

The Hanover Insurance Group

TalisPoint External User Reference Guide

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WHAT IS TALISPOINT?

TalisPoint is an advanced, web-based provider access tool that allows users to quickly and easily identify the closest in-network provider to a particular address.

WHAT ARE THE BENEFITS?

- Tab-based menu for easy navigation
- Ability to sort results by distance, name, or specialty
- Simplified specialty searches with pre-defined specialty categories
- Ability to view provider results as a list or map
- State-compliant panel card formats
- Verified data logic for panel card production
- Panel card output in English and Spanish
- Ability to select or de-select specific providers for panel card and directory production
- Ability to create a single panel card or panel cards for multiple locations
- Ability to electronically send panel card and directory outputs

HOW TO ACCESS TALISPOINT?

You can access the Talispoint provider search tool with this link;

<https://www-lv.talispoint.com/hanover/external/>

Or

Go to; www.hanover.com/claims

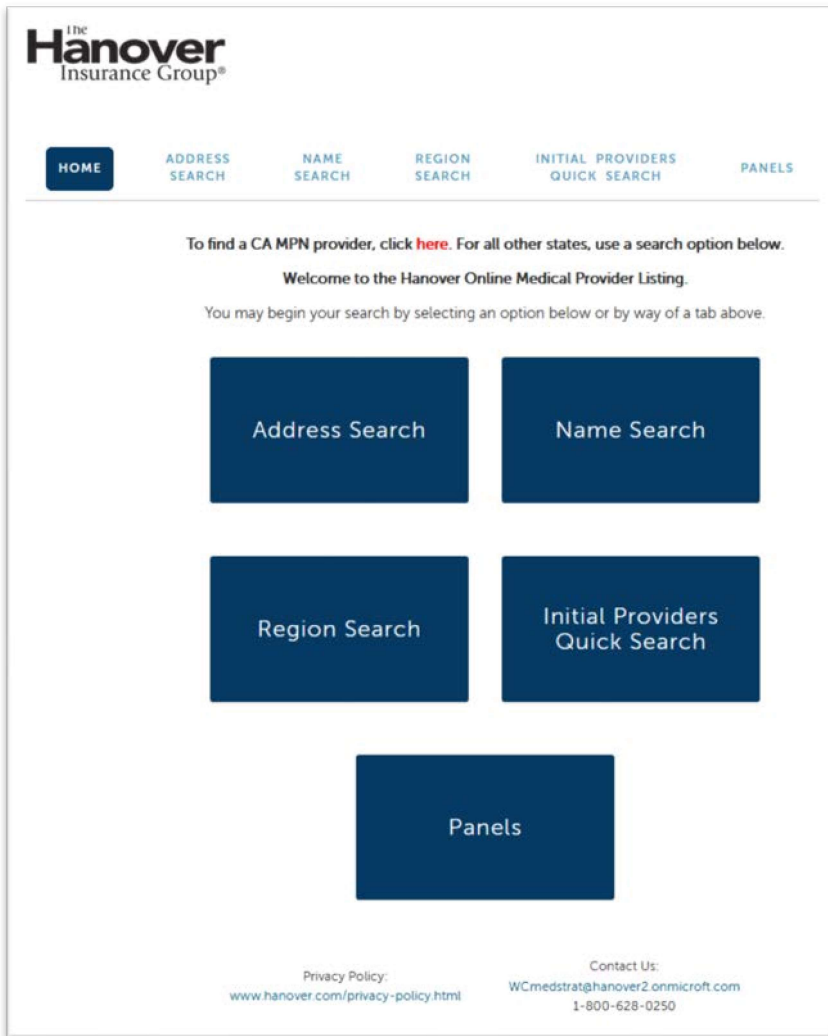
Scroll down to Claim Resources / Business Claim Resources

Select > Find a Workers' Comp Provider Network

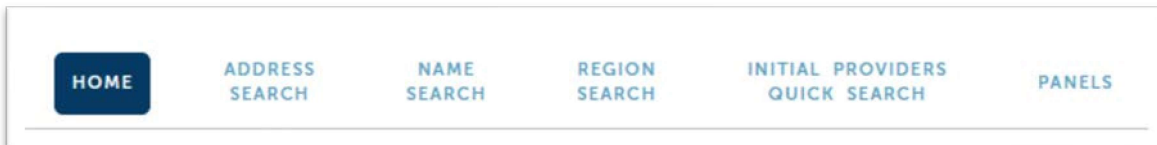
Note: These are open links and do not require a user name or password

WELCOME PAGE

The first page you see is the Welcome Page.



From here, you will navigate the system using either the tabs at the top:



Or, the tabs below:

To find a CA MPN provider, click [here](#). For all other states, use a search option below.

Welcome to the Hanover Online Medical Provider Listing.

You may begin your search by selecting an option below or by way of a tab above.

Address Search

Name Search

Region Search

Initial Providers Quick Search

Panels

At the bottom of the page, you will see three icons. These will appear on all pages.



- Save This Page



- Email This Page



- Print This Page

SEARCH OPTIONS

Address Search

This option allows you to locate medical providers within a selected distance from a specific address.

The screenshot shows a search interface with three navigation buttons at the top: 'HOME', 'ADDRESS SEARCH' (highlighted in blue), and 'NAME SEARCH'. Below the buttons is a horizontal line. Underneath the line are four input fields: 'Street' (a wide text box), 'City' (a text box), 'State' (a text box), and 'Zip' (a text box).

From the Networks drop down, select a Hanover Network.

Note: System automatically defaults to the Hanover WC Network

The screenshot shows a search options menu. It includes a 'Networks:' dropdown menu with 'Hanover WC Network' selected and highlighted in blue. Other options in the dropdown are 'Hanover AUTO Network' and 'Hanover Insurance Group'. Below the dropdown are three filter sections: 'Search Distance (miles):' with radio buttons for 25 and 50; 'Sort Results By:' with a radio button for 'Specialty'; and 'Providers per Page:' with radio buttons for 10, 25, 50, 100, and 250.

The system is programmed with Urban/Suburban/Rural rules to adjust the Search Distance based on the location, but, you can specify a search radius.

The screenshot shows a 'Search Distance (miles):' section with six radio button options: 1, 2, 5, 10, 25, and 50. The '1' option is selected, indicated by a blue dot inside the radio button.

You can decide how your search results should be sorted and how many provider records you'd like to have displayed on each page.

Sort Results By: Distance Name Specialty

Providers per Page: 10 25 50 100 250

To narrow down your search, select a provider type and specialty.

Select Provider Type/Specialty
(If you don't select a type or specialty, you will get all providers.)

Provider Types:	Specialties:
Initial Care Clinics	Acupuncture
Hospitals	Acute Care Facility
Physical Medicine & Therapy	Air Ambulance
General Medicine/Internal Medicine/Family Practice	Ambulatory Surgery Center
Physiatrist (PMR)	Anesthesiology
Orthopedics	Angiography
Radiology	Audiology
Surgery	Behavioral Health
Behavioral Health	Biofeedback
Chiropractic	Blood Banking

Hold the CTRL key down to select multiple elements with the mouse.

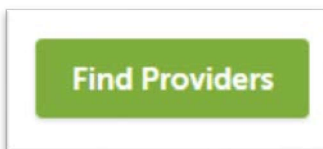
Your Specialty list will change depending on the Provider Type selected.

Provider Types:	Specialties:
Hospitals	Family Practice/General Practice
Initial Care Clinics & Physicians	Federally Qualified Health Clinic
Primary Care Providers	General Clinic
Physical Medicine & Therapy Services	Occupational Medicine Clinic
Orthopedics	Occupational Medicine
Surgery	Urgent Care Clinic
Radiology/Diagnostic Imaging	Walk-In Clinic
Other Specialties	
Pharmacy	
Telehealth	

Provider Types:	Specialties:
Initial Care Clinics	Cardiac Rehabilitation
Hospitals	Functional Capacity Evaluation
Physical Medicine & Therapy	Hand Therapy
General Medicine/Internal Medicine/Family Practice	Occupational Therapy Center
Physiatrist (PMR)	Occupational Therapy
Orthopedics	Outpatient Rehabilitation
Radiology	Physical Medicine & Rehabilitation
Surgery	Physical Therapy
Behavioral Health	Respiratory Therapy
Chiropractic	Speech Pathology

Hold the CTRL key down to select multiple elements with the mouse.

Once you have made your selection, click Find Providers.



Name Search

This option allows you to locate a medical provider by name, group affiliation, Tax ID, or telephone number. State is a required field.

HOME ADDRESS SEARCH **NAME SEARCH** REGION SEARCH

Searching for common words may be slow - (Wildcard Help)

State

City

Provider Name

Group Affiliation

Phone

Networks:

Sort Results By: Name Address Specialty

Providers per Page: 10 25 50 100 250

Find Providers

Click Find Providers.

Note: Provider Types and Specialty are not available for Name Search.

Region Search

This option allows you to create a list of providers within a selected geographic region (State, County, City, or Zip Code). You must select a State, but County, City, and Zip Code are optional. Selecting more than one parameter will narrow down your results.

Select your Provider Type and Specialty.

Click Find Providers.

HOME
ADDRESS SEARCH
NAME SEARCH
REGION SEARCH
INITIAL PROVIDERS QUICK SEARCH

State: ▼
Searching all providers in a state may be slow

County: ▼

City: ▼

Zip Code:

Networks: ▼

Sort Results By: County City Name Specialty

Providers per Page: 10 25 50 100 250

Select Provider Type/Specialty

Provider Types:

- Initial Care Clinics
- Hospitals
- Physical Medicine & Therapy
- General Medicine/Internal Medicine/Family Practice
- Physiatrist (PMR)
- Orthopedics
- Radiology
- Surgery
- Behavioral Health
- Chiropractic

Specialties:

- General Clinic
- Occupational Health
- Occupational Medicine Clinic
- Urgent Care Center

Hold the CTRL key down to select multiple elements with the mouse.

Find Providers
Display Provider Count

Initial Providers Quick Search

This search option provides results for the closest General Clinics, Occupational Health, Occupational Medicine Clinic, and Urgent Care Centers from a specific address.

Note: To create a Provider Panel for a worksite location **PANELS** section below.

The screenshot shows a web interface for searching providers. At the top, there are navigation tabs: HOME, ADDRESS SEARCH, NAME SEARCH, REGION SEARCH, and INITIAL PROVIDERS QUICK SEARCH (which is highlighted in a dark blue box). Below the tabs, there are input fields for Address (225 Commonwealth Avenue), City (Boston), State (MA), and Zip. A dropdown menu for networks is set to 'Hanover WC Network'. Below that, there are radio buttons for search distance in miles: 7 (selected), 15, 25, and 30. A green 'Find Providers' button is located at the bottom left of the form area.

SEARCH RESULTS

The search results pages display what you search for and the count of providers within your search radius.

You Searched For	We Found
440 Lincoln Street Worcester, MA 01653 <i>In Hanover WC Network.</i>	10 providers found within 10 miles.

You Searched For	We Found
Provider Name: ANDERSON State: MA <i>In Hanover WC Network.</i>	55 providers matching your search criteria.

You Searched For	We Found
State: MA City: Worcester <i>In Hanover WC Network.</i>	7 providers found within your search region.

Search results display a variety of information about a provider record. Column headers that are underlined indicates the ability to sort by that column.

<input type="checkbox"/> OBN Provider	Address	Miles Phone	Specialty				
---------------------------------------	---------	-------------	-----------	--	--	--	--

– Selects all records on the page

OBN – Outcomes Based Network. OBN records will have a green star .

Provider – Provider’s name and group affiliation. Clicking on the provider name will open the Provider Information page.

Address – Provider’s physical address


Miles – Only displays for Address Search and Initial Providers Quick Search. Indicates distance (“as the crow flies”) from your search address.

Phone – Provider’s scheduling phone number

Specialty – Provider’s field of expertise

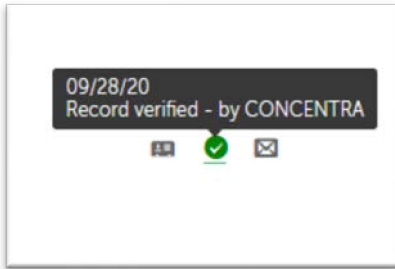



- Provider information. Click to open new window.


 Provider Information	
Provider	AFC Urgent Care
Address	117a Stafford St Worcester, MA 01603
Specialty	Urgent Care Center
Phone	508-755-4010
Fax	774-420-2484
Primary Location?	Y
Accepting New WorkComp Patients?	Y
Accepting WorkComp Patients?	Y
Provider Type	A
Practice Focus	Urgent Care Physician

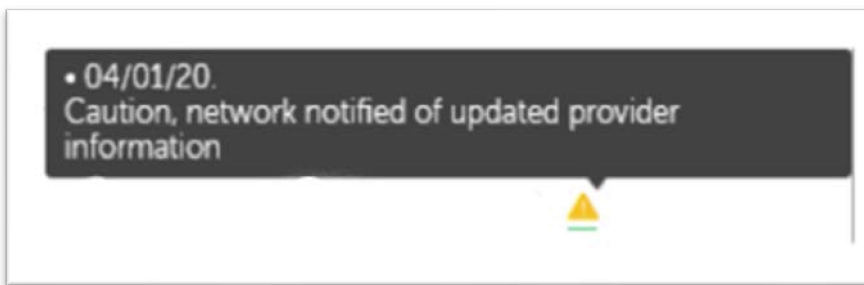


- Provider verified by Network – hover over to see verification comments documents.



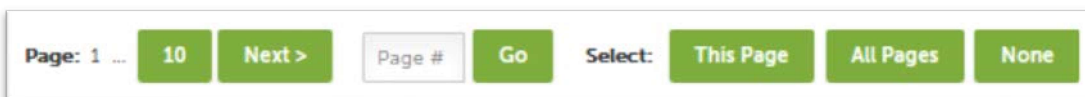
 - Notify network of updated provider information. Click on the envelope and it will open the Provider Update letter. Submitted updates will go directly to the networks hard-coded in the form in the To: field.

 - Caution, network notified of updated provider information – hover over to see date of notification



You can do several things with your search results.

You can navigate through the pages of your search results using the Next button, or you can enter a specific page number and click Go.



Use This Page to select all providers on the page, or All Pages to select all providers in the search results, to create map listings or to export to Excel.

Note: To create a Provider Panel for a worksite location **PANELS** section below.

Map

You can select up to 9 providers to add to a map. If the map listing is given a name, it will be saved to Archives for future retrieval.

Create Map Listing

To continue, please complete all necessary information in the entry fields below and then click on **Create Map Listing**.

[Create Map Listing](#)

If you wish to save your document or print a prepared for, please add a name for your document:

Name Optional, use to save your Map Listing to archives.

Address

City, ST Zip

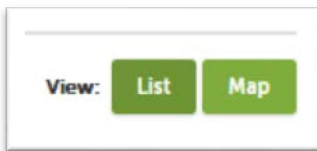
<p>1 Accelerated Rehabilitation Centers Physical Therapy 1485 N Michigan Ave Ste 100 Howell, MI 48843 517-545-5880</p>	<p>2 Acker, Robyn, PT Physical Therapy 138 W Highland Rd Ste 500/600 Howell, MI 48843 734-449-4649</p>	<p>2 Brown, Clarice M., PT Physical Therapy 138 W Highland Rd Ste 500/600 Howell, MI 48843 734-449-4649</p>
<p>3 Crouchman, Heather M., PT Maines And Dean Phys Therapy Physical Therapy 4128 E Grand River Ave Howell, MI 48843 517-540-1060</p>	<p>4 Dean, John T., PT Practice Office Physical Therapy 2810 W Grand River Ave Ste 100 Howell, MI 48843 517-545-3200</p>	<p>4 Fowlerville Physical Therapy Specialists LLC Physical Therapy 2810 W Grand River Ave Ste 100 Howell, MI 48843 517-545-3200</p>
<p>2 Ivyrehab Northern PT, LLC Physical Therapy 138 W Highland Rd Howell, MI 48843 517-376-4831</p>	<p>2 Kirby, Tabitha J., BA Physical Therapy 138 W Highland Rd Ste 500 Howell, MI 48843 517-376-4831</p>	<p>4 Maines, Glenda K., PT Practice Office Physical Therapy 2810 W Grand River Ave Ste 100 Howell, MI 48843 517-545-3200</p>

Excel

Search results can be exported.

OBN_ID	PHN	NAME	group	address	city	county	state
9553035	38-2152832	Accelerated Rehabilitation Centers		1485 N Michigan Ave Ste 100	Howell	Livingston	MI
21625272	77-0615617	Acker, Robyn, PT		138 W Highland Rd Ste 500/600	Howell	Livingston	MI
21624448	77-0615617	Brown, Clarice M., PT		138 W Highland Rd Ste 500/600	Howell	Livingston	MI
3978045	76-0459134	Crouchman, Heather M., PT	Maines And Dean Phys Therapy	4128 E Grand River Ave	Howell	Livingston	MI
20006232	57-1223311	Dean, John T., PT	Practice Office	2810 W Grand River Ave Ste 100	Howell	Livingston	MI
20006233	57-1223311	Fowlerville Physical Therapy Specialists LLC		2810 W Grand River Ave Ste 100	Howell	Livingston	MI
49898500	38-3132293	Hyrehab Northern PT, LLC		138 W Highland Rd	Howell	Livingston	MI
26468020	77-0615617	Kirby, Tabitha J., BA		138 W Highland Rd Ste 500	Howell	Livingston	MI
21627249	77-0615617	Leaps and Bounds Therapy Services		138 W Highland Rd Ste 500/600	Howell	Livingston	MI
20006234	57-1223311	Maines, Glenda K., PT	Practice Office	2810 W Grand River Ave Ste 100	Howell	Livingston	MI
21623565	77-0615617	Mattiello, Maureen E., PT		138 W Highland Rd Ste 500/600	Howell	Livingston	MI

You can view your results in list or map format.



List view

OBN	Provider	Address	Phone	Specialty	Network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Accelerated Rehabilitation Centers	1485 N Michigan Ave Ste 100 Howell, MI 48843	517-545-5880	Physical Therapy	Cofinity AUTO	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Acker, Robyn, PT	138 W Highland Rd Ste 500/600 Howell, MI 48843	734-449-4649	Physical Therapy	Cofinity AUTO	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Brown, Clarice M., PT	138 W Highland Rd Ste 500/600 Howell, MI 48843	734-449-4649	Physical Therapy	Cofinity AUTO	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Crouchman, Heather M, PT Maines And Dean Phys Therapy	4128 E Grand River Ave Howell, MI 48843	517-540-1060	Physical Therapy	Cofinity AUTO	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Map view

Checking the box next to the provider information will show you where the provider is located.

- Accelerated Rehabilitation Centers**
 Physical Therapy
 1485 N Michigan Ave Ste 100
 Howell, MI 48843
 517-545-5880
[More Info](#)
- Acker, Robyn, PT**
 Physical Therapy
 138 W Highland Rd Ste 500/600
 Howell, MI 48843
 734-449-4649
[More Info](#)
- Brown, Clarice M., PT**
 Physical Therapy
 138 W Highland Rd Ste 500/600
 Howell, MI 48843
 734-449-4649
[More Info](#)
- Crouchman, Heather M., PT**
 Physical Therapy
 4128 E Grand River Ave
 Howell, MI 48843
 517-540-1060
[More Info](#)
- Dean, John T., PT**
 Physical Therapy

Map
Satellite

PANELS

You can create individual worksite posters/panels, or submit a batch, or list of locations from the Panels tab. Or, you can also submit panel requests directly to Hanover by e-mail at: WCmedstrat@hanover2.onmicrosoft.com

Note: Talispoint is automatically programmed to produce State-compliant panel cards. If a state does not mandate specific panel guidelines your panel will include 3 initial care type providers.

HOME ADDRESS SEARCH NAME SEARCH REGION SEARCH INITIAL PROVIDERS QUICK SEARCH PANELS

Search For

Name Example Panel

Street 225 Commonwealth Avenue

City Boston State MA Zip

Network Hanover WC Network


Document Output Provider Panel

Algorithm Provider Panel

Create Document New Address

Enter your company name and address and click Create Document.

In case of Injury, refer to the Preferred Providers listed below



In case of injury, send employee to the physician or clinic listed below for prompt, efficient and high quality medical care.

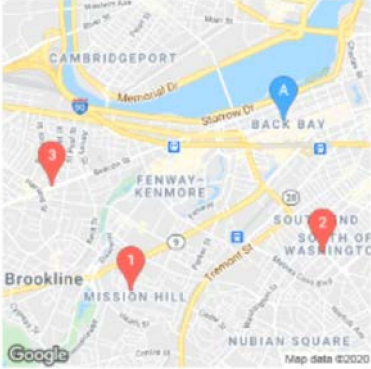
Immediately inform employee of possible entitlements to workers compensation benefits, using an Employee Notice – either the English or Spanish version.

For emergency assistance, call your nearest police or fire department or 911.

New England Baptist Hospital
Acute Care Facility
125 Parker Hill Ave
Boston, MA 02120
617-754-5000, 617-754-5283

Partners Urgent Care
Urgent Care Center
1285 Beacon St
Brookline, MA 02446
617-751-6205

Boston Medical Center
Urgent Care Center
1 Boston Medical Ctr Pl
Boston, MA 02118
617-414-1609
www.bmc.org



Example Panel
225 Commonwealth Avenue
Boston, MA

PLEASE POST

THIS PLACARD NEXT TO YOUR HANOVER INSURANCE GROUP POSTING NOTICE

Batch
Click Load Batch.

Batch Configuration

Batch Name:

When Done, Email To:
Separate multiple email addresses with commas.

Include message with Email:

Network:

Document Output:

Algorithm:

Document Sorting:

Address List
 To add addresses via an Excel spreadsheet, please use the following file: [Batch Template](#).
 After filling out the spreadsheet, click on **Browse** to select the file and then click **Save Batch**.
Do not change the name or order of the columns in the excel template!

No file selected.

Batch Name and Email address are required.

The Batch Template link will open an Excel so that you can fill out the list of addresses.

	A	B	C	D	E	F
	name	street	city	state	zip	email_to

If you have a template already filled out, click Browse to find your batch document.

Once added, click Save Batch.

Hanover batch test 091020.xls

Batch Menu

New Batch **Load Batch**

- To add a new set of addresses, press **New Batch**.
- To retrieve a previous set of addresses, press **Load Batch**.
- To create a single document, press **Exit Batch**.
Then enter name/address at the left, click **Create Document**.

Current Batch Job

Batch Job:	Test Batch
Email To:	kdustin@talisis.com
Output Type:	Provider Panel
Output Sort:	NAME
Status:	INPUT
Address Count:	16

Edit Batch ⓘ

Configure Output

Submit Batch

Exit Batch

When you have entered all your addresses, click on the **Submit** button.
Your list of addresses will then be queued for processing.

Click Submit Batch.

Once processed, you will receive an email from batch@talispoin.com containing links to your panels.