



## Texas Department of Insurance

### Division of Workers' Compensation

7551 Metro Center Drive, Suite 100 • Austin, Texas 78744-1645  
512-804-4000 telephone • 512-804-4001 fax

## Memorandum

**To:** Insurance Carriers and Insurance Carriers' Austin Representatives  
**From:** Patricia J. Gilbert, Executive Deputy Commissioner for Operations  
**Date:** December 6, 2011  
**Subject:** Request for Updated Insurance Carrier Representative Authorization Information

The Texas Department of Insurance, Division of Workers' Compensation (TDI-DWC) is requesting insurance carriers and insurance carriers' Austin representatives provide updated information regarding their representatives' box maintained at the TDI-DWC main office at Metro Center in Austin. This information is necessary to further enhance the security of confidential information.

**Insurance carriers and their Austin representatives must submit the revised DWC Form-027, *Designation of Insurance Carrier's Austin Representative*, and the new DWC Form-030, *Austin Representative's Authorized Designees*, to the TDI-DWC by 5 p.m. on Tuesday, December 20, 2011.** 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 transaction window. Individuals receiving confidential claim information at the transaction window must be authorized by the Austin representative and must be willing to provide identification to TDI-DWC staff in order to verify that authorization. The two forms are 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 who are 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, DWC Form-027, or DWC Form-030 may be directed to Marcia Medina at 512-804-4147 or [Marcia.Medina@tdi.state.tx.us](mailto:Marcia.Medina@tdi.state.tx.us).