



Texas Department of Insurance

Division of Workers' Compensation

7551 Metro Center Drive, Suite 100 • Austin, Texas 78744-1609

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MEMORANDUM

DATE: May 16, 2008

TO: Texas Workers' Compensation System Participants

FROM: Texas Department of Insurance, Division of Workers' Compensation

RE: Revised DWC Form-032, *Request for Designated Doctor*, and *Quick Reference Guide for Designated Doctors*

The Texas Department of Insurance, Division of Workers' Compensation (TDI-DWC) has revised the DWC Form-032, *Request for Designated Doctor*, and published the *Quick Reference Guide for Designated Doctors*. These changes are a part of an initiative to improve the designated doctor process by:

- improving the quality of designated doctor examinations and narrative reports;
- decreasing the need for letters of clarification;
- reducing the inconvenience and expense of multiple re-examinations; and
- expediting agreement between parties by bringing facts into focus early in the dispute resolution process.

Revised DWC Form-032 with Instructions

Requesters of designated doctor examinations should begin using the revised DWC Form-032 immediately. Section VI requires the requester to provide issue-specific narrative information that the designated doctor will use when conducting the examination. For example, if the requester is asking the designated doctor to address the issue of disability, the requester should list all compensable injuries and provide the injured employee's job description. If the requester is asking the designated doctor to address extent of injury, the requester should describe the accident or incident that caused the claimed injury. The revised DWC Form-032 is available for download from the TDI-DWC website at <http://www.tdi.state.tx.us/forms/form20all.html#dwc032>.

Submitting the Form to TDI-DWC

Submit the form by mail to:

Texas Department of Insurance, Division of Workers' Compensation
7551 Metro Center Drive, Suite 100, MS-603
Austin, TX 78744-1609

Or submit the form by fax to: 512-804-4121.

Do not send the completed DWC Form-032 or copies of the form to TDI-DWC field offices. TDI-DWC will continue to accept and process old versions of the form until August 1, 2008. On and after August 1,

2008, requests received on old versions of the form will be returned to the requester. Requesters are encouraged to provide a copy of the completed form to all other parties to the claim at the time the form is sent to TDI-DWC.

Quick Reference Guide for Designated Doctors

The *Quick Reference Guide for Designated Doctors When Conducting a Designated Doctor Exam* provides specific direction to designated doctors when performing an examination and drafting the narrative reports. It includes instructional guidance for each type of request: Maximum Medical Improvement, Impairment Rating, Extent of Injury, Disability, Return-to-Work, Return-to-Work for Supplemental Income Benefits, and Other Similar Issues. Designated doctors should use this guidance when writing their narrative reports. Failure to do so may result in unnecessary letters of clarification and/or re-examinations. The guide is available at <http://www.tdi.state.tx.us/wc/hcprovider/dd.html>.

Designated Doctor Resources

TDI-DWC has published several informational resources on the designated doctor process. The following publications are available for download from the TDI website at <http://www.tdi.state.tx.us/wc/publications.html> :

- *Designated Doctor: Information for Injured Employees* (Fact Sheet);
- *Designated Doctor: Appointment Coordination, Refusals, Cancellations, Rescheduling and Redesignations* (Fast Facts);
- *Designated Doctor: Distributing Appointment Requests* (Fast Facts); and,
- *Designated Doctor: Doctor Selection Criteria* (Fast Facts).

TDI-DWC has also created the *Online Designated Doctor Querying Tool* to provide information about the number of designated doctors and approved examination requests in each county. The query tool is available on the TDI website at <http://www.tdi.state.tx.us/wc/hcprovider/dd.html> under “Run Reports for Numbers of Designated Doctors and Appointments by County and Date.”

For assistance or more information about the revised DWC Form-032, contact TDI-DWC by calling 800-252-7031.