

Health Care Network Quick Reference Sheet

Thank you for caring for our patients.

Here is a quick overview to help you make the most of our partnership.

VERIFY COVERAGE

Use our Patient Coverage Verification tool on texasmutual.com to:



- Verify coverage
- Confirm your patient has an active claim
- Obtain the claim number
- Find adjuster contact information

TREAT THE PATIENT

Preauthorization may be required for anything more than an office visit and all specialty or diagnostic care should be referred to a network provider. Referrals to providers outside of the network require out-of-network approval prior to treatment.

Locate approved network providers and find the preauthorization list at texasmutual.com



DETERMINE NETWORK STATUS

Many of our policyholders participate in our health care network. A patient's network status can be determined using the Patient Coverage Verification tool.



WORKWELL, TX.

All injuries occurring January 1, 2018 or later will be treated in the WorkWell, TX network



All injuries that occurred prior to 2018 will continue to be treated in the Texas Star Network

SUBMIT YOUR BILL

Bills for Texas Mutual should be submitted to Jopari Solutions (payer ID: 22945). We will review and process your completed bill within 45 days.

Copies of EOBs and bill status can be obtained 30 days after submission at texasmutual.com



LOCATE PROVIDER FORMS

Download common Texas Department of Insurance forms including the Report of Medical Evaluation (DWC-69) and Work Status Report (DWC-73) from texasmutual.com.

HOW TO CONTACT US

- **Network admin:** (844) 867-2338 or wwtxadmin@texasmutual.com
- **Billing/EOB questions:** (888) 532-5246, txmproviderrelations@texasmutual.com or texasmutual.com
- **Electronic billing partner, Jopari Solutions:** (866) 269-0554
- **Preauthorization questions:** (800) 844-4235
- **Contact an adjuster:** (800) 859-5995

Visit texasmutual.com for other network resources, including the provider manual. Contact network admin with any questions or concerns about the network.

We are committed to helping you provide exceptional care.