

ADVISORY NO. 361

###

TOPIC: TWCC WEBSITE CONTACT INFORMATION – RULE 124.2(n)

Pursuant to adopted Rule 124.2 (n), TWCC requires that each carrier provide contact information with respect to five topic areas. Each carrier must comply by providing information through its Austin Commission Representative to TWCC by November 1, 2003.

TWCC will publish the contact information on its website. The website will reference either phone number contacts or a URL address for the carrier's individually maintained website. Thus, there are two independent solutions for compliance. A carrier may simply provide phone numbers to TWCC, or may provide a website address and publish the phone numbers on the website.

TWCC requires that carriers provide contact information for five different areas of service:

1. Coverage Verification
2. Claims Adjustment
3. Medical Billing
4. Pharmacy Billing (if different from medical billing)
5. Preauthorization

The contact information for each service area shall include, at a minimum, the telephone number contact. In addition to the telephone number, the rule specifies a mailing address, fax number and email address, "as appropriate." Only the telephone number is mandatory. This may be enlarged to require a generic email address (eg: coverageverification@carrier-usa.com) for carrier coverage verification, but that has not yet been decided by TWCC. A carrier may have a single person point of contact for all service areas. In that event, the TWCC template will call for identifying this one number five different times.

TWCC will permit a single contact person to act as a gatekeeper for all other contacts. The gatekeeper contact person may provide the actual phone number of the organization responsible for addressing the specific inquiry. The phone number provided should not refer the customer a second time. One referral will be permitted, but not two.

In the alternative to a telephone contact, TWCC will permit a carrier to discharge its obligation by providing this information electronically over a web page. In that event, the carrier must provide a worldwide web URL address. Accessing the address should open the page that provides the contact information. The page should be simple and easy to navigate. It should not

FLAHIVE, OGDEN & LATSON

be obscured by other information unrelated to customer contact information. If the carrier has multiple points of contact depending upon insured and policy date, it would be permitted to provide a data inquiry field by employer and date of injury. Unless the inquiring customer has that basic information, they will never be able to access your web page to begin with.

TWCC does not require a specific format to be used by carriers in providing this information over a website. They do insist that it be easy to use by the customer. We recommend listing each service area and separately identify the number for each, even if some of these contacts are consolidated to a single number. If a website is maintained, the rule requires that the page contain the date of last update. All contact information must be updated within ten working days after the change is made.