

# WCAIS NEWS EXPRESS



December 2013


## WCAIS PROJECT INFORMATION:

[www.dli.state.pa.us/wcais](http://www.dli.state.pa.us/wcais)


## WCAIS ACCESS:

[www.wcais.pa.gov](http://www.wcais.pa.gov)


## BUREAU OF WORKERS' COMPENSATION

1171 S. Cameron Street  
Harrisburg, PA 17104  
717-783-5421 

## WORKERS' COMPENSATION OFFICE OF ADJUDICATION

1010 North 7th Street  
Harrisburg, PA 17102  
717-783-4151 

## WORKERS' COMPENSATION APPEAL BOARD

1010 North 7th Street  
Harrisburg, PA 17102  
717-783-4151 

## WCAIS Updates Since Go Live

The Workers' Compensation Automation and Integration system (WCAIS) was fully implemented on September 9, 2013.

As Pennsylvania Department of Labor and Industry Secretary Julia Hearthway said in her announcement at the time of the launch, "we know that transitions to new computer systems present challenges, and we have appreciated the feedback from the user community to help us make the transition successful. We are already seeing benefits from the use of the new system, and based on your feedback, we are confident we are on track to fully realize the benefits of WCAIS including greater transparency and efficiency."

We know and understand that there have been some growing pains with WCAIS and this newsletter offers updates on some 'hot topics' related to WCAIS, as well as upcoming training and various other tips to help external users navigate the system.

## Hot Topics

- **Data Accuracy:** As expected, converting data from three older systems has resulted in the need to update data in our new system. Our team is processing all data updates and corrections on a daily basis. Please see the information under "News for Attorneys" for detailed information on how to update any inaccurate data related to your business in WCAIS.
- **Correspondence:** Because of the need to update data in WCAIS, some of the initial correspondence issued from the system (such as hearing notices) included incorrect names or addresses. We continue to closely monitor all correspondence generated in the system and to take steps to address these issues as they arise.
- **Passwords:** Our new system is very secure, providing restrictions on who can access data and what they can do with it. However, at times we know that some users have had trouble logging in to the system. To address this issue, we have provided clearer on-screen instructions to reduce this issue and make it easier for users to resolve password problems on their own more quickly.

- **Processing Delays:** In the weeks after go-live, processing was slower as we adjusted to the new system. We have successfully eliminated the backlog that developed.

## How to Report a WCAIS Issue

### WCAIS Helpdesk Services

There will be some adjustments needed along the way in order to ensure that WCAIS performs as expected. Please assist us in that effort by reporting any issues you experience to the BWC Helpline at 1-800-482-2383 or [ra-li-bwc-helpline@pa.gov](mailto:ra-li-bwc-helpline@pa.gov). When reporting an issue, please include as much information about the problem you are having, including the following:

- Your Keystone ID
- Your phone number and email
- The function or process you were trying to complete
- The name at the top of the screen that you were using
- Any claim number, dispute number, appeal number or other relevant identifying information
- A screenshot of the function or process, if it illustrates the problem you encountered

When your help ticket is logged, you will receive a ticket number to reference if you want to follow-up on its status or need to provide more information. When your ticket is resolved you will receive a call or email about the status change.

If the problem is that information in WCAIS is missing or incorrect, you will be asked to provide the correct information on a data spreadsheet provided to you. We appreciate your patience as we strive to address any issues you are having and make your experience with WCAIS a positive one.

## Password Know How

### Password Know How

Secure access to your data is an important aspect of WCAIS. Below are some tips for using your Keystone ID and password:

### Reset Your Password Every 60 Days

The commonwealth requires passwords be changed every 60 days. You will receive notification in the form of a green icon on your dashboard to change your password beginning fifteen (15) days before password expiration. Some people who registered before the Sept. 9 WCAIS go-live have logged in to WCAIS for the first time after Sept. 9 and found that their password has expired. To reset an expired password click the "Forgot Your Password?" link below the login button on the WCAIS home page, and follow the steps to reset your password. Your WCAIS law firm administrator and BWC Helpline (1-800-482-2383) can also reset an expired password.

### What If You Forget Your Password or Keystone ID?

If you forget your password or Keystone ID, you can retrieve the information by clicking the appropriate link under the login button on the WCAIS home page:

- Click the "Forgot Your Password?" link and follow the steps to reset your password. A temporary password will be sent in about 15 minutes to the email address you listed when

you registered for your Keystone ID. Use the temporary password to log in to WCAIS. You will then be asked to choose a new password. Be sure to enter the temporary password in the field marked "Old Password." If you are a part of a larger organization with a WCAIS system or law firm administrator, that individual can reset your password as well. Or you can call BWC Helpline at 1-800-482-2383 to have your password reset.

- Click the "Forgot Your Keystone ID?" link and follow the steps to have your Keystone ID sent to you by email. You will be asked to answer the hint questions that you selected when you registered for your Keystone ID. Your Keystone ID will be sent within about 15 minutes to the email address you listed when you registered for your Keystone ID.

## What If You Are Locked Out?

- If you enter an invalid password five times, your account in WCAIS will be disabled and you will have to reset your password. Follow the instructions in the first bullet above to reset your password. However, after several attempts, it is better to follow the procedure above for retrieving a forgotten password. The BWC Helpline can also reset your password for you. If you are unsure of your Keystone ID, do not repeatedly enter one that isn't working. Use the procedure above to retrieve your credentials. If you repeatedly enter the wrong Keystone ID you could lock out the true owner of that ID.

## Updates for Attorneys

### News for Attorneys

#### Judge Assignments

In WCAIS, judge assignments are made based upon Zip Code and county. Due to some data issues, some judges have been assigned to incorrect counties, which also causes incorrect petition assignments. This issue is in the process of being updated and should be resolved very shortly.

In the meantime, if you have a petition assignment that should be assigned to a judge in a different office and county, you can request the judge manager for the assigned judge to have the petition reassigned to the proper judge's office.

#### Validate Your Law Firm Administrator PIN

The law firm administrator is an administrative staff person or an attorney in a law firm who may have administrative functions in WCAIS and manage staff and attorney access to matters. One law firm can have multiple law firm administrators. The PIN that the law firm administrator receives should be provided to all attorneys in the firm who will use it to associate themselves to the law firm. This will generate a request to the law firm administrator to approve the association to complete the process.

When you register as a law firm administrator, you will receive a PIN number from WCAIS in an email. Go to the Change Profile screen and confirm that the PIN you received is the same one on your Law Firm Administrator Profile screen. The PIN in your profile will always be the correct PIN.

#### Updating Data in WCAIS

Multiple databases were merged into WCAIS following a two-year period of data cleansing. Some attorneys and law firms who have multiple FEINS or who have claims under different firm names (Attorney J Smith, James Smith Attorney at Law, etc.) will need to have these profiles merged. Contact Sue Caravaggio ([scaravaggi@pa.gov](mailto:scaravaggi@pa.gov)) for a spreadsheet to complete and submit to have these discrepancies corrected in WCAIS.

#### Add Phone Number to Your Profile

Go into your Profile and enter a telephone number for your firm. This field is not required, but workers' compensation staff trying to reach you will appreciate your action on this matter.

### **Multiple Hearing Notices Received**

Some attorneys have received multiple Hearing Notices for the same hearing. This issue has been corrected with a recent software release.

### **Entry of Appearance Requests**

Requests for Entry of Appearance submitted online are being processed overnight through a new automated feature. This automatic processing is being applied to previously submitted requests and new requests going forward. As a result, you should expect to see these requests being acknowledged more quickly. In addition, because of a recent software update, attorneys can now file for Entry of Appearance without a claim number and receive the same real-time access to the requested case, if they have a date of injury and a social security number for the injured worker.

### **Answers**

After submitting an Entry of Appearance request, you can file answers and petitions online directly from the Dispute Summary screen. Submitting answers and petitions online rather than by mail will expedite the request.

## **Get Started Using WCAIS**

### **Get Started Using WCAIS**

In order to use WCAIS, all users must register. Registration is a two-part process for attorneys. Begin the registration process by following the online registration prompts in WCAIS. Once this information has been submitted in the WCAIS application, attorneys must then present a current photo ID and PA Attorney ID card at a local WCOA field office or at BWC on Cameron Street in Harrisburg to complete the registration process. You can also reverse the order in which you do these steps, but both must be completed before a Keystone ID is issued to an attorney.

To get started go to [www.wcais.pa.gov](http://www.wcais.pa.gov) and select the "Are You a New User?" link underneath the keystone on the home page. Follow the steps to register and create a password. The BWC Helpline staff will approve your registration and automatically send an email to you with your Keystone ID once you have completed both parts.

Law firm staff also need to register in WCAIS as either an administrative or non-administrative user. One or more individuals should register as the law firm administrator. The law firm administrator will receive a PIN to provide to staff (para-legals and clerical), who register as non-administrative users, and to the attorneys in the firm. The PIN is used to associate staff to the law firm. The law firm administrator then approves the requests from attorneys and non-administrative users to associate to the law firm.

## **Training and Learning Resources Available to You**

### **Webinar Training Sessions Begin**

Webinar-based training sessions have been taking place for members of the attorney workers' compensation community. Recordings of the webinars will be available on the Department's website. Each webinar provides:

- An overview of WCAIS
- Information and demonstrations of common functions (self-registration, dashboard management, uploading documents)
- Information and demonstrations of processes specific to the type of user (filing an application for Utilization Review, viewing the Dispute Summary, etc.)

Those who signed up to receive [WCAIS updates](#) will automatically receive an invitation for the sessions as they become available. A "Save the Date" schedule is below for the final attorney webinars:

Date	Topic and Agenda	Time
Dec. 9, 2013	Overview and demonstrations of: <ul style="list-style-type: none"> <li>• Request for Entry of Appearance</li> <li>• Filer IRE, UR and Med Fee Requests</li> <li>• File UEGF Request</li> </ul>	10 AM - 11:45 AM

The webinar link and conference information are available in the invitation that was sent to you. Or you can view and register for the webinars using the interactive [calendar](#).

## Additional Training Resources

On the Training Resources tab of the [WCAIS DLI website](#), a variety of learning resources are currently available and more are being added. The presentations from the previously held Attorney Webinar series include information on how to self-register, become the law firm administrator, file petitions and appeals, and navigate the dashboard.

Also available (with more to be added soon) are overview presentations, demo simulations and newsletters. There will be materials available for all user groups, including insurers and TPAs, healthcare providers, employers, and self-insurers, as well as attorneys. The webinar-based training sessions will be recorded and accessible from this site as well.

Even without registering, visitors to [WCAIS](#) can view Frequently Asked Questions (FAQs) and How-To Guides about most processes from the home page. The information is assembled by user group and Spanish versions are available. A How-To Guide offers step-by-step instructions on how to perform a process in WCAIS. The steps are illustrated with screenshots from the application and contain notes with helpful information.

## Contact Information

Employers, insurers, medical providers, third party administrators, claimants and attorneys can now conduct business electronically with the:

- Bureau of Workers' Compensation
- Workers' Compensation Office of Adjudication
- Workers' Compensation Appeal Board

Below is information for contacting the program areas using WCAIS:

### Phone:

**Employer Information Services**  
717-772-3702

**Claims Information Services**  
Toll-free inside PA: 800-482-2383  
Local & outside PA: 717-772-4447

**Hearing Loss**  
Toll-free inside PA TTY: 800-362-4228  
Local & outside PA TTY: 717-772-4991

**Email:**

General workers' compensation inquiries - [ra-li-bwc-helpline@pa.gov](mailto:ra-li-bwc-helpline@pa.gov)  
WCAIS related inquiries - [ra-li-pa-wcais-up@pa.gov](mailto:ra-li-pa-wcais-up@pa.gov)  
EDI related inquiries - [ra-cmdedi@pa.gov](mailto:ra-cmdedi@pa.gov)

**Web:**

[Bureau of Workers' Compensation](#)  
[Workers' Compensation Office of Adjudication](#)  
[Workers' Compensation Appeal Board](#)

**Mission Statement**

**"Setting the standard of excellence in service to the  
Pennsylvania workers' compensation community."**

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