

Managing Pennsylvania's Worker's Compensation Program

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



Agenda

WCAIS Overview
Features of WCAIS
Employer Specific Functions
Resources



WCAIS Overview

Purpose of This Overview

- Understand how the implementation of a new computer system by the Pennsylvania Department of Labor & Industry impacts employees who provide workers' compensation coverage to their employees
- Provide information relevant to employers on WCAIS functionality
- Identify additional resources for support when using WCAIS



Background

- Most Pennsylvania employers are required to provide workers' compensation coverage to their employees
- Employers may purchase workers compensation insurance from one of the 300+ private sector insurers who offer workers' compensation policies, including the State Workers' Insurance Fund (SWIF)
- In some cases, certain employers may choose to be self-insured
- Employers are required to submit new claims and/or activity on existing claims to the Bureau of Workers' Compensation (BWC)



A Change for the Better

Before WCAIS, user interaction was limited:

- File and submit documents by mail
- Limited electronic interaction
- Call helpline for the status of claim and basic information

Now, employers can submit data electronically using WCAIS!

The web-based system will provide users with "24/7" electronic access and availability of online services

The workers' compensation community will have access to all matters including claims, disputes and appeal information.



Workers' Compensation Services Management Enabled by WCAIS



Common Terms

WCAIS Term	Old Term(s)	Definition
Interested Parties	Parties to Claim, Parties of Record	Any party that is related to a case/claim
Claimant/Employee	Employee, Interested Party, Claimant	Injured worker prior to claim, after claim is created or after appeal is filed
Insurer	Insurance Carrier, Carrier	Group Self-Insurer, SWIF, Self-Insurer, Insurance Carrier
Matter	NA	Includes Appeals, Claims, Disputes, Hearings, Opinions, and Petitions
Claim	Claim, Bill	A single instance of a particular injury reported on a particular date
Claim Summary	Claim File	Contains and stores the claim information
Petition	Petition	Filed when an interested party requests an action taken by a WC Judge or Appeal Board
Dispute	Case	Created when a petition is filed, a party requests mediation, or an administrative appeal is approved for litigation
Dispute Summary	Case File	Contains and stores the case information relevant to a dispute
Appeal	Appeal	Filed when an associated party is not satisfied with the WC Judge's decision
Appeal Summary	Case File	Contains and stores the appeal information for WCAIS
Defendant/Employer	Employer	Employer

User How-To-Guides



Are you a New User? Forgot Your Password? Forgot Your Keystone ID?

FAQs

- Claimant/Employee FAQs
- Claimant Dependent FAQs
- Defendant/Employer FAQs
- Attorney FAQs
- Insurer FAQs
- Healthcare Provider FAQs
- TPA FAQs
- URO/PRO FAQs
- SI Group Fund FAQs

- For every function in WCAIS discussed in this presentation there are how-to-guides (HTGs) available for users to use and follow for step-bystep directions for each process
- The HTGs and FAQs are available from the homepage of WCAIS (<u>www.wcais.pa.gov</u>). 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



Common User Functions

Features of WCAIS

	Register for WCAIS
	Dashboard Management
	Navigate WCAIS
	Search/View Claims
DOWNLOADS	Upload Documents



Register for WCAIS

The online registration process provides users with a "Keystone ID" and password, a unique set of credentials that is used to access the Workers' Compensation Automation and Integration System (WCAIS).

HTG: "Self-Register to Get an Account (Keystone ID and Password): 'Employers'

FYI:

 Self-insured employers that are not associated to a group self-insured fund must register in WCAIS once as an employer and distribute the PIN to nonadministrative users in the organization



Register for WCAIS

- To access WCAIS, self-insurers must first complete the online registration process at the homepage, <u>https://www.wcais.pa.gov</u>
- Select **Are You a New User?** and follow the prompts
- Employers can establish users in distinct role categories including:
 - 1. Administrative user
 - Verify and approve user requests for all nonadministrative users
 - Reset passwords for users within the firm
 - Modify user profiles
 - Employers are encouraged to have more than one administrative user

2. Non-administrative user

- Granted access through a registration PIN provided by administrative user
- Most staff are assigned non-administrative user roles



• **Employers** can self-verify using the UC account number if the organization exists in WCAIS or by providing details for three or more claims. Employers can apply for SI status after registration.



Dashboard Management

After logging into WCAIS, users are automatically directed to the dashboard as the starting point for all functions. The dashboard is a 'key task' management tool. It contains **Alerts, Correspondence** and **Upcoming Events. Quick Links** also display according to the assigned login. Functionality exists to add or remove customized

dashboard items.

HTG: "Manage Your Dashboard"

FYI: Employers will be able to see their claims, appeals and disputes from the dashboard.





Dashboard Management

Dashboard

Date Alerts No Data Found Correspondence: 2.	Alerts: 1.						
No Data Found Correspondence: 2.	Date Alerts						
Correspondence: 2.	Data Found						
	prrespondence: 2.						
Document Type Case # Date Sent	poument Type		Case #	Date Sent			
Annual Claims Status Report 10/10/2013	inual Claims Status Report			10/10/2013			
Conversion Notice CLAIM NUMBER - 9/27/2013	onversion Notice		CLAIM NUMBER - 4222874	9/27/2013			
Conversion Notice CLAIM NUMBER - 4222817 9/27/2013	nversion Notice		CLAIM NUMBER - 4222817	9/27/2013			
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Conversion Notice CLAIM NUMBER - 9/27/2013							
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My Utilization Reviews:						
UR Number	Claimant/Employee Name	UR Determination Due Date	Assigned URO			
<u>UR-454193</u>	DAVID TJOA, JR.	11/26/2012	DLB SERVICES			
<u>UR-431738</u>	JAMES FOGELMAN	04/27/2009	INDUSTRIAL REHABILITATION ASSOC			
<u>UR-425033</u>	STEVEN KISSINGER	04/30/2008	WEST PENN IME INC			
<u>UR-419972</u>	ANDREW BIVINS	07/09/2007	HAJDUK AND ASSOCIATES URO/PRO SERVICES			
<u>UR-419829</u>	DANNY ROUDABUSH	07/02/2007	DENOVO MANAGEMENT			
1 2						
			X Remove from Dash			

Quick Links
File a WCAB Appeal/Petition
My ACSR Reports
Additional Dashboard Items:
My Claims
Add Item

- 1. The alerts section displays messages to the users set by the commonwealth staff.
- 2. The correspondence section displays any correspondence sent by the commonwealth to the logged in user. The electronic correspondence is received in lieu of paper if that preference is set by the user.





Dashboard Management

Dashboard

Alerts:							
Date	e Alerts						
No Data Found							
Correspondence:							
Document Type	Ca	35e #	Date Sent				
Annual Claims Status Report			10/10/2013				
Conversion Notice	CL 42	LAIM NUMBER - 22874	9/27/2013				
Conversion Notice	CL 42	LAIM NUMBER - 22817	9/27/2013				
Conversion Notice	CL 42	LAIM NUMBER - 13312	9/27/2013				
Conversion Notice	CL 42	LAIM NUMBER - 14719	9/27/2013				

My Utilization Reviews: 4.						
UR Number	Claimant/Employee Name	Claimant/Employee Name UR Determination Due Date				
<u>UR-454193</u>	DAVID TJOA, JR.	11/26/2012	DLB SERVICES			
<u>UR-431738</u>	JAMES FOGELMAN	04/27/2009	INDUSTRIAL REHABILITATION ASSOC			
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1 2						
		5	X Remove from Dashb			

Quick Links
File a WCAB Appeal/Petition
My ACSR Reports
Additional Dashboard Items:
My Claims 💌
Add Item 3.

- 3. The dashboard widgets can be customized by the logged-in user. The user can choose to see associated functions by selecting *Add Item* in the drop down menu.
- 4. The *My Utilization Reviews* widget displays a summary of all claims that the logged-in user is affiliated with.

5. The *Remove from Dashboard* widget can be selected to remove any dashboard items.



Navigate WCAIS

From the Dashboard, users can navigate WCAIS and perform specific employer related functions such as search appeals, claims, and disputes, and submit proof of coverage and exceptions. Users can also update and change profile information from the dashboard.

FYI:

 Under the **Profile** tab, a user can indicate preferences for communications by mail or email as well as update associated addresses.





- From the **Dashboard**, employers can perform the following functions:
 - Manage self-insurance and/or submit proof of coverage and exceptions of insurance
 - Submit a request for hearing to contest fee review determination
 - Submit utilization review applications
 - Submit EDI transactions
 - Submit UEGF notices
 - File WCAB and WCOA petitions
 - View profile and update information
 - Select communication by mail or email
 - Search/view specified matters
 - Appeals, claims, WCAB petitions, hearing, opinion, disputes



Search/View Matters

Employers can search and view all associated matters through the **Search Matter** link on the dashboard. This includes claims, appeals, disputes, petitions etc. that are associated with the employer. The summary screen provides a comprehensive set of details about matter including history, interested parties and documents and correspondence.

HTG: "Search/View Matters"

FYI: Users can file a petition on a specific claim by selecting **Dispute** →
File a Petition on the Claim Summary



Search/View Matters

- Users can search various matters
 - Appeals
 - Claims
 - Disputes
 - Hearings
 - Opinions
 - WCAB petitions
- To search/view one of these matters, users must enter one of three types of information:
 - 1. Claim ID #
 - 2. Claimant information
 - 3. Other information
 - Defendant/employer name
 - Claim file date



Search/View Matters

- Users can perform the following functions from the Claim Summary screen:
 - View claim history
 - View interested parties
 - View injury details
 - File a petition through dispute
 - Request mediation through dispute
 - Appeal case information
 - View benefits information
 - Submit SFR application (LIBC-662)
 - View healthcare services request
 - View payment history
 - Submit LIBC forms through actions
 - View documents and correspondence
 - Submit EDI transaction



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Upload Documents

Many functions in WCAIS require the user to upload supporting documents. Regardless of the path, the process to upload a document is consistent throughout the system.

HTG: "Upload Documents"

FYI: When users are uploading documents (e.g., brief) to an existing matter, the user searches for and selects the appropriate matter record. WCAIS navigates the party to the appropriate summary screen and the user selects the **Actions, Disputes or Documents and Correspondence** tab to upload.





Upload Documents

- When uploading documents through WCAIS, the screen will always display an Upload Document link:
 - 1. Click upload document to expand section
 - 2. Select the appropriate sub category
 - 3. Select the appropriate document type
 - 4. Click browse to open the file upload screen
 - 5. Optional: enter document description
 - 6. Click upload document
 - 7. Click continue







- WCAIS only accepts document files that are 10 megabytes (4096 kilobytes) or smaller in size
- Tips for Reducing the File Size
 - Scan in black and white
 - Determine the lowest acceptable resolution
 - Divide large documents into several smaller documents
 - Limit a page's dimensions to its true size
 - Avoid using Optical Character Recognition (OCR)
 - Use the "Reduce File Size" feature in PDFs



Employer Specific Functions

Features of WCAIS





Submit Employer's Certificate of Insurance

Employers can submit their certificate of insurance online through WCAIS. This process is used when an employer is identified as a new or modified business and receives either the first or second request to submit their certificate of workers' compensation insurance and proof of coverage.

HTG: "Submit Employer's Certificate of Insurance'"



Submit Employers Certificate of Insurance

									ne 🕡 <u>Help</u>		
PA	WORKERS' COMPENSATION AUTOMATION AND INTEGRATION SYSTEM									STEPHEN PARSONS	🚽 Loqout
Search	Helpline	WCAB	Self-Insurance	Compliance	WCOA	Healthcare	EDI U	JEGF	Profile		Dashboard
				Compliance	Forms		Submi	it Empl	oyer's Certific	ate of Insurance	
				Proof of Co	verage ai	nd Exceptions	Submi	t Appli	cation to Inclu	de Domestic Worke	rs
							Submi	t Execu	utive Officer E	xception	
							Submi	t Appli	cation for Reli	gious Exception of	Specified Emp

- To file an application for review, users select Compliance → Compliance Forms → Submit Employer's Certificate of Insurance on the dashboard
- Information required to complete process
 - Pennsylvania employer account number
 - Number of Pennsylvania employees
 - Policy number and information
 - Supportive documents
 - The Declaration Page of the Certificate of Insurance



Submit Employers Certificate of Insurance

- If your coverage information is up to date, the following notice will display on the **Dashboard**
- Follow the prompts to Submit Employers Certificate of Insurance:
 - 1. Enter insurance and policy information
 - 2. Upload supportive documents
- Once the form is submitted, if necessary, press the View
 Employer Proof of Coverage and Exceptions, Religious
 Exceptions or Domestic
 Exceptions links to indicate
 various exceptions



Defendent/Employer's Certificate Of Insurance

Required fields are indicated by *:

lick here to access information about the Certificate of Insurance

Provide Current Workers' Compensation Insurance Coverage Inf	formation			
PA Employer Account Number*:				
Number of PA Employees:				
Select one of the following:*				
I have Workers' Compensation Insurance				
I do not have Workers' Compensation Insurance				
Insurer Name*:				
Policy Number*:				
Policy Effective Start Date*:				
Policy Effective End Date*:				
Provide Proof of Coverage (Declaration page or the Certificate of	Insurance):			
		-		
<u>Jpload Document</u>				
				Cancel
				Cancer



View and Manage Disputes

Employer users can view and manage disputes online through WCAIS. Once the appropriate dispute has been selected, users can perform various functions. Users must be an interested party to access and view disputes.

HTG: "File an Answer to a WCOA Petition" and "File an Appeal Online"

FYI:

- Users can file an answer on a specific dispute by selecting **Dispute** → File a Petition on the **Dispute Summary**
- Users can file an appeal on a specific dispute by selecting **Dispute** → **Decision** → **File Appeal** on the **Dispute Summary**





- Information required to complete process
 - Associate claim information (e.g. "Dispute Number")
 - Desired type of petition
 - Supportive documents



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View and Manage Disputes

- From the **Dispute Summary** screen, users can view and manage:
 - General information
 - Interested parties and associated recipients
 - Petitions and answers
 - Hearing information
 - Mediation information
 - Exhibits
 - Witnesses
 - Briefs
 - Decisions
 - Documents and correspondence





View and Manage Disputes

- To file an answer, users select
 Petitions and Answers →
 File Answer on the Dispute
 Summary screen
 - The answer form displays based on the petition type selected
 - User follows the prompts, indicates Manner of Service and certifies submission
- Once submitted, WCAIS generates a Proof of Service correspondence to all interested parties and all selected associated recipients

+Expand WCAIS Claim #: 3973235 Claimant/Employee Name: CAMPBELL, DEBRA Defendant/Employer Name: DANS LAWN CARE INC \mathbf{i} View Claim Summary Claim Status: No ERO Date of Injury: 12/30/2011 View Dispute Summan Dispute: DSP-3973235-1 (1) Status: In Litigation Petition Information Listed below are all submitted Petitions associated with this Dispute Recipients Petitions and Answers Petition Numbe Filed By Date Filed Select One ۲ PET-3973235-1-1 1/17/2012 Claim Petition (LIBC-362) ile Answ Petition History: Petition Type Date Moved Previous Dispute Nu etition Numbe No Data Found Additional Petition Documentation: Document Type 🛈 Associated Petition Submitted Date Submitted By Submission Method Number No Data Found Answer Information All Answers filed on Petitions related to this Dispute are listed below. Select the view option to display the submitted Answer ate Submitted Answer Type Submitted By Petition Answer was Submitted For Actio 2/15/2012 PET-3973235-1-1



Dispute Summary



View and Manage Disputes

- An appeal is filed when an interested party disagrees with the judge's decision on a dispute
- Users file an appeal by selecting Decisions → File an Appeal on the Dispute Summary screen and following the prompts:
 - Select **Appeal type** and provide the reason for filing the appeal
 - Upload supporting documents
- Once submitted, WCAIS sends a **Proof of Service** to the WCOA field office and to all selected interested parties and associated recipients

File Appeal

Required fields are indicated by

to to file an appeal in relation to the claim and the dispute below. The rules for filing an appeal are available for your re WCAIS Claim # 2651866 Defendant/Employer Name: LYON \$ TOV/ING Claimant/Employee Name: BAIR, VIRGINIA (\mathbf{i}) Claim Status: Closed Date of injury: 7/19/2004 View Claim Summ View Dispute Su Dispute: DSP-2651866-2 (1) Status: Closed Circulation Date: 11/21/201 View Appeal Sum Appeal Case: A11-1887 (1) Status: Closed Date Filed: 12/5/201

plete Appeal		
Complete Appeal		
Dentify	Type of Appeal*: Cross Appeal	ý.
Preview/Confirm	Select and provide reason(s) for filing this appear 'uploaded' in specified box):	eal: (Enter reasons in each text box below, OR upload text document and type
	Findings of Fact	
	I hereby appeal from the decision of Judge N/A and all contain other errors as specifically set forth below. A	allege the following findings of fact are in error and are not supported by substantial evidence, o A copy of the Judge's decision is attached.
	Enter Findings of Fact:	
		×
		v
	Errors of Law	
	I hereby appeal from the decision of Judge N/A and sp does not conform to the provisions of the Workers' Co	specify the following errors of law committed by the said Judge, and the reason why the decision Compensation Act or the Occupational Disease Act. A copy of the Judge's decision is attached.
	Enter Errors of Law:	
		Î
	UValve rights to Oral Argument	
	Upload any document(s)	
	in order to file appeal on-line, a copy of the VVCJ	:J's Order must be uploaded:
	Upload Document	
		Cancel Back Spell Check Continue

Submit a Self-Insurance Application

Employers can register as a self-insured employer by submitting a self-insurance application in WCAIS. WCAIS enables the applicant to save the application and access it at a later time for completion.

HTG: "Submit Initial Self-Insurance Application: Public Employer (Private Employer"

FYI: If an application is initiated and not resumed within a period of 90 days, WCAIS will delete the application.





- To begin the self-insurance application process, users select Self-Insurance → Self Insurance Program on the dashboard
- In order to apply for self-insurer status, employers must meet the following requirements:
 - 1. Have liquid assets of \$10 million or more
 - 2. Have been in business for at least three consecutive years
 - 3. Provide audited financial statements for the past three years
 - 4. Maintain an adequate accident and illness prevention program



Submit a Self-Insurance Application

<u>Manage Program</u>

- For employers who have not applied for self-insurer status before, the program summary screen contains the Manage Program tab
- 1. The user clicks the **Apply for Individual SI** button
- 2. The user then follows the prompts on the next screens



This Information is intended to help companies understand self-insurance as well as ways to obtain self-insurance. If you are unclear on any of the information below, please contact the Self-Insurance Division at 717-783-4476.

Please note: Self-Insurance is only available to employers which have been in business at least three years and which possess substantial capitalization.

Pennsylvania Workers' Compensation Self-Insurance is governed by the Workers' Compensation Act and applicable regulations. There are two types of self-insurance: individual self-insurance and group self-insurance.

Apply for Individual SI

Click here to learn more about Individual Self-Insurance

Apply for Group SI

Click here to learn more about Group Self-Insurance

NOTE: If you have a current insurance policy with a large deductible you are not a self-insured employer. In order to be a selfinsured employer you would have to apply and be granted the privilege to self-insure your workers' compensation liability by the Bureau. The granting of self-insurance status would result, among other things, in the assignment of a four digit insurer code. If you have a large deductible policy currently but are interested in becoming self-insured, please view the information above.

Back

For more information on self-insurer status, or group self-insurer status, the user can choose "Click here to learn more about Individual Self-Insurance" or "Group Self-Insurance"



Submit a Self-Insurance Application

Under the Initial Application Package screen, users can access and complete the following tabs:

- 1. Applicant information
- 2. Contact information
- 3. Financial info/ credit rating
- 4. Operations information
- 5. Insurance experience
- 6. Modified manual premium
- 7. Locations list
- 8. Excess insurance and securities
- 9. Health and safety
- 10. Certify
- Users choose which request type they are (self, self and affiliates, or affiliates only) and then continue on with the prompts



Resources



Helpline

The BWC helpline is another resource to the workers' compensation community. Helpline can be reached Monday through Friday 7:30 a.m. – 4:30 p.m.

- Toll Free inside PA: 800-482-2383
- Local outside PA: 717-772-4447
- ra-li-bwc-helpline@pa.gov



Resources and Helpful Links

- WCAIS is available at https://www.wcais.pa.gov
- Refer to detailed, step by step <u>how-to guides</u> for specific assistance
- Refer to <u>FAQs</u> page
- Refer to the <u>Training Resources</u> page

