visit the [PSI website](#) to find out more.

Telemedicine

Injured employees may receive telemedicine and telehealth services in the Texas workers' compensation system regardless of geographic location. To learn more, visit the [TDI website](#).

Carriers

Austin Representative Boxes

The carrier boxes at the Austin Metro office remain in use. Safety precautions, including disinfectant and strict use of the glass barrier, will be utilized.

First Report of Injury

When reporting a claim, DWC requests that carriers clearly specify if a claim involves COVID-19. This can be done in the incident description field on the first report of injury. This will help DWC monitor the impact of this event.

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

To report a safety or health hazard:

800-452-9595

safetyhotline@tdi.texas.gov

All other inquiries:

DWCEXternalRelations@tdi.texas.gov