

EMPLOYEE TOOLKIT

PRIME HEALTH SERVICES TEXAS HEALTH CARE NETWORK (HCN)

Prime Health Services HCN has been chosen by your employer to oversee your health care if you're injured at work. Discover more about Prime Health Services and how this impacts you as an employee.

At Trean, your employer's workers' compensation insurance provider, we prioritize your safety and are dedicated to delivering superior claims handling when you need it most. Our collaboration with Prime Health Services Texas HCN reflects this commitment, ensuring top-quality medical care for work-related injuries with a focus on facilitating a prompt and safe return to work. Explore more about Prime Health Services Texas HCN, find answers to frequently asked questions, including how to locate a provider, and more.

What is Texas HCN and Prime Health Services?

In 2005, the Texas Department of Insurance (TDI) introduced the Texas HCN with a purpose of helping employers better control the rising cost of claims. This legislation focused on certifying networks of healthcare providers dedicated to facilitating the return-to-work process, adhering to treatment guidelines, and providing timely care to injured workers.

Prime Health Services is the certified workers' compensation network contracted with Trean's family of insurance companies, Benchmark and American Liberty, that will manage an employees' health care in the event of a work related injury. Prime Health Services is certified in 250 of the 254 counties in the state of Texas and is proud to provide access to over 21,000 healthcare providers throughout the state. Visit the [Prime Health Services](#) website to learn more.

What is the Employee Notice Packet?

It's crucial to follow the instructions outlined in the Prime Health Services Employee Notice Packet. Prime Health Services collaborates with your employer to ensure all employees receive this important information, facilitating proper medical treatment for work-related injuries. By doing so, you avoid being responsible for paying medical bills incurred during treatment for a work-related injury.

The Employee Notice Packet will help guide you through the following scenarios:

- How to select a treating doctor
- What to do if you need emergency care
- How to request a referral or a specialist
- How to change your treating provider
- How to request a service area review
- Advance approval for treatment prescribed by your provider
- How to file a complaint about a provider to Prime Health Services

[Employee Notice of Requirements \(English\)](#)

[Employee Notice of Requirements \(Spanish\)](#)

Contact your employer if you have questions or visit the [Prime Health Services](#) website to learn more.

Helpful resources for employees



Employee Notice Packet

This packet outlines instructions to ensure employees are given the important information in advance that will help them seek the proper treatment for a work-related injury.

[Employee Notice of Requirements \(English\)](#)

[Employee Notice of Requirements \(Spanish\)](#)



Prime HCN Resources, Forms, and more...

For more information including, coverage map and downloadable forms, visit:

[Prime Health Certified Networks Website](#)



Provider Search

To locate an in-network treating provider by location and specialty, please visit:

[Prime Health Services Provider Search](#)



Texas Department of Insurance Resources

Employee resources:

[Workers' compensation health care networks](#)

[Injured Employee Resources](#)

Still have questions? We're here to help.



IMPORTANT

If your injury is a life-threatening emergency, call 911 or go to the nearest emergency room.

If your injury is NOT a life-threatening emergency, then you should:

- Tell your supervisor immediately about your work-related injury.
- Refer to this packet for your rights and obligations when seeking treatment for your injury.
- Ask your employer to assist you in locating a network treating doctor.
- You may also contact Prime Health Services for questions about treating your injury through our network or if you need assistance locating a network provider.



Prime Health Services Support

Attn: TX HCN Support
331 Mallory Station Road
Franklin, TN 37067

Phone: (866) 348-3887

Contact form:

<https://www.primehealthservices.com//contact/>

Website: www.primehealthservices.com



Trean Claims Support

Benchmark Administrators

Phone: (800)-362-5198

Website: <https://www.benchmarkadministrators.com/>

If you still require assistance, please contact your employer or your claims adjuster at Benchmark Administrators.