

Managing Pennsylvania's Worker's Compensation Program

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



Agenda

WCAIS Overview

Common Functions

Insurer and Third Party Administrator 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 insurers and TPAs who write workers' compensation policies
- Provide information to insurance carrier staff and TPAs on how to register and use general functions of WCAIS
- Identify additional resources for support when using WCAIS

Background

- All Pennsylvania employers are required to provide workers' compensation coverage to their employees
- Most employers purchase workers compensation from one of the 300+ private sector insurers who offer workers' compensation policies
- In some cases, certain employers may choose to be self-insured. Employers also have the option to purchase insurance from the State Workers' Insurance Fund (SWIF)
- This overview is targeted at the staff of the 300+ private sector insurance carriers and third party administrators
- Insurance carriers 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, insurer and TPA interaction was limited:

- File and submit documents by mail
- Limited electronic interaction
- Call helpline for status of FROI/SROI and basic information

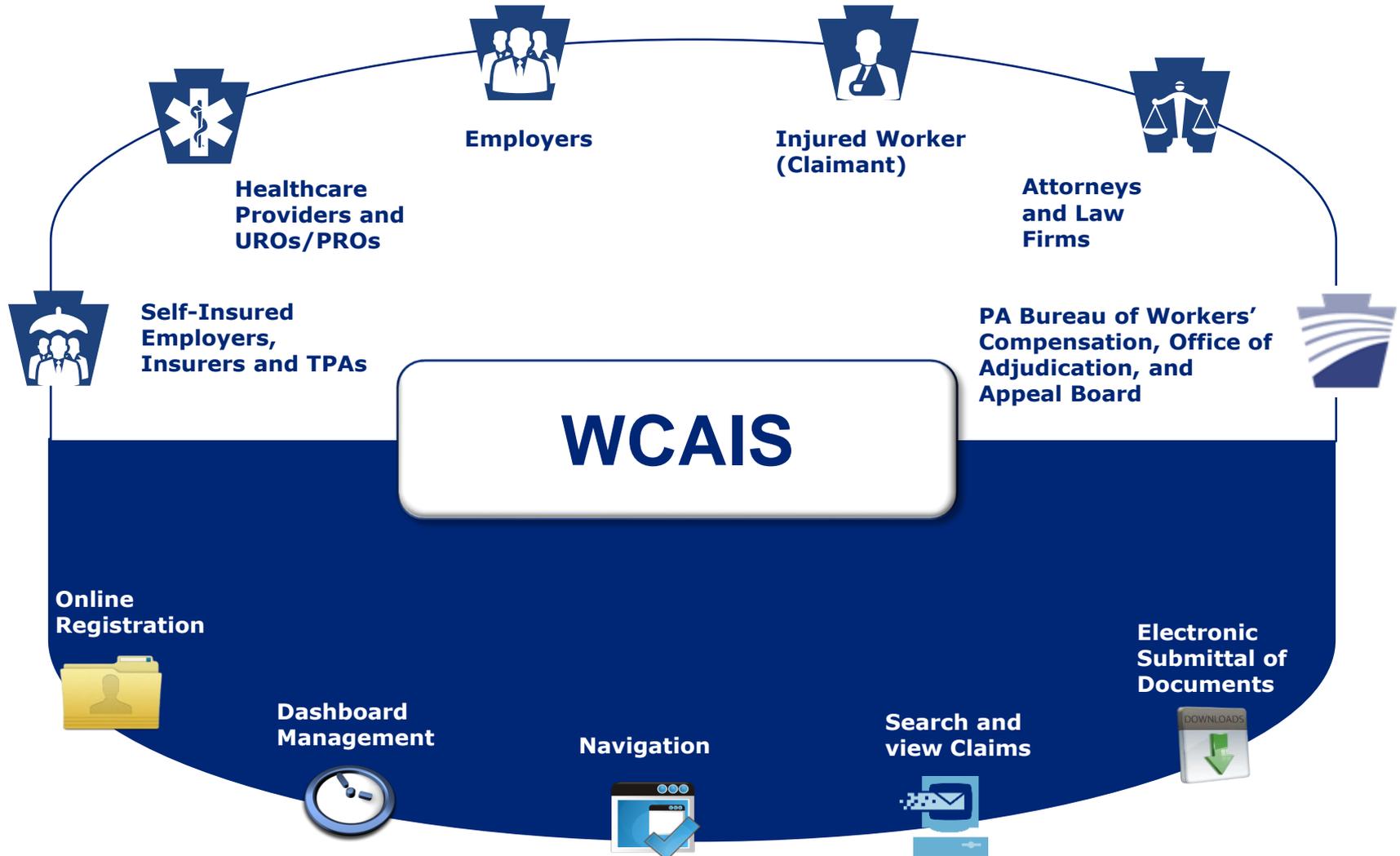


Now, insurers and TPAs can submit data electronically using WCAIS.

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
Employer/Defendant	Employer	Employer

User How-To-Guides

The screenshot shows the WCAIS homepage. At the top left, there are links for "Páginas en español" and "Help" (circled in red). Below these are "Accessibility" and "Keystone Key" (with a key icon). The login section features a "Keystone ID" field, a "Password" field, and a "Login" button. Below the login section are links for "Are you a New User?", "Forgot Your Password?", and "Forgot Your Keystone ID?". At the bottom, there is a "FAQs" section with a list of links: "Claimant/Employee FAQs", "Claimant Dependent FAQs", "Defendant/Employer FAQs", "Attorney FAQs", "Insurer FAQs" (circled in red), "Healthcare Provider FAQs", "TPA FAQs" (circled in red), "URO/PRO FAQs", 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

Common User Functions



Features of WCAIS

	Register for WCAIS
	Dashboard Management
	Navigate WCAIS
	Search/View Claims
	Upload Documents and File Forms

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): Insurer and TPA”

FYI: Self-insured (SI) employers only need to register in WCAIS once as an employer. If the employer would like to apply to be a SI employer, they can do so once they register. Group self-insured fund administrators must register as a group fund and distribute their PIN to associated members.



Register for WCAIS

- To access WCAIS, insurers 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
- Insurers can establish users in distinct role categories including:
 - 1. Administrative user**
 - Verify and approve user requests for all non-administrative users
 - Reset passwords for users within the firm
 - Modify user profiles
 - Insurance carriers 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

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, insurer 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

Dashboard

Alerts: **1.**

Date	Alerts
No Data Found	

Correspondence: **2.**

Document Type	Case #	Date Sent
Assignment Notice	DISPUTE NUMBER - DSP-6020958-1	7/17/2013
Assignment Notice	DISPUTE NUMBER - DSP-6020849-1	7/17/2013
Assignment Notice	DISPUTE NUMBER - DSP-6020921-1	7/17/2013
Assignment Notice	DISPUTE NUMBER - DSP-6020924-1	7/17/2013
Assignment Notice	DISPUTE NUMBER - DSP-6020993-1	7/17/2013

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

My Claims:

Claim Number	Claimant/Employee Name	Defendant/Employer Name	Date Of Injury	Status
2125529	FIELD, GEORGE	Genesee Township	11/5/1999	Suspended
2124464	MALERMAN, LINDA	Nanty Glo Sewer Authority	8/18/1999	Compensable
2255214	SAM, PAUL	GEES MIDWAY HOMES	1/22/2001	Compensable
2255224	Tamez, BARBARA	LEMON TOWNSHIP	10/25/2000	Suspended
2288634	BAKER, MICHELE	TROY TWP SUPERVISORS	4/26/2001	Suspended

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

[X Remove from Dashboard](#)

Quick Links

[Contact Helpline](#)

[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

PA pennsylvania WORKERS' COMPENSATION AUTOMATION AND INTEGRATION SYSTEM

PEARL CARPENTER Logout

Search Helpline WCAB WCOA Healthcare EDI UEGF Profile Admin Dashboard

Dashboard

Alerts:

Date	Alerts
No Data Found	

Correspondence:

Document Type	Case #	Date Sent
Assignment Notice	DISPUTE NUMBER - DSP-6020958-1	7/17/2013
Assignment Notice	DISPUTE NUMBER - DSP-6020849-1	7/17/2013
Assignment Notice	DISPUTE NUMBER - DSP-6020921-1	7/17/2013
Assignment Notice	DISPUTE NUMBER - DSP-6020924-1	7/17/2013
Assignment Notice	DISPUTE NUMBER - DSP-6020993-1	7/17/2013

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

Quick Links

- Contact Helpline
- File a WCAB Appeal/Petition
- My ACSR Reports

Additional Dashboard Items:

My Claims

Add Item 3.

My Claims 4.

Claim Number	Claimant/Employee Name	Defendant/Employer Name	Date Of Injury	Status
2125529	FIELD, GEORGE	Genesee Township	11/5/1999	Suspended
2124464	MALERMAN, LINDA	Nanty Glo Sewer Authority	8/18/1999	Compensable
2255214	SAM, PAUL	GEES MIDWAY HOMES	1/22/2001	Compensable
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2288634	BAKER, MICHELE	TROY TWP SUPERVISORS	4/26/2001	Suspended

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

X Remove from Dashboard 5.

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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 *My Claims* widget displays a summary of all claims that the logged-in user is affiliated with. These affiliated claims are not adjuster specific, but instead show claims that are affiliated with the entire insurance carrier. The user can select the claims number and the system will display the summary for the selected claim.

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 insurer-related functions such as search EDI, submit EDI web portal transactions and contest fee review determinations.

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





Navigate WCAIS



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

PEARL CARPENTER [Logout](#)

[Search](#) [Helpline](#) [WCAB](#) [WCOA](#) [Healthcare](#) [EDI](#) [UEGF](#) [Profile](#) [Admin](#)

[Dashboard](#)

- From the **Dashboard**, insurer staff can perform the following functions:
 - Submit utilization review applications
 - Submit EDI transactions using the Web Portal
 - Submit yearly assessments
 - Submit responses to ACSR's
 - 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

Insurers 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 insurer/TPA. 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 Claim

Matter Info: 1.

Please enter the Claim ID # to search the matter.

Claim ID #:

Claimant Info: 2.

Please enter at least one of the following fields:

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

Workers' Compensation ID Number:

Last Name: Starts With

First Name: Starts With

City/Town:

State: Zip Code:

Date Of Injury From: To:

Other Info: 3.

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: Starts With

Claim File Date From: To:



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 health care services request
 - View payment history
 - Submit LIBC forms through actions
 - View documents and correspondence
 - Submit EDI transaction

Claim Summary - External

WCAIS Claim #: 2513467 Claimant/Employee Name: Stevens, ANDREA Defendant/Employer Name: TRANS WORLD AIRLINES, INC.
 Claim Status: *Suspended* Date of Injury: 11/19/2000

Self-insured Employer: NO

Below are the Interested Parties and Associated Recipients for this Matter. The correspondence address can be updated by selecting "Change Address" option. A new address can be added by selecting the "Add Address" option.

Interested Parties

Name	Type	Correspondence Address	Email Address	Action	Add Address
DIANE M PLUNKAR D. ESQ.	Claimant's Attorney	11 E Second St, Media, PA 19063-2905	wcais.test@gmail.com	Change Address	Add Address
ANDREA Stevens	Claimant/Employee	4945 James Pl, Brookhaven, PA 19015-1009			
JOHN J MULDOWNEY	Defendant's Attorney	140 S VILLAGE AVE STE 120, EXTON, PA 19341			
TRANS WORLD AIR LINES, INC.	Defendant/Employer	PHILADELPHIA INTERNATIONAL AIRPORT, PHILADELPHIA, PA 19153			
AIG CLAIMS SERVICES, INC.	TPA	PO Box 4050, Alpharetta, GA 30023-4050			

Associated Recipients

No Data Found

Inactivated Interested Parties

No Data Found

Dependents

No Data Found

Upload Documents and File Forms

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 and File Forms

- 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



Upload Documents and File Forms

- There are multiple methods of filing forms with the BWC:
 1. Upload forms directly on claim
 2. Generation of 5 Forms on **Actions Tab**
 - 501, 502, 496, 495, 494C
 3. Bulk forms transmission
 4. Mail to:
 - Bureau of Workers' Compensation, 1171 S. Cameron St., Room 103, Harrisburg, PA 17104-2501
- Insurers can prepare LIBC-751 (Notification of Suspension/Modification) on the Actions tab
 - Print, sign, notarize and file with BWC using an above method

Insurer Specific Functions



Features of WCAIS



Submit FROI/SROI Transactions through EDI Web Portal



File a Request for Designation of a Physician to Perform IRE



File an Application for Utilization Review

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)s and Subsequent Report of Injury (SROI)s to BWC.

HTG: "Submit Web Portal Transaction: 'First Report of Injury' and 'Subsequent Report of Injury'"

FYI: Claim administrators are required to submit FROI and SROI data as per the IAIABC Claims Release 3.0 EDI standard.



EDI Web Portal Background

- Data can be submitted using one of three methods:

1. Transaction Partner

- Insurers and TPAs 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 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 SFTP location

3. WCAIS EDI Web portal

- Trading partners can submit transactions directly to BWC by using the WCAIS EDI web portal



Submit FROI/SROI Transaction through EDI Web Portal

[Submit EDI Web Portal Transaction](#)

- To file a FROI/SROI, users select **EDI** → **Submit EDI Web Portal Transaction** on the dashboard
- Information Required to complete process:
 - Transaction type
 - Maintenance type code
 - Injury details
 - Interested parties' contact information
 - Insurer FEIN
 - *Benefits and payments information required to complete SROI*



Submit FROI/SROI Transaction through EDI Web Portal

Follow the prompts to submit a FROI/SROI transaction:

1. Enter EDI transaction information
2. Add or update injury details for EDI submission
3. Add or update the interested parties information for EDI submission

4. **Certify** and **Submit**

- *To submit a SROI, users will need to add or update benefits and payment information prior to certification and submittal*

The screenshot displays the Pennsylvania EDI Web Portal interface. At the top, there is a navigation bar with links for Home, Help, EDNA WILSON, and Logout. Below this is a search bar and a menu with options like Search, Helpline, WCAB, WCOA, Healthcare, EDI, UEGF, Profile, and Dashboard. The main heading is "Submit EDI Transaction".

A sidebar on the left contains four steps: 1. Submit EDI Transaction (highlighted with a red box), 2. Injury Details, 3. Interested Parties, and 4. Certification. A red box also highlights the "Required fields are indicated by *:" text above the form.

The "Submit EDI Transaction" form includes the following fields:

- Transaction Type*: SELECT (dropdown menu)
- Maintenance Type Code*: SELECT (dropdown menu with options: FROI - First Report of Injury, SROI - Subsequent Report)
- Jurisdiction Claim No.: [text input field]
- Buttons: Search and Associate, Cancel, Continue

The "Claim Information" section below contains the following fields:

- Initial Date Disability Began: [date picker]
- Jurisdiction*: PA (dropdown menu)
- Type of Loss Code: SELECT (dropdown menu)
- Claim Type Code: SELECT (dropdown menu)
- Claim Status Code: SELECT (dropdown menu)
- Death Result of Injury Code: SELECT (dropdown menu)
- Accident Site County/Parish: SELECT (dropdown menu)
- Late Reason Code: SELECT (dropdown menu)
- Initial Return to Work Date: [date picker]
- Initial Date Last Day Worked: [date picker]
- Employment Status: SELECT (dropdown menu)
- Employer Paid Salary in Lieu of Compensation Indicator: SELECT (dropdown menu)
- Date Employer had Knowledge of Date of Disability: [date picker]
- Claim Administrator Claim Number*: [text input field]
- Return to Work Type Code: SELECT (dropdown menu)
- Employee Date of Hire: [date picker]



Check EDI Transaction Status

Once an EDI transaction is submitted, users can follow the prompts to check on the transaction status:

1. Search EDI from the dashboard
2. Enter the appropriate search criteria that relates to the claim
3. Press **Search**. *Search results table will display below.*
4. Confirm the transaction status

1.

2.

Search Criteria:

Jurisdiction Claim No.:

Insurer/Trading Partner Name: Starts With

Insurer FEIN:

Date From: To:

Transaction Type: Maintenance Type Code:

Transaction Status:

4.

Search Results

Select One	Jurisdiction Claim No.	Transaction Type	Maintenance Type Code	Submitted Date and Time	Insurer/Trading Partner Name	Reason for Rejection	Transaction Status
<input checked="" type="radio"/>	5000421	FROI	00	05/07/2013 8:35AM	Jones Insurance Co		Accepted

Action:

File a Request for Designation of a Physician to Perform IRE

Insurers may request an IRE physician to perform an impairment rating evaluation on a claimant for whom they have been paying compensation to for at least two years.

HTG: "Request for Physician to Perform Impairment Rating Evaluation (IRE)"

FYI: Insurer staff will be directed to the **Associate Claim** screen which allows the user to search for and associate a claim to the request



File a Request for Designation of a Physician to Perform IRE

The screenshot shows the Pennsylvania Workers' Compensation Automation and Integration System (WCAS) interface. The top navigation bar includes 'Home' and 'Help' icons, and the user 'EDNA WILSON' is logged in. The main navigation menu includes 'Search', 'Helpline', 'WCAB', 'WCOA', 'Healthcare', 'EDI', 'UEGF', 'Profile', and 'Dashboard'. The 'Healthcare' menu is expanded, showing three options: 'Impairment Rating Examination (IRE)', 'Med Fee Review', and 'Utilization Review'. The 'Impairment Rating Examination (IRE)' option is selected, and its sub-menu is displayed, containing three options: 'File an Impairment Rating Evaluation Appointment', 'File a Request for Designation of a Physician to Perform IRE', and 'File a Request for Redesignation of a Physician to Perform IRE'. The 'File a Request for Designation of a Physician to Perform IRE' option is highlighted with a red box.

- To request a physician to perform IRE users select **Healthcare** → **Impairment Rating Examination** → **File a Request for Designation of a Physician to Perform IRE**
- Information needed to complete process
 - Associate claim information
 - Compensable injury
 - Interested party's manner of service



File a Request for Designation of a Physician to Perform IRE

- Follow the prompts to request for a **Designation of a Physician to Perform IRE**:
 - Enter information about the compensable injury
 - Select the preference for **Manner of Service** for each interested party under and press **Submit**
- Once the application is submitted, WCAIS generates correspondence to inform the IRE physician, interested parties and associated recipients about the designation

Request for Designation of a Physician to Perform IRE

Required fields are indicated by *

You are currently preparing a request for designation of a Physician to perform an Impairment Rating Evaluation.

[The instructions for filing the request are available for you to review by clicking here.](#)

[+Expand](#)

WCAIS Claim #: 779454	Claimant/Employer Name: SIMS, SAMANTHA	Defendant/Employer Name: KEYSTONE COAL MINING COMPANY
	Date of injury: 10/12/1995	View Claim Summary

1. Compensable injury:

Complete the certification information for all Interested Parties and Associated Recipients on the Claim to submit your application for designation of a Physician to Perform an IRE. Once submitted an IRE Physician will be assigned to your request.

This is an Act 46 (firefighter cancer) claim

I hereby certify that I am this day serving the foregoing documents upon the persons and in the manner indicated below, which service satisfies the requirements of the Pennsylvania Workers' Compensation Act, 77 P.S. § 1, et seq. and relevant regulations. I understand that all parties to this matter must be provided with an electronic or paper copy of the foregoing document.

2. Interested Parties:

Name	Type	Address	Manner of Service
SAMANTHA SIMS	Claimant/Employee	PO Box 301, MC Intyre, PA 15756-0301	SELECT
OLD REPUBLIC INSURANCE	Insurer	PO Box 2200, Greensburg, PA 15601-6922	SELECT
KEYSTONE COAL MINING COMPANY	Defendant/Employer	PO Box 219, Shelota, PA 15774-0219	SELECT
RUDOLPH E EDE, ESQ.	Defendant's Attorney	860 Ridge Ave, Ste 300, Pittsburgh, PA 15212-6003	SELECT
WILLIAM V SANTANA, ESQ.	Claimant's Attorney	PO Box 658, Edensburg, PA 15931-0658	SELECT
EAST COAST RISK MANAGEMENT	TPA	1370 Washington Pike, Ste 301, Bridgeville, PA 15017-2885	SELECT

Associated Recipients:

No Data Found

If service is by mail and the address differs from the above address at which the party was served must be indicated in the box below:

Cancel Submit

File an Application for Utilization Review

Insurers can perform a variety of functions from the **Utilization Review** option on the navigation bar including filing an application for utilization review.

HTG: "File UR Request (LIBC-601)"

FYI: Users can file a new UR request, finish a UR request draft that was previously started, as well as re-submit a UR request.





File an Application for Utilization Review



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

EDNA WILSON [Logout](#)

[Search](#) [Helpline](#) [WCAB](#) [WCOA](#) [Healthcare](#) [EDI](#) [UEGF](#) [Profile](#)

[Dashboard](#)

Impairment Rating Examination (IRE)

Med Fee Review

Utilization Review

File an Application for Utilization Review

Resume Application for Utilization Review

Resubmit Application for Utilization Review

Submit Insurer Response

Withdraw UR Request

- To file an application for review, users select **Healthcare** → **Utilization Review** → **File an Application for Utilization Review** on the dashboard
- Information required to complete process
 - UR #, claim or URO information
 - Provider information under review
 - List of treatments under review



File an Application for Utilization Review

- The **Utilization Review Request Search** screen allows the user to begin a new UR request, search for a UR request draft or search for a UR request that needs to be resubmitted.
- Select **Start a New Utilization Review Request** to search a claim to associate with the review and begin the process
- Search for an existing UR request by entering:
 - Utilization review #
 - Claim information
 - URO information

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EDNA WILSON Logout Dashboard

Search HelpLine WCAB WCOA Healthcare EDI UEGF Profile

Utilization Review Request Search

Search Criteria:
Please enter "Utilization Review #" to search in the "Utilization Review information"
OR please enter exact "Claimant/Employer First Name" and "Claimant/Employer Last Name" or "Claimant/Employer WCID" to search in the "Claim information section"
OR please enter "Assigned URO/PRO" and exact "Provider Under Review First Name" and "Provider Under Review Last Name" or "Assigned URO/PRO" and "Assignment Date Range(From) and (To)" to search in the "URO information section"

[Start a New Utilization Review Request](#)

Utilization Review Information

Utilization Review #:

Search Clear

Claim Information

Claim #:

Claimant/Employer WCID:

Claimant/Employer First Name:

Claimant/Employer Last Name:

Search Clear

URO Information:

Assigned URO/PRO:

Reviewer:

Provider Under Review First Name:

Provider Under Review Last Name:

UR Status:

Assignment Date Range:
From: To:

Search Clear

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File an Application for Utilization Review

- Follow the prompts to file an application for utilization review:

1. Enter information about each provider under review, select **Add Provider Under Review** to associate a health care professional

2. Enter each treatment to be reviewed for each provider selected on the previous screen.

3. Select the preference for **Manner of Service** for each interested party under the **Certification** screen and press **Submit**

- Once the UR request is submitted, WCAIS generates a **Notice of Assignment** correspondence to interested parties

1.

Provider(s) Under Review

1. **Provider(s) Under Review**

2. **Treatment(s) to be reviewed**

3. **Certification**

Provider(s) Under Review

Choose the 'Add Provider Under Review' button to search for and associate a healthcare Professional to your utilization review request. If you are unable to find the required Healthcare Professional you can add the Healthcare Professional.

Provider Under Review	Business Address	Phone Number	Email	License #	Action	Delete
1. ADAMS, CURTRENNA J.	80 W Welsh Pool Rd, Ste 102, Exton, PA 19341-1233				Edit	Delete

Add Provider Under Review

Other Treating Providers

In addition to the Provider Under Review, list all other health care providers who have provided treatment to the injured worker:

No Data found

Add Other Treating Provider

This is an ACT 46 (firefighter cancer) claim

Submitted By: OLD REPUBLIC INSURANCE

Submitted on Behalf of:

Back **Cancel** **Save and Continue**

3.

Treatment(s) to be reviewed

1. **Provider(s) Under Review**

2. **Treatment(s) to be reviewed**

3. **Certification**

Treatment(s) to be Reviewed **2.**

Select a Provider Under Review and complete the Treatment to be Reviewed details. If multiple Providers were added in Step 2 this process needs to be repeated for all Providers.

Provider Under Review*: **SELECT**

Treatment to be Reviewed*:

Start Date of Treatment: Prospective

End Date of Treatment: Treatment Status: **SELECT**

Bill for Treatment Status*: **SELECT**

Did you receive a report LIBC-9?*: **SELECT**

Workers' Compensation Judge Circulation Date: **SELECT**

Cancel **Add**

No Data Found

Back **Cancel** **Save and Continue**

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

Resources and Helpful Links

- The Pennsylvania EDI Claims **Implementation Guide** is a valuable resource available to insurers selecting any of the three methods to submit claims data
- The guide provides technical information, procedures and explanations to help insurers prepare and navigate future EDI processes
- The guide is available on the WCAIS informational website <http://www.dli.state.pa.us/wcais> and by clicking on the “Electronic Data Interchange” link from the left side navigation bar
- An updated list of LIBC forms is available on the WCAIS informational website <http://www.dli.state.pa.us/wcais> (click on the “Forms” link on the left side navigation bar)
- Insurers should use these forms to prepare their in-house computer systems