



Texas Department of Insurance

Division of Workers' Compensation

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Memorandum

To: Insurance Carriers

From: Patricia J. Gilbert, Executive Deputy Commissioner for Operations

Date: February 6, 2012

Subject: Second Request to Submit Updated Insurance Carrier Representative Authorization Information to the TDI-DWC

This is the second request from the Texas Department of Insurance, Division of Workers' Compensation (TDI-DWC) to insurance carriers to provide updated information regarding their representatives' box maintained at the TDI-DWC Central Office, 7551 Metro Center Drive, Suite 100 in Austin. This information is necessary to further enhance the security of confidential claim information.

If you have not already responded to the request, insurance carriers must submit the revised DWC Form-027, Designation of Insurance Carrier's Austin Representative to the TDI-DWC by 5 p.m. on Friday, February 10, 2012. After this date, failure to submit the forms may result in the inability of insurance carriers' Austin representatives or the representatives' designees to retrieve information from the representative's box at the TDI-DWC Mail Services transaction window. Individuals receiving confidential claim information at the transaction window must be authorized by the Austin representative and willing to provide identification to TDI-DWC staff in order to verify that authorization. The form is available for download from the TDI website at <http://www.tdi.texas.gov/forms/form20.html>.

Please note that pursuant to 28 Texas Administrative Code §156.1, this reporting requirement applies to all insurance carriers, including those insurance carriers no longer writing new policies in Texas and previously certified self-insured employers who are now non-subscribers. Insurance carriers are responsible for any failure to take required, timely action on notices, letters or other correspondence received from the TDI-DWC.

Questions regarding this memo or the DWC Form-027 may be directed to Marcia Medina at 512-804-4147 or Marcia.Medina@tdi.state.tx.us.