# Health Care Network Transition

## CareWorks CompKey Plus Healthcare Network

* **Acknowledgement Form (PDF) |**[**English**](https://www.sorm.state.tx.us/wp-content/uploads/2020/01/CareWorks-Workers-Compensation-Network-Acknowledgement-English.pdf)**|** [**Spanish (Español)**](https://www.sorm.state.tx.us/wp-content/uploads/2020/01/CareWorks-Workers-Compensation-Network-Acknowledgement-Spanish.pdf)
* **Employee Network Notification Packet (PDF) |** [**English**](https://www.sorm.state.tx.us/wp-content/uploads/2020/01/Employee-Notice-of-Network-Requirements-English.pdf) **|** [**Spanish (Español)**](https://www.sorm.state.tx.us/wp-content/uploads/2020/01/Employee-Notice-of-Network-Requirements-Spanish.pdf)
* [**Network Service Area Map (PDF)**](https://www.sorm.state.tx.us/wp-content/uploads/2020/01/CompKey-Plus-TX-HCN-Network-Area.pdf)
* [**Network Certified Texas Counties List (PDF)**](https://www.sorm.state.tx.us/wp-content/uploads/2020/01/CompKey-Plus-TX-HCN-Certified-Counties-List.pdf)

[CareWorks CompKey Plus HCN Provider Search](https://goperspecta.com/VPD/careworkstxhcn/public/ProviderSearch/Main)

## Introduction to the CareWorks CompKey Plus HCN

The 79th legislature passed HB 7 that enacted Texas Insurance Code Chapter 1305. Chapter 1305 authorized the establishment of workers’ compensation health care networks for the provision of workers’ compensation medical benefits.

The State Office of Risk Management has contracted with the CareWorks CompKey Plus HCN to assist employees in the selection of network providers while obtaining prompt and appropriate medical treatment.

Except for emergency care, employees who live within the CareWorks CompKey Plus Network coverage area will be required to obtain medical care from a network provider in order to receive workers’ compensation benefits.

We understand you may have questions regarding this transition and have prepared the following resources as educational tools on this page.

## What *Employers* Need to Know

All new injuries that fall within the CareWorks CompKey Plus TX Health Care Network coverage area are required to treat within the network.

SORM and CareWorks are making every effort to ensure the transition is as seamless as possible. Each agency must continue to designate a Health Care Network contact and enter the person’s information into the online Risk Management Information System (RMIS). This individual will continue to receive periodic updates, as well as e-mails and educational material regarding the network. Please pay special note to the HCN Employer Network Information Packet available in PDF on this page.

## What *Employees* Need to Know

How does the network benefit me as an employee? SORM has contracted with the CareWorks CompKey Plus HCN to provide state employees, who live in network service areas, the opportunity for improved quality of care and help in returning to work as soon as medically appropriate.

Additional resources can be found below. Please pay special note to the Employee Network Notification Packet available in PDF on this page with required documents for review and signature when appropriate.

## In-Network vs. Out-of-Network

Based on the employee’s county of residence, an employee is considered “in-network” or “out-of-network.” If an employee is accessing the IMO Med-Select Network® prior to February 1, 2020 he or she may or may not be in the CareWorks CompKey Plus HCN due to the specified coverage area.  It may be necessary for an injured worker who is moving from the IMO Med-Select Network®to the CareWorks CompKey Plus HCN to choose a new treating doctor if their current treating doctor is not in the CareWorks CompKey Plus HCN. No change of treating doctor is required if the employee lives outside of the CareWorks CompKey Plus HCN coverage area.

If an employee does not live in a network county, but wishes to participate in the network, he or she must complete an out-of-network participation form provided by his or her adjuster.

## CareWorks CompKey Plus HCN Resources

**List of Network Providers:**

[CareWorks CompKey Plus HCN Provider Search Directory by Zip Code, City or Other](https://goperspecta.com/VPD/careworkstxhcn/public/ProviderSearch/Main)

**Network Service Areas:**

[1-800-580-1314](tel:1-800-580-1314) or Network Coverage Map

**General Network Questions:**

[1-800-580-1314](tel:1-800-580-1314) or [CompKey@careworksmcs.com](mailto:CompKey@careworksmcs.com)

**Network Complaints:**

[1-800-580-1314](tel:1-800-580-1314) or [CompKey@careworksmcs.com](mailto:CompKey@careworksmcs.com)

**Questions about a Claim:**

SORM [1-877-445-0006](tel:1-877-445-0006)

*You may always contact SORM directly at* [*1-877-445-0006*](tel:1-877-445-0006) *regarding any workers’ compensation questions or concerns.*

[↑](https://www.sorm.state.tx.us/claims-operations/health-care-network/health-care-network-transition#header)

* [Texas.gov](http://www.texas.gov/)
* [Compact with Texans](https://www.sorm.state.tx.us/about-us/our-policies/our-compact-with-texans)
* [Statewide Search/TRAIL](http://www.tsl.state.tx.us/trail/)
* [State Auditor’s Office](http://sao.fraud.state.tx.us/)
* [Texas Homeland Security](http://www.texashomelandsecurity.com/)
* [Texas Transparency](http://www.texastransparency.org/)
* [Texas Veteran’s Portal](http://veterans.portal.texas.gov/)
* [Governor’s Committee on People with Disabilities](http://www.governor.state.tx.us/disabilities/)
* [State Link Policy (PDF)](http://publishingext.dir.texas.gov/portal/internal/resources/DocumentLibrary/State%20Website%20Linking%20and%20Privacy%20Policy.pdf)
* [Web Resources](https://www.sorm.state.tx.us/about-us/web-resources)
* [SORM Rules](https://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=3&ti=28&pt=4)
* [Links to Other Resources](https://www.sorm.state.tx.us/about-us/web-resources)

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