

GRAND PRAIRIE INDEPENDENT SCHOOL DISTRICT 504 WORKERS' COMPENSATION MEDICAL CARE PROGRAM

Chapter 504 of the Texas Labor Code allows political subdivisions to create their own Workers' Compensation Medical Care Program to provide care for its employees. GPISD has elected to join with other governmental agencies to provide this new program to care for employees who are eligible for Workers' Compensation.

Effective September 1, 2013, employees with on-the-job injuries or illnesses must use a primary medical care facility approved to provide medical care for employees injured on the job. The new program is designed to provide employees with quality, efficient and effective medical care for on-the-job injuries or illnesses. Over 110 primary care doctors and 70 specialists have been approved to provide medical care.

To get their medical care paid for, employees must use an approved primary medical care facility. Employees that fail to do so, aside from an emergency situation, will be financially responsible for their own medical care. It is very important all employees understand the requirements of this program so they don't find themselves in a situation where their medical bills are not covered.

In this packet you will find additional information, including a list of the primary medical care provider facilities, and program contact information.

The information in this packet will help you receive the care you need under the GPISD Workers' Compensation 504 Medical Care Program.

What to do if you are injured on the job

Employees have an obligation to immediately report their on-the-job injury or illness to a supervisor. The 504 Medical Care Program does not change GPISD's reporting requirements. You will be required to provide the same information that is currently gathered.

Each time an injury or illness is reported, you will be provided a list of primary medical care facilities. If medical care is required, you will be asked to select a facility that will provide medical care for your injury or illness. Your selection will become part of your claim file. Once you've provided the loss information, and selected the primary medical care facility where you will be receiving your medical care, you will receive a program acknowledgement form authorizing you to seek medical care under the 504 Medical Care Program. This form will require your signature.

How to locate an approved primary medical care provider facility within the 504 Medical Care Program

To locate an approved primary medical care provider facility in the 504 Medical Care Program, refer to the list of Primary Medical Care Provider facilities

provided in this packet/brochure. If you are injured on the job, your supervisor will provide you with a current list of approved facilities. You may also access the list of primary medical care facilities in the Risk Management Department.

Select a primary medical care provider facility of your choice from the list. All medical care for work-related injuries and illnesses, other than emergencies, shall be obtained through the 504 Medical Care Program.

What to do if you need emergency care or after hours care

In case of an emergency, in or out of the program service area, call 911 or go to the nearest emergency treatment facility.

If you need non-emergency care after hours, consult the list of approved primary medical care provider facilities for a location that has extended hours. A list of the facilities is included in your brochure.

How to obtain a referral to a medical specialist

All medical services, other than emergency care, must be provided by a primary medical care provider facility that has been approved under this program. If a specialist's care is required, you will receive notice of a specialty referral from the primary care provider overseeing your care.

GPISD Workers' Compensation 504 Medical Care Program

What to do if you live outside the 504 Medical Care Program service area

The 504 Medical Care Program provides access to primary medical care providers or hospitals located within a reasonable distance from where you live or work. If you believe you live outside the 504 Medical Care Program service area, you may notify the 504 Medical Care Program Administrator and request a review of your circumstances. Your request should be sent to:

504 Medical Care Program
Administrator
801 South Central
Expressway, Ste. 440
Richardson, TX 75080
1-877-899-2010
wadmin@argusservices.net

You must provide evidence to show you do not live within program service area. You will receive a written response from the 504 Medical Care Program Administrator.

During consideration of your request or appeal, you may still choose to receive medical care services from the 504 Medical Care Program. If it is determined you do live within the program service area, you may be responsible for payment of any out-of-service area medical care you received.

How to change your primary medical care provider facility if you are not satisfied with your initial choice

If you are not satisfied with your initial choice of provider, you have the right to select an alternate primary medical care provider within the facility you are currently receiving care, or elect to receive your medical care at an alternate approved primary medical care provider facility.

If you want to change your primary care provider, you must contact the 504 Medical Care Program Administrator at 1-877-899-2010, or 214-459-2000. If your alternate choice is an approved primary care provider under the 504 Medical Care Program, your alternate choice may not be denied. An employee must get approval from the 504 Medical Care Program Administrator to make a second or additional change in medical care provider.

Who to contact if you have a complaint concerning the 504 Medical Care Program

If you have a complaint about the 504 Medical Care Program, you must file it with the 504 Medical Care Program Administrator. The complaint can be provided in writing, email or telephone.

To file a complaint, contact the Program Administrator at:

504 Medical Care Program
Administrator
801 South Central Expressway, Ste. 440
Richardson, TX 75080
1-877-899-2010
wadmin@argusservices.net

The complaint should include your name, address and telephone number, name of your employer, and the reason for the complaint.

If you are not satisfied with the 504 Medical Care Program Administrator's response, you may contact Risk Management at 972-237-5392. If your complaint is still not resolved, you may contact the Texas Department of Insurance (TDI) to file a complaint. You may obtain a complaint form from TDI at:

HMO Division
Mail Code 103-6A
Texas Department
of Insurance
P.O. Box 149104
Austin, Texas 78714-9104
1-800-252-3439
<http://www.tdi.state.tx.us/consumer/complfrm.html>

To talk to the Grand Prairie Risk Management Office please contact Jason Hardy.

972-237-5392 office
972-237-5589 fax
jason.hardy@gpisd.org

Grand Prairie ISD
Risk Management
2602 S. Beltline Road
Grand Prairie, TX 75052

**GRAND PRAIRIE INDEPENDENT SCHOOL DISTRICT
504 WORKERS' COMPENSATION MEDICAL CARE PROGRAM**

PROVIDER	HOURS	ADDRESS	CITY	ZIP	TELEPHONE #
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	5301 William D Tate Ave (Glade Rd & Hwy 121)	(Bedford-Eules) Grapevine	76051	817-251-2101
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	1218 W McDermott (Alma & McDermott)	Allen	75013	972-390-9000
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	5405 S. Cooper Street (Cooper&Green Oaks)	Arlington	76017	817-465-4928
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	1501 SW Wilshire Blvd.	Burleson	76208	817-295-9400
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	1017 W. Hebron Parkway (Hebron Pkwy & Old Denton Rd)	Carrollton	75010	972-939-9495
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	345 N. Hwy 67 (S. Beltline (1382) & N. Highway 67)	Cedar Hill	75104	972-956-5300
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	I-20 & Wheatland, 39769 LBJ Frwy	Dallas	75237	972-780-0802
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	14856 Preston Rd Suite 100 (Preston Road & Beltline)	Dallas	75254	972-387-8900
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	3751 South I-35E (Mayhill Road & I-35E)	Denton	76210	940-383-2700
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	7400 McCart Avenue (McCart & Sycamore School Rd)	Fort Worth	76133	817-294-1651
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	1661 EastChase Parkway (EastChase Pkwy & I-30)	Fort Worth	76120	817-459-2005
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	7232 North Freeway	Fort Worth-Fossil Creek	76137	817-439-8100
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	3520 NW Centre Dr (NW Centre Dr-West of 820)	Fort Worth-Lake Worth	76135	817-375-2100
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	5644 Preston Road	Frisco-Preston Road	75034	972-529-4545
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	301 W. Main Street (Main Street & FM 423)	Frisco-West	75034	972-335-0030
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	7145 N George Bush Turnpike (Shiloh & George Bush Tpk)	Garland-North	75044	972-530-1900
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	565 West I-30 (I-30 & Beltline/Broadway)	Garland-South (Mesquite)	75043	972-303-3030
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	3950 S Carrier Parkway Suite 110 (Carrier Pkwy & I-20)	Grand Prairie	75052	972-264-5858
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	2355 Grapevine Mills Circle E (Front of Grapevine Mills Mall)	Grapevine	76051	972-539-6330
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	400 Mid Cities Boulevard (Hwy 26 & Mid-Cities Blvd)	Hurst	76054	817-428-7300
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	720 South Main Street (Hwy 377 & Bear Creek Pkwy)	Keller	76248	817-431-2800
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	809 N. Central Expy	McKinney	75070	972-529-4500
CARENOW	Hours: M-F- 8am-10pm Saturday- 8am-8pm Sunday- 9am-5pm	3821 W. Spring Creek Pkwy (Coit & Spring Creek)	Plano	75023	972-599-0077
CONCENTRA	Mon.- Fri.- 8:00 am - 8:00pm Sat.- 8 am -5:00pm	15810 Midway Rd	Addison	75001	972-458-8111
CONCENTRA	Mon. - Fri.- 8:00am -8:00pm Saturday- 9:00am- 5:00pm Sunday 9:00am-5:00pm	2160 E. Lamar Ave.	Arlington-North	76006	972-988-0441

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PROVIDER	HOURS	ADDRESS	CITY	ZIP	TELEPHONE #
CONCENTRA	Mon. - Fri.- 8:00am -8:00pm Saturday- 9:00am-5:00pm Sunday 9:00 am-5:00pm	511 E. I-20	Arlington-South	76018	817-261-5166 (metro)
CONCENTRA	Mon. - Fri.- 8:00am-8:00pm Saturday-8:00am-5:00pm	811 NE Alsbury Blvd. Suite 800	Burleson	76028	817-293-7311 (metro)
CONCENTRA	Mon.- Fri.- 8:00am-5:00pm	1345 Valwood Pkwy Suite 306	Carrollton	75006	972-484-6435
CONCENTRA	Mon. - Fri.- 8:00am -8:00pm Saturday- 9:00am-5:00pm Sunday 9:00 am-5:00pm	5601 Greenville Avenue,	Dallas	75206	214-821-6007
CONCENTRA	Mon. - Fri.- 8:00am -8:00pm Saturday- 9:00am-5:00pm Sunday 9:00 am-5:00pm	2920 N. Stemmons Freeway (I-35)	Dallas	75247	214-630-2331
CONCENTRA	Mon.- Fri.- 8:00am-5:00pm	5520 Westmoreland Suite 200	Dallas-Redbird	75237	214-467-8210
CONCENTRA	Mon. - Fri.- 8:00am-8:00pm Saturday-8:00am-5:00pm	2500 West Freeway (I-30) Suite 100	Fort Worth- Forest Park	76102	817-882-8700 (metro)
CONCENTRA	Mon.- Fri.- 8:00am-5:00pm	4060 Sandshell Dr.	Fort Worth-Fossil Creek	76137	817-306-9777 (metro)
CONCENTRA	Mon. - Fri.- 8:00am -8:00pm Saturday- 9:00am-5:00pm Sunday 9:00 am-5:00pm	8756 Teel Pkwy. Suite 350	Frisco	75034	972-712-5454
CONCENTRA	Mon.- Fri.- 8:00am-5:00pm	1621 S. Jupiter Rd. Suite 101	Garland	75042	214-340-7555
CONCENTRA	Mon. - Fri.- 8:00am-8:00pm Saturday-8:00am-5:00pm	5910 N. MacArthur Blvd. Suite 133	Irving/ Las Colinas	75039	972-554-8494
CONCENTRA	Mon. - Fri.- 8:00am-8:00pm Saturday-8:00am-5:00pm	2403 South Stemmons Freeway, Suite 103	Lewisville	75067	972-829-2999
CONCENTRA	Mon.- Fri.- 8:00am-5:00pm	4928 Samuel Blvd.	Mesquite	75149	214-328-1400
CONCENTRA	Mon. - Fri.- 8:00am-8:00pm Saturday-8:00am-5:00pm	1300 N. Central Expy.	Plano	75074	972-578-2212
PRIMACARE	Weekdays- 8am-9pm Weekends- 8am-5pm	642 Uptown Blvd Suite 100	Cedar Hill	75104	972-637-5100
PRIMACARE	Weekdays- 8am-9pm Weekends- 8am-5pm	11888 Marsh Lane#104 (Forest)	Dallas	75234	972-488-9222
PRIMACARE	Weekdays- 8am-9pm Weekends- 8am-5pm	6350 E. Mockingbird Lane (Abrams)	Dallas-Lakewood	75214	214-828-0448
PRIMACARE	Weekdays- 8am-9pm Weekends- 8am-5pm	7910 Beltline (Coit)	Dallas-North	75254	972-980-6753
PRIMACARE	Weekdays- 8am-9pm Weekends- 8am-5pm	7227 Preston Road (Stonebrook Pkwy)	Frisco	75034	972-377-7878
PRIMACARE	Weekdays- 8am-9pm Weekends- 8am-5pm	540 Surf St. (Main)	Lewisville	75067	972-420-9900
PRIMACARE	Weekdays- 8am-9pm Weekends- 8am-5pm	1920 W. Eldorado Parkway Suite 100	McKinney	75069	469-952-3737
PRIMACARE	Weekdays- 8am-9pm Weekends- 8am-5pm	1280 Town East Blvd (Independence)	Mesquite	75150	972-686-1880
PRIMACARE	Weekdays- 8am-9pm Weekends- 8am-5pm	1810 N. Plano Road (Campbell)	North Richardson	75081	972-664-9888
PRIMACARE	Weekdays- 8am-9pm Weekends- 8am-5pm	3304 Alma Drive (Parker)	Plano	75023	972-424-6581
PRIMACARE	Weekdays- 8am-9pm Weekends- 8am-5pm	5076 W. Plano Parkway (Preston)	Plano-West	75093	972-733-0095