

[Recommended: Insert letterhead here]

Notice of First Payment of Income Benefits on an Acquired Claim

Date: [Date]

To: [Name of injured employee]
[Address]
[City, state, ZIP]

Re: Date of injury: [Date of injury]
Nature of injury: [Nature of injury]
Part of body injured: [Part of body injured]
DWC claim #: [DWC claim #]
Insurance carrier name/TPA name: [Insurance carrier name/TPA name]
Insurance carrier claim #: [Insurance carrier claim #]
Employer name: [Employer name]
Employer address, city, state, ZIP: [Employer address, city, state, ZIP]

We, [Name of insurance carrier], have changed your claim administrator from [Name of Former Claim Administrator] to [Name of Claim Administrator] and have issued our first workers' compensation benefit check.

- Your payment will be [\$\$\$] each week.
- The first payment covers [First day of period] to [Last day of period].
- If you haven't already gotten your first check from us, you should get it soon.
- If you get these payments for eight weeks or more, you can ask us to set up direct deposit into your bank account. You also can ask for payments once a month instead of every week.

[Insurance carrier comments]

Find out if you can return to work.

Your employer might have work that your doctor allows. Contact your employer to find out if there is work you can do.

You should contact me, the adjuster, if:

- You start earning money from any work, including a new job.
- You are offered a job for any amount of money.
- The amount of money you get from your job changes.

Contact me if you: (1) have questions, (2) need to give more facts about your claim, or (3) disagree with any of this information.

Adjuster's name: _____

Phone (toll-free): _____

Fax / email: _____

If you would like to get letters by fax or email, send your fax number or email address to me.

If we are not able to resolve an issue after you contact me:

Call the Texas Department of Insurance, Division of Workers' Compensation at 1-800-252-7031, Monday to Friday, 8 a.m. to 5 p.m. Central time.

You have the right to ask for a benefit review conference. If you ask for a conference, you will meet with: (1) someone from [Name of insurance carrier], and (2) a benefit review officer with the Texas Department of Insurance, Division of Workers' Compensation. To ask for a conference, fill out a "Request to Schedule, Reschedule, or Cancel a Benefit Review Conference" form (DWC045) - www.tdi.texas.gov/forms/dwc/dwc045brc.pdf.

If you don't have an attorney, the Office of Injured Employee Counsel can help you prepare for the conference. To learn more, go to www.OIEC.texas.gov or call 1-866-393-6432, ext. 44186, Monday to Friday, 8 a.m. to 5 p.m. Central time.

Making a false workers' compensation claim is a crime that may result in fines or going to prison.

We sent a copy of this notice to:

Instructions for the insurance carrier:

Notice of First Payment of Income Benefits on an Acquired Claim

(PLN-2B) 28 Texas Administrative Code (TAC) §124.2

This is the notification of first payment of income benefits from a new claim administrator who is responsible for the claim. You should only use this notice to report to the injured employee/representative the first payment on an acquired claim.

- Include the start and end dates for the period being paid.
- Include the income benefit rate.

Format requirements

- You must use font size of 12-point or larger (28 TAC §124.2(s)).

Format recommendations

Information sent to injured employees must be written in plain language. Along with clear writing, it is helpful to the reader when information is in a clean, easy-to-read format. Using easy-to-understand words and clean formatting might increase the length of your letter, but it also might greatly reduce customer service calls. Here are recommendations for formatting letters to injured employees:

- **Print only information that applies to the reader:** (1) Remove the section "Instructions to the insurance carrier," and (2) if this letter has more than one option, remove the option that doesn't apply to the injured employee.
- **Choose a clean font style:** Avoid highly stylized fonts. Fonts like Segoe, Verdana, and Times New Roman are known to be the easiest to read.
- **Avoid italics and underlines:** If you want to emphasize text, it's often better to use bold or a bigger font size.
- **Use sufficient and consistent spacing:** DWC suggests using 6 pts between paragraphs and bullets and 12 pts between sections.
- **Minimize abbreviations:** Abbreviations create confusion. But if using abbreviations, spell out the full name or phrase the first time you use it and put the abbreviation in parentheses after it.
- **Letterhead:** Use the insurance carrier's letterhead.

File the appropriate electronic data interchange transaction with DWC.

Do not send this notice to DWC.