Crowley ISD
WORKERS' COMPENSATION
504 MEDICAL CARE PROGRAM

Attention – Crowley ISD:

Effective June 1, 2025, Crowley ISD implemented a medical healthcare provider panel called My Texas Direct as a part of its self-funded Workers' Compensation Program. This 504 Medical Care Program requires employees with an on-the-job injury or illness to use a primary medical care provider from the My Texas Direct provider list. There are both primary care physicians/facilities and specialists included in this provider panel that have been approved to provide medical care to the Crowley ISD.

Except in the case of a true emergency**, employees must use one of the approved primary medical care providers in order to have the medical care paid by the Crowley ISD Workers' Compensation Program through its contracted claims administrator, York Risk Services Group**. Any employee who fails to do so, aside from an emergency situation, will be financially responsible for their own medical expenses. A list of approved primary medical care providers are maintained on the My Texas Direct website (URL My Texas Direct.com). The website includes medical specialists to provide appropriate medical care, however, a referral from a primary care provider to the specialist must be obtained before seeing a specialist.

Employees with existing workers' compensation claims, which includes all open and active claims that occurred prior to 12:01 am on June 1, 2016, will be evaluated by York RSG and a determination will be made regarding the transfer of the employee's care and claims to a provider from the My Texas Direct provider List. The City will provide assistance to transfer care to the appropriate medical provider for the reported compensable injury.

Injured Employee's Responsibilities:
A Crowley ISD employee who is injured on-the-job must:

- Comply with the Texas Labor Code, Texas Department of Insurance –Division of Workers' Compensation Rules, and Crowley ISD Personnel Rules & Regulations (PRRs) for workers' compensation and return to work
- Notify your supervisor or manager immediately that you have been injured, or within 24 hours of the injury
- In case of an emergency, call 911 or seek the nearest emergency facility
- Select a primary care physician (PCP) from the My Texas Direct approved providers list

- Complete and sign the (PE Type) notice of injury form, “Employee’s Report of Injury to the Crowley ISD.” Submit the form to the supervisor and to employee’s (member’s dept rep) within 24 hours of the date of injury, or at the beginning of the next shift (if the 24 hour window falls outside normal business hours such as on a weekend or holiday)
- Complete and sign the (PE Type) “*Authorization to Release Medical Information*” form. Complete the form within 24 hours of the date of injury, or at the beginning of the next shift. Submit the form to the department’s (rep)
- Attend all scheduled health care provider appointments unless good cause exists for not attending. The employee must notify the health care provider and the department’s WCC if unable to attend a scheduled health care provider appointment prior to the appointment time, if possible
- Provide Form DWC-73 “Work Status Report” completed by doctor to (dept rep) following each doctor appointment. The DWC-73 form should be turned in on the same day as the doctor appointment or if not possible, on the next business day.
- If you need non-emergency care after your normal work hours, consult the list of approved primary care providers on the My Texas Direct website
- Refer to Crowley ISD Personnel Rules & Regulations for additional requirements and details

Department Responsibilities:

Supervisors and Managers

- Supervisors and managers are responsible for communicating to employees that they are required to report all accidents and injuries to a supervisor or manager within 24 hours or the beginning of the next shift. This can be done through such means as departmental policy, staff meetings, departmental training opportunities, or other means as effective per business needs. Written employee acknowledgement regarding this requirement will be obtained when employees start work and it is encouraged this acknowledgment be renewed on a regular basis (e.g., annually or bi-annually) by management.
- When notified by an employee that an injury has occurred, supervisors and managers must complete the Employer’s First Report of Injury form (DWC-1) the same day of the injury or at the beginning of the next shift. Notification by the employee may be either verbal or in writing. The supervisor or manager must complete the DWC-1, rather than the injured employee and submit the DWC-1 to the department’s WCC upon completion of the form.
- If medical treatment is sought by the employee, supervisors and managers must require the injured employee to submit a completed, signed DWC-73 “Work Status Report” to the department’s Campus Secretary and/or Campus Nurse following each medical examination visit to a workers’ compensation examining doctor. The DWC-73 is not required when the employee is taken to a hospital emergency room or is admitted to a hospital. However, a medical release from the hospital that specifies the patient’s work status is required.
- Supervisors and managers are required to provide limited duty assignments to employees, if feasible, when released by an examining doctor but with restrictions

to duty and ensure that duties being performed while an employee is on limited duty are within the examining doctor's identified restrictions to duty. The supervisor or manager will work with the Workers Compensation Coordinator to provide a bona fide offer of employment to the return-to-work employee if there are physical/medical restrictions to duty.

Workers' Comp coordinators/Medical Records Custodians (WCC/MRC)

- Submit the completed DWC-1/FROI via online to York Risk Services Group
- Direct the injured employee to the My Texas Direct website for the list of approved primary care providers to select a treating physician
- Obtain a signed My Texas Direct Acknowledgement Form from the injured employee and provide the signed form to HR Risk Management Division, Workers' Compensation Section within five (5) work days of the date of injury

Frequently Asked Questions:

- ***How does an employee change his/her workers' compensation primary care provider?***
  To provide the information necessary to have your request considered, contact My Texas Direct at (NNN) NNN-NNNN or email at info@mytexasdirect.com

- ***How does an employee who lives outside of the My Texas Direct provider area receive medical treatment for a job-related injury?***
  My Texas Direct provides primary care (treating) providers within a reasonable distance from where Crowley ISD employees work or live. If the employee believes that they live outside of the service area they should contact My Texas Direct. The employee must provide evidence that they do not live within the My Texas Direct service area.

- ***If an employee has treated with a provider that is not on the list, what can the employee do to find out if their physician can be added to the My Texas Direct Provider Group?***
  Go to www.My Texas Direct.com for a medical provider nomination form. This is not a guarantee of approval but all nominations will be reviewed and considered.

- ***If an employee has additional questions regarding My Texas Direct, whom should the employee contact?***
  Contact the Risk Management Division / Workers Compensation Section, by telephone at (800) 734-4460 or by email at info@mytexasdirect.com.

Thank you,

Risk Management Division