

# SYNERGY PROVIDER PANEL

## WHAT IS THE SYNERGY PROVIDER PANEL?

Since 2009 Grand Prairie Independent School District has provided medical treatment for our injured workers using medical networks owned by other providers. On September 1, 2017, Grand Prairie ISD – will begin use of our own network for the medical treatment of our injured workers. We have named our medical network the Synergy Provider Panel. Grand Prairie ISD workers are the District's most valuable resource and the Synergy Provider Panel has been constructed to provide carefully coordinated care for our injured workers.

## WHAT TO DO IF YOU ARE INJURED ON THE JOB

Employees have an obligation to immediately report their on-the-job injury or illness to a supervisor. The Synergy Provider Panel does not change GPISD's reporting requirements. You will be required to provide the same information that is currently gathered.

Each time an injury or illness is reported, you will be provided a list of primary medical care facilities. If medical care is required, you will be asked to select a facility that will provide medical care for your injury or illness. Your selection will become part of your claim file. Once you've provided the claim information, and selected the primary medical care facility where you will be receiving your medical care, you will receive a program acknowledgement form authorizing you to seek medical care under the Synergy Provider Panel. This form will require your signature.

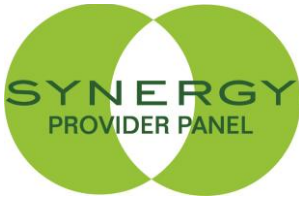
## HOW TO LOCATE AN APPROVED PRIMARY MEDICAL CARE PROVIDER FACILITY IN THE SYNERGY PROVIDER PANEL

To locate an approved primary medical care provider facility in the Synergy Provider Panel, refer to the list of Primary Medical Care Provider facilities provided in this packet/brochure. If you are injured on the job, your supervisor will provide you with a current list of approved facilities. You may also access the list of primary medical care facilities in the Risk Management Department.

Select a primary medical care provider facility of your choice from the list. **All medical care for work-related injuries and illnesses, other than emergencies, shall be obtained through the Synergy Provider Panel.**

## WHAT TO DO IF YOU NEED EMERGENCY OR AFTER HOURS CARE

In case of an emergency, in or out of the program service area, call 911 or go to the nearest emergency treatment facility. If you need non-emergency care after hours, consult the list of approved primary medical care provider facilities for a location that has extended hours. A list of the facilities is included in your brochure.



## WHAT TO DO IF YOU LIVE OUTSIDE THE SYNERGY PROVIDER PANEL NETWORK

The Synergy Provider Panel provides access to primary medical care providers or medical specialists located within a reasonable distance from where you live or work. If you believe you live outside the Synergy Provider Panel service area, you may notify the adjuster, the network manager or the GPISD Risk Management Office to request a review of your circumstances.

You must provide evidence to show you do not live within program service area. You will receive a written response from the Synergy Provider Panel Medical Program Manager.

During consideration of your request or appeal, you may still choose to receive medical care services from the Synergy Provider Panel. If it is determined you do live within the program service area, you may be responsible for payment of any out-of-service area medical care you received.

## HOW TO CHANGE YOUR PRIMARY MEDICAL CARE PROVIDER IF YOU ARE NOT SATISFIED WITH YOUR INITIAL CHOICE

If you are not satisfied with your initial choice of provider, you have the right to select an alternate primary medical care provider within the facility you are currently receiving care, or elect to receive your medical care at an alternate approved primary medical care provider facility.

If you want to change your primary care provider, you must contact your adjuster, network manager or the GPISD Risk Management Office. If your alternate choice is an approved primary care provider under the Synergy Provider Panel, your alternate choice may not be denied. An employee must get approval from the Synergy Provider Panel to make a second or additional change in medical care provider.

## WHO TO CONTACT IF YOU HAVE A COMPLAINT CONCERNING THE SYNERGY PROVIDER PANEL

If you have a complaint about the Synergy Provider Panel, you must file it with the adjuster, the network manager or the GPISD Risk Management Office. The complaint must be provided in writing or email. The complaint should include your name, address and telephone number and the reason for the complaint.

If you are not satisfied with the Synergy Provider Panel response, you may contact Risk Management at 972-237-5392. If your complaint is still not resolved, you may contact the Texas Department of Insurance (TDI) to file a complaint. You may obtain a complaint form from TDI at:

HMO Division Mail Code 103-6A Texas Department of Insurance P.O. Box 149104 Austin, Texas 78714-9104  
1-800-252-3439 <http://www.tdi.state.tx.us/consumer/complfrm.html>

To talk to the Grand Prairie Risk Management Office please contact Barry Hosford, 972-237-5392 office, 972-237-5589 fax, 972-237-5454 after hours, or [barry.hosford@gpisd.org](mailto:barry.hosford@gpisd.org), or make an appointment at Grand Prairie ISD Risk Management 2602 S. Beltline Road Grand Prairie, TX 75052

GRAND PRAIRIE INDEPENDENT SCHOOL DISTRICT  
SYNERGY PROVIDER PANEL MEDICAL CARE PROGRAM

Employee Acknowledgement/Claim Verification Form

I, \_\_\_\_\_ (full name of employee),  
have received information that tells me how to get medical care under the Synergy  
Provider Panel Medical Care Program for my Workers' Compensation Claim.

Date of Occurrence: \_\_\_\_\_

**I understand that:**

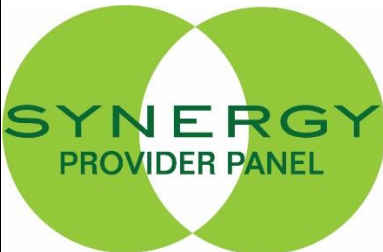
- 1. All medical services, other than emergency care, must be provided by a primary medical care provider facility that has been approved to provide medical care services under this program. (Please refer to the list of Primary Medical Care Providers provided with this form.)**
- 2. I must go to the primary medical care provider facility I select for all medical care for my injury or illness. If I need a specialist, my primary care provider will refer me to one.**
- 3. If I need emergency care, I may go anywhere to be treated. Once the emergency has passed, I will need to select a primary medical care provider facility from the approved list for all subsequent medical care.**
- 4. All compensable costs related to my claim will be paid by the Synergy Provider**
- 5. If I use a medical care provider who is not approved under the Synergy Provider Medical Care Program, I may have to pay the bill myself.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name (Printed) : \_\_\_\_\_

SSAN (last four digits) \_\_\_\_\_

If you have any questions or need help, please contact the Risk Management  
Department at 972-237-5392 or [barry.hosford@gpisd.org](mailto:barry.hosford@gpisd.org)





## Urgent Care/Primary Care/Walk-In Clinics

(see Concentra for Telemed option)

### New Provider Recently Added:

#### ➤ **Occumed Plus – Multiple locations**

- Garland
  - 2046 Forest Lane, Suite 180
  - Garland, TX 75069
  - Ph: 972-494-1419 Fax: 972-494-2069
- Grand Prairie
  - 805 W. North Carrier Pkwy., Suite 260
  - Grand Prairie, TX 75050
  - Ph: 817-984-9580 Fax: 817-984-9581
- McKinney
  - 4510 Medical Center Dr., Suite 108
  - McKinney, TX 75069
  - Ph: 972-548-5356 Fax: 972-548-5357

#### ➤ **CareNow – Multiple Locations (Online check-ins available)**

- Grand Prairie (I-20 & Great SW Pkwy)
  - 2520 W I-20, Grand Prairie, TX 75052
  - Ph: 972-264-5858 Fax: 972-264-8800
- Arlington (Cooper & Green Oaks)
  - 5405 S Cooper Street, Arlington, TX 76017
  - Ph: 817-465-4928 Fax: 817-472-0758
- Allen (Alma & McDermott)
  - 1218 W. McDermott, Allen, TX 75013
  - Ph: 972-390-9000 Fax: 972-396-5173
- Bedford-Euless (Glade Rd & Hwy 121 – Grapevine #2)
  - 5301 William D Tate Ave, Grapevine, TX 76051
  - Ph: 817-251-2101 Fax: 817-421-5041
- Burleson (Wilshire & FM 731)
  - 1501 SW Wilshire Blvd, Burleson, TX 76028
  - Ph: 817-295-9400 Fax: 817-295-9408



➤ **CareNow – Multiple Locations (Online check-ins available)**

- Carrollton (Hebron Pkwy & Old Denton Rd)
  - 1017 W Hebron Pkwy, Carrollton, TX 75010
  - Ph: 972-939-9495 Fax: 972-939-0230
- Cedar Hill (S Beltline & N Hwy 67)
  - 345 N Hwy 67, Cedar Hill, TX 75104
  - Ph: 972-956-5300 Fax: 972-956-5393
- Dallas
  - 4501 Lemmon Avenue, Dallas, TX 75219
  - Ph: 469-672-4238 Fax: 972-925-0582
- Dallas
  - 4617 N. Central Expressway, Dallas, TX 75205
  - Ph: 469-804-9280 Fax: 469-933-7211
- Dallas
  - 2404 McKinney Ave, Dallas, TX 75201
  - Ph: 214-721-0630 Fax: 469-779-2657
- Dallas
  - 4844 Greenville Ave, Dallas, TX 75206
  - Ph: 214-295-9410 Fax: 972-677-6204
- Dallas
  - 2221 Abrams Road, Dallas, TX 75214
  - Ph: 972-674-8510 Fax: 214-824-2470
- Dallas (I-635 & Abrams)
  - 9323 LBJ Freeway, Dallas, TX 75243
  - Ph: 214-570-3003 Fax: 214-570-1797
- Dallas – Oak Cliff (I-20 & Wheatland Rd)
  - 39769 LBJ Frwy, Dallas, TX 75237
  - Ph: 972-780-0802 Fax: 972-780-7134
- Dallas – North (Preston Rd & Beltline)
  - 14856 Preston Rd, Ste. 100, Dallas, TX 75254
  - Ph: 972-387-8900 Fax: 972-661-9868
- Dallas - Midway (I-635 & Midway)
  - 12801 Midway Rd, Ste. 503, Dallas, TX 75244
  - Ph: 972-243-3304 Fax: 972-243-371
- Denton (Mayhill Rd & I-35)
  - 3751 South I-35E, Denton, TX 76210
  - Ph: 940-383-2700 Fax: 940-383-7640
- Denton
  - 2310 W. University Drive, Denton, TX 76207
  - Ph: 940-220-5901 Fax: 940566-1715



➤ **CareNow – Multiple Locations (continued)**

- Ft. Worth (Eastchase Pkwy & I-30)
  - 8450 East Freeway, Fort Worth, TX 76120
  - Ph: 817-459-2005 Fax: 817-459-3797
- Ft. Worth (McCart & Sycamore School Rd)
  - 7400 McCart Ave, Fort Worth, TX 76133
  - Ph: 817-294-1651 Fax: 817-294-1048
- Ft. Worth (Saginaw)
  - 4524 W Bailey Boswell Rd, Fort Worth, TX 76179
  - Ph: 817-720-9685 Fax: 817-237-2224
- Ft. Worth (Presidio Vista)
  - 8901 North Freeway, Ste. 111, Fort Worth, TX 76177
  - Ph: 469-778-5228 Fax: 817-431-0371
- Ft. Worth (Lake Worth)
  - 3520 NW Centre Dr., Ft. Worth, TX 76135
  - Ph: 817-375-2100 Fax: 817-237-0022
- Ft. Worth - Fossil Creek (I-35W & Basswood)
  - 7232 North Freeway, Fort Worth, TX 76137
  - Ph: 817-232-2100 Fax: 817-232-0020
- Ft. Worth - Horne (I-30 & Horne St)
  - 2700 Horne Street, Fort Worth, TX 76107
  - Ph: 817-570-7995 Fax: 817-431-0371
- Frisco – Preston (Preston & Lebanon)
  - 5644 Preston Rd, Frisco, TX 75034
  - Ph: 972-529-4545 Fax: 214-872-4323
- Frisco - West (Main St & FM 423)
  - 301 W Main Street, Frisco, TX 75034
  - Ph: 972-335-0030 Fax: 972-335-3660
- Garland-North (Shiloh & George Bush Turnpike)
  - 5106 N George Bush Turnpike, Garland, TX 75044
  - Ph: 972-530-1900 Fax: 972-530-7400
- Garland-South (I-30 & Beltline/Broadway)
  - 565 W I-30, Garland, TX 75043
  - Ph: 972-303-3030 Fax: 972-240-1223
- Grapevine (Grapevine Mills Mall area)
  - 2355 Grapevine Mills Circle, Grapevine, TX 76051
  - Ph: 972-539-6330 Fax: 972-539-3077
- Grapevine (Bedford-Euless – Glade Rd. & Hwy. 121)
  - 5301 William D Tate Ave, Grapevine, TX 76051
  - Ph: 817-251-2101 Fax: 817-421-5041



➤ **CareNow – Multiple Locations (continued)**

- Hurst (Precinct Line & Grapevine Hwy)
  - 779 Grapevine Hwy, Hurst, TX 76054
  - Ph: 817-428-7300 Fax: 817-428-1085
- Irving
  - 2675 N Beltline Rd, Irving, TX 75062
  - Ph: 469-299-5445
- Irving
  - 7400 N MacArthur Blvd, Irving, TX 75063
  - Ph: 469-850-4929 Fax: 972-925-0260
- Irving
  - 2851 W Interstate Hwy 635, Irving, TX 75063
  - Ph: 214-496-0820 Fax: 214-496-0425
- Keller (Hwy 377 & Bear Creek Pkwy)
  - 720 South Main St, Keller, TX 76248
  - Ph: 817-431-2800 Fax: 817-431-0371
- Keller (Keller Pkwy & Main)
  - 104 South Main St, Keller, TX 76248
  - Ph: 214-295-9385 Fax: 682-593-7029
- Lake Worth (NW Centre Dr – West of 820)
  - 3520 NW Centre Dr, Fort Worth, TX 76135
  - Ph: 817-375-2100 Fax: 817-237-0022
- Lewisville (Main & Garden Ridge)
  - 1559 W Main St, Lewisville, TX 75067
  - Ph: 972-436-0333 Fax: 972-436-7373
- Mansfield (Hwy 287 & Debbie Lane)
  - 1501 Hwy 287 N, Mansfield, TX 76063
  - Ph: 817-453-8080 Fax: 817-453-8040
- McKinney
  - 809 N Central Expwy, McKinney, TX 75070
  - Ph: 972-529-4500 Fax: 972-529-4505
- Plano (Coit & Spring Creek)
  - 3821 W Spring Creek Pkwy, Plano, TX 75023
  - Ph: 972-599-0077 Fax: 972-599-0030
- Prosper
  - 4530 W University Drive, Prosper, TX 75078
  - Ph: 469-607-7504 Fax: 972-347-9355
- Richardson
  - 377 W Campbell Rd, Richardson, TX 75080
  - Ph: 469-232-2945 Fax: 469-248-0336



➤ **CareNow – Multiple Locations (continued)**

- Roanoke
  - 1530 N Highway 377, Roanoke, TX 76262
  - Ph: 682-254-9920 Fax: 682-831-9744
- Rockwall
  - 600 Horizon Rd, Rockwall, TX 75032
  - Ph: 972-332-5555 Fax: 972-722-4823
- Southlake (State Hwy 114 & Nolen Dr)
  - 2751 E State Hwy 114, Southlake, TX 76092
  - Ph: 817-749-0155 Fax: 817-749-0157

➤ **Concentra Medical Centers (includes US Healthworks) – Multiple locations**

**Concentra Telemed:** – [www.concentratelemed.com](http://www.concentratelemed.com) or download the Concentra Telemed app via the Apple App Store or Google Play. (Tech support: 855-835-6337)

- Addison
  - 15810 Midway Rd, Addison, TX 75001
  - Ph: 972-458-8111 Fax: 972-458-7776
- Arlington North
  - 2160 E Lamar Blvd, Arlington TX 76006
  - Ph: 972-988-0441 Fax: 817-306-9780
- Arlington South
  - 511 E Interstate 20, Arlington, TX 76018
  - Ph: 817-261-5166 Fax: 817-275-5432
- Burleson
  - 811 NE Alsbury, Ste. 800, Burleson, TX 76028
  - Ph: 817-293-7311 Fax: 817-551-1066
- Carrollton
  - 1345 Valwood Pkwy, Ste. 360, Carrollton, TX 75006
  - Ph: 972-484-6435 Fax: 817-551-1066
- Dallas Greenville
  - 5601 Greenville Ave, Dallas, TX 75206
  - Ph: 214-821-6007 Fax: 214-821-6149
- Dallas Stemmons
  - 2920 N Stemmons Fwy., Dallas, TX 75247
  - Ph: 214-630-2331 Fax: 214-905-1323



➤ **Concentra Medical Centers (includes US Healthworks) – Multiple locations**



- Dallas Westmoreland - Redbird
  - 5520 Westmoreland, Ste. 200, Dallas, TX 75237
  - Ph: 214-467-8210 Fax: 214-467-8192
- Forest Park (Ft. Worth West)
  - 2500 West Freeway, Fort Worth, TX 76102
  - Ph: 817-882-8700 Fax: 817-882-8707
- Ft. Worth – Fossil Creek
  - 4060 Sandshell Drive, Ft. Worth, TX 76137
  - Ph: 817-306-9777 Fax: 817-306-9780
- Frisco
  - 8756 Teel Pkwy, Ste. 350, Frisco, TX 75034
  - Ph: 972-712-5454 Fax: 972-712-5442
- Garland
  - 1621 S Jupiter, Ste. 101, Garland, TX 75042
  - Ph: 214-340-7555 Fax: 214-340-3980
- Irving
  - 5910 N MacArthur Blvd, Ste. 133, Irving, TX 75039
  - Ph: 972-554-8494
  - Fax: 817-882-8700
- Lewisville
  - 2403 S Stemmons Fwy., Ste. 103, Lewisville, TX 75067
  - Ph: 972-829-2999
  - Fax: 817-275-5432
- Mesquite
  - 4928 Samuell Blvd, Mesquite, TX 75149
  - Ph: 214-328-1400
  - Fax: 214-328-2884
- Plano
  - 1300 N Central Expressway, Plano, TX 75074
  - Ph: 972-578-2212
  - Fax: 972-881-7666



➤ **PrimaCare Medical Centers (aka PrimaMed Physicians LLC) – Multiple locations**

- Cedar Hill
  - 642 Uptown Rd., Ste. 100
  - Cedar Hill, TX 75104
  - Ph: 972-637-5101 Fax: 972-637-5101
- Desoto
  - 1001 N. I-35 E, Ste. 430C
  - Desoto, TX 75115
  - Ph: 469-765-1600 Fax: 469-765-1578
- Lakewood
  - 6350 E. Mockingbird Lane
  - Dallas, TX 75214
  - Ph: 214-828-0448 Fax: 214-828-2364
- Lewisville
  - 540 Surf Street
  - Lewisville, TX 75067
  - Ph: 972-420-9900 Fax: 972-420-9620
- Mesquite
  - 1280 N. Town East Blvd.
  - Mesquite, TX 75150
  - Ph: 972-686-1880 Fax: 972-686-5845
- McKinney
  - 1920 W. Eldorado Pkwy., Ste. 100
  - McKinney, TX 75069
  - Ph: 469-952-3737 Fax: 469-952-3738
- North Dallas
  - 7910 Belt Line Rd.
  - Dallas, TX 75254
  - Ph: 972-980-6753 Fax: 972-383-6176
- NW Dallas
  - 11888 Marsh Lane, Ste. 104
  - Dallas, TX 75234
  - Ph: 972-488-9222 Fax: 972-488-0625
- Plano
  - 3304 Alma Drive
  - Plano, TX 75023
  - Ph: 972-424-6581 Fax: 972-424-6589



➤ **PrimaCare Medical Centers (aka PrimaMed Physicians LLC) – Multiple locations**

- Plano West
  - 5076 W. Plano Pkwy.
  - Plano, TX 75093
  - Ph: 972-733-0095 Fax: 972-733-4072
- Richardson
  - 1810 N. Plano Road
  - Richardson, TX 75081
  - Ph: 972-664-9888 Fax: 972-664-9899
- Royal Lane
  - 9901 Royal Lane, Ste. 106
  - Dallas, TX 75231
  - Ph: 214-902-0000 Fax: 214-902-0002
- Sherman
  - 4028 N. US Highway 75
  - Sherman, TX 75090
  - Ph: 903-375-0800 Fax: 903-375-0803
- Tarrant
  - 2205 N Tarrant Pkwy
  - Fort Worth 76177
  - Ph: 817-328-3320 Fax: 817-328-3325

➤ **MedHealth dba Methodist Urgent Care Centers**

- 1441 N Beckley Ave, Dallas 75203
- Primary Phone: 214-902-0000
- Grand Prairie Location: 4560 Lake Ridge Pkwy, Ste. 100 Grand Prairie 75052
  - Ph 972-522-7778
  - Fax 972-522-7779