



TEXAS DEPARTMENT OF INSURANCE

Division of Workers' Compensation - Legal Services (MS-4D)

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To: Workers' Compensation Insurance Carriers

From: Kara Mace, Deputy Commissioner, Legal Services

Date: March 13, 2020

RE: New DWC Form-121, *Claim Administration Contact Information*

The Texas Department of Insurance, Division of Workers' Compensation (DWC) has adopted a new form: DWC Form-121, *Claim Administration Contact Information*. DWC posted a draft DWC Form-121 online for informal comment and considered all comments.

We request that insurance carriers, including certified self-insurers, certified self-insurer groups, and governmental entities, update their claim administration contact information using this form no later than April 27, 2020. We will use this form to verify that contact information for each insurance carrier is current.

28 Texas Administrative Code §124.2(r)(1) requires insurance carriers to provide contact information for:

- claims adjustment;
- coverage verification (policy issuance and effective dates of policy);
- medical billing;
- pharmacy billing (if different from medical billing); and
- preauthorization.

You must also submit DWC Form-121 to report new or updated claim administration contact information within 10 working days after making a change.

To get the form, go here: <https://www.tdi.texas.gov/forms/form20numeric.html>.