



TOKIO MARINE
AMERICA

FIRST HEALTH TEXAS HCN MEDICAL PROVIDER SEARCH INSTRUCTIONS

Your employer is participating in the Coventry First Health Texas HCN managed care program. Coventry Workers' Compensation services, provides access to their website to obtain a listing of industrial clinics and/or physicians within their network.

You may select a treating doctor of your choice from the network for treatment and follow up care. Once you select your provider, be sure to contact your adjuster with the medical provider's information.

There are three different ways to find a provider:

Option 1

Logging onto the Coventry website at: www.coventrywcs.com. The process to obtain a listing is as follows:

1. At Top of Page Select 'Client Login & Tools'
2. Next Page: Enter Client ID: Tokio
3. Next Page: Select 'Channeling Tools'
4. Next Page: Select how you would like to conduct your search
5. For this example we will use 'Address Search'
6. Select "Address Search"
7. Type in the address
8. Select "**First Health TX HCN**" from the drop down menu
9. Search Distance (miles)
10. 30 in a non-rural are and 60 miles in a rural area
11. In the box called Provider Types select "Primary Treating Providers"
12. Click on "Find Providers"
13. Select "Create Directory" at the bottom of the page on the left
14. Select "Create Directory" at the bottom of the page in the center
15. You can print the document and post prominently in an area along with the Texas Posting notices that is frequented by employees

Option 2

For employees who would not otherwise have access to the internet or electronically may contact their employer to obtain a paper directory. Copies of paper directories must be updated quarterly.

Option 3

Or you may call Coventry 800-937-6824 and chose the "First Health Texas HCN" option to help locate medical providers.

If you need additional assistance accessing the networks, please send an e-mail request to: managedcare@tmamerica.com