WCAIS Webinar for Attorneys

Thank you for joining the webinar, you have joined in listen-only mode. This webinar is being recorded and will begin shortly.

If you have questions during the presentation, please send them via chat to Shaina Wright. Please note that any questions sent directly to the "host" will not be received.

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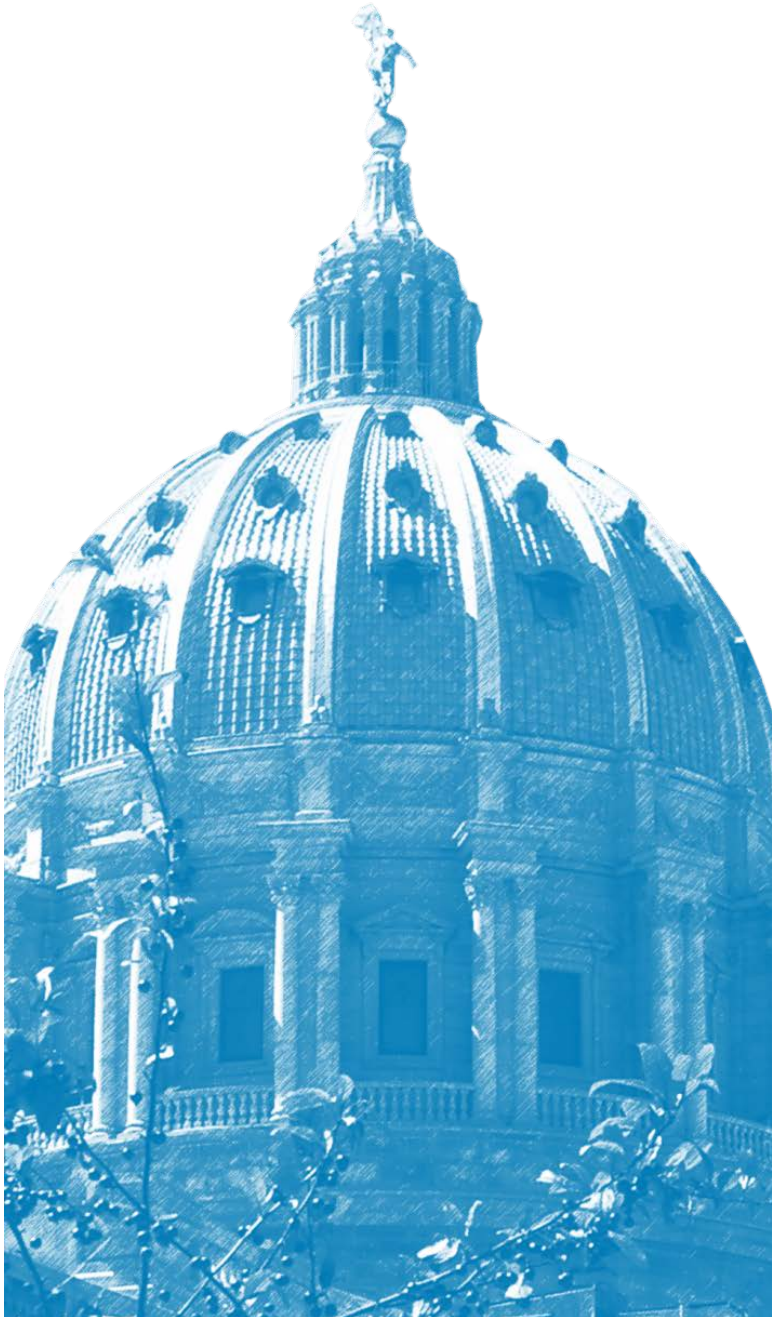
WCAIS Webinar Series

Attorneys

May 2014

Information for Attorneys regarding the Workers' Compensation Automation and Integration System (WCAIS)



Agenda

	WCAIS Overview
	EDI Overview
	Attorney WCAIS Functionality • **Entry of Appearance** • **Claim Summary v. Dispute Summary** • **Petitions**
	Resources
	Questions

WCAIS Overview

Benefits of WCAIS

- 24/7 online access
- File IRE, UR, and med fee requests
- File petitions
- File UEGF notices
- Monitor the status and history of claims, disputes, and appeals
- View documents associated with cases

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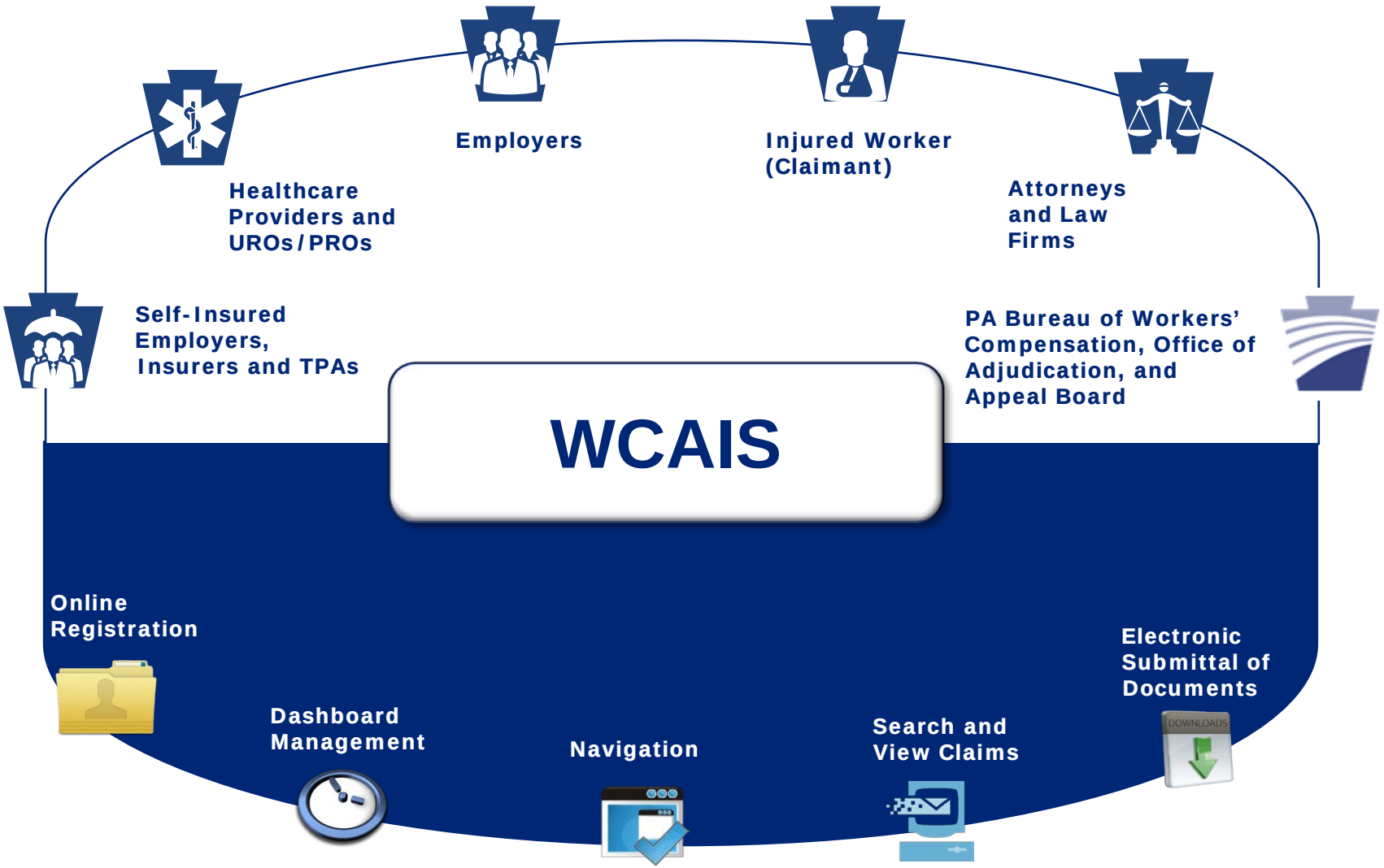
Workers' Compensation Services Enabled by WCAIS



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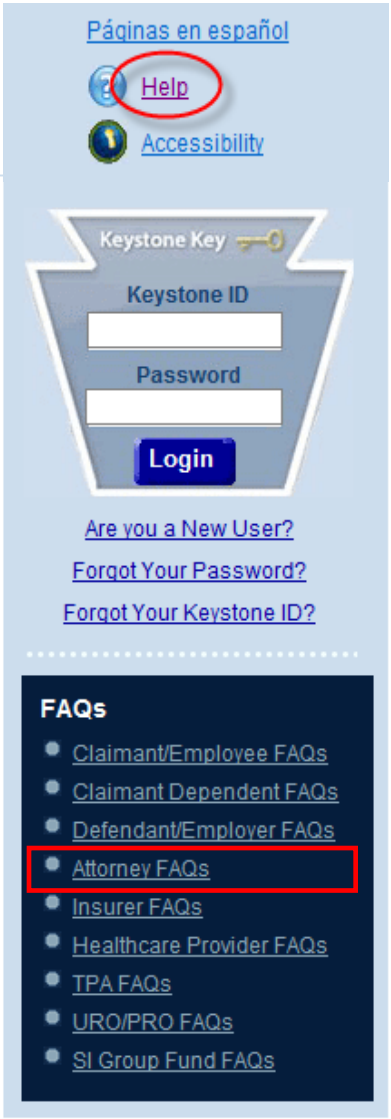
User How-To-Guides



- For every function in WCAIS discussed in this presentation there are How-To Guides (HTGs) available for users to use and follow for step-by-step directions for each process
- The HTGs and Frequently Asked Questions (FAQs) are available from the homepage of WCAIS (www.wcais.pa.gov). Access the Online Help Center either below the Keystone Key log-in section or in the upper right-hand corner of the screen
- Relevant HTGs will be listed throughout this presentation as they relate to the processes discussed

Enhancements

The following enhancement will be implemented as part of the June 2014 release:

Title	Description
Remand and Reassignment Correspondence	An assignment notice for Remands and Reassignments will be created.

EDI Overview

Submit FROI/SROI Transaction through EDI Web Portal

Electronic Data Interchange (EDI) for claims is an electronic way for Insurers to send workers' compensation claims information, such as First Report of Injury (FROI) and Subsequent Report of Injury (SROI) to BWC.

FYI: Claim administrators are required to submit FROI and SROI data as per the International Association of Industrial Accident Boards and Commissions (IAIABC) Claims Release 3.0 EDI standard.

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EDI Web Portal Background

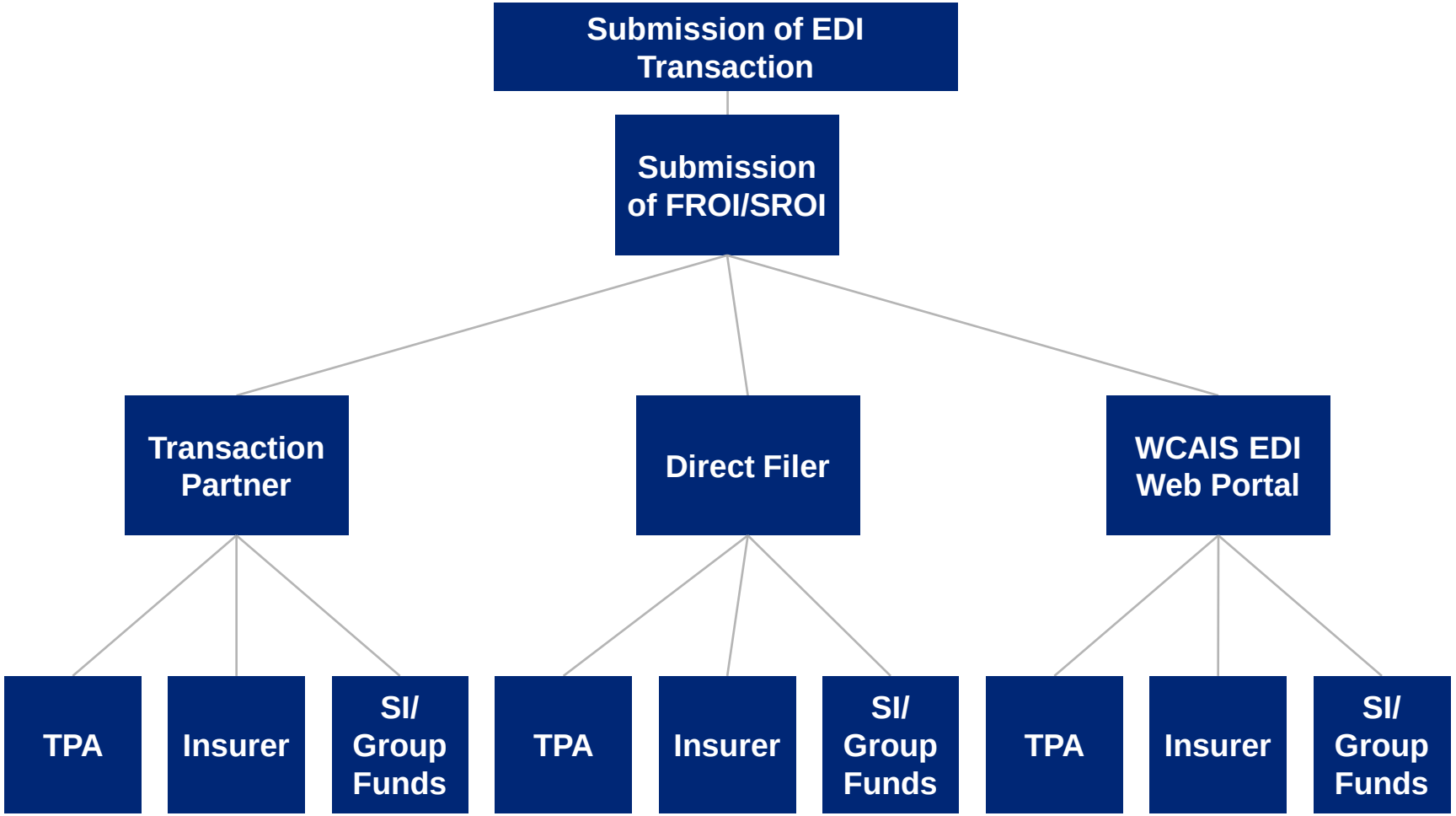
Data can be submitted using one of three methods:

1. **Transaction Partner**
   - Insurers, Third Party Administrators (TPAs), and Self-Insured (SI) Employers can select and work with one of four transaction partners to submit EDI Release 3 transactions to BWC. A transaction partner, on behalf of the insurer, TPA, or SI Employer will be responsible for sharing the FROI/SROI data with PA

2. **Direct Filer**
   - A direct filer submits EDI Release 3 transactions by placing their files directly at the Department of Labor & Industry's Secure File Transfer Protocol (SFTP) location

3. **WCAIS EDI Web Portal**
   - Trading partners can submit transactions directly to BWC by using the WCAIS EDI Web Portal

Submission of FROI/SROI Using EDI Web Portal



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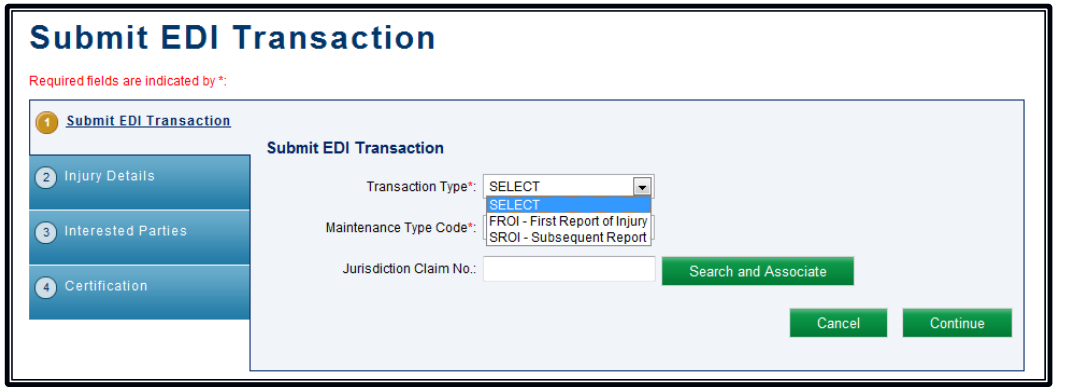
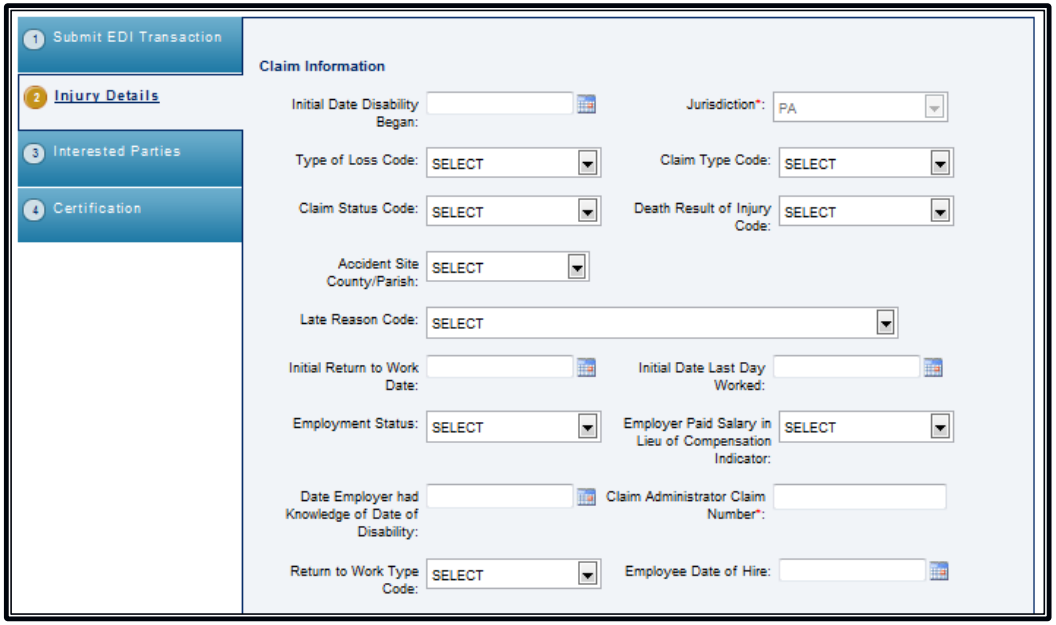
Submission of FROI/SROI Using EDI Web Portal (cont'd)

Insurers can file a FROI/SROI by submitting an **EDI Web Portal Transaction** from their **Dashboard** in WCAIS.

Information required to complete process includes:

- Transaction Type
- Maintenance Type Code
- Injury Details
- Interested Parties Contact Information
- Insurer FEIN
- *Benefits and Payments Information Required to Complete SROI*





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Attorney WCAIS Functionality

Request for Entry of Appearance

Attorney and law firm users can submit a **Request for Entry of Appearance** online through WCAIS.

HTG: ***"WCOA Request for Appearance "***

FYI: After the user has been granted appearance, claim and dispute information will available to access.

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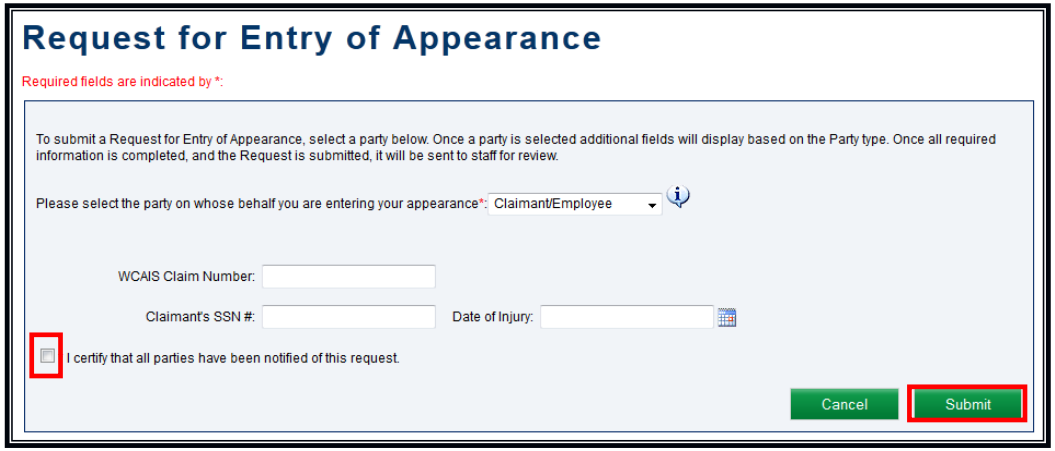
Request for Entry of Appearance

Attorneys select **My Matters → Request for Entry of Appearance** on the **Dashboard**

Follow the prompts on the **Request for Entry of Appearance** screen:



1. Select the party on whose behalf you are appearing
2. Enter the requested information
   - **If you know the WCAIS Claim Number**, enter it in the space provided; **do not** enter information for all three fields (Claim Number, SSN, and Date of Injury)
   - **If you do not know the WCAIS Claim Number**, enter both the **Claimant's SSN** and the **Date of Injury**
3. Select the **I certify that all parties have been notified of this request** checkbox
4. Press **Submit**

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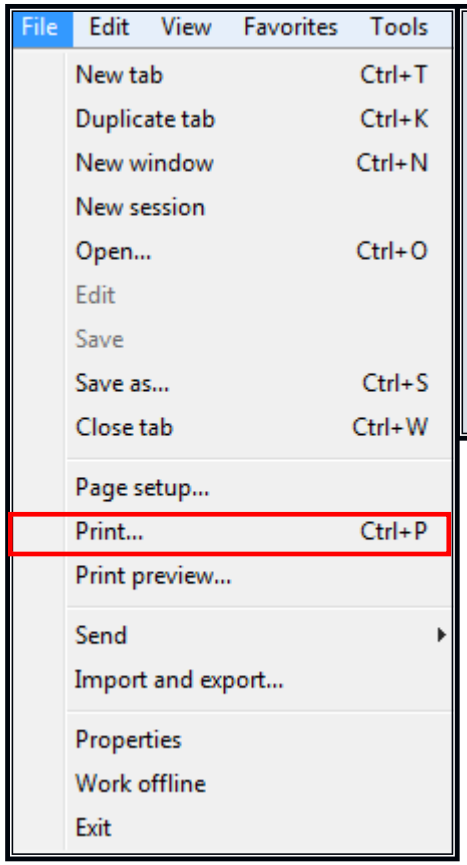
Request for Entry of Appearance (cont'd)

You can then print the Entry of Appearance confirmation message for your records from the **Internet Explorer** toolbar.



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Claim Summary vs. Dispute Summary

Attorney and law firm users can search for claims and disputes on every screen in WCAIS.

A ‘Claim Summary’ contains and stores the claim information. You will need to access a Claim Summary when your entry of appearance is granted.

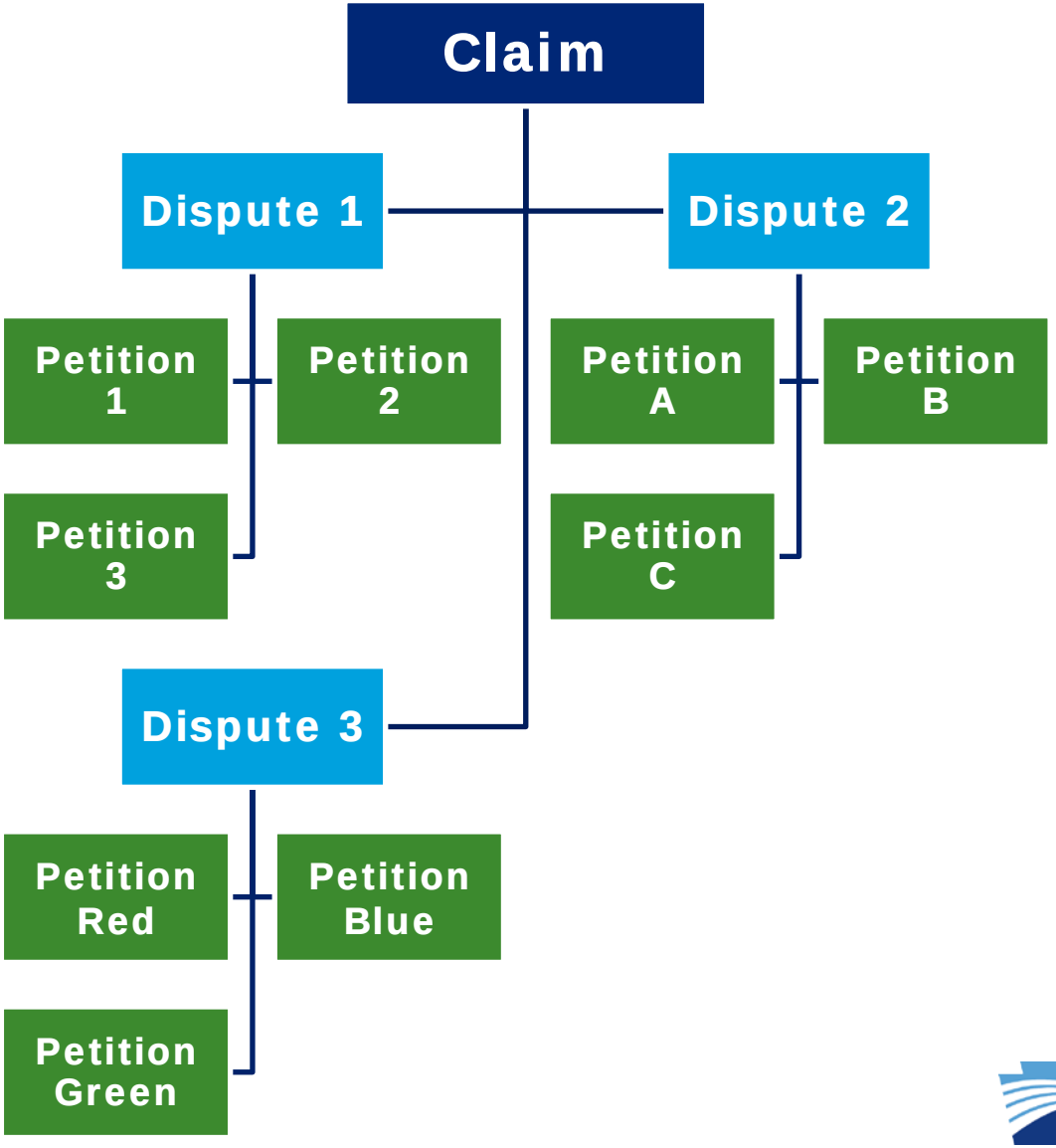
A ‘Dispute’ in WCAIS refers to all information related to litigation.

Petitions (and all documents related to litigation) should be uploaded to a Dispute, (i.e., not a claim).

HTG: ***“Search/View Matters”***

FYI: Users can access claims and disputes from the **Dashboard** by selecting **My Claims** and **My Disputes** from the **Additional Dashboard Items** drop-down list.

Claim Summary vs. Dispute Summary



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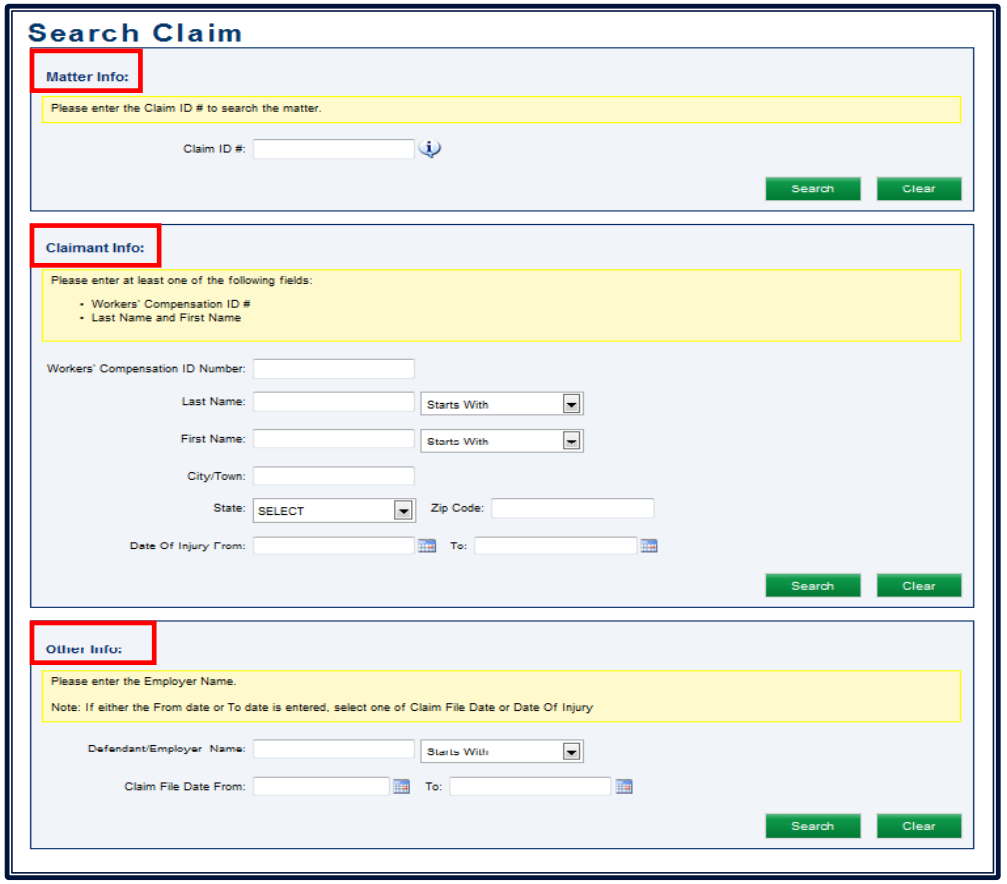
Claim Summary vs. Dispute Summary (cont'd)

Attorneys can search for a claim from their **Dashboard**: select **Search → Search Matter → Claim**

From the **Search Claim** screen, attorneys can search using:

- Matter Information
- Claimant Information
- Other Information, such as Defendant/Employer Name

WCAIS uses the entered search criteria to identify all matching claims and displays the results. The details of the claim can be viewed by clicking on the desired **Claim #** after conducting a search.



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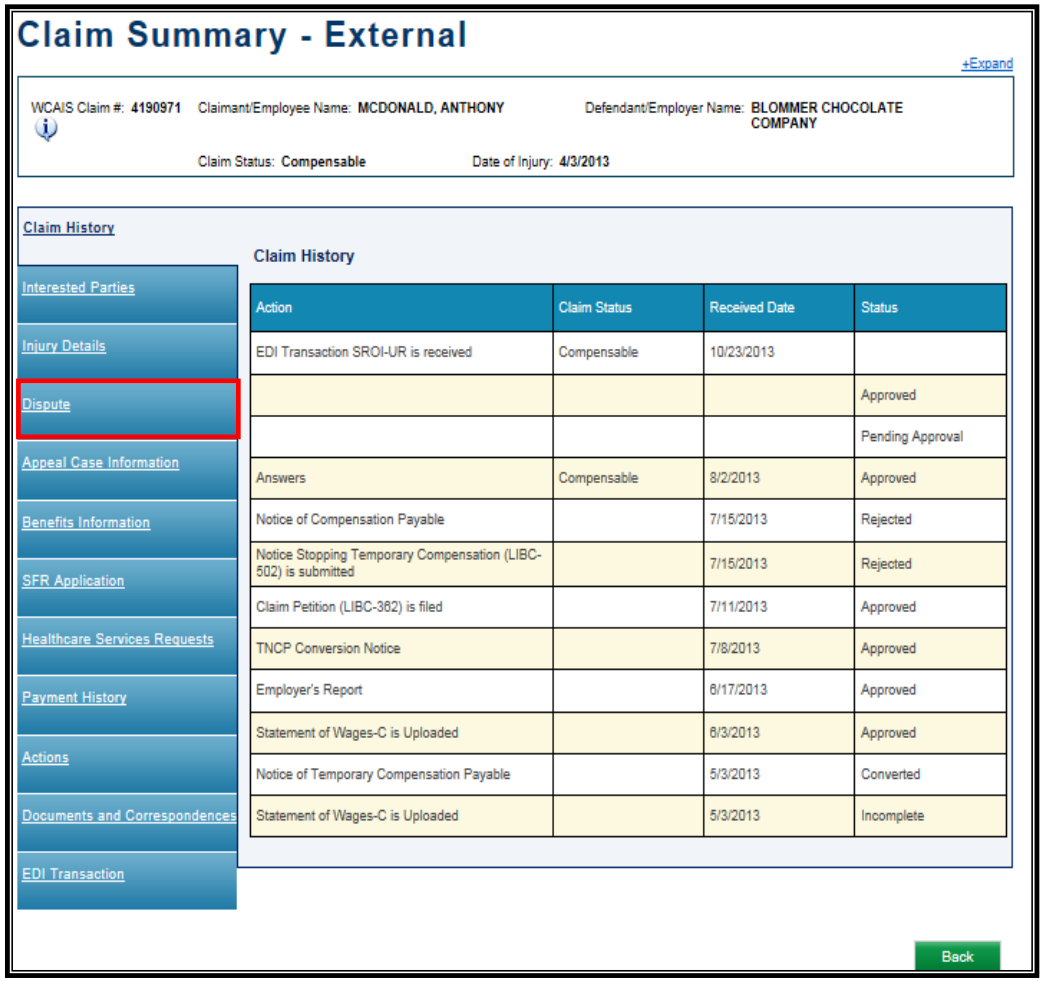
Claim Summary vs. Dispute Summary (cont'd)

On the **Claim Summary** screen, you have access to the following information:

- Claim History
- Interested Parties
- Injury Details
- Dispute
- Appeal Case Information
- Benefits Information
- SFR Applications
- Healthcare Services Requests
- Payment History
- Actions
- Documents & Correspondences
- EDI Transactions



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Claim Summary vs. Dispute Summary (cont'd)

On the **Dispute Summary** screen, you have access to dispute information including:

- Dispute Status
- Interested Parties
- Petitions and Answers
- Hearing Information
- Mediation Information
- Exhibits
- Witnesses
- Requests
- Briefs
- Decisions
- Documents and Correspondence

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Petitions

Attorney and law firm users can **File a WCOA Petition** through the **Dashboard**. Depending on the type of petition, the attorney submits a petition by either uploading a document or entering information into WCAIS.

*HTGs: "**Submit WCOA Petition Through a Claim (Attorney)**" and "**Submit WCOA Petition Without a Claim (Attorney)**"*

FYI: The interested party must be logged into WCAIS and be a party associated with the claim.

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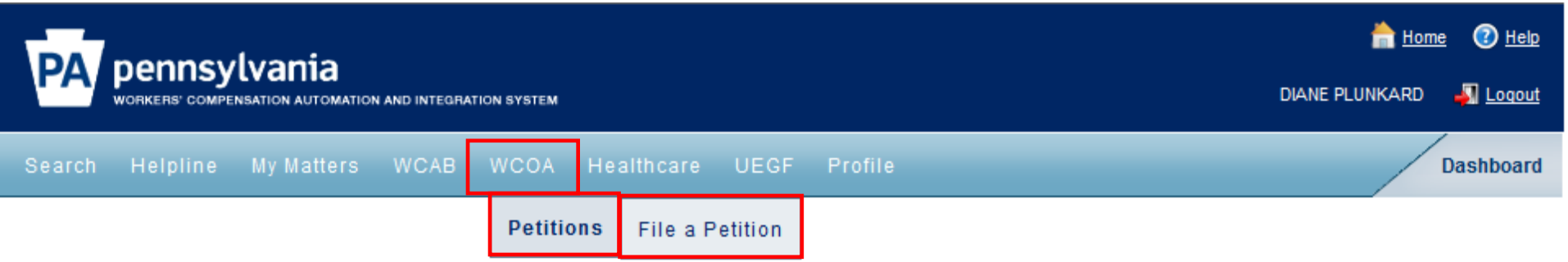
Filing a WCOA Petition



To file a WCOA petition, either with or without a claim, users select **WCOA → Petitions → File a Petition** on the Dashboard

Information required to complete the process include:

- Associate claim information
- Desired petition type

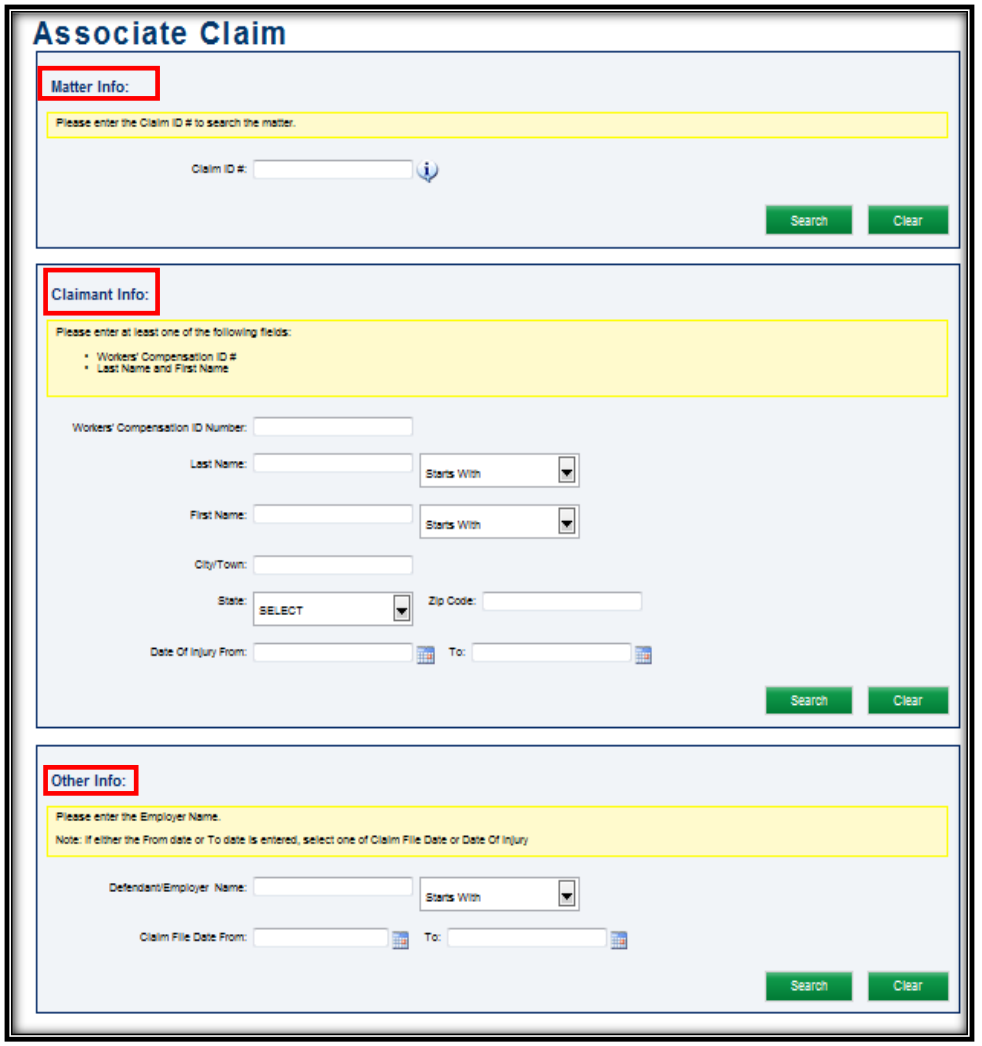
There are four petition types that can be filed electronically through WCAIS:

- LIBC-378 Petition To/For
- LIBC-499 Petition for Physical Examination or Expert Interview of Employee
- LIBC-362 Claim Petition
- LIBC-602 Petition for Review of Utilization Review Determination

Filing a WCOA Petition (cont'd)

Follow the prompts to file a WCOA petition on the **Associate Claim** screen:

1. Enter one of the three types of information:
   - Matter Information
   - Claimant Information
   - Other Information, such as Defendant/Employer Name
2. Press **Search**
3. Select the appropriate claim in the **Search Results** section or select the **File a Petition on a Claim not found above** link if the claim does not display
4. Continue to follow the prompts on the next screens



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Filing a WCOA Petition (cont'd)

A HTG is available to assist with filing each type of petition:

Petition Type	HTG Name / Section
Fatal Claim Petition (LIBC-393) Petition for Commutation (LIBC-34) Petition for Joinder (LIBC-376) Claim Petition for Additional Compensation for Subsequent Injury Fund (LIBC-375) Fatal Claim Petition for Compensation by Dependents for Death Covered by the PA Occupational Disease Act (LIBC-384) Fatal Claim Petition for Compensation by Dependent for Death Resulting from Occupational Disease (LIBC-386) Challenge to Notice of Suspension or Modification Petitions (LIBC-751) Occupational Disease Claim Petition (LIBC-396) Claim Petition for Benefits from the Uninsured Employer and the Uninsured Employer's Guaranty Fund (LIBC-550)	Submit Petitions through Uploading a Document

Filing a WCOA Petition (cont'd)

A HTG is available to assist with filing each type of petition:

Petition Type	HTG Name / Section
Petition To/For (LIBC-378)	Submit Petition To/For (LIBC-378)
Claim Petition (LIBC-362)	Submit Claim Petition (LIBC-362)
Petition for Review of Utilization Review Determination (LIBC-603)	Submit Petition for Review of Utilization Review Determination (LIBC-603)
Petition for Physical Examination or Expert Interview of Employee (LIBC-499)	Submit Petition for Physical Examination or Expert Interview of Employee (LIBC-499)

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Resources

Resources

- Access the Online Help Center (top right-hand corner) in WCAIS
  - Frequently Asked Questions (FAQs)
  - How-to Guides

- Refer to the Training Resources page: http://www.portal.state.pa.us/portal/server.pt/community/wcais/20738/training_resources/1667298

- Email the Petitions Resource Account
  - Email: RA-LI-WCOA-PETUNIT@PA.GOV

- Email or call the Helpline
  - Email: RA-LI-BWC-HELPLINE@PA.GOV
  - Phone: 800-482-2383 (toll free outside PA) or 717-772-4447 (local inside PA)
  - Types of Assistance Provided: Password resets and Entry of Appearance requests

Questions