

Provider Panels for Display User Guide



This guide demonstrates how to use the Liberty Mutual Insurance Provider Referral Service Portal (PRS) to build and print a medical provider panel for workplace display. Before using the PRS Portal, please refer to the exceptions and requirements in the “Frequently Asked Questions” section at the end of this document.

How to Create a Medical Provider Panel

1. Go to www.LibertyMutualPRS.com
2. Click **I am a Customer**.



3. Click on the **Medical Provider Panel** tab below to create a Medical Provider Panel for display in the workplace.



4. On the Provider Referral Services (PRS) screen:
 - a. Enter the employer’s name and address information
 - b. Make sure to select the Liberty Mutual logo to display on the panel
 - c. Select panel language (English and/or Spanish) as needed or required by law
 - d. Click continue

5. On the following screen, enter your first and last name as the panel creator below the recipient information. These fields are required and must be populated before a panel can be created. You will be prompted with a red message outlining the required field if any are left blank.
6. Click **Create Medical Provider Panel** at the bottom of the page.
7. The Medical Provider Panel will be created and provided as a PDF document. You can either save or print the panel through the save and print buttons at the top of the screen, or send the form to an email address by clicking on the email icon at the bottom of the screen.

IF YOU ARE INJURED AT WORK

FOR EMERGENCIES CALL 911
or go to the nearest hospital
Otherwise:
REPORT THE INJURY
To your supervisor
YOU MAY SEEK TREATMENT
From one of the doctors or clinics listed below.

PRIMARY TREATING PROVIDER

MedSpring Urgent Care - Uptown 2404 McKinney Ave Dallas, TX 75201 989-980-0505 Approximate Dist: 0.1 MI	Skufca, Ronald N., DO Healthcare Clinic 5315 Ross Ave Dallas, TX 75205 214-826-2151 Approximate Dist: 2.0 MI	Scott, Matthew E., MD Concentra Medical Center 2920 N Stemmons Fwy Dallas, TX 75247 214-630-2331 Approximate Dist: 3.1 MI
Primacare Medical Centers-Lakewood 6350 E Mockingbird Ln Dallas, TX 75214 800-819-8566 Approximate Dist: 4.0 MI		

HOSPITALS

Pine Creek Medical Center 9032 Harry Hines Blvd Dallas, TX 75235 214-231-2273 Approximate Dist: 5.0 MI	Doctors Hospital at White Rock Lake 9440 Poppy Dr Dallas, TX 75218 214-324-6100 Approximate Dist: 6.1 MI
---	---

DALLAS TX
Created on: 03/31/2016
Created by: test test

Tools Fill & S

If you choose to send the panel to an email address. The email will contain a unique link for the created panel automatically generated by the system, click on the link to access the panel. Please note the information accessed through this link will only be available for two weeks as provider information can change frequently. Below is an example email:

Thu 3/31/2016 2:09 PM

TalisPoint Provider Info <info@talispoin.com>
Provider Document

To: Havi, Tise

Cc: Havi, Tise

Retention Policy Inbox (90 days) Expires 6/29/2016

Open the following link to view your provider document. To properly view the results, you may need Firefox 3+ or Internet Explorer 8+. Note: The information in this link will only be available for about 2 weeks.

<https://uat.talispoin.com/talispoin/cache/UST2C5ZLR8.pdf>

Frequently Asked Questions:

I was not able to generate a panel for my state. What next?

- Please note that medical panels cannot be created for the following states due to regulatory constraints: **Kentucky, Oregon, Washington, and West Virginia**. If you attempt to create a panel for any of these states, you will be presented with the following message and will not be able to proceed: “Medical Provider Panel self-service is not available for this state. Please contact Liberty Networks© at LW_PRS@LibertyMutual.com if you have questions.”
- In **Texas**, medical panels can only be created for Non-Subscriber customers. If you attempt to create a panel for a Texas location, you will be prompted with a question “Are you a Texas Non-Subscriber customer?”
 - If response is Yes, you can proceed to the panel creation process.
 - If response is No, you will be presented with the following message and will not be able to continue to create a panel: “Medical Provider Panel self-service is only available in TX for Non-Subscriber customers. Please contact Liberty Networks© at LW_PRS@LibertyMutual.com if you have questions.”
- In **New York**, medical panel can only be created for Certified PPO Network customers. If you attempt to create a panel for a New York location, you will be prompted with a question “Are you a New York Certified PPO customer?”
 - If response is Yes, you can proceed in the panel creation process.
 - If response is No, you will be presented with the following message and will not be able to continue to create a panel: “Medical Provider Panel self-service is only available in NY for Certified PPO customers. Please contact Liberty Networks© at LW_PRS@LibertyMutual.com if you have questions.”

What if I don't know my company's status or have other panel creation questions?

- In the event you are unable to create a panel, please forward a request to LW_PRS@LibertyMutual.com to assist. They will be able to confirm enrollment and subscriber status and assist with panel creation if allowed state rules.

What if I'm not in any of the exception states, but I still wasn't able to generate a panel?

- Liberty Mutual is committed to providing you the best solution possible. However, if there are not enough providers to meet the minimum amount required to display on a panel (requirements vary by state), a panel will not be created and you will receive the following message on the PRS screen instead:

“In our effort to create a work site poster for your location, we have determined that we do not have enough medical providers in your area for Medical Provider Panel creation. Please contact Liberty Networks© at LW_PRS@LibertyMutual.com if you have any questions.”

- This issue could occur for a variety of reason including but not limited to:
 - Provider location is outside of distance requirements
 - Limit has been met for providers within a specialty

What if a provider I use is not on the panel list?

- In the event that you would like to recommend a provider, please contact Liberty Networks® at LW_PRS@LibertyMutual.com. Please note that while identifying a provider does not guarantee inclusion in the network, it assists in identifying medical providers that could potentially be added to improve our network.