

Voluntary Mediation Requests

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Pending Litigation

Voluntary Mediation Requests

When an External Party wishes to request a Voluntary Mediation on a dispute which is currently in litigation, they must first navigate to the Requests tab of the Dispute Summary.

From there, the user will choose Submit Request from the Select Request Type dropdown, then click Submit.

The screenshot shows the 'Dispute Summary' page. At the top, the 'Dispute Summary' tab is highlighted. Below it, there are input fields for 'WCAIS Claim #' and 'Dispute: DSP'. A 'MATTER INFORMATION' dropdown menu is visible. Below that, a navigation bar contains several tabs: 'General Information', 'Interested Parties & Associated Recipients', 'Petitions and Answers', 'Hearing Information', 'Mediation Information', 'Exhibits', 'Witness', 'Requests' (highlighted with a red box), and 'Briefs'. Below the navigation bar, there are two more tabs: 'Decision' and 'Documents and Correspondence'. The main content area contains the text: 'To submit a Request for the Dispute, select the link below. Once a request is submitted, it can be viewed in the Request History.' Below this text, there is a 'Select Request Type' dropdown menu with a red box around it. The dropdown menu is open, showing options: '- Select One -', '- Select One -', 'Submit Request' (highlighted), and 'Submit Subpoena Request'. To the right of the dropdown menu is a 'Submit' button, also highlighted with a red box. Below the dropdown menu, there is a note: 'Please select the hyperlinked Request Type.'

Voluntary Mediation Requests

Submit Request

WCAIS Claim #

Dispute: DSP

MATTER INFO

PROGRESS

1 Complete Request

2 Certification

Select the type of Request (required)

Voluntary Mediation

Please select the Requesting Voluntary Mediation Judge (required)

- Select One -

Enter details related to the Request

Upload any supporting documents

Upload Documents

| Position ↑ | # of Attempted Contacts ↑ |
|----------------|---------------------------|
| Unknown | - Select One - |
| - Select One - | |

Continue

The user is then taken to the Submit Request page where they will choose Voluntary Mediation as the type of Request.

Then, a Mediating Judge must be selected, and details of the request can be typed in the free-form text field, and/or a document can be uploaded.

The user must then select the other party's position. If Unknown, another dropdown appears for the user to select the number of attempts made to contact the party. The user may then click Continue.

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Next, the user is taken to the Certification page where they must select the manner of service for each party, check the certify checkbox, and then click Submit.

PROGRESS

Complete Request **2** Certification

Please indicate the method of service for each party listed below. You will receive a copy of the Request Proof of Service on your Dashboard for you to serve parties in the manner indicated below.

Certification

Interested Parties (5)

| Name ↑ ↓ | Type ↑ ↓ | Business Unit ↑ ↓ | Address ↑ ↓ | Email Address ↑ ↓ | Manner of Service |
|----------|---------------------|-------------------|-------------|-------------------|-------------------|
| | Claimant/Employee | | | | ▼ |
| | Claimant's Attorney | | | | ▼ |

I certify I will serve a copy of this request either by mail, hand delivery or electronically on all parties, as required by the Pennsylvania Workers' Compensation Act and applicable Rules and Regulations. This certification is subject to penalties for unsworn falsification to public authorities pursuant to 18 Pa. C.S. §4904.

Filed By

Back Cancel **Submit**

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Finally, the user is directed to a confirmation page which contains the date, time, and dispute number pertaining to their Voluntary Mediation Request. From here, the user may choose to view and print the details of the request, print the confirmation page itself, and/or return to the Dispute Summary.

Thank you for your online submission of the Voluntary Mediation.
Submitted by on 1/5/2024 at 12:20 PM on Dispute DSP- [redacted]

You will momentarily receive the Request Proof of Service on your Dashboard for use to serve parties in the manner you selected as required by the Act or Judge's Rules.

[Please click here to view and print details of the Request.](#)

Please click the print button to print this confirmation message for your records.

[Return to Dispute Summary](#) [Print](#)

| Date Submitted ↑ | Submitting Party ↑ | Request Type ↑ | Request Status ↑ |
|------------------|--------------------|-------------------------------------|------------------|
| 09/21/2023 | | Continuance Request | Approved |
| 01/05/2024 | [redacted] | Voluntary Mediation | Pending |

The Request will show as Pending on the Requests tab of the Dispute Summary until the Judge either approves or denies the request.

Voluntary Mediation Requests

No Pending Litigation

Voluntary Mediation Requests

External parties can also submit Voluntary Mediation Requests on claims that do not have an open dispute. This is accomplished via the Dispute tab of the Claim Summary. The user would simply click on the dark-blue button titled “Request Voluntary Mediation”. If there is an open dispute, this button will not be visible to the user.

The screenshot shows the 'Claim Summary - External' page. At the top, there is a 'MATTER INFORMATION' section with fields for 'WCAIS Claim #', 'Claimant/Employee Name', 'Defendant/Employer Name', 'Claim Status' (Closed), and 'Date of Injury'. Below this is a navigation bar with tabs: 'Claim History', 'Interested Parties', 'Injury Details', 'Dispute' (highlighted with a red box), 'Appeal Case Information', 'Benefits Information', 'SFR Application', 'Healthcare Services Requests', 'Payment History', and 'Actions'. Under the 'Dispute' tab, there is a section for 'List of Disputes (1)' with a table. The table has columns: 'Dispute Number', 'Assigned Judge', 'WCOA Petition', 'Dispute Status', and 'Most Recent Decision Date'. The first row shows a dispute with the number 'DSP' and a status of 'Closed'. Below the table, it says 'Showing 1 - 1 of 1'. In the bottom right corner, there is a dark blue button labeled 'Request Voluntary Mediation' (highlighted with a red box).

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Submit Request

MATTER INFORMATION

WCAIS Claim #.

Claimant/Employee Name

Defendant/Employer Name

PROGRESS

1 Complete Request

Select the type of Request

Voluntary Mediation

Please select the Requesting Voluntary Mediation Judge *(required)*

- Select One -

Enter details related to Request:

Upload any supporting documents

Upload Documents

The user is then taken to the Submit Request page where the desired Mediating Judge must be selected. Here, details of the request can be typed in the free-form text field, and/or the user may upload a document.

The user must then select the other party's position. If Unknown, another dropdown appears for the user to select the number of attempts made to contact the party. The user may then click Continue.

| Position ↑ | # of Attempted Contacts ↑ |
|----------------|---------------------------|
| Unknown | - Select One - |
| - Select One - | |
| - Select One - | |
| Not Opposed | |
| Opposed | |
| Unknown | |

Continue

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Next, the user is taken to the Certification page where they must select the manner of service for each party, check the certify checkbox, and then click Submit.

PROGRESS

Complete Request 2 Certification

Please indicate the method of service for each party listed below. You will receive a copy of the Request Proof of Service on your Dashboard for you to serve parties in the manner indicated below.

Certification

Interested Parties (5)

| Name ↓ | Type ↓ | Business Unit ↓ | Address ↓ | Email Address ↓ | Manner of Service |
|--------|---------------------|-----------------|-----------|-----------------|-------------------|
| | Claimant/Employee | | | | ▼ |
| | Claimant's Attorney | | | | ▼ |

I certify I will serve a copy of this request either by mail, hand delivery or electronically on all parties, as required by the Pennsylvania Workers' Compensation Act and applicable Rules and Regulations. This certification is subject to penalties for unsworn falsification to public authorities pursuant to 18 Pa. C.S. §4904.

Filed By

Back Cancel **Submit**

Voluntary Mediation Requests

Thank you for your online submission of the Voluntary Mediation.
Submitted by on 1/5/2024 at 10:31 AM on Dispute DSP [REDACTED]

You will momentarily receive the Request Proof of Service on your Dashboard for use to serve parties in the manner you selected as required by the Act or Judge's Rules.

[Please click here to view and print details of the Request.](#)

Please click the print button to print this confirmation message for your records.

[Return To Claim Summary](#) [Print](#)

Finally, the user is directed to a confirmation page which contains the date, time, and new dispute number pertaining to their Voluntary Mediation Request. From here, the user may choose to view and print the details of the request, print the confirmation page itself, and/or return to the Claim Summary.

Voluntary Mediation Requests

WCOA RESOURCE CENTER

Contact the WCOA Resource Center if you...

- Have general adjudication questions
- Need assistance navigating the WCAIS system
- Want to report system defects
- Have an idea to enhance the system
- Need help with any WCOA related question

Operates 8:00am – 4:30pm Monday-Friday

You can call or e-mail the WCOA Resource Center:

E-mail: WCOAResourceCenter@pa.gov

Phone: 1-844-237-6316

Or in WCAIS...

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You can view Process Guides & Simulations, Recorded Trainings, and previously answered Questions by going to the Customer Service Center Home:

