Injury Management Organization (IMO) is a
Utilization Review Agent (URA) certified by the Texas
Department of Insurance (TDI), providing
preauthorization services for the City of Houston
(COH).

Preauthorization is required for specific treatments &
services with the primary focus of determining
medical necessity.

IMO manages the requests for treatment sent in
from either the Treating Physician, Requestor and or
Facility.

If your Health Care Provider has questions, they can
contact IMO at

877-789-0041, Option 2

Treatment Guidelines

The Official Disability Guidelines Treatment in
Workers’ Comp (ODG), excluding return-to-work
pathways, published by Work Loss Data Institute,
was adopted by TDI-DWC to provide evidence-based
protocols for medical treatment and includes
recommendations for surgical treatment.

This is a tool to help your HCP manage your medical
treatment. It can be accessed at:
http://www.worklossdata.com

Return-to-Work Guidelines

The Medical Disability Advisor, Workplace Guidelines
for Disability Duration (The MD Guidelines),
excluding all sections and tables relating to
rehabilitation published by the Reed Group, was
adopted by TDI-DWC as the return-to-work
guidelines.

This is a tool to help your HCP determine when you
can return to work and can be accessed at
http://www.ReedGroup.com

Claim Number: ______________________
Date of Injury: ______________________
Adjuster Name: ______________________
Adjuster Telephone: ______________________
Adjuster Fax: ______________________

Adjuster’s Mailing Address:
TRISTAR Risk Management
PO Box 2805
Clinton, IA 52733-2805

Scan Here. Learn More.
We Are Here To Support You!

**Key Workers’ Compensation Contacts**

- Human Resources (HR) Department, Risk Management Division.........................(832) 393-SAFE
- or go to: http://www.houstontx.gov/hr/wc/

Your WC Designated Department Representative is available to assist you with your department specific responsibilities.

HR Workers’ Compensation (WC) Coordinators provide oversight of your Workers’ Compensation claim handled by the Workers’ Compensation Adjuster and can assist you with questions about your City of Houston paycheck and other Workers’ Compensation related questions.

The Safety Team will contact you or your supervisor in an effort to determine the root cause of your accident. They will also take steps to make your work area a safer place.

**TRISTAR Risk Management......(832) 710-4444, Press 0**

An independent Third Party Administrator contracted by the City to process their Workers’ Compensation claims; including payments to injured employees and health care providers in compliance with the law.

**Texas Department of Insurance – Division of Workers’ Compensation (TDI-DWC),.................(800) 252-7031**

A State administrative agency that is responsible for regulating Workers’ Compensation and the interests of injured employees in the Workers’ Compensation system.

**Information You Should Know**

- Report accidents within 24 hours.
- Select a treating doctor. If you are not satisfied, contact the TDI-DWC to request a change in your treating doctor.
- Immediately communicate with your:
  - Supervisor
  - WC Designated Department Representative
  - HR WC Coordinator
  - WC Adjuster, after selecting your Treating Doctor, and after every doctor’s visit, excluding Physical Therapy visits. Make sure your notification includes: current work status, treatment plan given by the doctor, date of next office visit.

This is important as each person has a different role in helping you after the accident has occurred.

- Immediately communicate changes in your work status to your:
  - Supervisor
  - WC Designated Department Representative
  - HR WC Coordinator
  - WC Adjuster

- Transitional Duty is available as a stepping-stone, and will help you ease back into the workforce, while recovering from an on-the-job injury.
- If you have worked for the City of Houston for at least one year, have been physically present at work at least 1,250 hours during the previous twelve months, and your injury/impairment is considered a serious health condition, you will be placed on Family Medical Leave. Once a determination is made on your status, your FML Coordinator will contact you with additional information.
- Contact:
  - Your pension representative, to determine how your time off affects your pension and retirement.
  - Central HR Benefits, 832-393-6000, if you are not receiving a full paycheck, as you may need to discuss health premium payment options.

To take charge of the process, it’s useful to remember three things:

1. You can make a difference.
2. You are valuable.
3. You belong to a team.

And then you need to take action by:

1. Being an active participant in your return to work and rehabilitation.
2. Making the most of your treatment.
3. Keeping in touch with your workplace.

After all you are the boss of your own recovery!

A work injury can be overwhelming and it’s important to remember that you have supporters in the workplace. These include your Workers’ Compensation (WC) Designated Department Representative, your Workers’ Compensation Coordinator (WC), your direct supervisor and your co-workers, all of whom value the contribution you make and want to see you back at work.

As helpful as these people may be, one person plays the most important role in your recovery and return to work: YOU.

Although the situation may feel out of control, there are many things you can do to ensure that you get back in the driver’s seat as soon as possible.

**We Are Here To Support You!**