



TEXAS DEPARTMENT OF INSURANCE

Division of Workers' Compensation

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To: Insurance Carrier Austin Representatives

From: Joseph McElrath, Deputy Commissioner for Business Process

Date: August 24, 2020

RE: TXCOMP System Unavailable

The Texas Department of Insurance, Division of Workers' Compensation (DWC) TXCOMP system will be unavailable from Wednesday, August 26, 2020, at 10 p.m. through Monday, August 31, 2020, at 6 a.m. for system maintenance.

During this time, you will not be able to use TXCOMP to:

- report a work-related injury using the web-enabled form;
- locate an insurance carrier's contact information;
- access health care provider or designated doctor agent accounts;
- verify a designated doctor's certification to certify maximum medical improvement (MMI) and assign impairment ratings (IR); and
- file DWC Form-005, *Employer Notice of No Coverage or Termination of Coverage* or DWC Form-020SI, *Self-Insured Governmental Entity Coverage Information* online.

The DWC online Attorney Fee Processing System at Texas.gov will be available.

System participants can use the following temporary link to verify an employer's workers' compensation coverage: [Employer Workers' Compensation Coverage Verification](#).

If you have any questions, contact TXCOMP help line at 888-489-2667 or email TXCompHelp@tdi.texas.gov.

Insurance carrier representative electronic boxes will still be available, including document receipt services.

DWC will still deliver outgoing correspondence, but volume will be reduced during this time.

If you have any questions, email eFiling-Help@tdi.texas.gov.