

The Hanover

# Workers' Compensation Resource Guide

Important information to help you navigate your workers' compensation claim

If you have questions regarding coverage or need additional assistance, please contact The Hanover at 800-628-0250.

Please note: This document is for reference only and does not guarantee payment or acceptance of your claim.

## EMPLOYEE AND EMPLOYER INFORMATION

Insured: \_\_\_\_\_  
 Date of Loss: \_\_\_\_\_  
 Claimant: \_\_\_\_\_  
 Claim Number: \_\_\_\_\_  
 Jurisdiction: \_\_\_\_\_

## NETWORK PROVIDER DIRECTORY

Find an in-network medical provider:  
<https://www-sf.talispoint.com/hanover/external/>  
 Find an in-network medical provider (California):  
<https://www.viiad.com/anthemcompass/KBANTHEMW000/app/home.asp>  
 You may also contact The Hanover at 800-628-0250



## PHARMACY INFORMATION

Optum has been chosen to manage your workers' compensation pharmacy benefits for employers and their injured workers.

### Injured person:

To fill a prescription for a work-related injury or illness, go to an Optum Tmesys network pharmacy with the temporary card below. In most cases, the pharmacy will fill the prescription at no cost to you. Certain medication may require preauthorization prior to dispensing.



If your workers' compensation claim is accepted, you will receive a permanent pharmacy card in the mail.

Most pharmacies and all major chains are included in the network. To find a network pharmacy or ask a question, call 888-764-4844 or visit [tmesys.com](https://tmesys.com).

**Attention Pharmacists:** Enter RxBIN, RxPCN and GROUP. Member ID # format is the date of injury and SSN combined as follows: YYMMDD123456789. Tmesys is the designated PBM for this patient.

### Tmesys Pharmacy Help Desk 1-888-764-4844

	NDC	or	Envoy
RxBIN	004261	or	002538
RxPCN	CAL	or	Envoy Acct. #
GROUP	HANVRFF		

Note: This First Fill card is only valid for your workers' compensation injury or illness.

## MEDICAL BILLING INFORMATION

Hanover Insurance c/o Medata  
 P.O. Box 62409  
 Irvine, California 92602-6080

### Provider inquiry:

Phone: 866-665-5009  
 Email: [assist.medata.com/servicedesk](mailto:assist.medata.com/servicedesk)

### E-billing:

Visit Carisk:  
[www.cariskpartners.com/intelligent-clearinghouse-provider/](http://www.cariskpartners.com/intelligent-clearinghouse-provider/)



## UTILIZATION REVIEW

Providers: If utilization review is required in the jurisdiction, please direct requests to Medata Contact Center:

Phone: 855-445-0306  
 Fax: 877-201-5336  
 Email: [ProviderHanoverUR@medata.com](mailto:ProviderHanoverUR@medata.com)  
 Provider Inquiries: [URInquiries@medata.com](mailto:URInquiries@medata.com)



## ANCILLARY SCHEDULING SERVICES

If a physician requires services, please contact the following for scheduling:

### Physical Therapy

OneCall Medical: 800-872-2875  
 Medrisk: 800-225-9675

### Radiology/Imaging

Homelink: 800-482-1993  
 OneCall Medical: 800-872-2875

### Durable Medical Equipment

Optum: 833-486-7886, option 2  
 Homelink: 800-482-1993  
 Care at Home: 800-676-6777

### Transportation/Translation

Homelink: 800-482-1993  
 ProCare: 866-941-7878  
 Optum: 833-486-7886, option 2

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