

The Hanover Insurance Company – Voluntary Networks

The Hanover Insurance Company has contracted with voluntary networks. Networks are in place for the provision of the following services:

1. Prescription Drugs and Durable Medical Equipment with a cost or monthly rental in excess of \$50 are provided by Progressive Medical, LLC DBA Optum. Optum is part of an approved workers compensation managed care organization. 888-764-4844
2. Horizon Casualty Services, Inc. provides access to the following in-network diagnostic centers:

Raytel, 1-800-453-0574, Monday – Friday 7:30 AM to 7:30 PM, EST

One Call Medical, 1-800-872-2875 or 1-800-418-5058, Monday – Friday, 8:00 AM to 8:00 PM, EST

If Raytel or One Call Medical does not have a diagnostic center located near the eligible injured person, Horizon Casualty Services, Inc. is also available to provide assistance at 1-800-985-7777 from 8:00 AM to 5:00 PM, Monday through Friday.

Horizon Casualty Services, Inc. is part of an approved workers compensation managed care organization.

3. Horizon Casualty Services, Inc provides access to the following in their network of ASC's.
That voluntary ASC network can be via Horizon Casualty Services, Inc. Monday-Friday at 888-776-8280 from 8:00 AM to 5:00 PM.

The above networks provide services at convenient locations throughout the state. When an insured voluntarily obtains any of the above listed services from a network provider, the 30% co-payment (\$10 for prescription drugs) will be waived.

The claimant and provider are notified of the voluntary networks immediately following report of the accident to Hanover. The information is contained in the Dear Doctor Letter and insured's Brochure, with a telephone number for the provider or insured to access additional information regarding network providers.