

Managing Pennsylvania's Worker's Compensation Program

Information for Health Care
Providers/Professionals, Utilization Review
Organizations (UROs) and Peer Review
Organizations (PROs) regarding the Workers'
Compensation Automation and Integration
System (WCAIS)



Agenda

WCAIS Overview

Health Care Provider/Professional User Functions

URO/PRO User 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 health care providers/professionals and UROs/PROs
- Provide information to health care providers/professionals and UROs/PROs on how to register and use general functions of WCAIS
- Provide specific information relevant to health care providers/professionals and UROs/PROs on WCAIS functionality
- Identify additional resources for support when using WCAIS

A Change for the Better



Before WCAIS, health care providers/professionals and URO/PRO's interaction was limited:

- File and submit documents by mail
- Limited electronic interaction

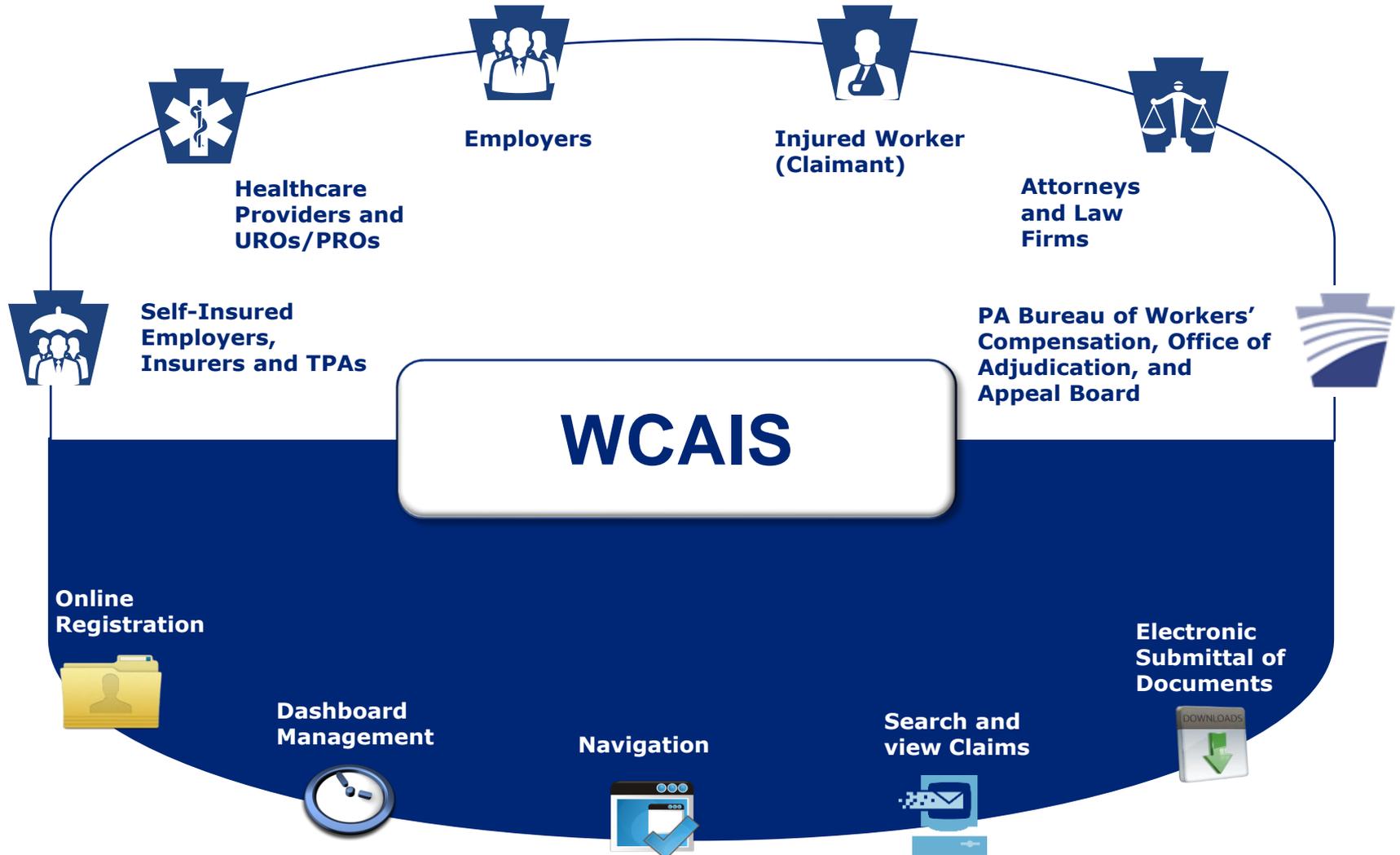


Now, health care providers/professionals and UROs/PROs can submit data electronically using WCAIS.

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
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
Employer/Defendant	Employer	Employer

User How-To-Guides

The screenshot shows the WCAIS user interface. At the top left, there is a link for "Páginas en español". Below it are icons for "Help" (circled in red) and "Accessibility". The main section is a login form with a "Keystone Key" icon, a "Keystone ID" input field, a "Password" input field, and a "Login" button. Below the login form are links for "Are you a New User?", "Forgot Your Password?", and "Forgot Your Keystone ID?". At the bottom, there is a dark blue box titled "FAQs" containing a list of links: "Claimant/Employee FAQs", "Claimant Dependent FAQs", "Defendant/Employer FAQs", "Attorney FAQs", "Insurer FAQs", "Healthcare Provider FAQs" (circled in red), "TPA FAQs", "URO/PRO FAQs" (circled in red), and "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-by-step directions for each process
- The HTGs and 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

Health Care Provider/Professional User Functions



Health Care Provider Features of WCAIS

	Register for WCAIS
	Dashboard Management
	Navigate WCAIS
	Upload Documents
	File Med Fee Review
	Submit a Request for Hearing to Contest Fee Review Determination
	File an Application for Approval as an IRE Physician

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): Healthcare Professional” and “Health care Provider”

FYI: Health care professionals need to be affiliated with a provider in order to register for the system.

- Professionals can be affiliated with a provider through the organization’s PIN number
- Health care providers can register as either an administrative user, or a non-administrative user



Register for WCAIS

Keystone Key

Keystone ID

Ex. b-joansmith0

Password

Login

[Are you a New User?](#)

[Forgot Your Password?](#)

[Forgot Your Keystone ID?](#)

- To access WCAIS, healthcare provider staff and professionals must first complete the online registration process at the homepage, <https://www.wcais.pa.gov>
- Select **Are You a New User?** and follow the prompts
- Health care providers can establish users in distinct role categories including:

1. Health Care Provider Administrative User

- Verify and approve user requests for all non-administrative users
- Reset passwords for users within the firm
- Modify user profiles
- Health care providers are encouraged to have more than one administrative user

2. Health Care Provider Non-Administrative User

- Granted access through a registration PIN provided by administrative user

3. Health Care Professional

- Granted access through a registration PIN provided by administrative user of a health care provider

Dashboard Management

After logging into WCAIS, health care 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"



Dashboard Management

pennsylvania
WORKERS' COMPENSATION AUTOMATION AND INTEGRATION SYSTEM

[Home](#) [Help](#)
 wcaals user21 [Logout](#)

[Helpline](#) [WCOA](#) [Healthcare](#) [Profile](#) Dashboard

Dashboard

Alerts: 1.

Date	Alerts
No Data Found	

Correspondence: 2.

Document Type	Case #	Date Sent
Certification of Med Fee Review Request		9/30/2013
Acknowledgement Letter (LTR-400)		9/30/2013
Certification of Med Fee Review Request		9/30/2013
Acknowledgement Letter (LTR-400)		9/30/2013
Administrative Decision (LTR-403)		9/30/2013

1 2 3 4 5 6 7 8 9 10 ...

Quick Links

[File a WCAB Appeal/Petition](#)

[File Application for approval as an IRE Physician](#)

Additional Dashboard Items:

My Claims

[Add Item](#)

My Med Fee Reviews:

Med Fee Review Number	Review Type	Claimant/Employee Name	Status
MF-438614	Both	SLEGLE, TRAVIS	Closed
MF-438623	Timeliness of Payment	Baker, CRISTOS	Returned
MF-438617	Timeliness of Payment	Baker, CRISTOS	Returned
MF-438618	Timeliness of Payment	Baker, CRISTOS	Closed
MF-438620	Timeliness of Payment	Baker, CRISTOS	Returned

1 2 3 4

[X Remove from Dashboard](#)

My Requests for Designation of a Physician to Perform an IRE:

No Data Found

[X Remove from Dashboard](#)

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

PA pennsylvania WORKERS' COMPENSATION AUTOMATION AND INTEGRATION SYSTEM

Home Help

wcaals user21 Logout

Helpline WCOA Healthcare Profile Dashboard

Dashboard

Alerts:

Date	Alerts
No Data Found	

Correspondence:

Document Type	Case #	Date Sent
Certification of Med Fee Review Request		9/30/2013
Acknowledgement Letter (LTR-400)		9/30/2013
Certification of Med Fee Review Request		9/30/2013
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1 2 3 4 5 6 7 8 9 10 ...

Quick Links

- [File a WCAB Appeal/Petition](#)
- [File Application for approval as an IRE Physician](#)

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Add Item 3.

My Med Fee Reviews: 4.

Med Fee Review Number	Review Type	Claimant/Employee Name	Status
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MF-438620	Timeliness of Payment	Baker, CRISTOS	Returned

1 2 3 4

[X Remove from Dashboard](#)

My Requests for Designation of a Physician to Perform an IRE:

No Data Found

[X Remove from Dashboard](#) 5.

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 Med Fee Reviews* widget displays a summary of all reviews that the logged-in user is affiliated with. The user can select the review number and the system will display the summary for the selected review.

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 healthcare related functions such as submitting IRE physician agreements, filing applications for med fee reviews, and submitting requests for hearings to contest fee review determinations. Users can also submit a helpline ticket and update and change profile information.

FYI: Under the **Profile** tab, healthcare users can indicate preferences for communication by mail or email as well as update associated addresses.





Navigate WCAIS



[Home](#) [Help](#)

wcais user29 [Logout](#)

[Helpline](#) [WCOA](#) [Healthcare](#) [Profile](#) [Admin](#)

[Dashboard](#)

- From the dashboard, health care providers/professionals can perform the following functions:
 - File WCOA petitions
 - Perform healthcare tasks related to IREs and med fee reviews
 - Submit IRE physician agreements
 - Submit AMA guides
 - Request re-designation
 - File an application for fee reviews
 - Submit a request for hearing to contest fee review determinations
 - Update profile

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 a Document"





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

Upload any document(s)

In order to file appeal on-line, a copy of the WCJ's Order must be uploaded:

[Upload Document](#) ⓘ 1.

Upload any document(s)

In order to file appeal on-line, a copy of the WCJ's Order must be uploaded:

[Upload Document](#) ⓘ

Document Sub Category: Select 2.

Document Type: 3.

Upload Documents: Browse... 4.

Document Description: 5.

6.

7.



Upload Documents

- WCAIS only accepts document files that are 10 megabytes 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

File Med Fee Review

Health care users can file a med fee review online by entering associated claim information and filing for the amount, the timeliness, or both the amount and timeliness of the payment and/or denial made by an insurer or third party administrator (TPA).

HTG: "Submit Application for Fee Review"

FYI: In order to view associated claims, providers need to link NPI# to profile: **Profile**
→ Change Profile → Manage Fee Review Information





File Med Fee Review



[Home](#) [Help](#)

wcais user21 [Logout](#)

[Helpline](#) [WCOA](#) [Healthcare](#) [Profile](#)

[Dashboard](#)

Impairment Rating Examination (IRE)

[Med Fee Review](#)

[File an Application for Fee Review](#)

[Submit a Request for Hearing to Contest Fee Review Determination](#)

- To file a med fee review, users select **Health Care → Med Fee Review → File an Application for Fee Review** on the dashboard
- Information required to complete process:
 - Associate claim information
 - Medical bill information
 - Supporting documents



File Med Fee Review

Follow the prompts to file Med Fee Review:

1. Enter one of three types of information in the **Associate Claim** screen and press **Search**:
 - Matter, claimant or other info
2. Select appropriate claim or press the **File Application for Fee Review Claim not Listed Above** link if the claim does not display
3. Press **Select** and **Continue**
4. WCAIS will display appropriate screen for selected claim

Associate Claim

Matter Info: 1.

Please enter the Claim ID # to search the matter.

Claim #:

Claimant Info: 1.

Please enter at least one of the following fields:

- Workers' Compensation ID #
- Last Name and First Name

Workers' Compensation ID Number:

Last Name:

First Name:

City/Town:

State: Zip Code:

Date Of Injury From: To:

Other Info: 1.

Please enter the Employer Name.

Note: If either the From date or To date is entered, select one of Claim File Date or Date Of Injury

Defendant/Employer Name:

Claim File Date From: To:

Search Results: 2.

Select One	S.No	Claim #	Claimant/Employer Name	Defendant/Employer Name	File Date	Status	Date Of Injury
<input type="radio"/>	1	4141401	Hamilton, Charles		2/4/2013	Closed	11/4/2012

[File Application for Fee Review Claim not Found Above](#) 2.

3.



File Med Fee Review

- This screen allows the health care provider to submit the appropriate information to apply for a fee review:

1. General information
2. Medical bill information
3. Certification

- The following link will be displayed at the top of each screen during the med fee process

- “You are currently preparing to request Medical Fee Review: **The instructions for filing the application are available for your review by clicking here.**”

*Note: The screen may differ slightly depending on the user, e.g. **NPI** and **Location** may not be mandatory*

Application For Fee Review

Required fields are indicated by *:

You are currently preparing to request a Med Fee Review. [The instructions for filing the application are available for your review by clicking here.](#)

- 1 General Information
- 2 Medical Bill Information
- 3 Certification

Review Information:

Select NPI*: ⓘ

Location*: ⓘ

This is an Act 46 (firefighter cancer) claim

Is this request related to Trauma?:

Review being requested for*:

Claim Information:

Please add information related to the Claimant/Employer, Defendant/Employer and Party Billed.

Interested Party*:

To edit the information for an Interested Party click on the name.

Name	Type	Address	Date of Birth	Date of Injury	FEIN NAIC	Action
sam.adam	Claimant/Employer	300 corporate dr ,camphill,PA,United States 17011	8/26/1960	8/26/2013		Delete
mountain	Defendant/Employer	100 corporate dr ,camphill,PA,United States 17011				Delete

Claim Number:

Party Billed*:

Choose Correspondence Address:

If you are filing on behalf of a Provider or Professional and you wish to receive correspondence, update the grid below by clicking 'Change Address'. Choosing 'Add Address' will allow you to enter a new address.

Name	Type	Correspondence Address	Email Address	Change Address	Add Address
user21.wcais	Healthcare Professional			Change Address	Add Address

Submit a Request for Hearing to Contest Fee Review Determination

Health care providers/professionals can submit a request for hearing to contest fee review determination. This occurs once a decision has been made by the healthcare services staff on the application for med fee review and a member of the workers' compensation community chooses to contest the decision.

HTG: "Submit Request for Hearing to Contest Med Fee Review Determination"

FYI: Health care providers will be directed to the associate claim screen which allows the user to search for and associate a claim to the request



Submit a Request For Hearing to Contest Fee Review Determination



[Home](#) [Help](#)

wcais user21 [Logout](#)

[Helpline](#) [WCOA](#) [Healthcare](#) [Profile](#)

[Dashboard](#)

Impairment Rating Examination (IRE)

Med Fee Review

File an Application for Fee Review

Submit a Request for Hearing to Contest Fee Review Determination

- To contest a fee review, users select **Health Care → Med Fee Review → Submit a Request For Hearing to Contest Fee Review Determination** on the dashboard
- Information needed to complete process:
 - Associate claim information
 - Supporting documents



Submit a Request For Hearing to Contest Fee Review Determination

- Follow the prompts to **Submit a Request For Hearing to Contest Fee Review Determination**
 - Select the fee review applications to include in the request and press **Continue**
 - Upload the **LIBC-606** and **Proof of Service** documents
 - Certify and **Submit** request
- Once the application is submitted, WCAIS generates a new dispute

[Home](#) [Help](#)
 wcais user21 [Logout](#) [Dashboard](#)

[Helpline](#) [WCOA](#) [Healthcare](#) [Profile](#)

Submit Request for Hearing to Contest Fee Review Determination

[+Expand](#)

WCAIS Claim #: **1003998** Claimant/Employee Name: **SLEGLE, TRAVIS** Defendant/Employer Name: **LEHIGH COAL AND NAVIGATION CO**
 Claim Status: **Compensable** Date of Injury: **12/18/1997** [View Claim Summary](#)

Select the Fee Review Applications to include in as a part of this request. At least one must be selected to continue to the next step of the request submission process.

Select Fee Review Application: *

Select All	Application Number	Resolution Date	Determination Type	Determination Description
<input type="checkbox"/>	2. MF-438614	09/19/2013	Determination - A URO has rendered a determination	Both

[Back](#) [Cancel](#) [Continue](#)

[Site Map](#) | [Accessibility Statement](#) | [Privacy Policy](#) | [Security Policy](#) | [Contact Us](#)
 Copyright © 2011 Commonwealth of Pennsylvania. All rights reserved.

File an Application for Approval as an IRE Physician

Health care professionals can complete this process to apply for approval as an IRE physician or health care providers can complete this process for one of their associated professionals.

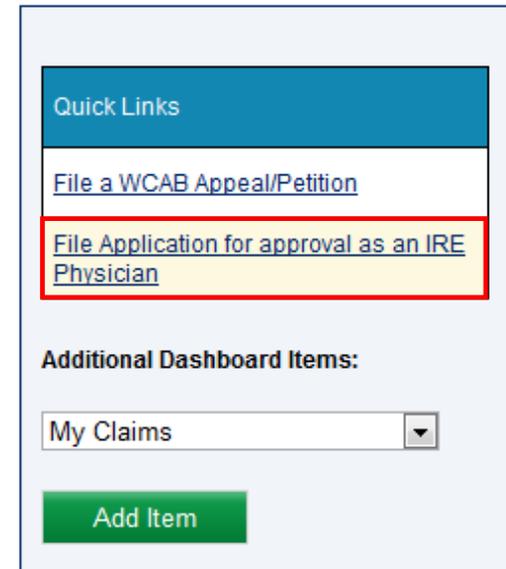
HTG: "Submit IRE Physician Application"

FYI: The ability to submit an application will be denied if the professional is already an active IRE physician or if the professional has a pending application.



File an Application for Approval as an IRE Physician

- To apply for approval as an IRE physician, users select **Quick Links → File Application for Approval as an IRE Physician** on the dashboard
 - If logged in as a healthcare professional, the professional's license number will display in the PA license information section
 - If logged in as a health care provider, a drop-down list will display the license numbers of all of the associated health care professionals.



Quick Links

- [File a WCAB Appeal/Petition](#)
- [File Application for approval as an IRE Physician](#)

Additional Dashboard Items:

My Claims

[Add Item](#)



File an Application for Approval as an IRE Physician

- Electronic documents required to complete process :
 - ABMS or AOA board certification(s)
 - Current curriculum vitae
 - Current Pennsylvania professional license
 - Proof of successful completion of training
- Information needed to complete process:
 - Certifications
 - Practice hours and locations
- Follow the prompts, upload supporting documents and complete **Agreement**

Application for Approval as an Impairment Rating Evaluation (IRE) Physician

Required fields are indicated by *

You are currently preparing an application for approval as an Impairment Rating Evaluation (IRE) Physician for Workers' Compensation Cases. The instructions for filling the application are available for your review by clicking here.

1 Certifications

2 Practice Hours and Locations

3 Agreement

PA License Information

License #: test1

Please provide us with the expiration date of your PA License*:

Certifications

Select the certification by an American Board of Medical Specialties (ABMS) or American Osteopathic Association (AOA)*:

Date Of Certification*:

Date of Recertification (if applicable):

Please provide the following documents

- * ABMS or AOA Board Certification(s)
- * Current Curriculum Vitae
- * Current Pennsylvania Professional License
- Additional Supporting documentation

Associated Documents

Document Type	Document Description	Submitted Date	Submitted By	Submission Method	Delete
ABMS or AOA Board Certification	ABMS	06/28/2013	user21 wcais	Online	Delete
Current Curriculum Vitae	CCV	06/28/2013	user21 wcais	Online	Delete
Current PA Professional License	License	06/28/2013	user21 wcais	Online	Delete

[Upload Document](#)

AMA Training

Please Provide Information about the training course you attended for the most current Edition of the AMA Guides.

Training Date*:

Conducted By*:

Proof of Successful Completion*

Associated Documents

[Upload Document](#)

Document Type	Document Description	Submitted Date	Submitted By	Submission Method	Delete
Proof of Successful Completion	Proof	06/28/2013	user21 wcais	Online	Delete

URO/PRO User Functions



URO/PRO Features of WCAIS

	Register for WCAIS
	Dashboard Management
	Navigate WCAIS
	Upload Documents
	Request Approval to be a URO/PRO
	Submit Utilization Review Determination and Report
	Add Conflict of Interest

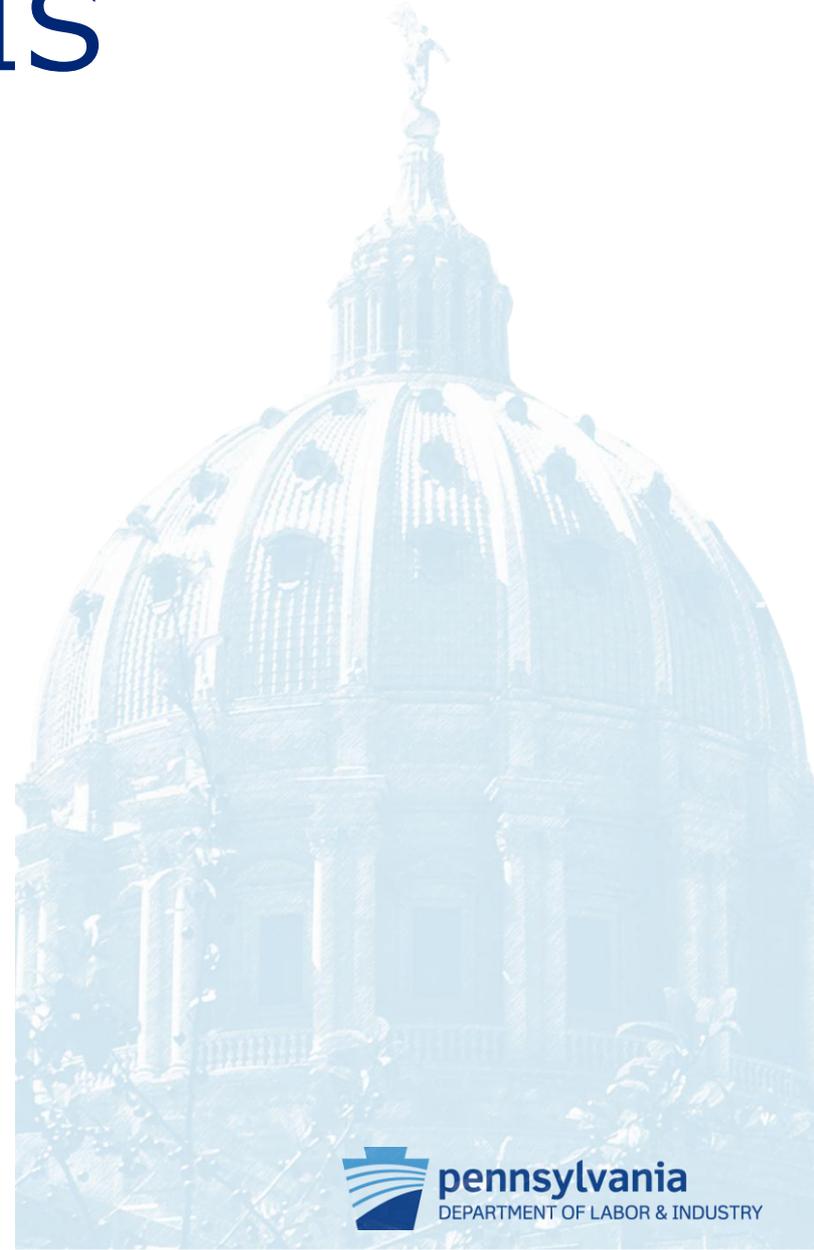
Register for WCAIS

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): URO/PRO “New User” and “Existing User”

FYI: UROs and PROs can register in two different ways:

- Existing UROs/PROs can self-verify by providing details for three associated claims
- New UROs/PROs must enter organization information such as the federal employer identification number (FEIN) and submit for approval to BWC





Register for WCAIS

- To access WCAIS, URO and PRO staff must first complete the online registration process at the homepage, <https://www.wcais.pa.gov>
- Select **Are You a New User?** and follow the prompts
- UROs and PROs can self-register in two distinct role categories that feature administrative and non-administrative user functions including:

1. Existing URO/PRO Representative

○ Administrative User

- Verify and approve user requests for all non-administrative users
- Reset passwords for users within the firm
- Modify user profiles
- URO/PRO representatives are encouraged to have more than one administrative user

○ Non-Administrative User

- Granted access through a registration PIN provided by administrative user

2. New URO/PRO Representative

Keystone Key

Keystone ID
Ex. b-joansmith0

Password

Login

[Are you a New User?](#)

[Forgot Your Password?](#)

[Forgot Your Keystone ID?](#)

Dashboard Management

After logging into WCAIS, UROs/PROs 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"



Dashboard Management

pennsylvania
WORKERS' COMPENSATION AUTOMATION AND INTEGRATION SYSTEM

[Home](#) [Help](#)
 Haduk Mister [Logout](#)

[Helpline](#) [WCOA](#) [Healthcare](#) [UEGF](#) [Profile](#) [Admin](#) Dashboard

Dashboard

Alerts: 1.

Date	Alerts
No Data Found	

Correspondence: 2.

No Data Found

Quick Links

[File a WCAB Appeal/Petition](#)

[My Organization's profile](#)

Additional Dashboard Items:

My Claims

[Add Item](#)

My Utilization Reviews:

UR Number	Claimant/Employee Name	UR Determination Due Date	Assigned URO
UR-459495	SUSAN Kennedy	11/01/2013	HAJDUK AND ASSOCIATES URO/PRO SERVICES
UR-459489	ALFREDO SUTTON	11/01/2013	HAJDUK AND ASSOCIATES URO/PRO SERVICES
UR-459454	SARA CARR	10/30/2013	HAJDUK AND ASSOCIATES URO/PRO SERVICES
UR-459404	SUE WHALEN	10/28/2013	HAJDUK AND ASSOCIATES URO/PRO SERVICES
UR-459353	JUAN Ruggles	10/30/2013	HAJDUK AND ASSOCIATES URO/PRO SERVICES

1 2 3 4 5 6 7 8 9 10 ...

[X Remove from Dashboard](#)

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	Alerts
No Data Found	

Correspondence:

No Data Found

My Utilization Reviews:

4.

UR Number	Claimant/Employee Name	UR Determination Due Date	Assigned URO
UR-459495	SUSAN Kennedy	11/01/2013	HAJDUK AND ASSOCIATES URO/PRO SERVICES
UR-459489	ALFREDO SUTTON	11/01/2013	HAJDUK AND ASSOCIATES URO/PRO SERVICES
UR-459454	SARA CARR	10/30/2013	HAJDUK AND ASSOCIATES URO/PRO SERVICES
UR-459404	SUE WHALEN	10/28/2013	HAJDUK AND ASSOCIATES URO/PRO SERVICES
UR-459353	JUAN Ruggles	10/30/2013	HAJDUK AND ASSOCIATES URO/PRO SERVICES

1 2 3 4 5 6 7 8 9 10 ...

X Remove from Dashboard

5.

Quick Links

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[My Organization's profile](#)

Additional Dashboard Items:

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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

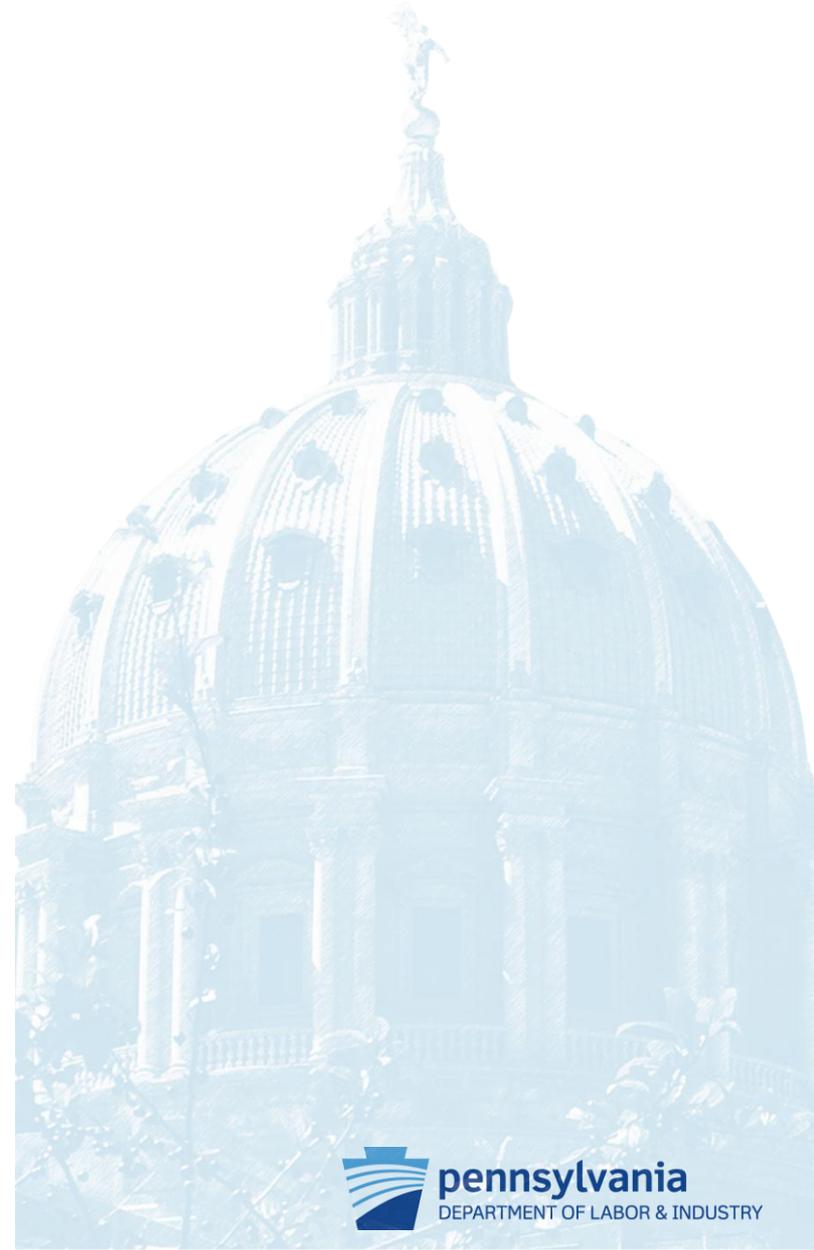
4. The *Utilization Reviews* widget displays a summary of all reviews that the logged-in user is affiliated with. The user can select the review number and the system will display the summary.

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 URO/PRO related functions such as submitting determinations and reports, adding conflict of interests, and filing new REAUT applications. Users can also submit a helpline ticket and update and change profile information.

FYI: Under the **Profile** tab, URO/PRO users can indicate preferences for communication by mail or email as well as update associated addresses.





Navigate WCAIS



Helpline WCOA Healthcare UEGF Profile

Dashboard

- From the tool bar, URO/PROs can perform the following functions:
 - Perform health care tasks related to utilization review and URO applications
 - Add conflict of interests
 - Submit determinations and reports
 - Search UR requests
 - File new REAUT applications
 - Update profile

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 a Document"





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

Upload any document(s)

In order to file appeal on-line, a copy of the WCJ's Order must be uploaded:

[Upload Document](#) ⓘ 1.

Upload any document(s)

In order to file appeal on-line, a copy of the WCJ's Order must be uploaded:

[Upload Document](#) ⓘ

Document Sub Category: Select 2.

Document Type: 3.

Upload Documents: Browse... 4.

Document Description: 5.

6.

7.



Upload Documents

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 - Determine the lowest acceptable resolution
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 - Limit a page's dimensions to its true size
 - Avoid using Optical Character Recognition (OCR)
 - Use the "Reduce File Size" feature in PDFs

Request Approval to be URO/PRO

A URO or PRO can submit a utilization review organization authorization application (UROAP) or a reauthorization (REAUT) application in WCAIS. A UROAP application is submitted by an organization who would like to become a URO/PRO. The REAUT application is a reauthorization of the same application and is required to be submitted every two years in order to remain active.

HTG: "Submit UROAP/REAUT Application"



Request Approval to be URO/PRO

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WORKERS' COMPENSATION AUTOMATION AND INTEGRATION SYSTEM

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WCOA Healthcare UEGF Profile Admin Dashboard

Utilization Review
URO Application File New Initial URO/PRO Application (UROAP)

- To request approval to be a new URO, users select **Health Care → URO Application → File New Initial URO/PRO Application** on the dashboard
 - Once an applicant URO registers and gains access, they need to file initial application
- To request reauthorization for an existing URO/PRO, users select **Health Care → URO Application → File new REAUT Application**
 - Existing organization must reauthorize every two years



Request Approval to be URO/PRO

- Information required:
 - Contact information of URO/PRO
 - Health care providers performing reviews
 - Supporting documentation
- Users follow prompts and enter required references, addresses and health care provider qualifications
- For existing UROs/PROs, all information will pre-populate for review and adjustment

File UROAP Application

Required fields are indicated by *.

You are currently preparing to file an application for authorization to Act as a Utilization Review Organization (URO) and/or Peer Review Organization (PRO).

[The instructions for filing the application are available for your review by clicking here.](#)

The undersigned hereby applies for authorization as a URO/PRO pursuant to the provisions of the Pennsylvania Workers' Compensation Act (the Act) and the Medical Cost Containment Regulations promulgated at 34 Pa. Code §§127.1 - 127.755 and submits the following facts under oath in support of this application to the Bureau of Workers' Compensation (BWC).

Contact Information

1 Contact Information

2 Healthcare Providers Performing Reviews

3 Supporting Documentation

1. Contacts for URO/PRO :

Select 'Add Contact' to provide a Secondary, Application and Principal contact for your organization. Your Contacts' information can be managed through your profile.

Add Contact

Provide a toll free phone number for the primary contact:

Phone (Toll Free): Ext:

2. References for the URO/PRO :

List up to three (3) clients in Pennsylvania for which the URO or its principals have conducted utilization reviews if desired. Include the name, address, telephone number and title of a contact person for each client. (This information may be used for reference purposes to assess past performance.)

Add Reference:

Organization Name*:

First Name*:

Last Name*:

Contact Information:

Address Line 1*: [Make Foreign Address](#)

Address Line 2:

City/Town*:

State/Province/Region*: SELECT

Zip/Postal Code*:

County: SELECT

Country: **United States**

Phone Number: Ext:

Cancel

Save

No Data Found

Cancel

Save and Continue

Submit Utilization Review Determination and Report

A URO/PRO can submit and upload a utilization review determination and report through WCAIS which determines the reasonableness and/or necessity of a treatment for a work-related injury related to a claim.

FYI: WCAIS allows URO/PROs to upload reports in multiple parts





Submit Utilization Review Determination and Report

Utilization Review

Add Conflict of Interest

URO Application

Submit Determination and Report

Search UR Request

- To submit a utilization review determination, users select **Health Care → Utilization Review → Submit Determination and Report** on the dashboard
- Information needed to complete process:
 - Provider under review
 - Supporting documentation



Submit Utilization Review Determination and Report

- Follow prompts to **Submit Utilization Review:**

- The utilization review screen allows the URO/PRO to search an existing review to submit request
- Select the appropriate utilization review # link
- Indicate provider under review
- Upload report and **Submit**

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Submit UR Determination and Report

WCAIS Claim #: 7042493 Claimant/Employee Name: LAUDENSLAGER, GARY Defendant/Employer Name: UNITED PARCEL SERVICE OF AMERICA INC.
Date of Injury: 4/1/2005

Utilization Review: UR-459296 Date Request Submitted: 8/14/2013 UR Determination Due Date: 10/21/2013

Utilization Review Status: Determination Pending Assigned URO: HAJDUK AND ASSOCIATES URO/PRO SERVICES [View UR Summary](#)

1 [Utilization Review Determination](#)

2 [Upload UR Report](#)

Utilization Review Determination
A determination is required for each Provider Under Review detailed in the Utilization Review Request. Select the Provider Under Review name and then the Submit Determination button to complete.

Provider Under Review: SELECT

No Data Found

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Add Conflict of Interest

A URO/PRO can submit conflict of interest information through WCAIS. The URO/PRO can enter either claimant information or URO information to conduct the search for the applicable Utilization Review where there is a conflict of interest with a provider or other parties.

HTG: "***UR Request – Submit Conflict of Interest***"



Add Conflict of Interest

Utilization Review

Add Conflict of Interest

URO Application

Submit Determination and Report

Search UR Request

- To add a conflict of interest, users select **Health Care → Utilization Review → Add Conflict of Interest** on the dashboard
- Information needed:
 - Utilization review information
 - Provider with conflict of interest
 - Parties with conflict of interest



Add Conflict of Interest

- Follow prompts to complete process
 1. The utilization review screen allows the URO/PRO to search an existing review to submit request
 2. Select the appropriate utilization review # link
 3. Indicate parties with which URO has a conflict of interest
- After pressing **Submit**, WCAIS:
 - Checks for conflicts and re-assigns the request to another URO/PRO
 - Queues the **Notice of Assignment - UR Request** correspondence to be generated and sent to the assigned URO/PRO

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Utilization Review Request

WCAIS Claim #: 3387064 Claimant/Employee Name: KOSMAL, TRAVIS Defendant/Employer Name: CORNERSTONE FAMILY SERVICES
Date of Injury: 2/17/2001

Utilization Review: UR-459469 Date Request Submitted: 8/26/2013 UR Determination Due Date: 10/31/2013
Utilization Review Status: Determination Pending Assigned URO: CADUCEUS LEX MEDICAL AUDITING INC

Summary and Actions

Listed below is information relating to the selected Utilization Review Request. To perform actions on this Utilization Review Request please select the required Action from the drop down and select 'Continue'. To view additional information related to this Utilization Review Request please select the available tabs.

Actions:

UR Request Submitted By: KOSMAL, TRAVIS (Claimant/Employee)
Submitted on Behalf of: KOSMAL, TRAVIS (Claimant/Employee)
Date Submitted: 8/26/2013

Insurer Response

Provider Under Review	Payment Accepted	Reason to Deny	Process PUR	View Details
RITSKO, ROBERT				View Details

Approve/Reject Request

Action:
Date Approved/Denied:
Reason:
 This is an ACT 46 (firefighter cancer) claim

Resources



Helpline

The BWC helpline is another resource to the workers' compensation community. Helpline can be reached Monday through Friday 8:00am – 4:00pm.

- Toll Free inside PA: 1-800-482-2383
- Local outside PA: 1-717-772-4447
- 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 [how-to guides](#) for specific assistance
- Refer to [FAQs](#) page
- Refer to the [Training Resources](#) page for: