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To: Texas Workers' Compensation System Participants

From: Tammy Campion, Deputy Commissioner for Business Process

Date: March 13, 2025

Subject: Changes to hearing notices, orders, and other correspondence

Effective March 7, 2025, the Texas Department of Insurance, Division of Workers' Compensation (DWC) updated attorney fee orders to modernize correspondence from our legacy system and improve our automated processes.

The changes include:

- Plain language updates and other minor editorial changes for clarity.
- Updates to font type and size to 12-point Segoe for readability.
- Standard injured employee identifying information on the first page of each order to align with our other modernized correspondence.
- Spanish versions for injured employees and beneficiaries.

Similar improvements to DWC's remaining legacy correspondence are in process and will be completed this summer. These changes include Appeals Panel letters, medical fee dispute resolution letters, minor updates to hearing set notices, and automation of letters that are currently created manually.

For questions or other information, contact Hugo Salazar at (512) 804-4581.