

Tangram Insurance Services Workers' Compensation Program



Claims Administrator

LWP Claims Solutions manages Workers' Compensation claims on behalf of Service American Indemnity Company, for employers in Tangram's Social Services program.

Please report new claims to:

Email: roi@lwplclaims.com

Fax: 916-720-0533

Mail: P.O. Box 349016, Sacramento, CA 95834

Medical Provider Network

The Social Services program utilizes LWP Claims Solutions Platinum Medical Provider Network to locate a physician for either primary care or specialty referral you can:

- Go to www.lwplclaimsplatinummprn.com and click on the provider finder tab.
- Contact Medical Access Assistant at
- (855) 622-6474
- Contact LWP Examiner at (916) 609-3600

Pharmacy/ DME Transportation/ Translation

The following services are utilized for this program:

Pharmacy Benefit Management Services provided by **Optum**:
Phone: (800) 547-3330 / referralsacs@optum.com

Transportation & Translation Services provided by **One Call**:
Phone: (866) 672-5797 / TL@onecallcm.com

Align Networks is the approved Physical Therapy provider:
To make a referral:
Phone: (866) 389-0211 / pt@onecallcm.com

Medical Equipment and Supplies (DME) provided by **One Call**:
Phone: (800) 848-1989 / equipment@onecallcm.com

Return to Work

This employer has a very proactive Return-to-Work program. Please provide LWP and the employer with specific actions that the employee CAN perform, so that the Employer can tailor-make a position to fit the employee's abilities.

First Aid

If over-the-counter medications are sufficient, please direct the injured employee accordingly. Please do not provide work preclusions or prescriptions unless medically necessary to cure and relieve the effects of the injury.

Utilization Review

Fax treatment request(s) to LWP at 408-725-0395. Treatment requests that require utilization review will be assigned to Excel Managed Care. Please comply with nurse and peer review requests.

Examiners do not have the ability to modify a treatment request.

Diagnostic Testing

Diagnostic testing will be arranged through One Call Medical
All non-emergent diagnostic requests
Phone: (877) 302-4693