

Employer Instructions for HCN Enrollment

Employer Instructions for Implementing the Zurich Services Corporation Texas Health Care Network

*****IMPORTANT NOTE: Your policy will not be considered enrolled in the Zurich HCN unless you properly complete the enrollment steps and confirmation of enrollment (via the employer enrollment form) is provided to and acknowledged by Zurich*****

Please use this guide to ensure each employee is properly educated regarding the use of the Zurich Services Corporation Texas Health Care Network (Zurich HCN). If the employee is not properly educated about the Zurich HCN, or should we be unable to demonstrate an injured employee was properly educated, Zurich may be unable to direct medical treatment within the Zurich HCN.

Initial HCN Enrollment Steps

1. Confirm addition of the TX HCN policy endorsement

Your underwriter or account representative should have asked you about your interest in participating in the Zurich HCN at the time of policy issuance. If participation and policy endorsements were not discussed at the time of policy issuance, or if you are unsure about how to enroll in the Zurich HCN, please call 1-800-842-0178 or send an email to mcaenrollment@zurichna.com. A staff member will contact you to answer questions regarding participation in the HCN and the steps required for enrollment, and will confirm that any required endorsements have been applied to your policy.

2. Download the required educational materials

Access the Zurich website to obtain the information required to educate your employees about the use of the Zurich HCN.

- Log on to www.zurichna.com
- Select "Claim Information"
- Select "State Managed Care Network Documents" under "Helpful Information"

Note: You may not modify the employee education materials – they must be used exactly as provided as the content has been approved by the Texas Department of Insurance. If you need or want to personalize the material for your company, we suggest you do so in a separate cover memo.

3. Distribute the required educational material to EACH employee

The required material includes the **Notice of Network Requirements**, the **Employee Acknowledgement Form**, and the **Network Service Area Map**. Examples of appropriate methods of delivery can be found on the **Employer Enrollment Form**.

4. Maintain proof that your employees were properly educated regarding use of the Zurich HCN

Have each employee sign the **Employee Acknowledgement Form** and maintain a copy of that form in their personnel file. Proof of proper employee notification and education may be requested by the Texas Department of Insurance. It is the responsibility of the employer to maintain and produce such records.

5. Sign and return the employer enrollment form to Zurich

Once you have completed the enrollment process for your employees, please fill out, sign, and return the Employer Enrollment Form via email to mcaenrollment@zurichna.com.

Note: Zurich will confirm completion of enrollment following submission of the form. Your enrollment is NOT complete until Zurich has reviewed and acknowledged receipt of this form and provided you with the enrollment confirmation.

Ongoing HCN Requirements

At time of injury

You must re-educate/notify an employee regarding the use of the HCN again at the time of injury.

New hires

You must provide the required educational materials to each new hire to ensure proper notification regarding use of the HCN.

Instructions for notifying an employee at time of injury or for new hires

1. Provide the employee with the **Notice of Network Requirements**.
2. Secure the employee's confirmation of receipt of this information and maintain in the employee's personnel file for future reference.
3. You must direct the injured worker to an HCN provider. In an emergency, you must direct the injured worker to the nearest emergency room, regardless of whether or not it is part of the Zurich HCN. You can locate network providers in two ways:
 - Visit www.zurichna.com
 - Select "Menu" at the top left corner of the screen
 - Select Claims
 - Scroll down to the Claims resources section, select C.A.R.E. directory Online
 - Call Zurich's Customer Care Center at: 800-842-0178
4. Follow your standard procedures for reporting the injury to Zurich.