

STATE SPECIFIC REQUIREMENTS

Maryland

The Office of Health Care Quality (OHCQ) is the agency within the Department of Health and Mental Hygiene charged with monitoring the quality of care in Maryland's health care and community residential programs. If you have concerns about the health care or treatment that you or a family member received or did not receive, you have the right to file a complaint online

http://www.dhmh.state.md.us/ohcq/faq_help/file_a_complaint.htm. OHCQ may also be reached at 410-402-8000 or 1-877-402-8218. The email address is ohcqweb@dhmh.state.md.us

Texas

The Texas Department of Insurance has a single complaint form for all types of insurance (including workers' compensation). To file a complaint in English or Spanish, use the online form at <http://www.tdi.state.tx.us/consumer/complfrm.html>. For information on filing an insurance-related complaint, call the *Consumer Help Line* between 8 a.m. and 5 p.m., Central time, Monday-Friday at **1-800-252-3439**.

Workers' Compensation Health Care Networks with which DSI contracts:

- Corvel Healthcare Corporation/Corcare
- Coventry Workers' Comp Network
- First Health TX HCN
- Bunch Coventry TX HCN dba Bunch & Associates
- Bunch HCN-First Health
- Chartis TX HCN
- First Health/CSS HCN
- First Health/Travelers HCN
- Genex Health Care Network
- Liberty Health Care Network
- Memorial Hermann Health Network Providers, Inc. / Worklink
- Prime Health Services Inc.
- Specialty Risk Services Texas Workers' Compensation Health Care Network (First Health)
- Texas Star Network
- The Hartford Workers Compensation Health Care Network-FH
- Zenith Health Care Network
- Zurich Services Corporation Healthcare Network