



## WCAIS Significant Changes to Entry of Appearance & Dashboard - March 18, 2014 Release

Please note the following WCAIS changes:

- The Dashboard Correspondence section now lists a proof of service for a petition filed on a dispute where you are listed as an interested party. **You can view a copy of the petition document** by clicking on the "Document Type" name link.
- **Entry of Appearance** - An "error message" now appears if WCAIS cannot find a unique claim or dispute in the system that matches your appearance request based on information you provide on the screen. If you receive an error message when entering a request for entry of appearance, please validate the information that you are trying to submit and:
  - Try entering **only** the WCAIS Claim Number
  - If you do not know the WCAIS Claim Number, try entering **both** the Claimant's SSN and the date of injury
  - If neither of these is successful, you can contact the BWC Helpline at 800-482-2383 for further assistance
- **Entry of Appearance requests submitted prior to March 18**, and for which you received a message that they were forwarded to staff, are being processed. If your pending request is denied, an entry of appearance denial notification letter will be mailed to you in the next couple weeks. These denials are generally because the system was unable to find a claim or dispute that matches the information you provided.
  - The denial letter will tell you to please validate the information for the claim in which you tried to enter your appearance, and then to resubmit your request.
  - If you have submitted a request for entry of appearance and have not received an on-screen error message or a denial letter, and do not have access to the claim yet, please call the BWC Helpline at 800-482-2383 for assistance.

For further details, please click [here](#).

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