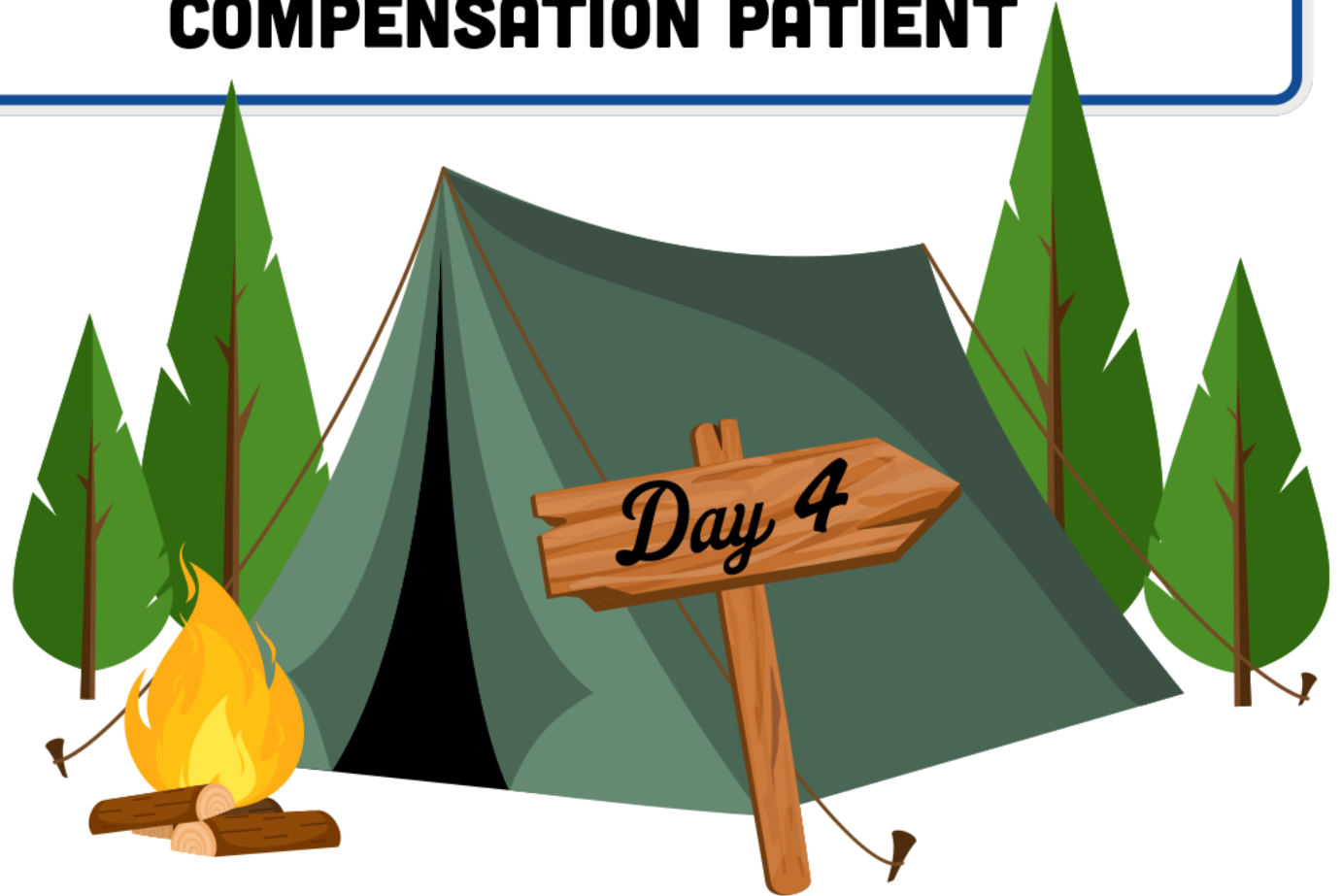




Registration and Intake
OF A WORKERS'
COMPENSATION PATIENT



Division of Workers'
Compensation

Day 4





Registration and Intake
OF A WORKERS'
COMPENSATION PATIENT

Learning Objectives

- Registration staff will be able to verify employers' workers' compensation coverage
- Reduce denials caused by incorrect payor classification



Registration and Intake of a Workers' Compensation Patient

Division of Workers'
Compensation
2026

Disclaimer

This presentation is updated as of **March 5, 2026**, and is for educational purposes only and provides general information. It is not a substitute for a full review of statutes and rules.

System participants are responsible for knowing and complying with the applicable sections of the [Texas Insurance Code](#) (Insurance Code), [Texas Labor Code](#) (Labor Code), and [Texas Administrative Code](#) (TAC).

Any opinions expressed by the speakers are personal and do not constitute or reflect any statement of policy by the Texas Department of Insurance, Division of Workers' Compensation (DWC).





Overview

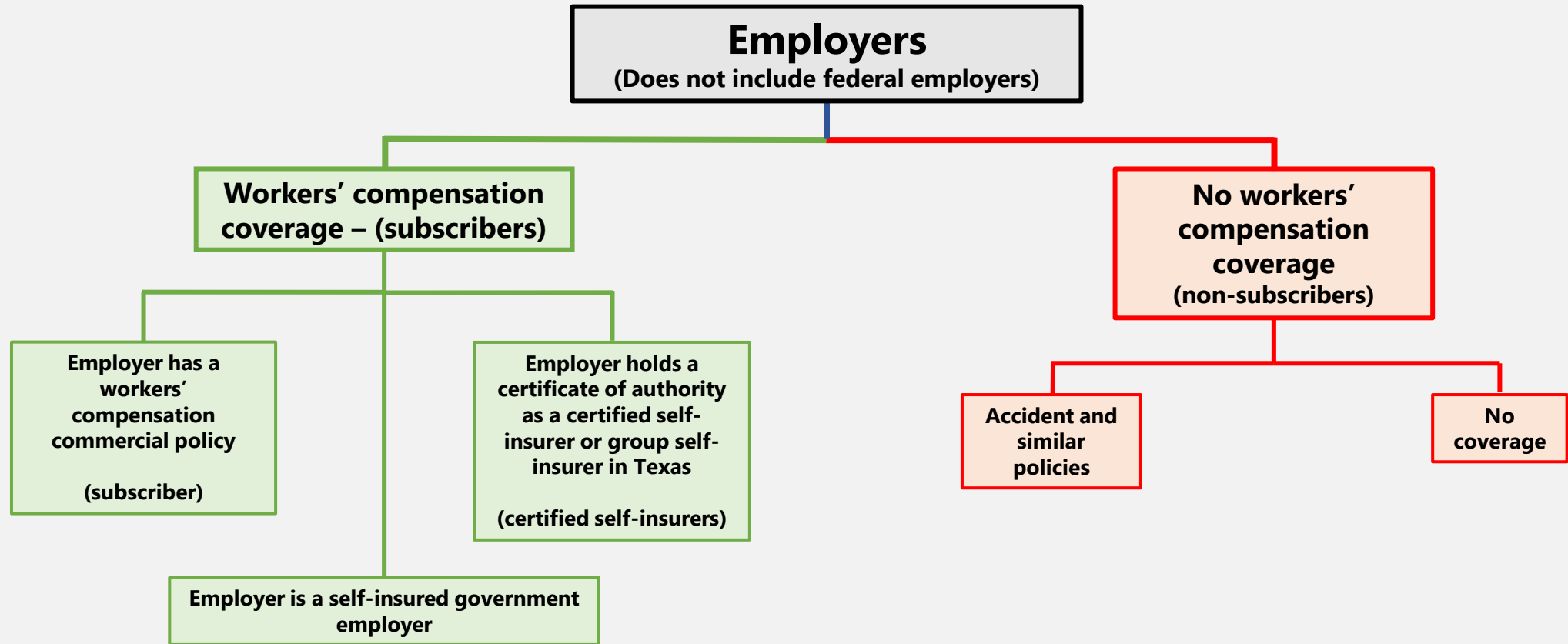
Risks of not identifying a workers' compensation injured employee.

Intake questions to ask during patient registration.

How to verify an employer's workers' compensation insurance coverage.

Texas Workers' Compensation Coverage

Labor Code Sec. 406.002 Coverage Generally Elective



Risks of Not Identifying a Workers' Compensation Injured Employee



No payment for missing deadlines.



Services performed that required preauthorization may be denied.



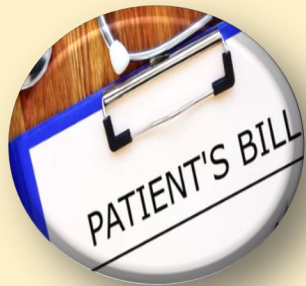
Services rendered under a certified network may be denied if your health care provider is not contracted within the network.



Risks of Not Identifying a Workers' Compensation Injured Employee



Possible delay in medical bill processing because you billed the wrong insurance carrier.



You could be out of compliance for billing a workers' compensation patient.



Risks of Not Identifying a Workers' Compensation Injured Employee

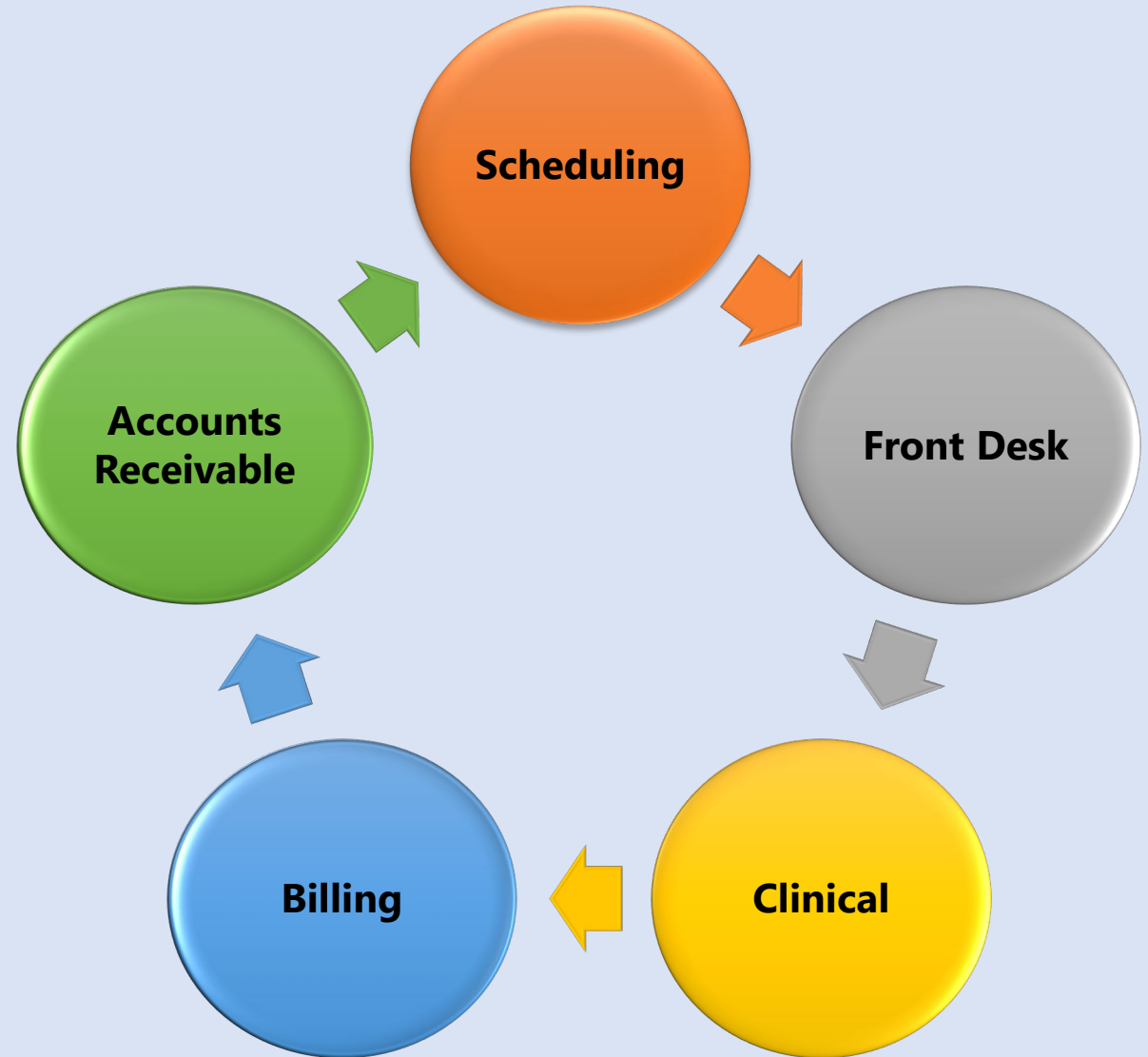


Labor Code 413.042. Private Claims; Administrative Violation

A health care provider may not pursue a private claim against a workers' compensation claimant for all or part of the cost of a health care service.

Who needs to know?

All staff involved in managing and treating a workers' compensation injured employee:



Intake Questions to Help Identify a Workers' Compensation Injured Employee

Who?

What?

When?

How?

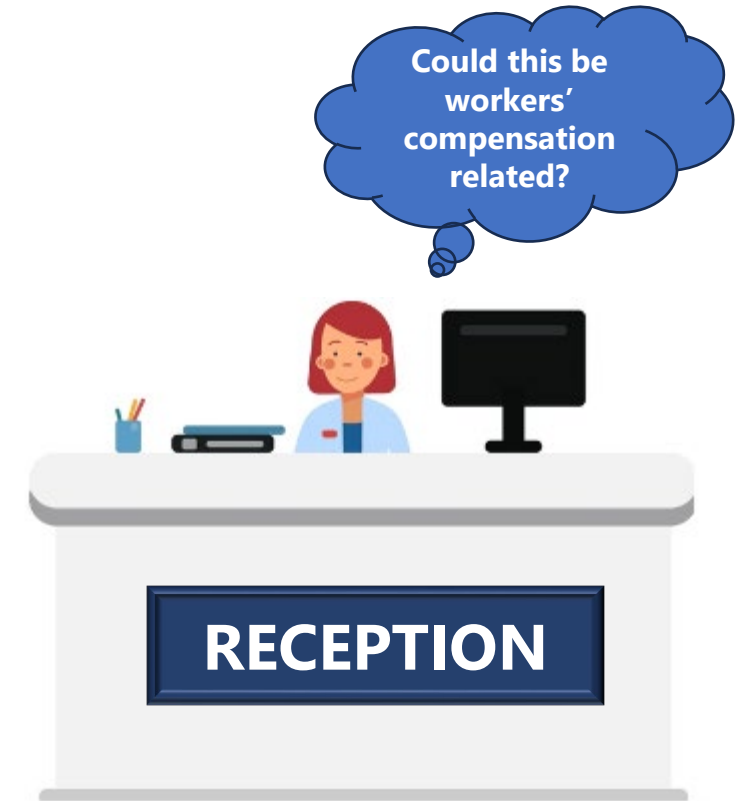
Where?



Intake Questions to Ask During Patient Registration

Ask all patients, ask more than once, and express questions differently. Consider getting answers in writing from the injured employee.

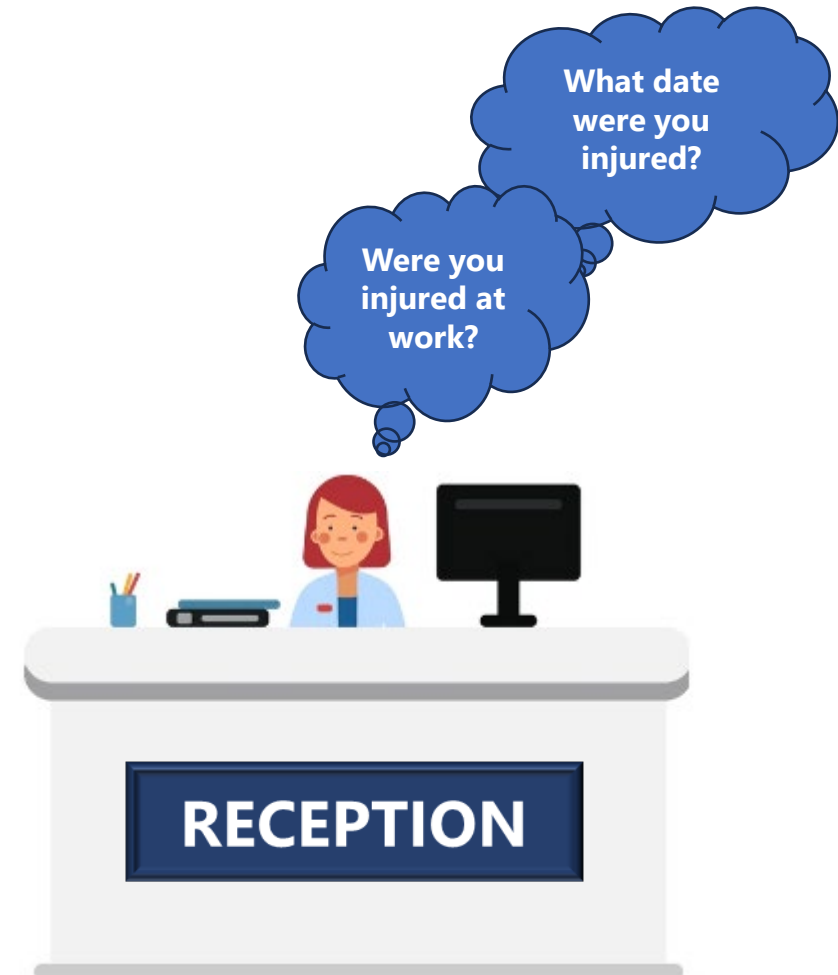
- How were you injured?
- When did it happen?



Intake Questions to Ask During Patient Registration

Ask all patients, ask more than once, and express questions differently. Consider getting answers in writing from the injured employee.

- Where were you when you were injured?
- Who was your employer on the date you were injured?



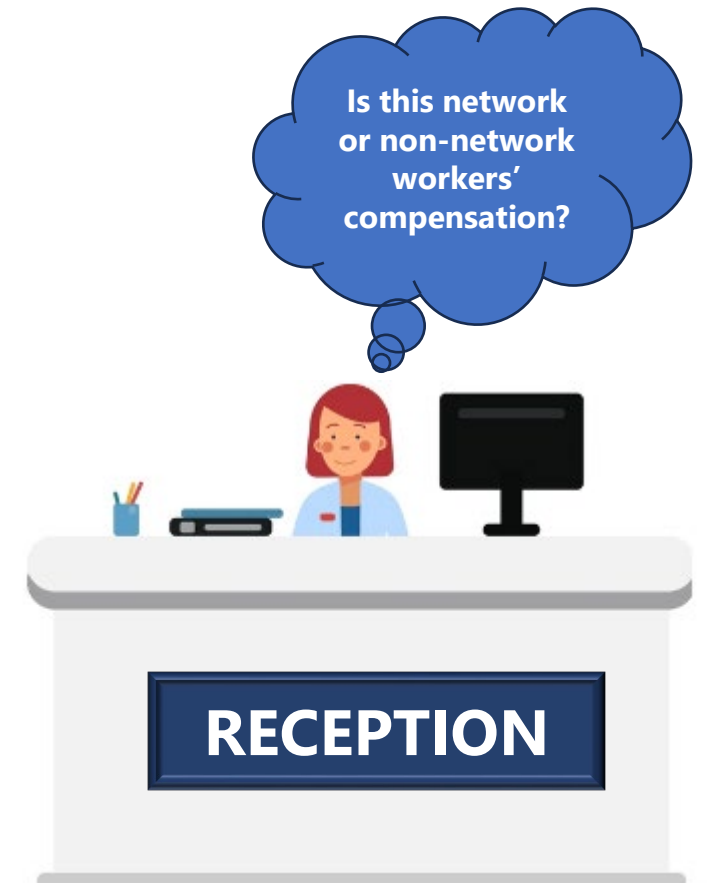
Intake Questions to Ask During Patient Registration

- Does your employer have workers' compensation insurance (at the time of the accident)?
- Are you employed by a public employer (for example, school district, county, state)?



Intake Questions to Ask During Patient Registration

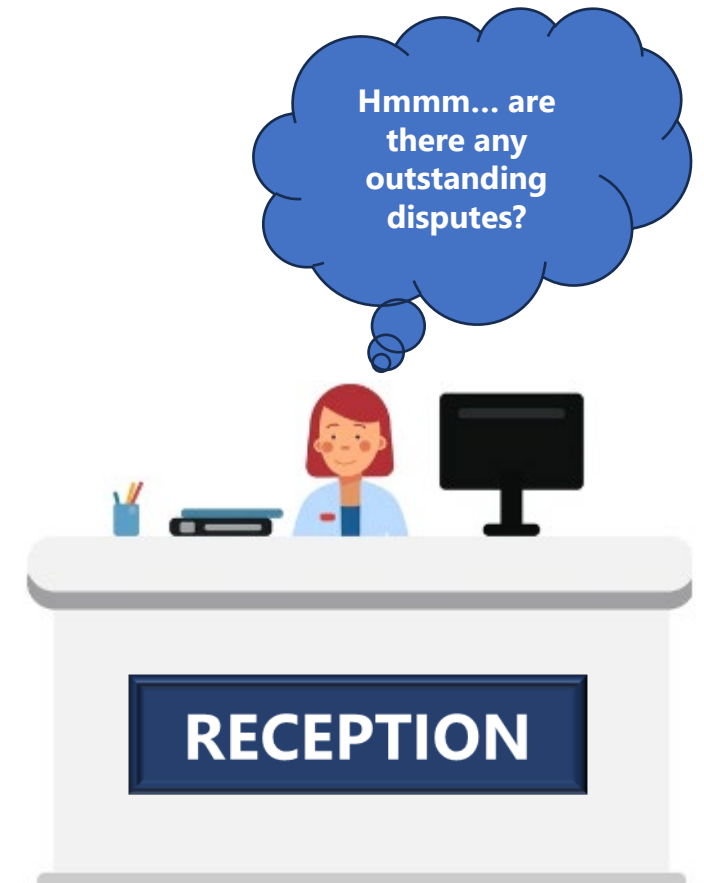
- Are you required to get health care for your work-related injury through a workers' compensation health care network?
- For a network claim: did you select our provider from the networks or the list of contracted providers?



Intake Questions to Ask During Patient Registration

Ask about outstanding or resolved disputes on the compensability or extent of injury:

- Did the insurance carrier ever tell you all or part of your claim (injury or illness) was denied?
- Have you participated in a benefit review conference or contested case hearing on compensability/extent of injury and what was the outcome?
- Consider asking the insurance carrier or referral provider about outstanding or resolved disputes on the claim (if applicable).



Workers' Compensation Insurance



Insurance

State Fire Marshal

Workers' Compensation

Home

Injured Employees

Empleados Lesionados

Employers

Health Care Providers

Carriers



Health care providers ... start this year strong!

We're offering two sets of boot camps in 2025 with different topics. Join us next month for three new topics and information for front-line health care practitioners.

Did you miss last year's boot camps? Now's your chance to catch up!

[Register now](#)

I want to ...

- [Report my injury](#)
- [Get help with a claim \(800-252-7031\)](#)
- [Find a doctor](#)
- [File a complaint](#)
- [Learn about dispute resolution](#)
- [Learn about workers' compensation](#)
- [Find a form](#)
- [File a non-subscriber notice](#)
- [Make my workplace safer](#)
- [Report fraud](#)
- [Park at the Barbara Jordan Building](#)
- [Verify employer coverage](#)
- [Use TXCOMP](#)
- [Use workers' compensation A-Z](#)



Insurance

State Fire Marshal

Workers' Compensation

Home

Injured Employees

Empleados Lesionados

Employers

Health Care Providers

Carriers

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Workers' compensation insurance coverage verification

In Texas, private employers can choose to carry workers' compensation insurance coverage (subscribers), but it is not required in most cases. A workers' compensation insurance policy provides lost wages and medical benefits to employees injured on the job.

All Texas governmental entities (public school, utility, city, or county) must have workers' compensation coverage.

Workers' compensation coverage categories for Texas employers

Subscriber – Covered by a licensed Texas insurance carrier

An employer that provides workers' compensation benefits to their employees by purchasing coverage through an insurance carrier. These employers include governmental entities (public school, utility, city, or county) and private companies.

- Verify coverage at [TXCOMP NCCI website](#).
- Get a list of subscribers at [Texas Open Data Portal - Subscriber](#).

Subscriber – Certified self-insured

A private employer approved to pay its own workers' compensation losses rather than buy an insurance policy. Private employers can be [certified to self-insure](#) by applying with the Texas Department of Insurance, Division of Workers' Compensation (DWC).

- Verify coverage and certification at [Texas Certified Self-Insurers](#).

Subscriber – Governmental entity that self-insures

A governmental entity (public school, utility, city, or county) that chooses to fund its own workers' compensation program or join a pool with other governmental entities.

- Verify coverage at [TXCOMP Locate Self-Insured Government Employer](#).

Non-subscriber – Employer without workers' compensation coverage

Employers that choose not to provide workers' compensation coverage to their employees must notify their employees and DWC.

- Get a list of registered non-subscribers at [Texas Open Data Portal - Non-Subscriber](#).
- Get a copy of the notice to employees of no coverage at [sos.state.tx.us/fids/201203620-4.pdf](#) or see Notice 5 on the [DWC employer forms page](#).

Unknown

If you can't determine whether an employer has coverage, email coverage.verification@tdi.texas.gov and include:

- Name of the employer.
- Physical address of the employer.
- Date of injury.

A DWC representative will respond and provide coverage information within one business day. For more information, email Coverage.Verification@tdi.texas.gov.

For more information, contact: Coverage.Verification@tdi.texas.gov



Accept the terms of use to begin your search

Purpose – No Scripting or Automatic Retrieval:

The purpose of this website and Workers Compensation Coverage Verification is to assist you in determining whether an employer has workers compensation insurance in the state. Workers Compensation Coverage Verification will provide the name of the insurer that wrote a workers compensation policy for a specific employer on a specific date. Please note that Workers Compensation Coverage Verification is being provided to you for your personal, non-commercial use only, solely to verify an employer's workers compensation insurance coverage. Workers Compensation Coverage Verification may not be used in any other manner or for any other purpose, except as identified herein. Scripted queries and automatic retrieval(s) is/are expressly prohibited.

Limitation of Available Information:

If an employer query does not produce any result(s) this may not mean that the employer does not have insurance or is operating in violation of state law. Coverage information may not be available or complete for all employers due to limitations with the policy information. Employer queries should be specific. Open ended queries may not return any results. In the event of excessive queries, you may be prohibited from accessing the information provided under Workers Compensation Coverage Verification. You may not disable or otherwise work around any restrictions and limitations that may be a part of Workers Compensation Coverage Verification, such as reCAPTCHA. Any attempt to do so is prohibited and will result in you being unable to access Workers Compensation Coverage Verification. Scripted queries and automatic retrieval(s) is/are expressly prohibited. By clicking "Accept", below, you affirm that you have read and understand the notices and disclaimers on this page.

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

[PRIVACY POLICY](#)

✓ ACCEPT





Employer	FEIN	Address
State * Texas ▼ Select Texas		
Coverage Date * Date of Injury		
Employer Name * Employer at time of injury		
☒ Contains ☐ Starts With		
SEARCH CLEAR		
Limitation of Information Information contained in/provided from this database is a representative reflection of selected information maintained by the Texas Division of Workers Compensation Coverage Section (DWC) and used for specific workers' compensation coverage verification. There may be discrepancies in information provided due to causes outside the control of the Texas DWC, such as reporting/recording delays and inaccuracies. In Texas, workers' compensation insurance policy numbers are confidential however, policy numbers are not required to confirm proof of coverage. Any questions for the Texas DWC can be directed to coverage.verification@tdi.texas.gov		



Employer	FEIN	Address
State * Texas	Coverage Date * 12/07/2023	
Employer Name * Tesla	☒ Contains ☐ Starts With	
SEARCH	CLEAR	
Filter by name or address		
TESLA ENERGY OPERATIONS INC 1 TESLA RD, AUSTIN, TX, 78725-4400		
TESLA ELECTRIC CO RECORDING INC 3727 BUCHANAN ST STE 205, SAN FRANCISCO, CA, 94123-1779		
TESLA TOURING INC 3727 BUCHANAN ST STE 205, SAN FRANCISCO, CA, 94123-1779		
TESLA SOLUTIONS INC 1134 BRITTMOORE RD STE 2902, HOUSTON, TX, 77043		



TESLA ENERGY OPERATIONS INC

TRACK POLICY

Insurance Coverage Provider

AMERICAN ZURICH INS CO

Coverage Date

12/07/2023

[CLICK HERE FOR CLAIM PROCESSING INFORMATION](#)

76 Employer Location(s)

Filter by name or address

TESLA ENERGY OPERATIONS INC

1 TESLA RD
AUSTIN, TX, 78725-4400

TESLA ENERGY OPERATIONS INC

1020 GROVE BLVD
AUSTIN, TX, 78741-3366

TESLA ENERGY OPERATIONS INC

10430 SHADY TRL
DALLAS, TX, 75220-2525

TESLA ENERGY OPERATIONS INC

1371 N GLENVILLE DR
RICHARDSON, TX, 75081-2414

TESLA ENERGY OPERATIONS INC

14520 WAGG WAY RD
HOUSTON, TX, 77041-1900

TESLA ENERGY OPERATIONS INC

2301 SCARBROUGH DR
AUSTIN, TX, 78728-4748

Main Menu

[Report Injury](#)[\(Reportar una Lesión\)](#)[Locate Covered Employer](#)[Locate Insurance Carrier](#)[Locate Health Care Practitioner](#)[Locate Health Care Facility](#)[Online Access Request](#)[File Online](#)[View DWC Services](#)[View Workers' Compensation Act](#)[View Workers' Compensation Rules](#)[Access DWC Forms](#)[Back](#)

Flash News:

WELCOME
TO

TXCOMP

Texas Department of Insurance, Division of Workers' Compensation
Automated System

The mission of TXCOMP is to:

- Provide improved services to DWC customers by combining streamlined business processes with up-to-date technology;
- Facilitate efficient and effective communication of information between all workers' compensation system participants; and
- Capture and provide access to comprehensive, accurate, and reliable workers' compensation information.

Acrobat Reader (PDF):

PDF documents best viewed with latest version of Adobe Acrobat Reader.



Main Menu

Report Injury
(Reportar una Lesión)
Locate Covered Employer
Locate Insurance Carrier
Locate Health Care Practitioner
Locate Health Care Facility
Online Access Request
File Online
View DWC Services
View Workers' Compensation Act
View Workers' Compensation Rules
Access DWC Forms

Acrobat Reader (PDF):
PDF documents best viewed with
latest version of Adobe Acrobat
Reader.

HIDE

[Back](#)

Online Employer Workers' Compensation Insurance Verification Search

Click on the link below to locate a covered employer:
[Employer Workers' Compensation Coverage Verification](#)

Click on the link below to locate a self-insured government employer:
[Locate Self-Insured Government Employer](#)

AccessibilityDisclaimerPrivacyDWCTexas Online



Claim Administration Contact Information

The Claim Administration Contact Information displayed is provided by the Insurance Carrier as required by Rule 124.2(r).

The information on this page pertains to **American Zurich Insurance Co**

Claim Adjustment

Business Name
Address Information
ZURICH
PO Box 968023
Schaumburg, IL 60196-8023
MELISSA.KOHRMAN@ZURICHNA.COM
Email Address
Phone Number
1.866.828.6816
Fax Number
1.866.937.8343
Comments
EFFECTIVE DATE 04/27/2020 DALLAS CLAIMS OFFICE

Coverage Verification

Business Name
Address Information
ZURICH
PO Box 968023
Schaumburg, IL 60196-8023
MELISSA.KOHRMAN@ZURICHNA.COM
Email Address
Phone Number
1.866.828.6816
Fax Number
1.866.689.8972
Comments
EFFECTIVE DATE 04/27/2020 DALLAS FIELD OFFICE

Medical Billing

Business Name
Address Information
ZURICH SERVICES CORPORATION
PO Box 968070
Schaumburg, IL 60196-8070
USZ.ZURICH.CLAIMS.DOCUMENTS@ZURICHNA.COM
Email Address
Phone Number
1.719.590.8719
Fax Number
1.847.240.8172
Comments
EFFECTIVE DATE 04/27/2020 EBILLING - JOPARI SOLUTIONS ID 16535 SUPPORT 800.630.3060

Pharmacy Billing

Business Name
Address Information
ZURICH SERVICES CORPORATION
PO Box 968070
Schaumburg, IL 60196-8070
WILLIAM.LINDBERG@ZURICHNA.COM
Email Address
Phone Number
1.800.451.8731
Fax Number
1.866.742.1066
Comments
EFFECTIVE DATE 04/27/2022

Preauthorization

Business Name
Address Information
ZURICH SERVICES CORPORATION
PO Box 968070
Schaumburg, IL 60196-8070
WILLIAM.LINDBERG@ZURICHNA.COM
Email Address
Phone Number
1.800.451.8731
Fax Number
1.866.742.1066
Comments
EFFECTIVE DATE 04/27/2020 SERVICES BOTH NON NETWORK AND NETWORK

Workers' Compensation Health Care Network

Business Name
Address Information
ZURICH SERVICES CORPORATION HEALTHCARE NETWORK
1299 Zurich Way
Schaumburg, IL 60196-1091
KATHRYN.SCHIEWE@ZURICHNA.COM
Email Address
Phone Number
1.847.605.6816
Fax Number
1.847.605.6109
Comments
EFFECTIVE 10/26/06

Web URL Information

TXCOMP

HomeAbout TXCOMPContact UsLog On

Main Menu

Report Injury
(Reportar una Lesión)
Locate Covered Employer
Locate Insurance Carrier
Locate Health Care Practitioner
Locate Health Care Facility
Online Access Request
File Online
View DWC Services
View Workers' Compensation Act
View Workers' Compensation Rules
Access DWC Forms

Acrobat Reader (PDF):
PDF documents best viewed with
latest version of Adobe Acrobat
Reader.

Back

Claim Administration Contact Information

View Claim Administration Contact Information by selecting the Web URL below provided by the Insurance Carrier.

The information on this page pertains to **Texas Mutual Insurance Co**

Web URL Information

Insurance Carrier Web URL

www.texasmutual.com/contact/caci.shtml

AccessibilityDisclaimerPrivacyDWCTexas Online

No Network Information Listed

Preauthorization

Business Name

Address Information

Email Address

Phone Number

Fax Number

Comments

Sedgwick

8125 Sedgwick Way
Memphis, TN 38125-1128

1.859.286.0281

1.877.922.7236

Contact is Cindy Jagers Effective 07/25/22 Updated 07/27/22

Workers' Compensation Health Care Network

Business Name

Address Information

Email Address

Phone Number

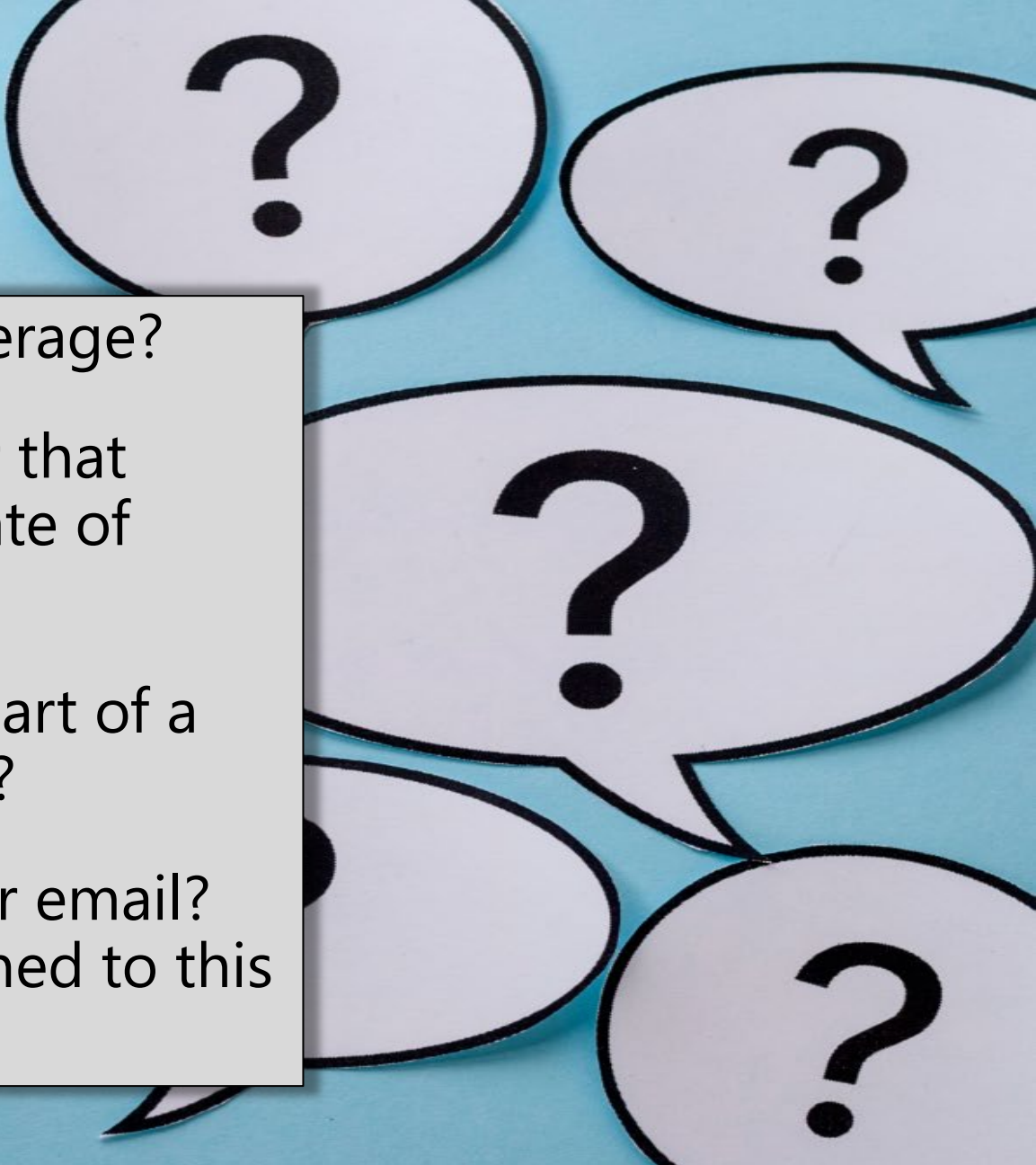
Fax Number

Comments

NA

1.972.732.3665

Questions to Ask the Employer



- Do you have workers' compensation coverage?
- What is the name of the insurance carrier that covered your injured employee on the date of injury?
- Can you verify if the insurance carrier is part of a certified workers' compensation network?
- Do you have a phone number, address, or email?
Do you know if there is an adjuster assigned to this case?

REMINDER

If you cannot find the insurance coverage information, this does not mean that coverage does not exist.

Email DWC insurance coverage staff for assistance.

coverage.verification@tdi.texas.gov

DWC Resources

Health care provider webpage

tdi.texas.gov//wc/hcprovider/index.html

The screenshot shows the TDI Texas Department of Insurance website. The header includes the TDI logo, the text "Texas Department of Insurance", a search bar, and a language selector for "Español". Below the header is a navigation bar with tabs for "Insurance", "State Fire Marshal", and "Workers' Compensation". Under "Workers' Compensation", there are sub-tabs for "Home", "Injured Employees", "Empleados Lesionados", "Employers", "Health Care Providers", and "Carriers". The main content area features a large banner titled "An improved workers' compensation system for doctors" with a background image of a doctor. To the right of the banner is a blue box titled "We've made Texas workers' comp better for doctors." containing a bulleted list of improvements: "Reimbursement rates between 200 and 250% of Medicare.", "No training or testing for certain types of doctors.", and "Training resources to support health care providers and staff." Below the banner is a section titled "Health care provider training and resources" with a paragraph explaining the DWC's mission. Below this are nine tiles, each with an image and a title: "CompConnection and resources", "What's new", "Become a Texas workers' compensation health care provider", "Coverage verification", "Preauthorization and treatment guidelines", "Medical billing and denials", "Medical and facility fee guidelines and information", "Returning injured employees to work", and "Live webinars and on-demand training". Each tile has a brief description of the resource.

TDI Texas Department of Insurance

Enhanced by Google

Topics: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

[Español](#)

Insurance State Fire Marshal **Workers' Compensation**

Home Injured Employees Empleados Lesionados Employers **Health Care Providers** Carriers

An improved workers' compensation system for doctors

We've made Texas workers' comp better for doctors.

- Reimbursement rates between 200 and 250% of Medicare.
- No training or testing for certain types of doctors.
- Training resources to support health care providers and staff.

[Learn more](#) or call CompConnection at 800-252-7031, option 3.

Health care provider training and resources

As part of its mission, the Division of Workers' Compensation (DWC) strives to educate and inform health care providers how to effectively work within the system and provide high-quality medical care that encourages and facilitates the injured employee's safe return to employment. This page offers information and resources for health care providers to help them understand their roles and responsibilities in the Texas workers' compensation system.

CompConnection and resources

Health care providers who need information about Texas workers' compensation can reach out by phone or email to CompConnection. Our experts can provide quick and accurate answers to your questions.

What's new

Read about [What's New](#), [sign up](#) to get health care provider news and find out about the health care provider [quarterly meetings](#).

Become a Texas workers' compensation health care provider

Learn about Texas workers' compensation laws and requirements that health care providers must follow to be able to offer quality medical care to injured employees.

Coverage verification

Verifying an employer's workers' compensation coverage is essential for health care providers when treating injured employees and processing the related medical bills.

Preauthorization and treatment guidelines

Determine what non-network health care services need preauthorization and the required non-network treatment guidelines.

Medical billing and denials

Learn how to submit workers' compensation medical bills and required documentation. Get help with medical bill or preauthorization denials.

Medical and facility fee guidelines and information

Stay up to date with Texas workers' compensation guidelines to ensure compliance with regulations and provide optimal care to injured employees while navigating reimbursement processes.

Returning injured employees to work

A basic goal of the Texas workers' compensation system is to help injured employees return to work quickly and safely. Learn more about the roles that health care providers, insurance carriers, and employers share in returning employees to productive roles in the workplace.

Live webinars and on-demand training

Register now and stay informed about Texas workers' compensation through live webinars and on-demand training sessions that offer convenient learning opportunities for health care providers, employers, and insurance professionals alike.

DWC Resources

Live webinars and on-demand training
tdi.texas.gov/wc/hcprovider/index.html

TDI

Texas Department of Insurance

ENHANCED BY Google

Topics: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

Insurance

State Fire Marshal

Workers' Compensation

Home

Employees

Español

Employers

Safety

Health Care Providers

Carriers

Media / Public

Home > Workers' Compensation > Health care provider training and resources > Health care provider training

Health care provider training

Register for live training ([calendar](#)).

Watch on-demand videos below.

Introduction to Workers' Compensation

Watch video

Handout

View slides

This webinar is designed for those new to workers' compensation, providing an opportunity to 'stretch' their knowledge about how workers' compensation is different in comparison to other payor systems. Attendees will also learn about the administration of medical benefits and how to access DWC resources.

How to Become a Texas Workers' Compensation Treating Doctor

Watch video

Handout

View slides

In this webinar, attendees will learn how injured employees select a treating doctor, and how a doctor can 'hurdle' the requirements to become a treating doctor for both non-network and certified workers' compensation health care network cases. This session will also cover the TxComp system requirements, financial disclosure obligations, and the steps involved when an injured employee changes their treating doctor.

Navigating TXCOMP

Watch video

This video walks you through using TXCOMP, DWC's automated system that allows public access to non-confidential workers' compensation information. Learn how to verify an employer's workers' compensation coverage, locate a health care

Health Care Provider Roles and Responsibilities

Watch video

Handout

View slides

This webinar provides 'functional training' for health care providers on how they can participate in workers' compensation, outlining their various roles and responsibilities.



Recap

Risks of not identifying a workers' compensation injured employee.



Intake questions to ask during patient registration.



How to verify an employer's workers' compensation insurance coverage.



**TRAIN
YOUR
BRAIN**

Let's flex your knowledge!



NEXT TIME





PREAUTHORIZATION, MEDICAL NECESSITY, >>> *and* <<< UTILIZATION REVIEW

Learning Objectives

- Determine what medical services require preauthorization
- Know the steps to request preauthorization
- Understand how to appeal a denial for preauthorization

Contact Us



CompConnection:
800-252-7031 option 3

compconnection@tdi.texas.gov

