



Risk Management  
Fund

# NOTICE

## MARCH 4, 2025

### TWCARMF WORKERS' COMPENSATION FREQUENTLY ASKED QUESTIONS

**Who should I contact for questions regarding an incident or claim?**

**Emily Rice, Workers' Compensation Team Lead**

Phone: 972-372-6181

After hours: 903-461-2578

Fax: 859-264-4061

**Where should a provider send medical bills?**

**Sedgwick**

**P.O. Box 14495**

**Lexington, KY 40512**

**Phone: (866) 495-4844**

**Please emphasize that injured workers should not use their personal insurance as that causes accounting issues that could result in the injured worker receiving bills for payment.**

**How does a provider contact utilization review?**

**Toll Free: 877-922-7236**  
**Fax: 866-286-0281**

**What is the phone number for the pharmacy provider?**

**Optum: 888-764-1284**

**Where can I find a network provider?**

**Alliance**

<https://www.pswca.org/>

**Where do I get treatment?**

Fund members' injured employees are required to seek medical treatment from the Alliance's provider list of treating physicians. However, in case of an emergency, injured workers can go to the nearest emergency room; emergency care does not need to be approved in advance. Emergency care is covered under workers' compensation.

**What about injuries that occur after hours or holidays?**

The steps are the same for getting care after hours or holidays. If pain escalates through the night or over the weekend and you feel you need immediate care, go to the emergency room for medical attention and care. Certainly, you should seek immediate medical attention for any potentially life-threatening injury or illness.

**Where can I find a print friendly version of this information to give to the injured worker?**

A print friendly version is available on the Fund website at:

[TWCARMF WC FAQs.pdf](#)