



## ADVISORY NO. 506

### TOPIC: TDI AND DWC RESPONSES TO HURRICANE HARVEY

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Ryan Brannan, the Texas Commissioner of Workers' Compensation, has issued [Commissioner's Bulletin No. B-0020-17](#), which addresses workers' compensation issues concerning hurricane victims or evacuees. The bulletin notes that it supersedes any prior bulletin. An entire listing of TDI and DWC bulletins related to Hurricane Harvey can be found on the [TDI website](#).

The bulletin addresses the need for continuation of services to claimants residing in a county included in the Governor's disaster proclamation, the application of relaxed deadlines for all system participants who reside in the counties listed in the [Governor's disaster proclamations](#), and provides a reminder that special rules apply to claims made by first responders. The bulletin also provides key contact numbers for system participants to access.

The Commissioner's bulletin should be utilized in conjunction with the Division's [Hurricane Harvey Key Resource Page](#), which was posted on the Division's website earlier this week.

**Continuation of Services:** For the duration of the Governor's disaster proclamation, and with reference to claims involving workers' compensation claimants residing in a county included in the Governor's disaster proclamation insurance carriers must provide or continue to provide:

- Processing and delivery of benefit checks and necessary medical care, services, and supplies, including physical therapy, pharmaceutical benefits, and medical equipment,
- Waiver of penalties and restrictions related to necessary emergency and non-emergency health care provided out-of-network,
- Coverage of payment for necessary emergency and non-emergency health care services obtained out-of-network,

- Extended deadlines for medical examinations,
- Authorize payment to pharmacies for up to a ninety day supply of any prescription medication, subject to the remaining number of days authorized by the prescribing provider, for individuals regardless of the date upon which the prescription had most recently been filled, and
- Expedited change of address processing.

**Relaxed Deadlines:** For system participants who reside in the counties listed in the Governor's disaster proclamation, the Texas workers' compensation deadlines for the following procedures are tolled through the duration of the Governor's disaster proclamation:

- Workers' compensation claim notification and filing deadlines,
- Medical billing deadlines,
- Medical and income benefit payment deadlines,
- Electronic data reporting deadlines, and
- Medical and income benefit dispute deadlines.

**First Responder Priority and Liaison:** DWC also recognizes that first responders are currently on the front lines of this disaster, helping their fellow Texans. Political subdivisions should keep in mind that Section 504.055 of the Texas Labor Code states that both DWC and political subdivisions shall accelerate and give first priority to an injured first responder's claim for workers' compensation medical benefits if that first responder sustains a serious bodily injury in the course and scope of employment.

The Office of Injured Employee Counsel has a designated First Responder Liaison, Yolanda Garcia, who can be reached at 512-804-4173 or [FirstResponderHelp@oiec.texas.gov](mailto:FirstResponderHelp@oiec.texas.gov).

**Key contact numbers:**

- To reschedule a benefit review conference or a contested case hearing, call DWC's local field office or, if the office is not available, 1-800-252-7031.
- For questions related to workers' compensation health care networks, call 866-554-4926 or 512-676-6400, Option # 7 or contact [wcnet@tdi.state.tx.us](mailto:wcnet@tdi.state.tx.us).
- For other questions related to the disaster, call the Workers' Compensation Injured Employee Hotline at 1-800-252-7031.

An updated list of Division office closures can be found on the [Division's website](#) or by calling the DWC office closure hotline 512-804-4157.