

**ADVISORY NO. 352**  
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**TOPIC:       DDR EXAMINATION SCHEDULING PROCESS**

Pursuant to Advisory 2003-07, the TWCC has made several important changes to the Designated Doctor (DD) examination scheduling process. There are two primary changes that will affect the process governing DD exam scheduling and administration.

The first change is that the TWCC's Central office will now process DD examination scheduling requests on behalf of the Dallas, Fort Worth, Houston East, Houston West, San Antonio and Austin field offices. Any requests for a DD exam related to a claim that is being handled by these specific TWCC local field offices should be faxed to the TWCC Central Office. The fax number for these DD exam requests is (512) 933-9828. Completed TWCC-32 forms should be faxed to the Central Office, Attention: DD Exam.

The second change is that the TWCC has edited their TWCC-32 Designated Doctor Request form. Because carriers are now allowed early access to the designated doctor process, situations exist where the TWCC-32 may be the Commission's first notice of a claim. Consequently, a TWCC claim file may need to be created in order to process the request. To assist with the establishment of a new claim, blocks 1 and 1e on the TWCC-32 form have been modified to allow for the collection of the employee and employer addresses. Also, to assist with the providing of medical records from the treating doctor to the designated doctor, the treating doctor's license number will be requested in block 3a. Finally, the black shaded areas of page 2 have been removed in an attempt to diminish the use of toner in fax machines.

These changes to the DD exam process may speed up appointment settings. Please review the accompanying TWCC advisory for further clarification on these changes to the DD exam process. Also, please use the revised TWCC-32 form in the future for DD exam setting requests. And, please use the TWCC's Central Office for DD exams in claims that are handled by the TWCC's field offices located in Dallas, Fort Worth, Houston East, Houston West, San Antonio and Austin.

FO&L will continue to handle TWCC-32s and the Designated Doctor request process on behalf of our clients. We are happy to assist any client in managing this important part of claims administration. Please contact Trina DeCecco at (512) 435-2239 for more information about FO&L's DDR services, or for further information related to the attached TWCC Advisory.

FLAHIVE, OGDEN & LATSON