MINNESOTA

WORKERS' COMPENSATION MODERNIZATION PROGRAM

Campus 101 for Law Firms

Campus 101 for Law Firms

Course Description

This course will cover the complete functions available to External Attorney and other Legal staff in Campus and provide an overview of how an Attorney will interact with DLI.

Audience

- Attorneys using Campus

Course Length

2.5 hours

Prerequisites

- None

Agenda

1	Campus Overview & Benefits	*5 min*
2	Getting Started With Campus	*60 min*
3	Group Management	*20 min*
4	Claim Access	*20 min*
5	Claim Overview	*20 min*
6	Electronic Service	*20 min*
7	Requests for Information	*20 min*

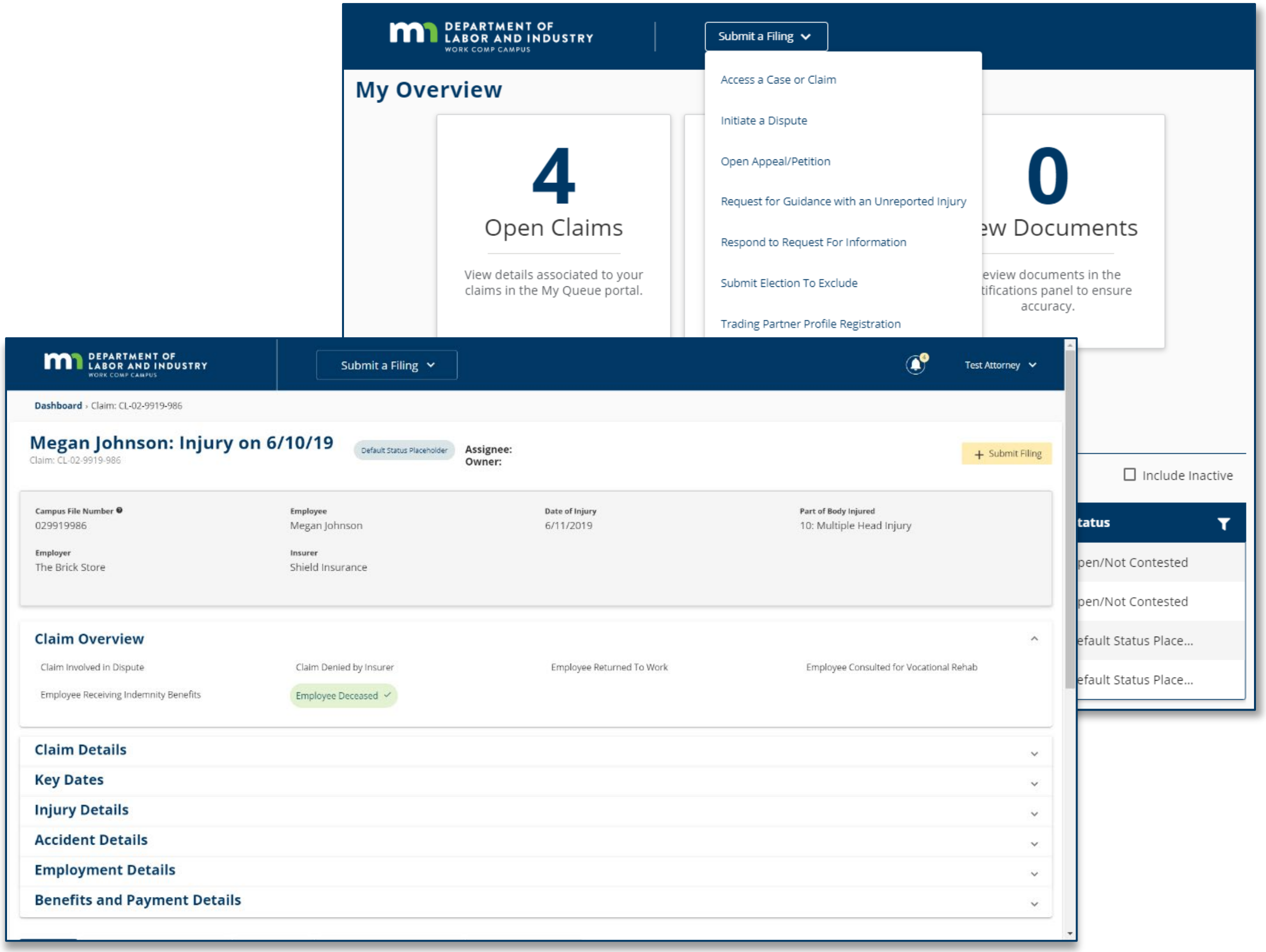
DEPARTMENT OF LABOR AND INDUSTRY

Campus Overview

Welcome to the Minnesota Workers' Compensation Campus!

The Workers' Compensation Campus (**C**laim **A**ccess and **M**anagement **P**latform **U**ser **S**ystem), is your new hub for all workers' compensation claims and filings with the Minnesota Department of Labor & Industry.

Campus allows easy access for all parties to a workers' compensation claim. Quicker access to claim information online will ensure work injuries are reported and compensated in a streamlined process.



Entities vs. Transactions

Entities

Entities are the **parties that exist** in the system to which transactions can be associated

- Injured Worker
- Employer
- Insurer
- Trading Partner
- TPA
- QRC Firm
- Health Care Provider
- State Agency
- Law Firm

Transactions

Transactions are the **"things" that will be worked on**

- Appeal/Petition to Vacate
- Claim
- Dispute
- Event
- Reimbursement
- Coverage Investigation
- Election
- Compliance Audit
- Compliance Case
- Penalty
- Rehab Case
- Settlement
- Case Service Funds
- Prepaid Cards
- Receivables
- Medical Policy Violation
- Outgoing Payment
- Payment/Adjustment
- Intervention Case
- Job Placement Case

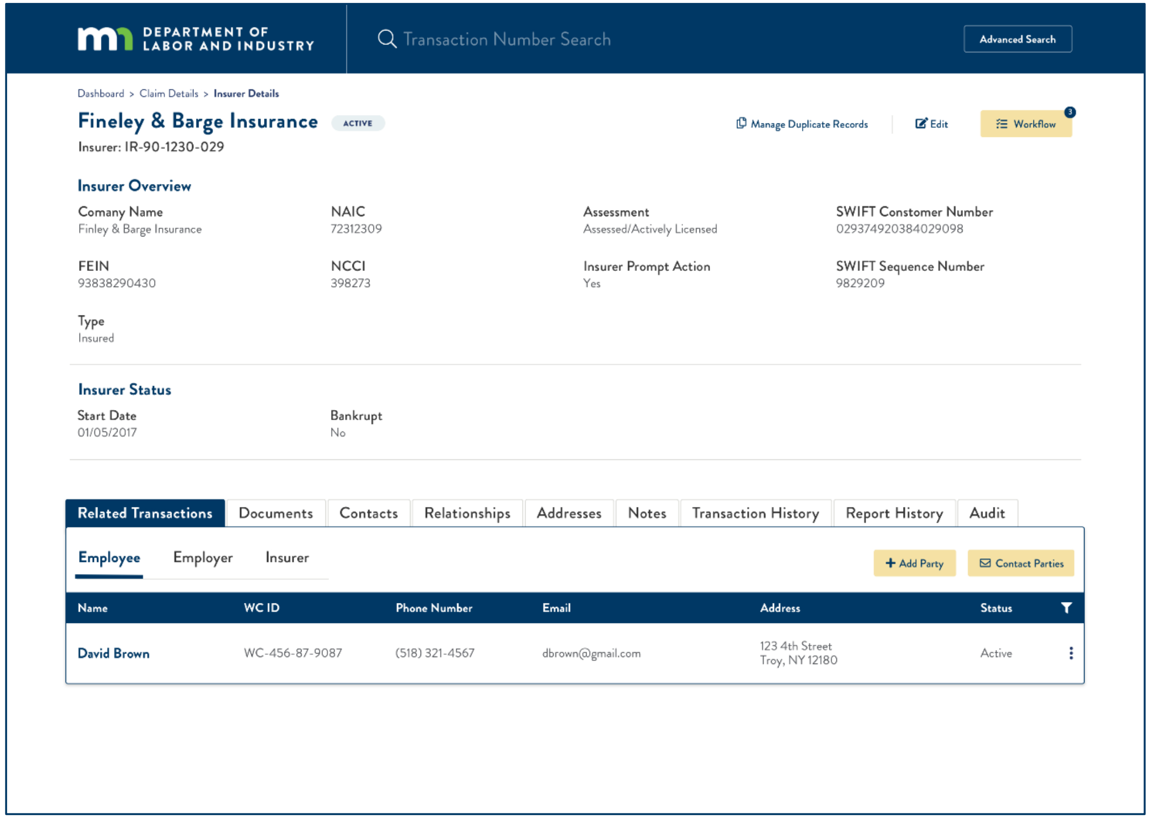
DEPARTMENT OF LABOR AND INDUSTRY

Details Pages

Details Pages allow internal users to create, view, and edit new entities & transactions and allow external users to view and submit forms to entities & transactions

- Each Transaction and Entity has a Details Page
- Some transactions are viewable by external users

Example of a **Details Page**



DEPARTMENT OF LABOR AND INDUSTRY

Common Elements of Entity Details Pages

ENTITY NAME | ENTITY ID

Entity Details

Entity Supporting Information

Addresses/Locations	Documents
Related Claims	Notes
Audit Trail	

Group Supporting Information

Users	User Invites

- All entities will receive a system-generated unique identifier
  - Format of unique identifiers will be determined in Cycle 1
- Entity Names are captured as Legal Name and DBA Name, and name changes are shown in the History Tab
- Related Claims display all the claims where that entity is referenced as a party

Campus will put the workers’ compensation claim information you need at your fingertips

Self-service online access to claims, related documents, events and outcomes.

Securely send e-documents to the parties to the claim.

Securely send and receive data between DLI, OAH and WCCA.

Minimize claim errors through data accuracy verification.

Agenda

1	**Campus Overview & Benefits**	*5 min*
2	**Getting Started With Campus**	*60 min*
3	**Group Management**	*20 min*
4	**Claim Access**	*20 min*
5	**Claim Overview**	*20 min*
6	**Electronic Service**	*20 min*
7	**Requests for Information**	*20 min*

DEPARTMENT OF LABOR AND INDUSTRY

Before we get started…

You'll notice that screenshots in this deck are annotated with red numbers and text…

- These are from the **User Manuals** which are available to you outside of this training.
- After this course, we'll provide these Manuals, which are your step-by-step guides to completing the actions in this presentation

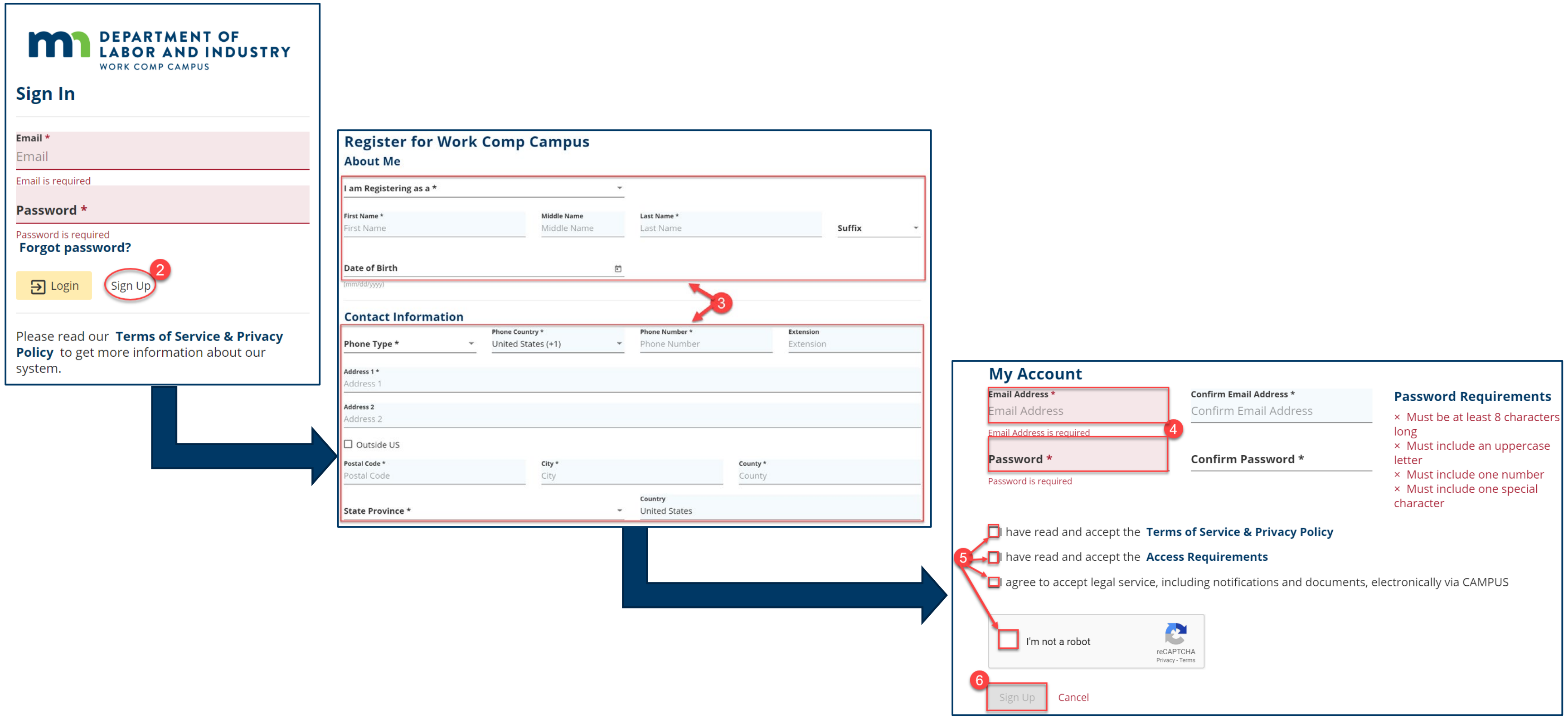
Registering in Campus

As a new user to Campus, you will need to register your account to access the system.

Registration | Login | Reset Password

1. Go to the **Campus** website: https://b42tawappsvc002.doli.state.mn.us/user/login.
2. Select **Sign Up**.
3. Complete fields marked with an * in the **About Me** and **Contact** sections.
4. Enter a valid email address and create password.
5. Click the required boxes.
6. Click Sign Up to register your Campus account.

A verification email will be sent to the email address that was used to sign up. You will need to access the email and confirm prior to logging into Campus.

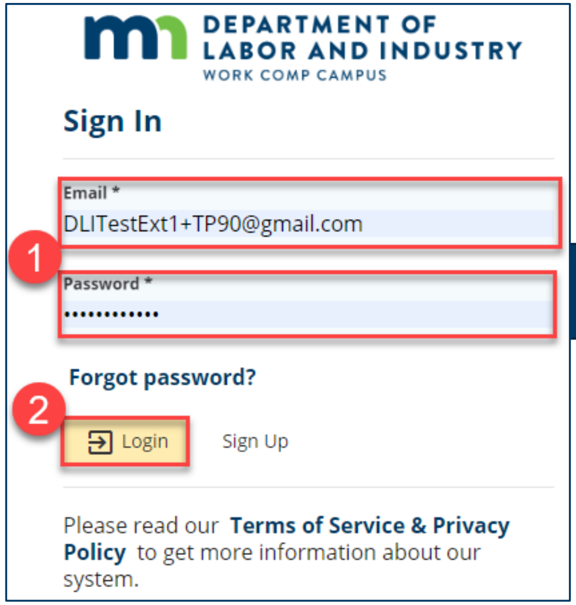


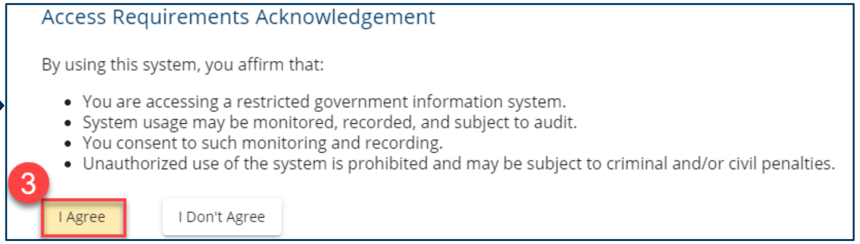
Logging into Campus

If your account is already registered in Campus, follow the steps to log in.

Registration | **Login** | Reset Password

1. Enter the registered email and password.
2. Click **Login**.
3. Click **I Agree**.





Getting Started with Campus |

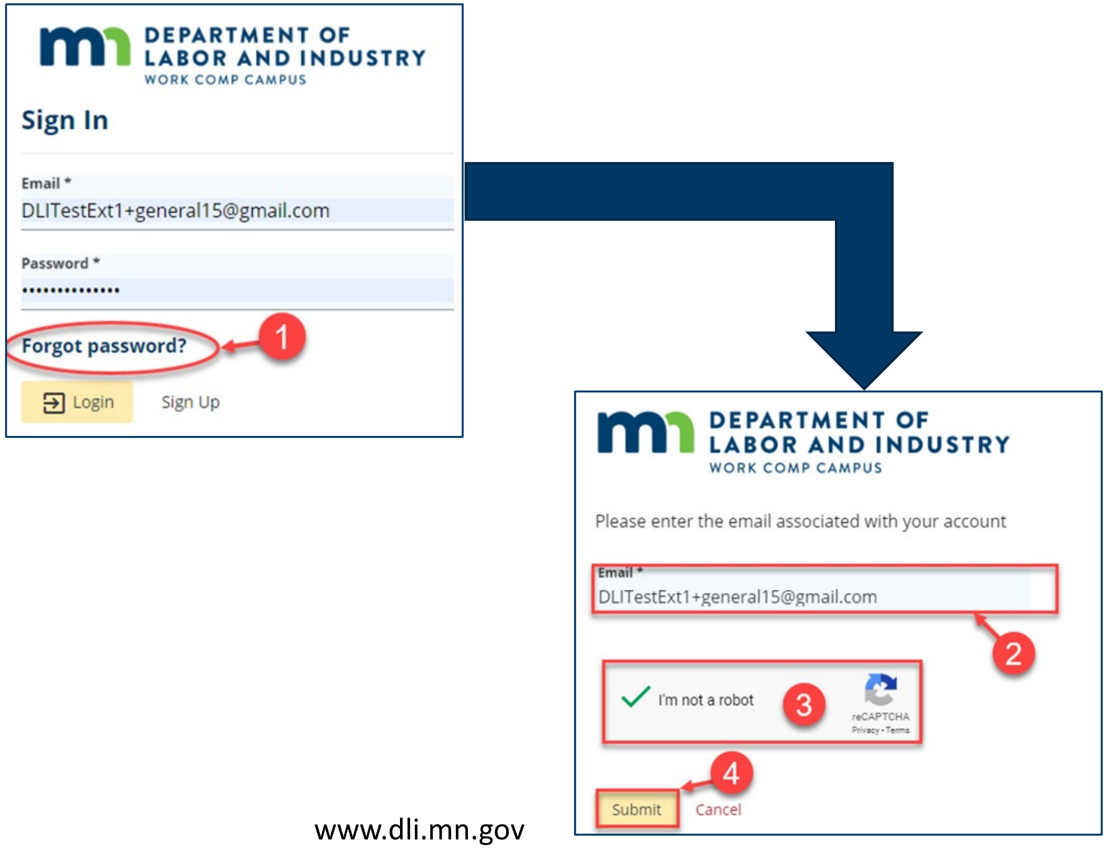
Campus User Profile

You can easily edit required information in Campus via the **Your Profile** page.

Registration > Login > **Reset Password**

1. Click **Forgot Password**.
2. Enter your email address.
3. Click the **reCAPTCHA** box.
4. Click **Submit** to continue.

The email address that you entered will then be sent an email with directions on how to create a new password. Campus passwords expire every 90 days and you will be prompted to reset at login.

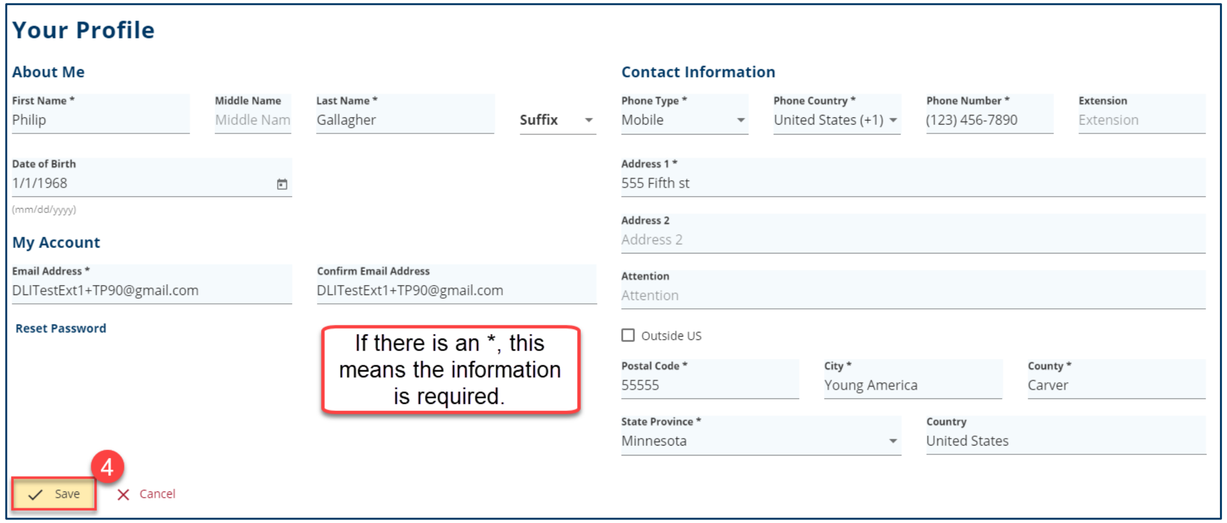


Campus User Profile

You can easily edit required information in Campus via the **Your Profile** page.

You have access to your profile at ALL times in the upper right of the screen. Your profile page is where you:

- Provide or update your contact information
- Provide any personal information relevant to your registration with Campus
- Update any information to be included on a Claim



Demo

In this demo, you will see how to…

- Sign up for Campus
- Log in to Campus
- Navigate to and Edit a user profile

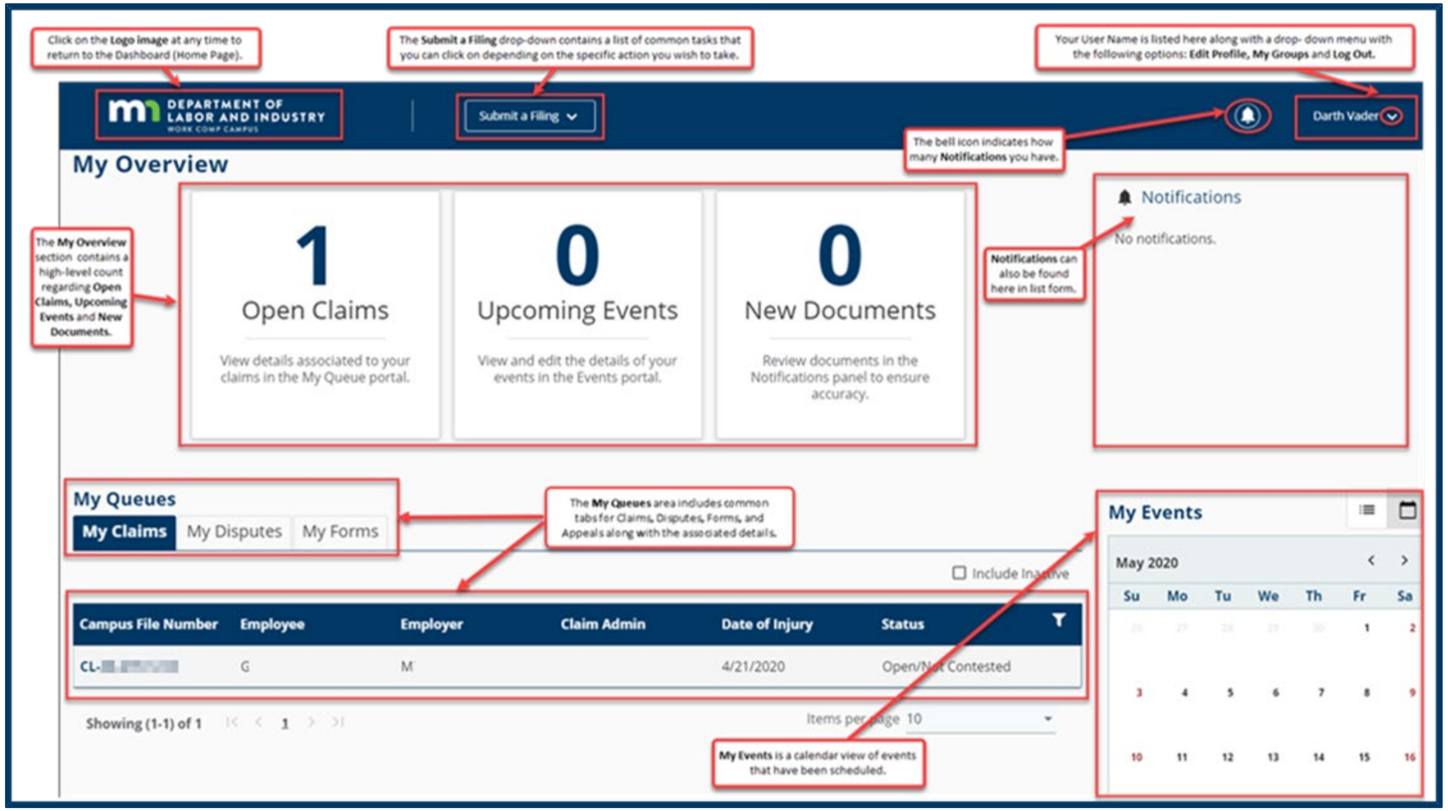
Getting Started with Campus |

Campus Dashboard
The **Dashboard** is the starting point for users to be able to navigate and perform all necessary job functions.

The Campus Dashboard is where you can see:

- All related claims, upcoming events, and documents
- Queues, which will organize all work to be completed
- Notifications, which provide updates on claims and cases in progress

***When in doubt, navigate to the Dashboard-- what you need next may be there. Click on the MN Logo from anywhere to go to the Dashboard.**



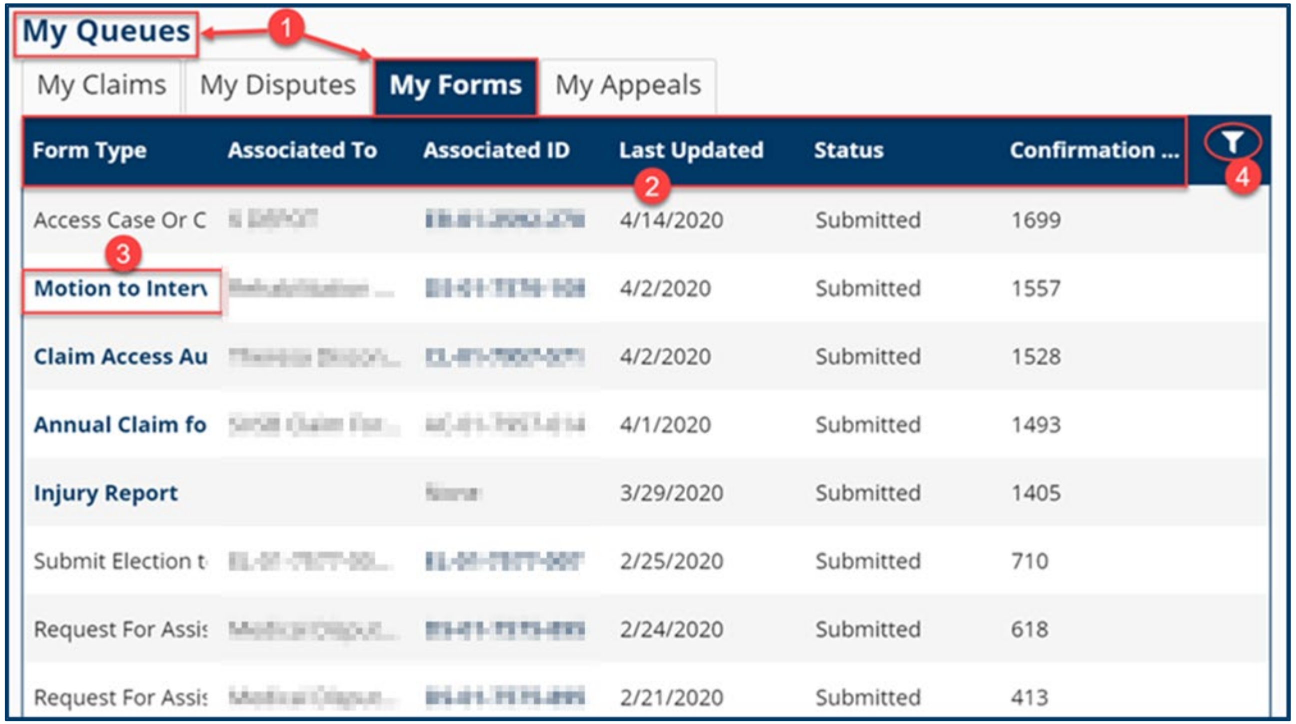
DEPARTMENT OF LABOR AND INDUSTRY

Forms Queue

Found at all times on the Dashboard, the Forms Queue will show all forms that you have submitted related to any of the Claims or Cases you have access to. Hardcopy forms are no longer required in relation to a Workers Comp Claim, as you can submit and see the status in Campus.

The Forms Queue is always on the Dashboard, and it will:

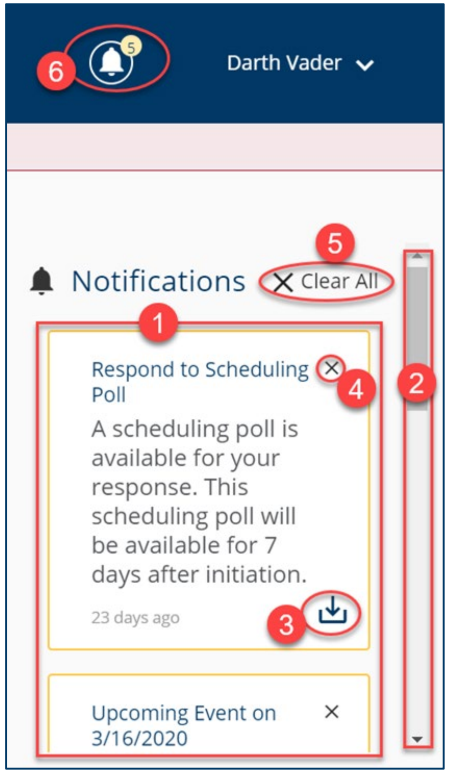
- Show all forms submitted to which you have access
- Show relationships between the form filed and the case to which it was filed
- Show status of any filed form
- Provide access to download copies

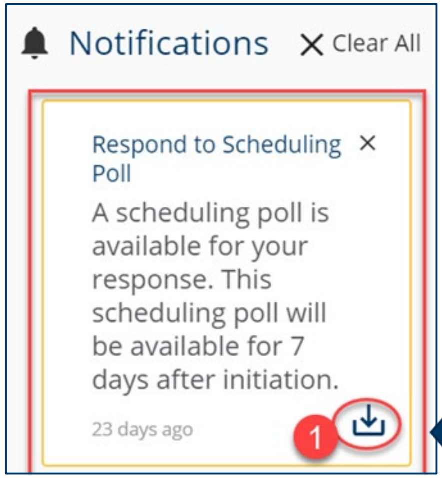


Form Type	Associated To	Associated ID	Last Updated	Status	Confirmation ...
Access Case Or C	[illegible]	[illegible]	4/14/2020	Submitted	1699
Motion to Interv	[illegible]	[illegible]	4/2/2020	Submitted	1557
Claim Access Au	[illegible]	[illegible]	4/2/2020	Submitted	1528
Annual Claim fo	[illegible]	[illegible]	4/1/2020	Submitted	1493
Injury Report		[illegible]	3/29/2020	Submitted	1405
Submit Election t	[illegible]	[illegible]	2/25/2020	Submitted	710
Request For Assis	[illegible]	[illegible]	2/24/2020	Submitted	618
Request For Assis	[illegible]	[illegible]	2/21/2020	Submitted	413

Viewing Notifications

Notifications are system generated messages that can either be specific to tasks that need to be completed or simply an informational message.





Notifications are always on your screen, next to your profile.

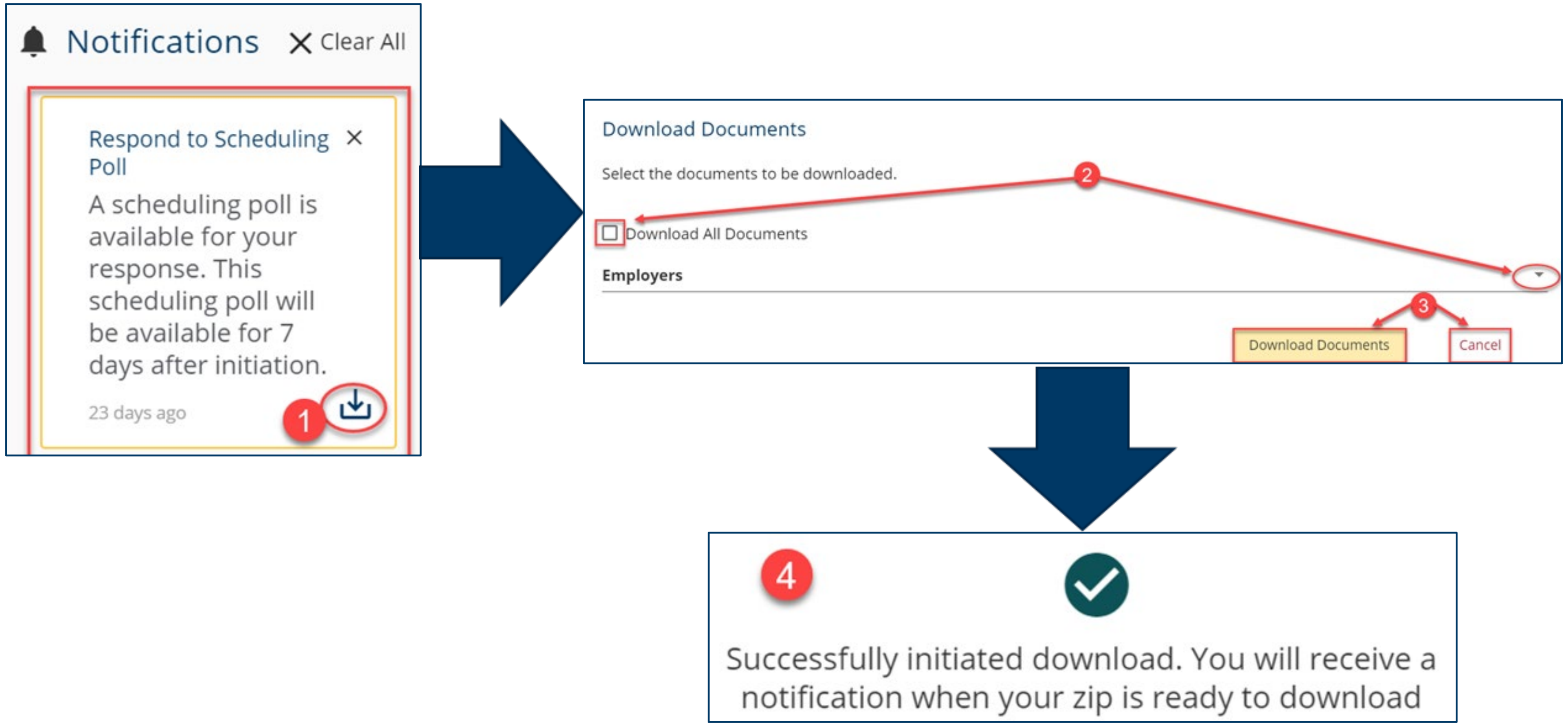
You'll get a notification automatically when something happens to a case or claim you're on, like:

- An event is scheduled or upcoming
- A form has been approved
- A scheduling poll has been sent out
- A document is uploaded. In some cases you can download a document right from the notification!

Exporting Documents

Notifications | **Exporting Documents**

- Some notifications will include a down arrow icon in the lower right corner of the notification. This allows the user to export documentation.
- Clicking the down arrow will take you to the **Download Documents** window.
- A notification screen will appear if the submission was successful.



DEPARTMENT OF LABOR AND INDUSTRY

Demo

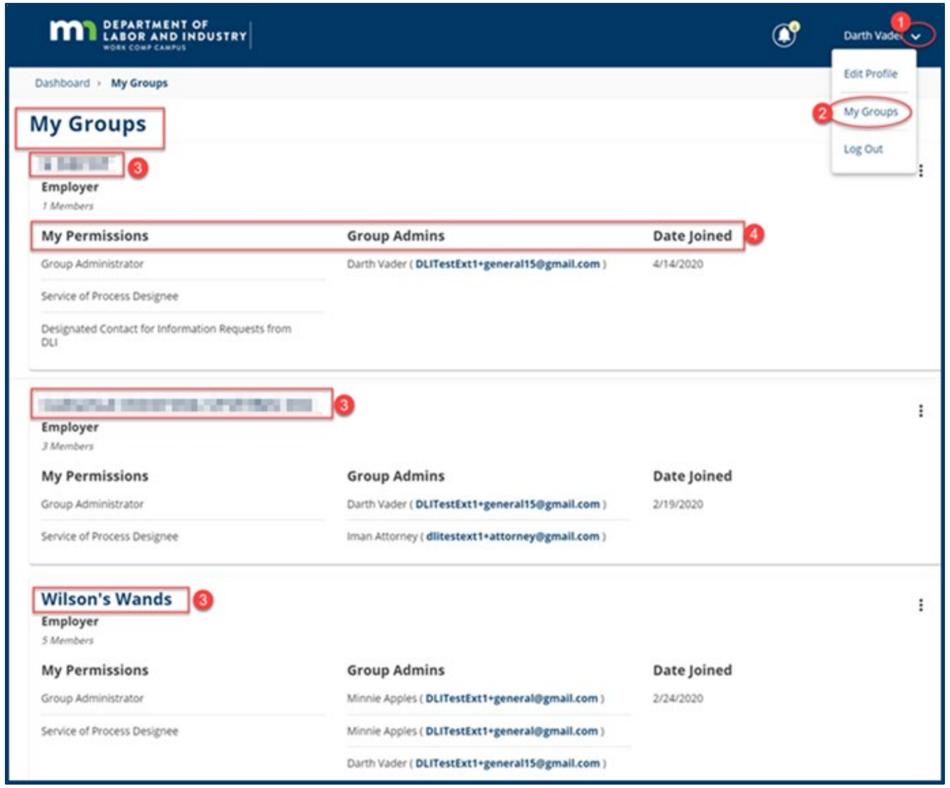
In this demo, you will see how to…

- Submit an ad-hoc Injury Report

Groups In Campus

View Group Information | Manage Group Information

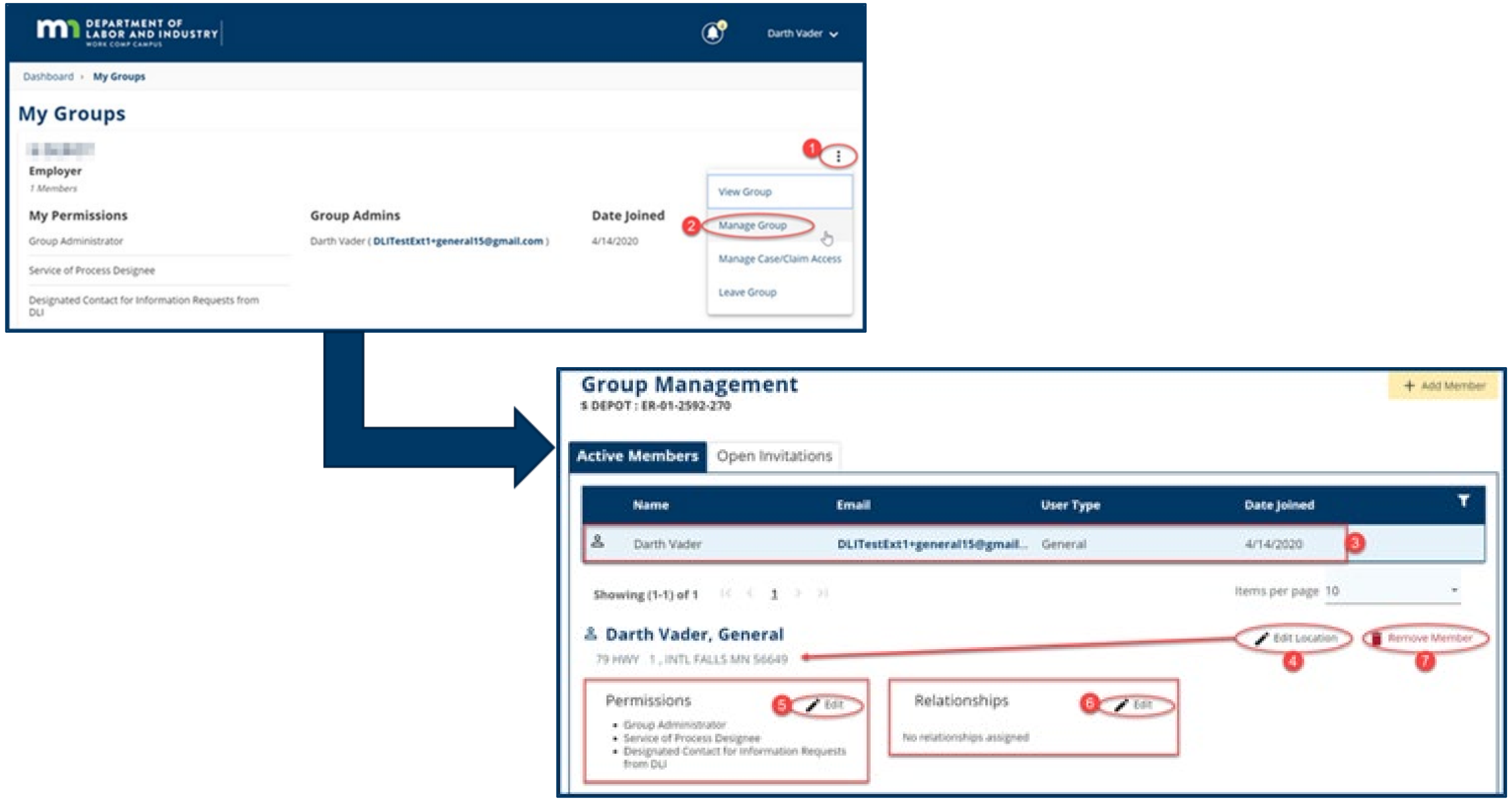
- The **My Groups** screen lists the group that you are associated with.
- Each group that you are associated with shows the **Permissions**, **Group Admins**, and **Date Joined**.



Groups In Campus

View Group Information | **Manage Group Information**

- Groups in Campus allow for users to be associated to claims and cases that they need to access.
- Access to claims and cases will be granted to the Group, and then your membership to that Group will allow you to manage the information as needed.
- If you need to delete a member in this Group, click the **Remove Member** icon.



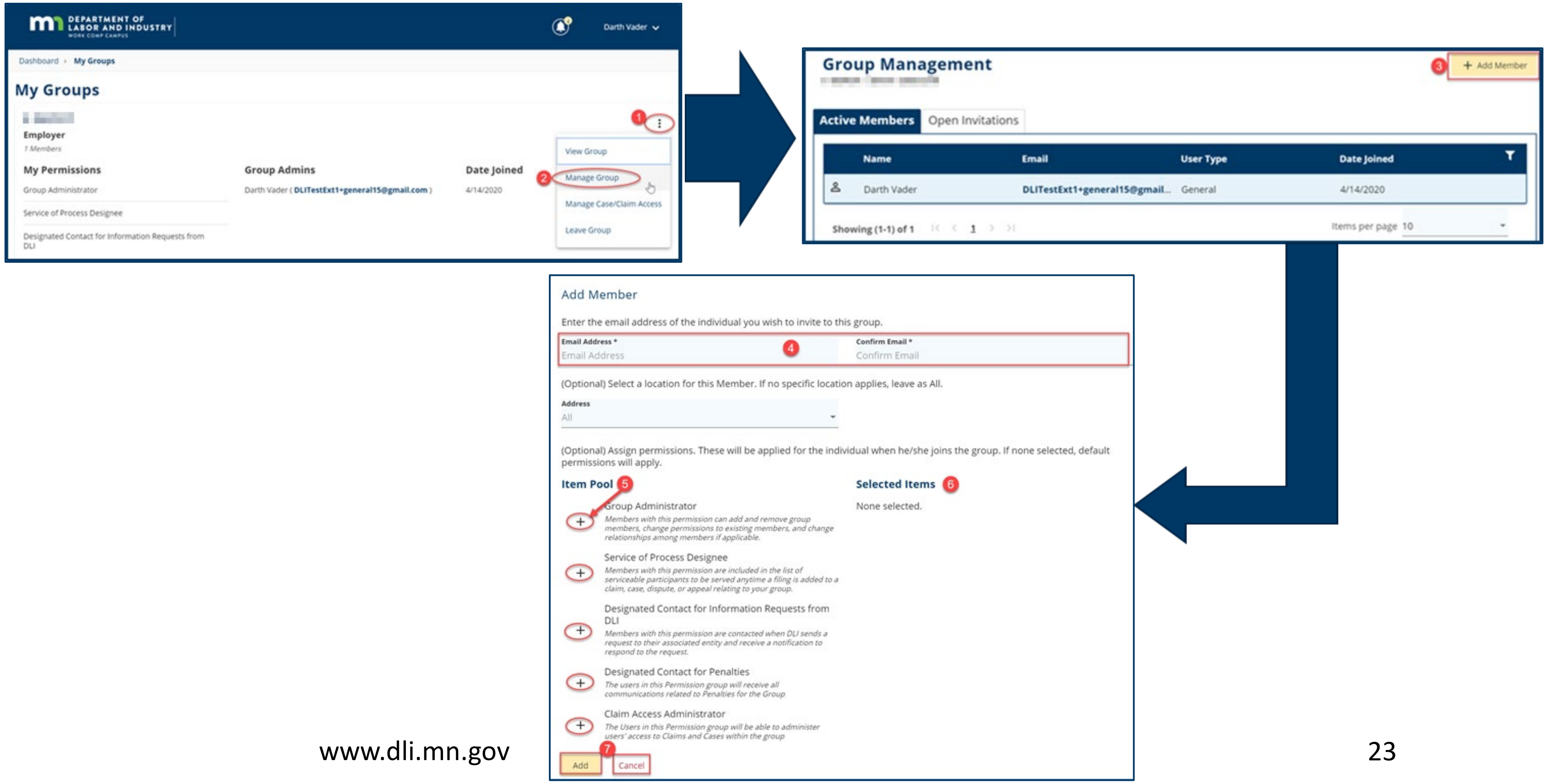
DEPARTMENT OF LABOR AND INDUSTRY

Groups In Campus

Groups in Campus allow for users to be associated to claims and cases that they need to access. Access to claims and cases will be granted to the Group, and then your membership to that Group will allow you to view the information as needed.

Adding Member(s) to a Group | Leave a Group

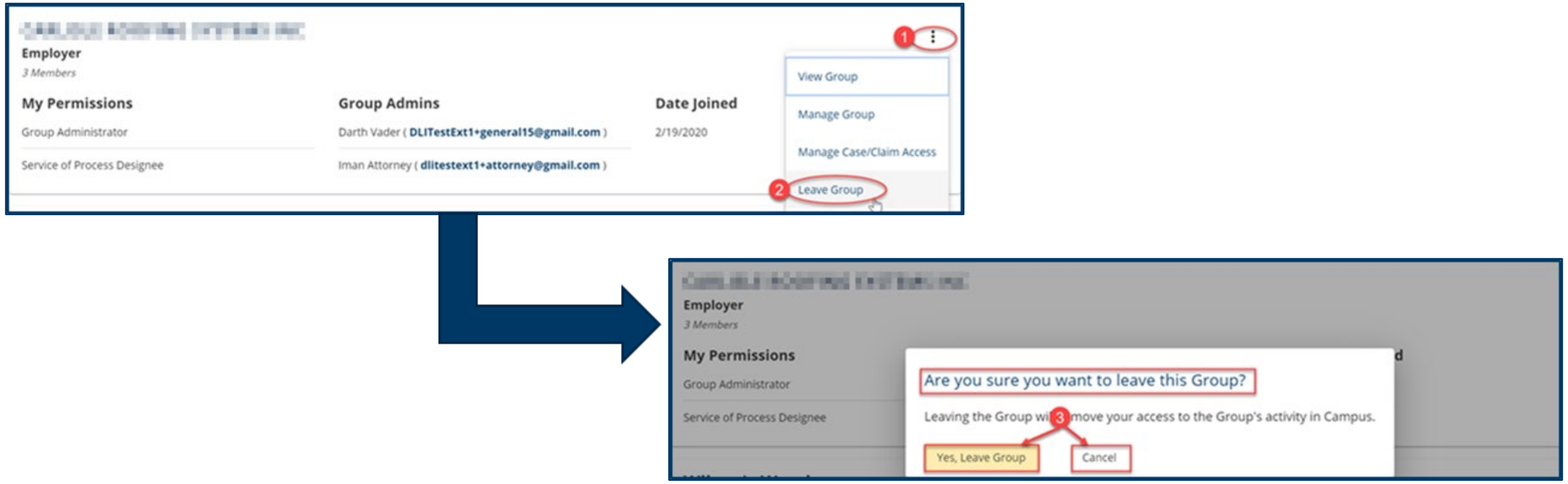
- Click the **Add Member** button to enter a valid Email Address for the new member.
- Permissions are assigned by clicking on the **+** icons.
- Permissions can be viewed in the **Selected Items** column.
- Click the **Add** button as needed to save the information.



Groups In Campus

Adding Member(s) to a Group | **Leave a Group**

- Select **Leave Group** and click **Yes, Leave Group** to confirm or **Cancel** to exit without leaving that group.



Agenda

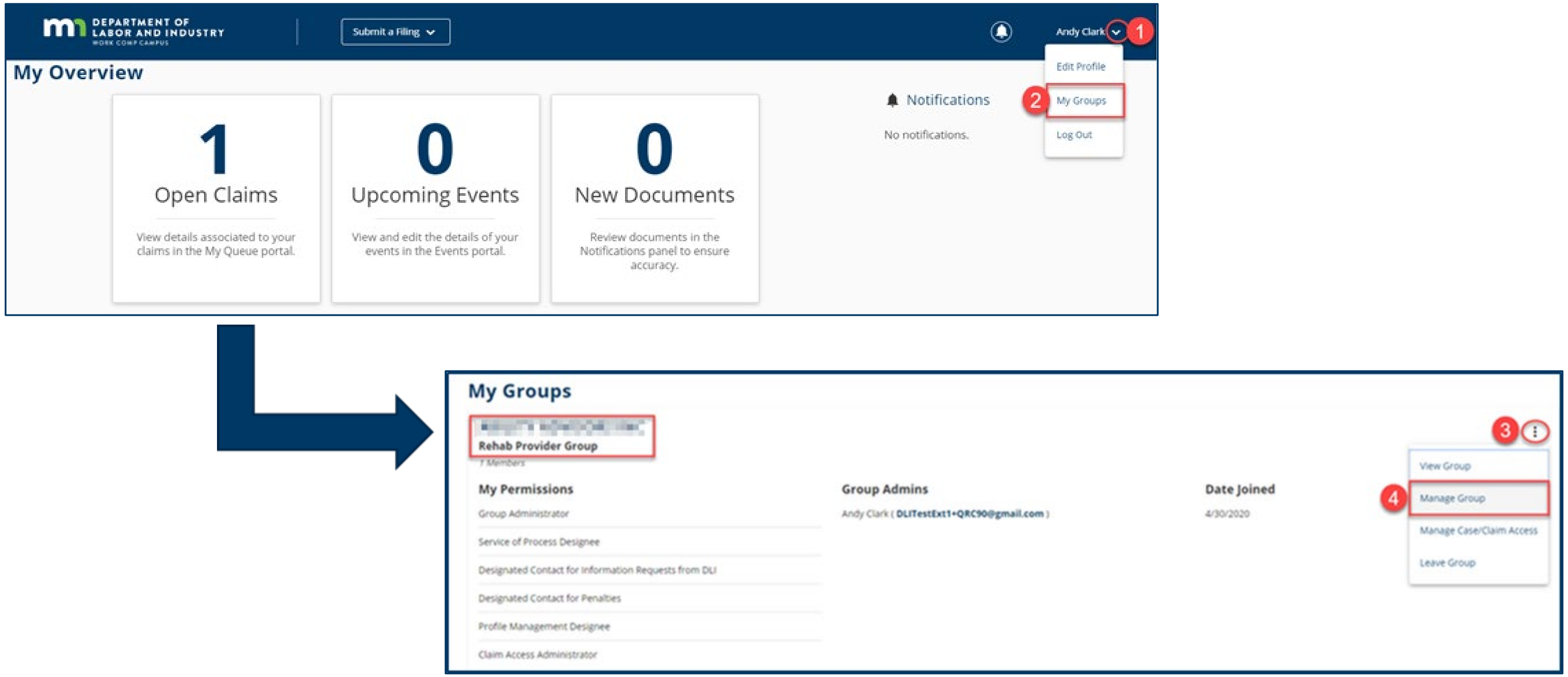
1	Campus Overview & Benefits	*5 min*
2	Getting Started With Campus	*60 min*
3	**Group Management**	*20 min*
4	Claim Access	*20 min*
5	Claim Overview	*20 min*
6	Electronic Service	*20 min*
7	Requests for Information	*20 min*

DEPARTMENT OF LABOR AND INDUSTRY

Group Administration

Group Administration | Viewing/ Editing Entity Details

- Group Administration tasks such as adding members, changing permissions, updating addresses, etc. can only be performed as a Group Administrator within Campus.
- To access, at the top right of your **User Dashboard**, click the drop-down arrow to display the menu.
- The **My Groups** screen lists the groups that you are associated with.
- Please note that only Group Administrators can manage groups.

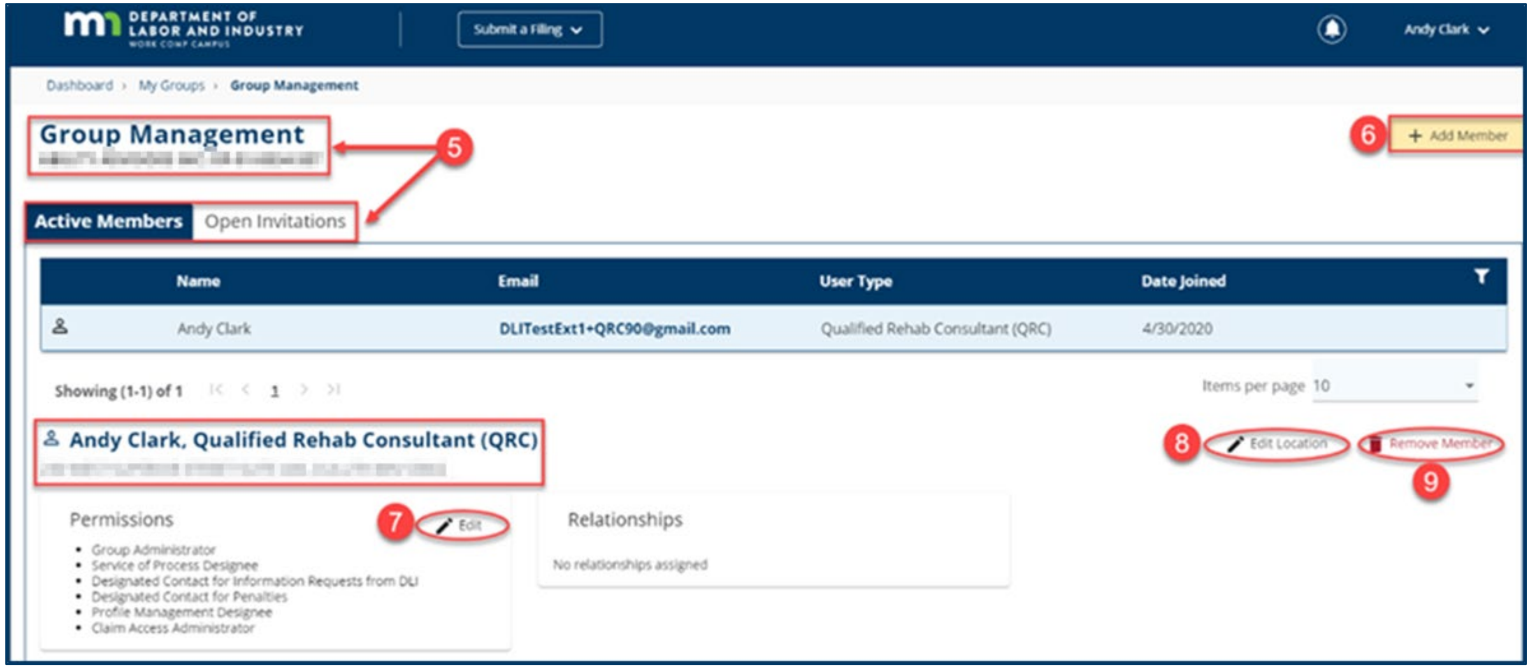


Group Management |

Group Administration

Group Administration | Viewing/ Editing Entity Details

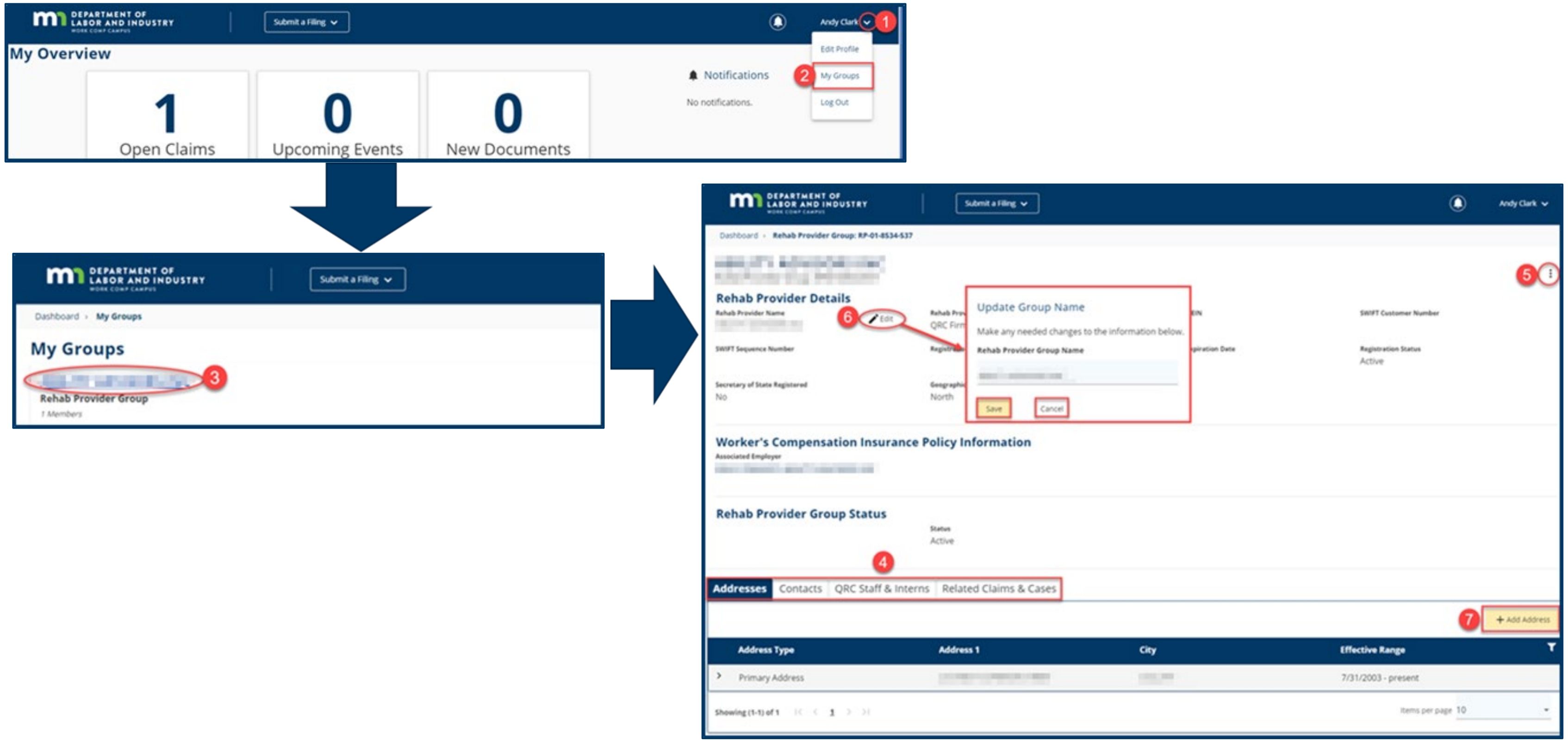
- The **Group Management** page appears displays all Active Members.
- The **Open Invitations** tab will show any pending Members.
- Click the **+Add Member** button to add additional Members.
- Click the **Edit** icon to change Permissions and Relationships
- The **Edit Location** icon can be used to update the business address that the Member is associated to.
- Click on the **Remove Member** icon to remove the selected Member from the Group.



Viewing/ Editing Entity Details

Group Administration | **Viewing/ Editing Entity Details**

- All Entities (except for Employees and Employers) can view/edit Entity details.
- To access, at the top right of your **User Dashboard**, click the drop-down arrow to display the menu.
- The **My Groups** lists the groups that you are associated with. Click on the hyperlink for the entity that you wish to view/edit.
- The **+Add Address** button adds additional addresses for the entity.
- A Group Administrator or a Profile Management Designee can only perform these functions.

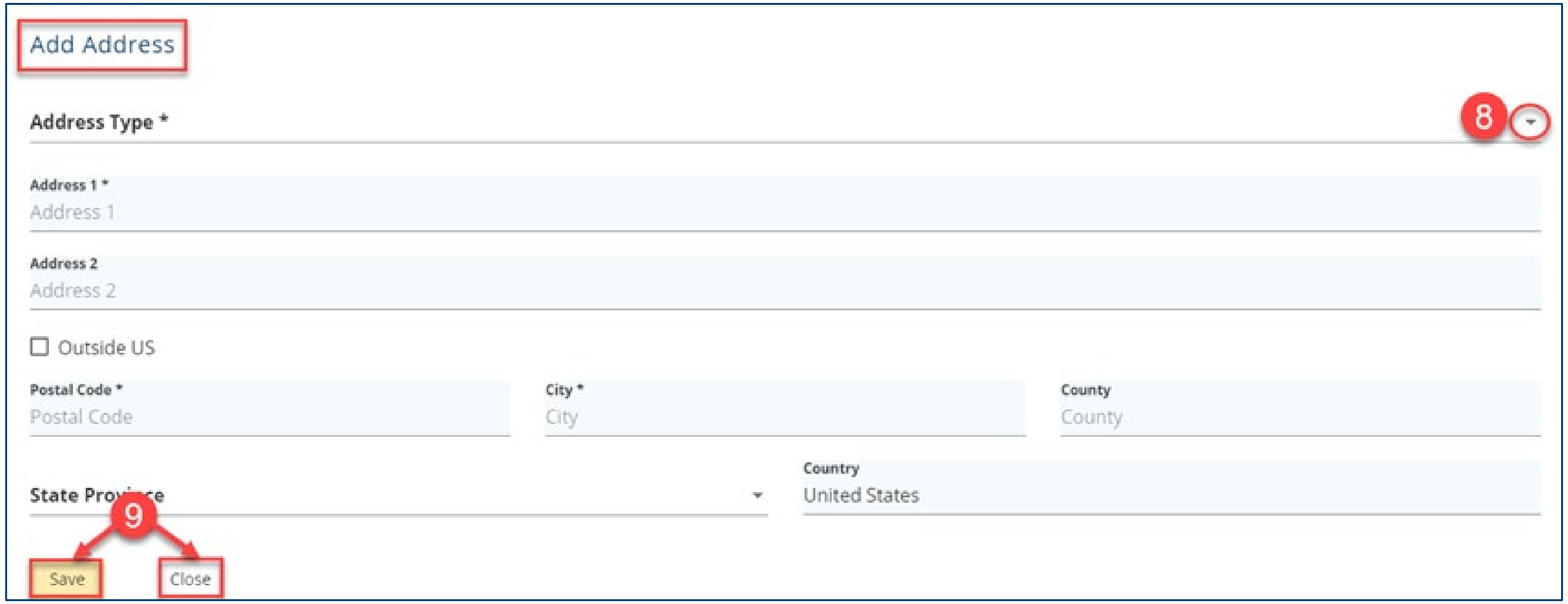


Group Management |

Viewing/ Editing Entity Details

Group Administration | **Viewing/ Editing Entity Details**

- Information marked with an asterisk (*) is required to continue.
- Click **Save** to submit the new address request or **Close** to exit without saving.
- Any edits made to the entity name or address information will be submitted to DLI and require approval prior to saving to the entity.



Agenda

1	Campus Overview & Benefit	*5 min*
2	Getting Started With Campus	*60 min*
3	Group Management	*20 min*
4	**Claim Access**	*20 min*
5	Claim Overview	*20 min*
6	Electronic Service	*20 min*
7	Requests for Information	*20 min*

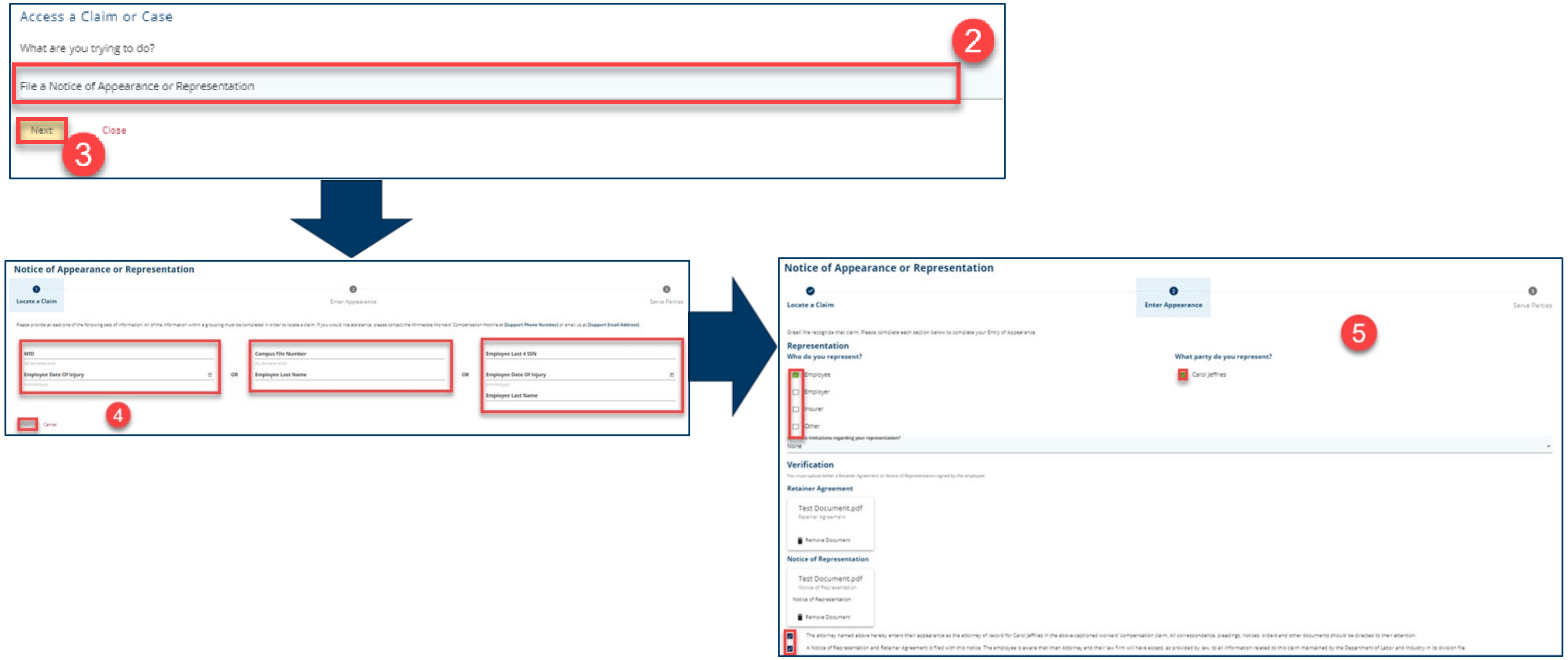
DEPARTMENT OF LABOR AND INDUSTRY

Filing a Notice of Representation

As an Attorney trying to gain access to a Claim, you will need to file a Notice of Representation.

Filing a Notice of Representation > Claim Access Authorization Webform > Exporting Documents to a Zip File

1. From the Dashboard, click on the **Submit a Filing** drop-down and select **Access a Case or Claim** from the menu. *(*Not Pictured)*
2. Select **File Notice of Appearance or Representation** from the drop down.
3. Click **Next** to continue.
4. Enter claim identifying information and click next to proceed to webform. ***Next button will highlight after information is provided**.
5. Select the Party you represent, attach required documents, and make necessary acknowledgments.

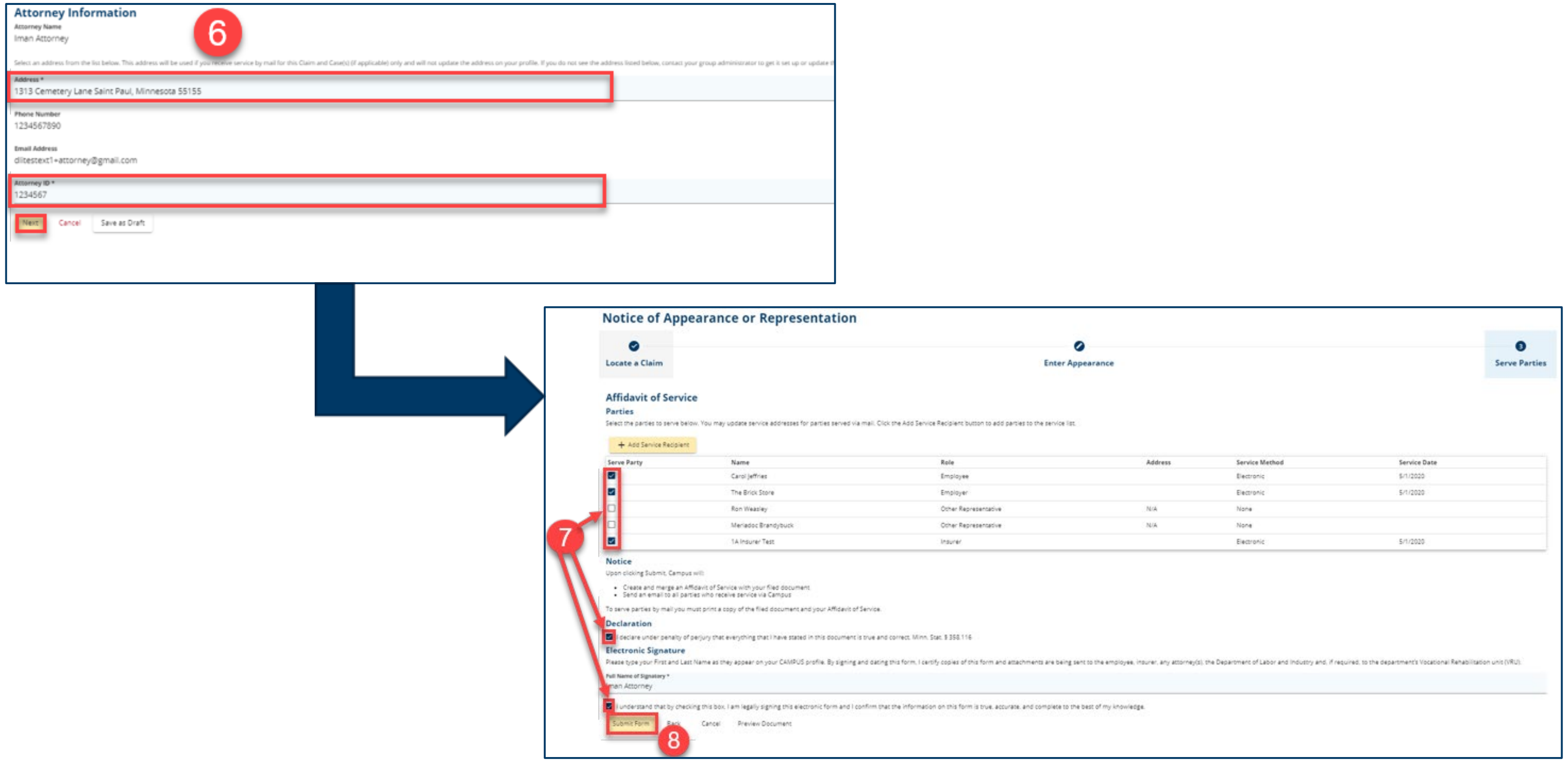


Filing a Notice of Representation

As an Attorney trying to gain access to a Claim, you will need to file a Notice of Representation.

Filing a Notice of Representation > Claim Access Authorization Webform > Exporting Documents to a Zip File

6. Finish by populating the required Attorney info and clicking **Next**.
7. Serve Parties Step – Select parties to serve, check the Declaration box, and digitally sign.
8. Click **Submit Form**.

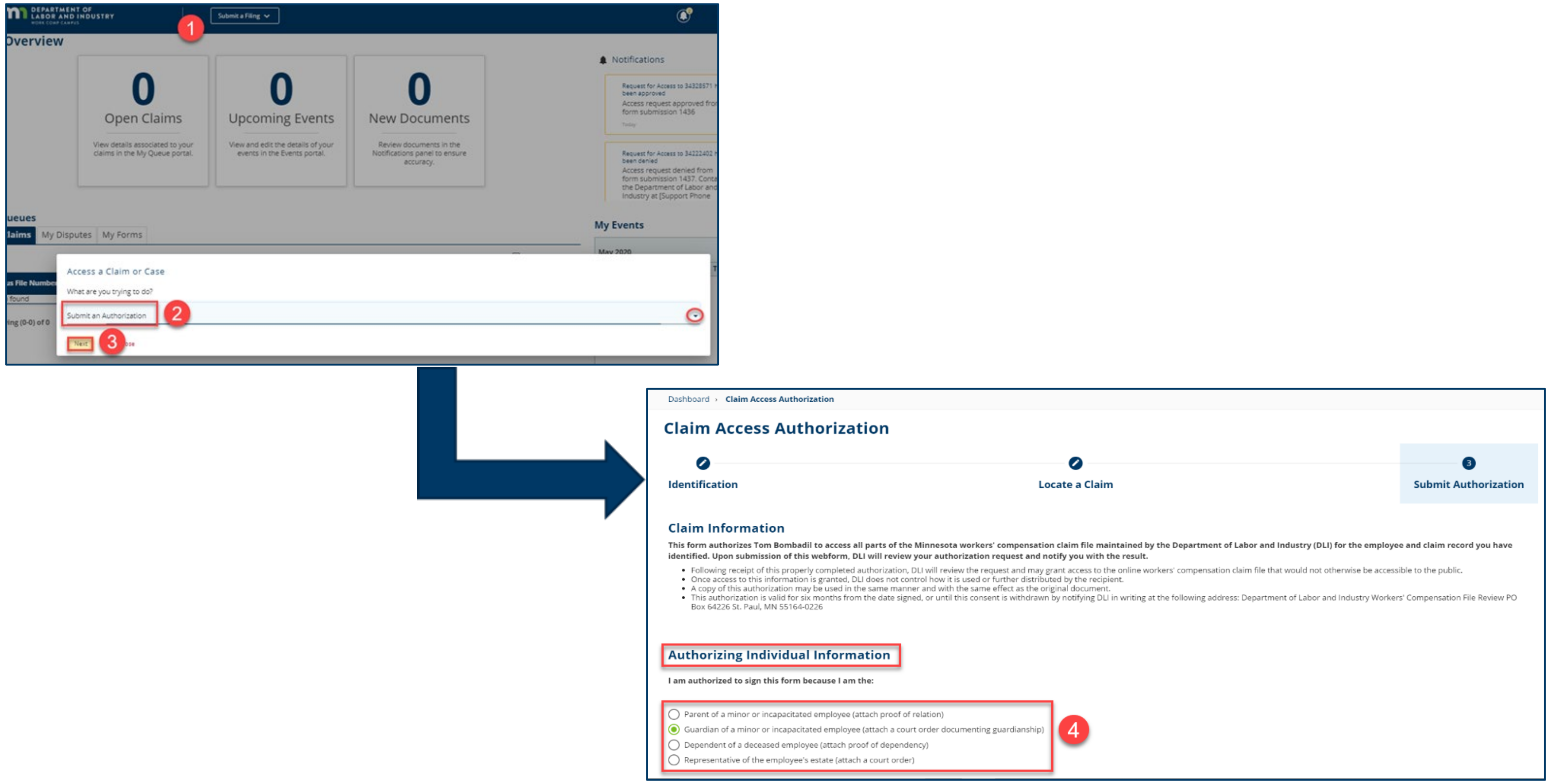


Submission Confirmation page will display, the selected parties will be served, and you will be taken to a submission confirmation page. (Not pictured)

Claim Access Authorization Webform

Filing a Notice of Representation | **Claim Access Authorization Webform** | Exporting Documents to Zip File

- Users who are not parties to the Claim (ex. Spouse of injured worker, QRCs, representative of Employee's Estate, etc.) must submit the Claim Access Authorization webform to DLI.
- DLI will then review the submission and determine whether Claim access will be granted.



DEPARTMENT OF LABOR AND INDUSTRY

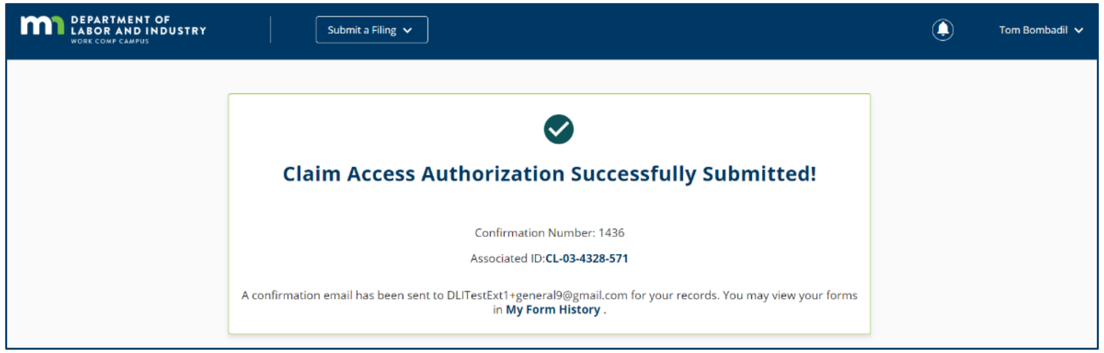
Claim Access Authorization Webform

Requesting and Redeeming a Unique Access Code > **Claim Access Authorization Webform** > Exporting Documents to Zip File

- Upon submission you will see a confirmation screen showing a Confirmation Number and the Associated ID. You will also receive a confirmation email.
- A DLI representative will then review your submission, and either accept or reject.
  - If **Approved** – you will receive an email to the account on file informing you of access approval and you will now see the Claim displayed on your **My Claims** tab.
  - If **Denied** – you will receive an email to the account on file informing you of the access denial and providing you with the Campus support hotline information.

***Access will be granted for a 6-month period beginning on the approval date. Once your access expires, you will receive an automated email informing you of your access removal.**

****If at any point during a Claim's lifetime your access is removed, you will receive an email indicating your removal.**

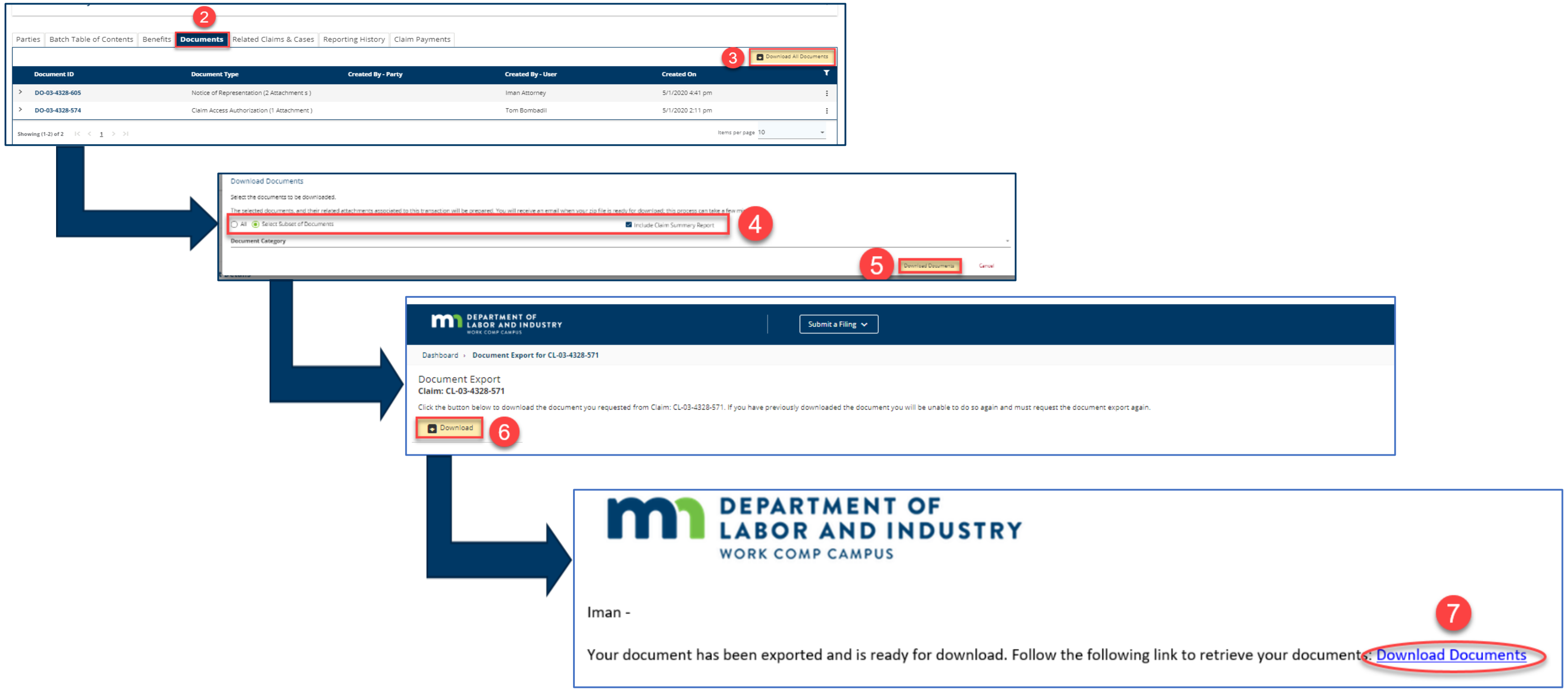


Exporting Documents to a Zip File

Documents relating to a Claim or other Case in Campus can be downloaded as a Zip file that will contain all of the files together.

Requesting and Redeeming a Unique Access Code > Claim Access Authorization Webform > **Exporting Documents to Zip File**

- Documents relating to a Claim or other Case in Campus can be downloaded as a Zip file that will contain all of the files together.
- When enacted, the Zip file will begin downloading to your browser.



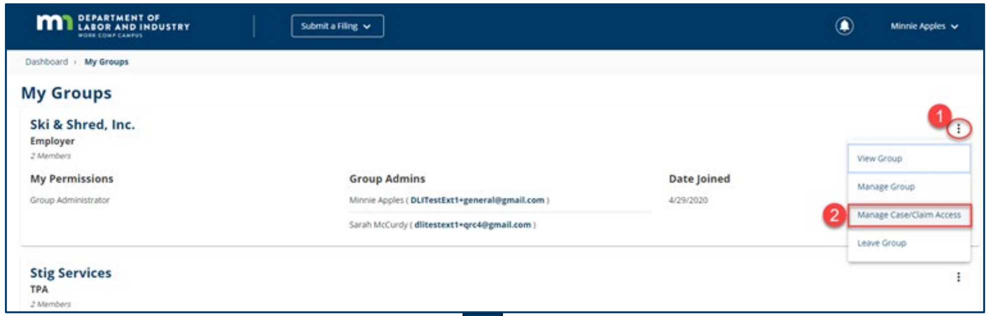
DEPARTMENT OF LABOR AND INDUSTRY

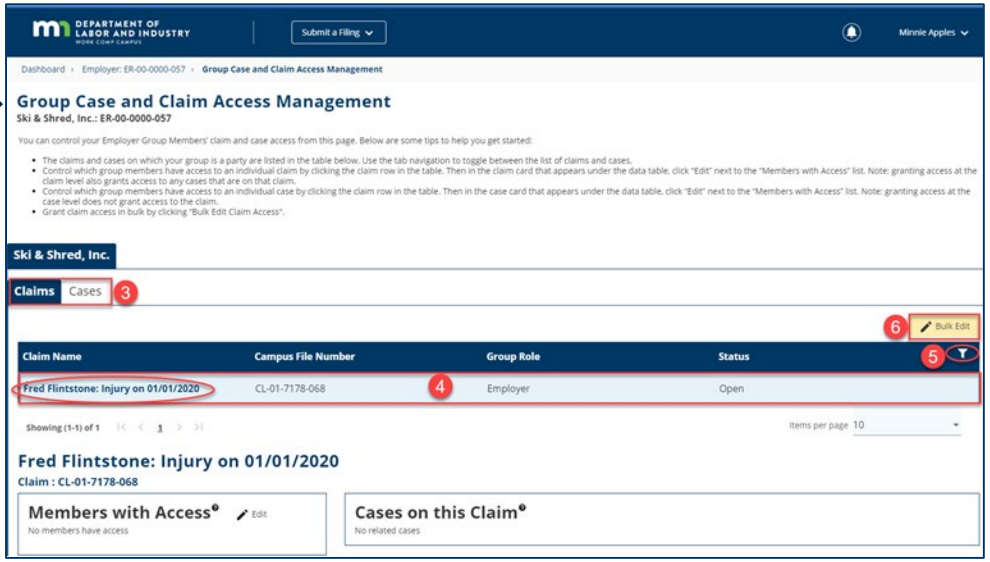
Managing Claim Access

You can easily edit required information in Campus via the **Your Profile** page.

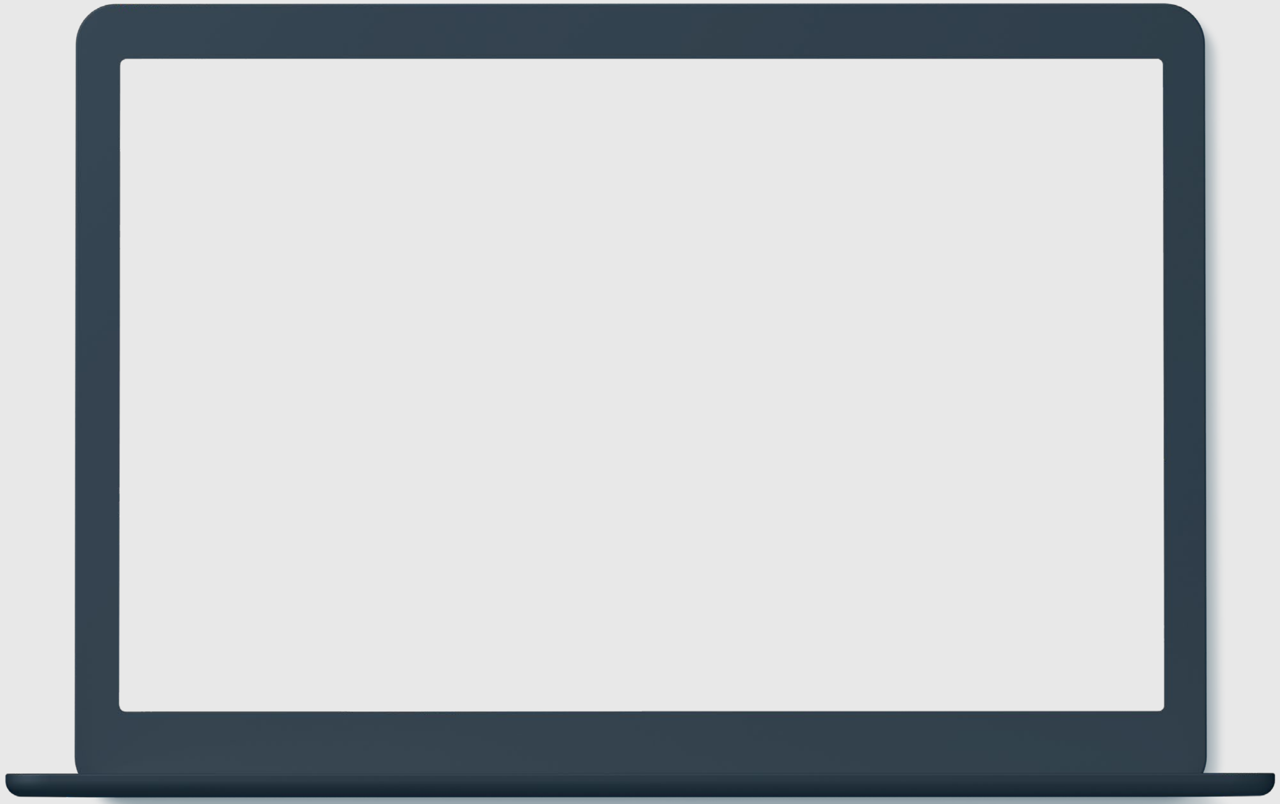
Managing Claim Access | Claim Details Page | Parties

- Click the kabob icon to select **Manage Case/Claim Access.**
- Use the **Claims** and **Cases** tabs to specify the lists.
- The Filter icon can narrow down the search.
- The Bulk Edit button will allow you to grant or remove Member Access to claims for multiple members at once.





Demo



In this demo, you will see how to…

- TBD

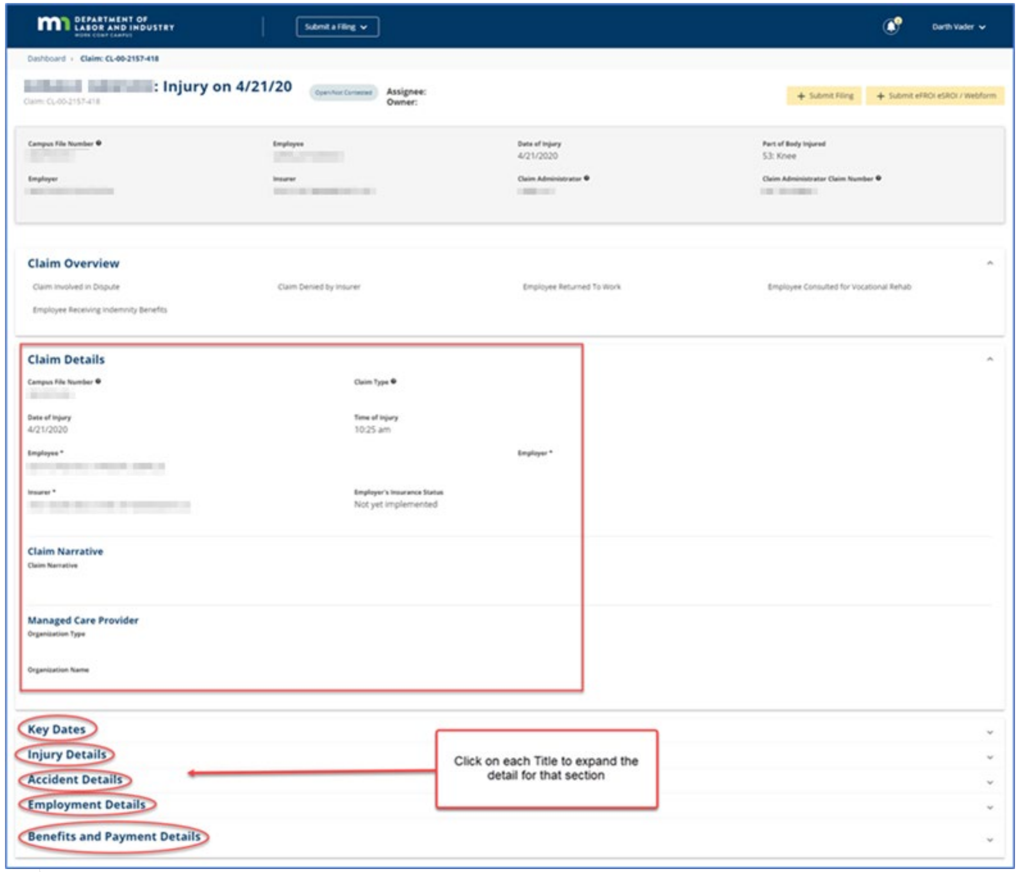
Agenda

1	Campus Overview & Benefits	*5 min*
2	Getting Started With Campus	*60 min*
3	Group Management	*20 min*
4	Claim Access	*20 min*
5	**Claim Overview**	*20 min*
6	Electronic Service	*20 min*
7	Requests for Information	*20 min*

DEPARTMENT OF LABOR AND INDUSTRY

Claim Details Page

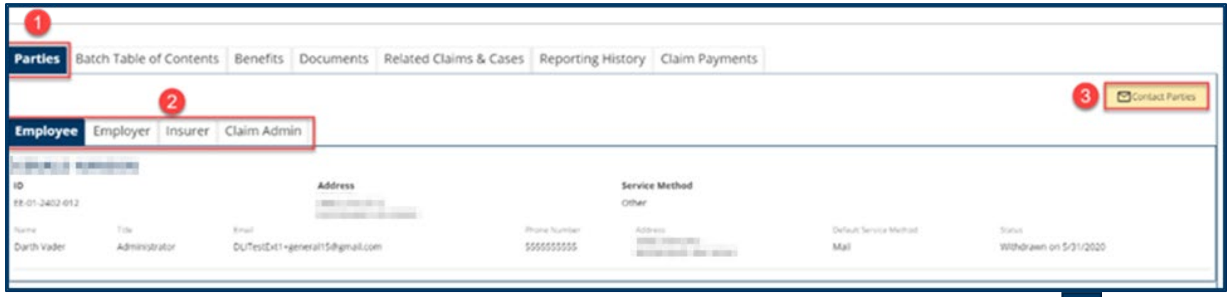
The Claim Details page provides additional details about a Claim such as **Key Dates**, **Injury**, **Accident**, **Employment**, **Benefits**, and **Payment**. You can navigate to any of the sections by clicking on the main headers to expand the information.



Parties

Parties | Submitting to a Claim | Uploading Documents to a Claim

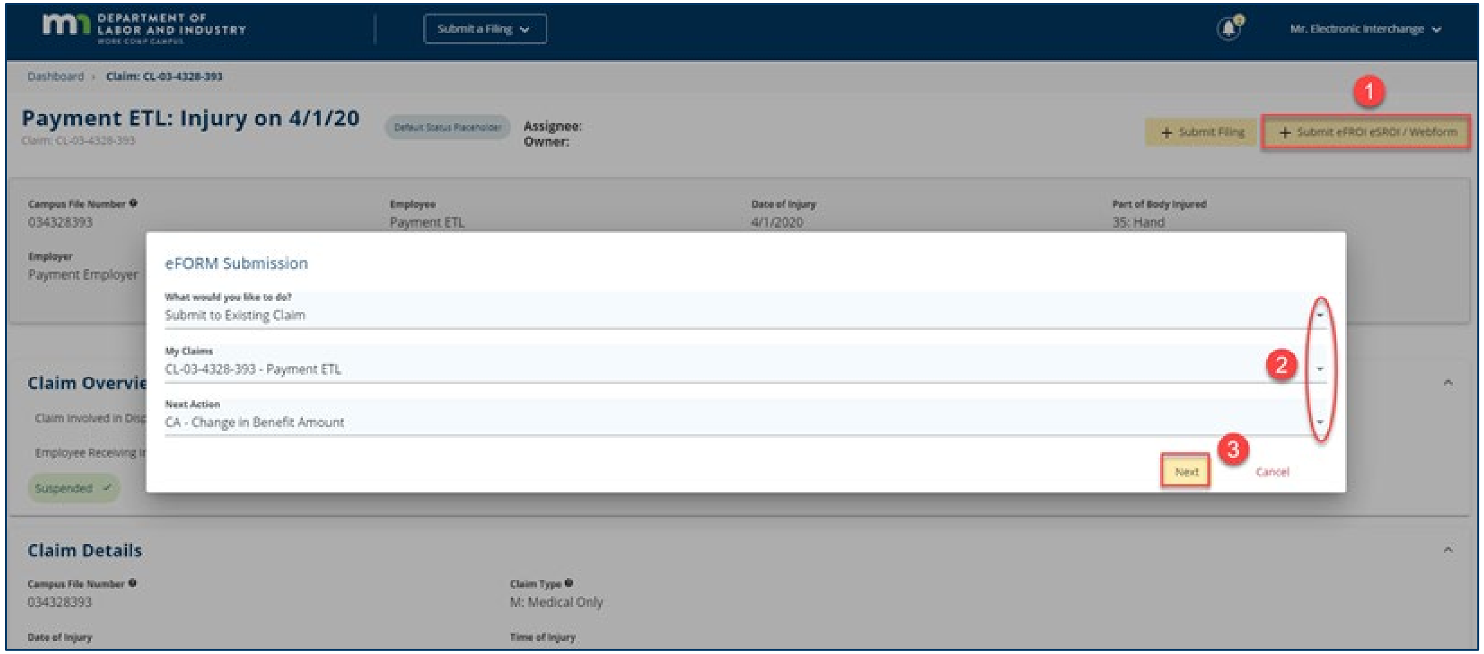
- The **Parties** tab shows individuals and entities related to the claim.
- On the bottom of the **Claim Details page**, you can find the **Parties** tab on the far right.
- The only external users with access to the claim are the users listed as Parties to the claim.
- Click on **Email All Parties** to send an email to the parties listed or **Cancel** to exit without sending.



Submitting to a Claim

Parties | **Submitting to a Claim** | Demo

- There are 2 ways a user can submit a transaction to an existing claim in Campus:
  1. Via Electronic Data Interchange (EDI).
  2. The other method is by eFORM submission. If the external user has the correct roles they will be able to click the **Submit eFROI eSROI / Webform** button.
- Depending on the selections, you will be directed to a webform to fill out the remaining information needed to continue.



Demo

In this demo, you will see how to…

- Perform a Bulk Edit to a Claim
- Remove member access to a Claim
- Upload a document to a Claim

Agenda

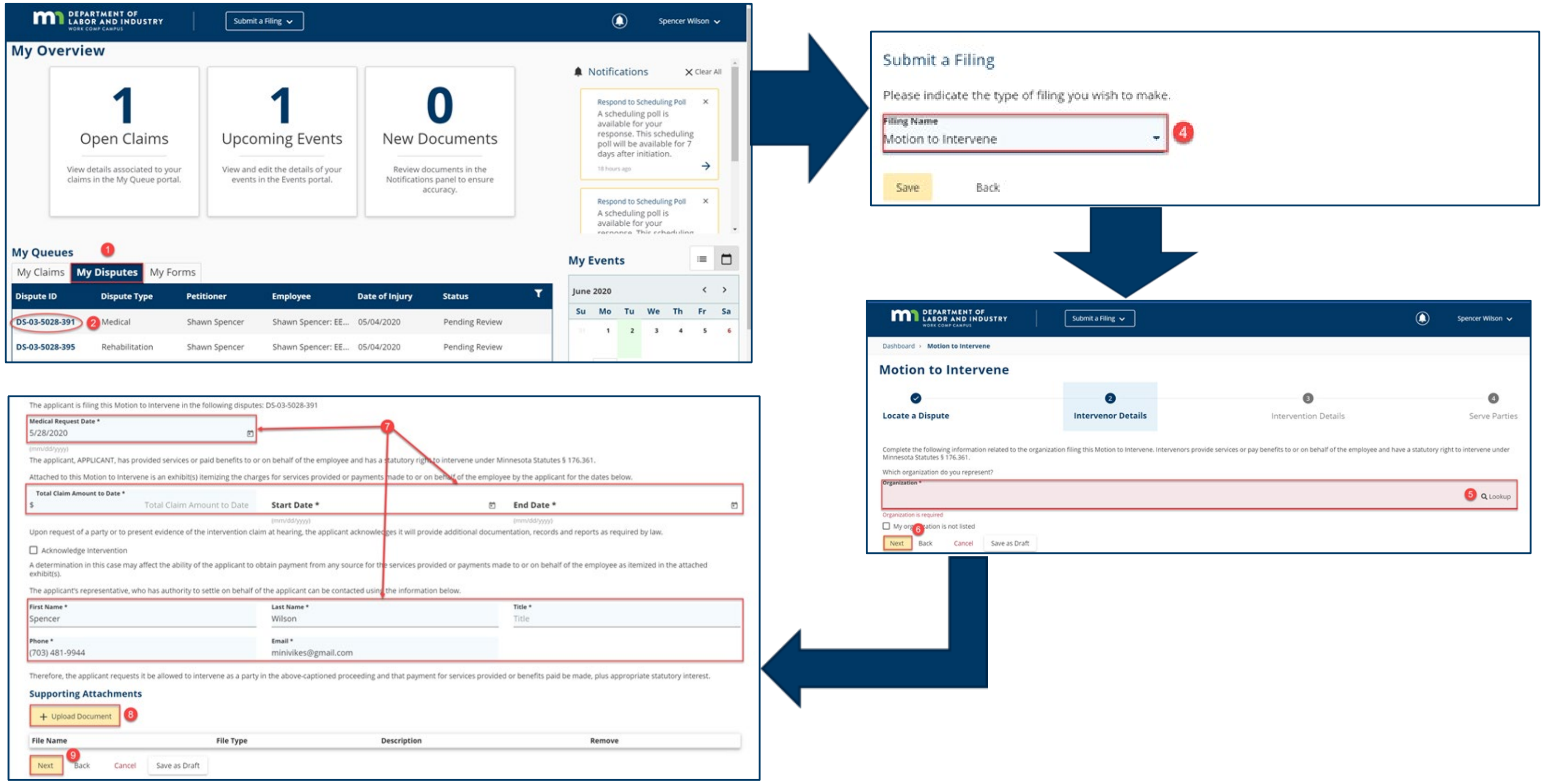
1	Campus Overview & Benefits	*5 min*
2	Getting Started With Campus	*60 min*
3	Group Management	*20 min*
4	Claim Access	*20 min*
5	Claim Overview	*20 min*
6	Electronic Service	*20 min*
7	Requests for Information	*20 min*

DEPARTMENT OF LABOR AND INDUSTRY

Filing a Form with an Affidavit of Service

Filing a Form with an Affidavit of Service | Serving Documents | Receiving Service Emails

- The external user submitting a Motion to Intervene on a Dispute must require legal service.
- After selecting the applicable **Dispute ID** hyperlink, you will be taken to the Dispute Details page.
- Select **Motion to Intervene** from the drop-down menu and **Save**. This will take you to the webform, where you will go through the steps of filing the motion.
- In filling out the Intervention details, anything with an asterisk (*) is required.
- Add any Supporting Attachments by clicking the **+Upload Document** button to continue.



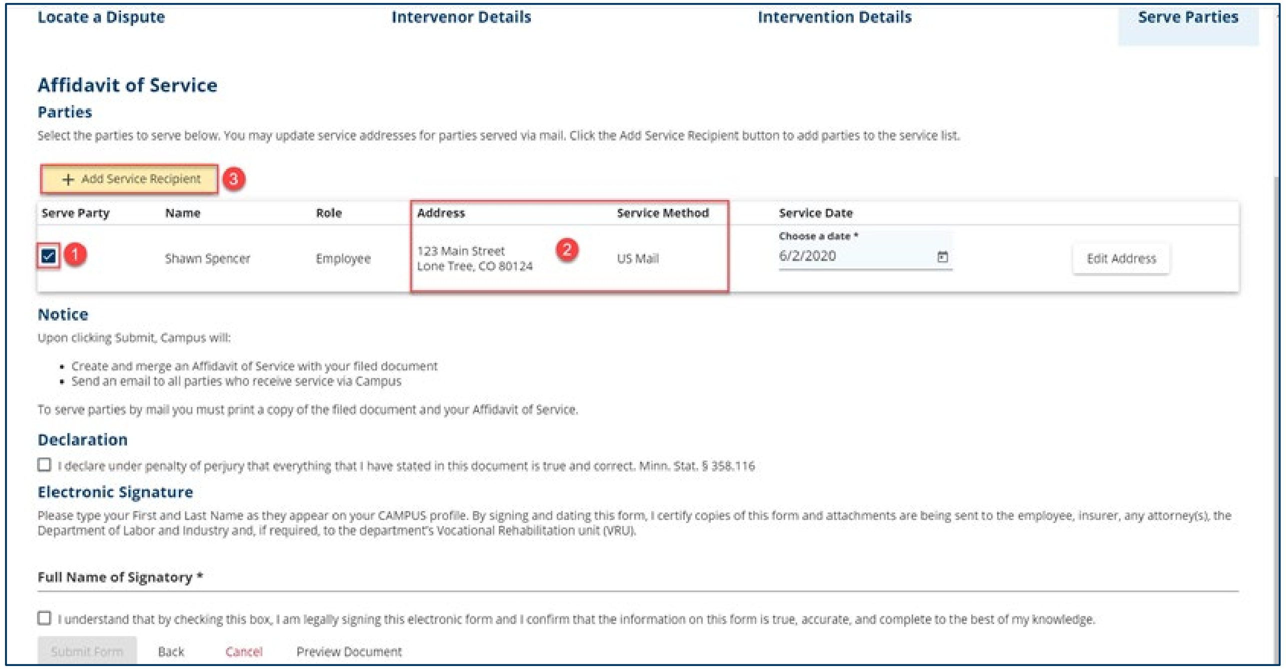
DEPARTMENT OF LABOR AND INDUSTRY

Serving Documents

Serving documents allows you to serve the intervention to select parties on the dispute.

Filing a Form with an Affidavit of Service > **Serving Documents** > Receiving Service Emails

- In the Serve Parties step, all parties on the dispute will be displayed. The user can click the checkbox in the **Serve Party** column to select who gets served.
- Each party will set their own preferred **Service Method**, which is how the motion will be served.
- You can also manually add service recipients by clicking on the **+Add Service Recipient** button.

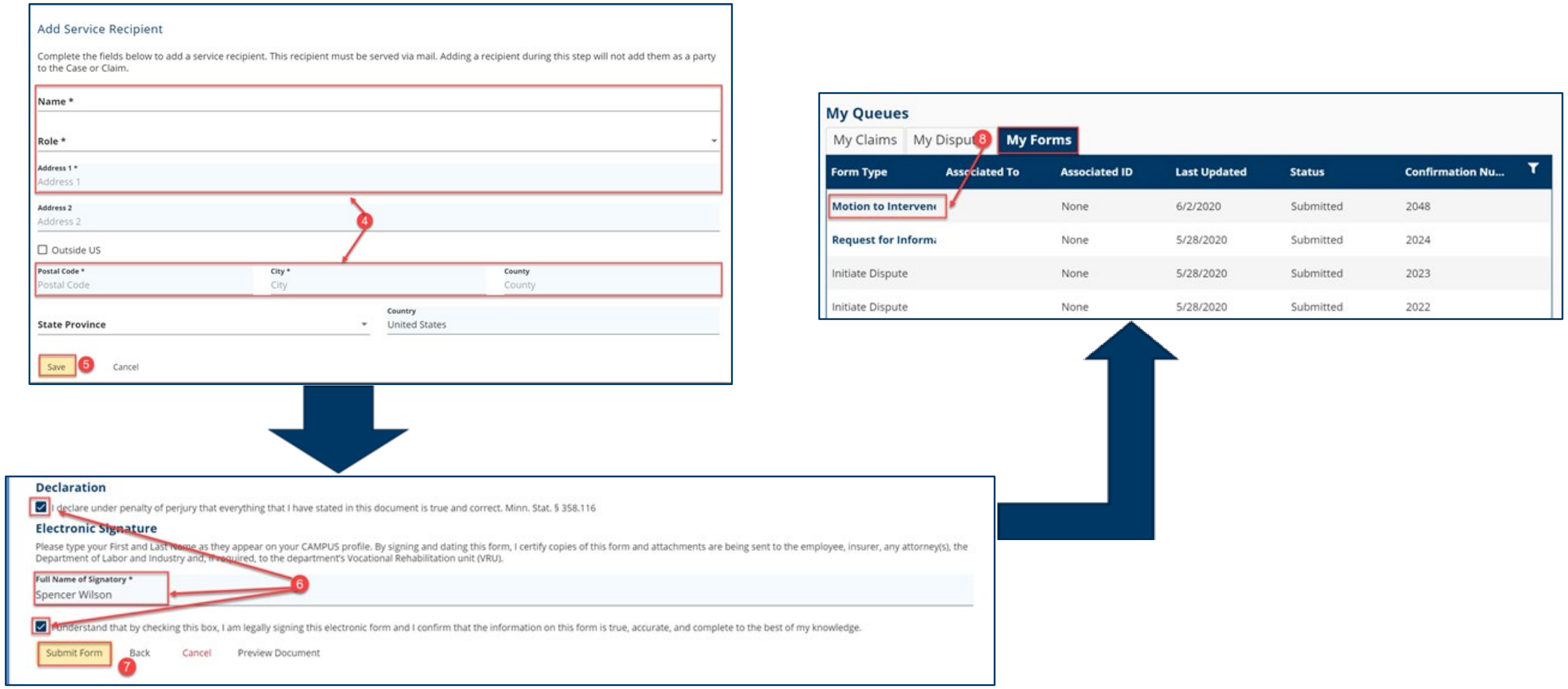


Serving Documents

Serving documents allows you to serve the intervention to select parties on the dispute.

Filing a Form with an Affidavit of Service > **Serving Documents** > Receiving Service Emails

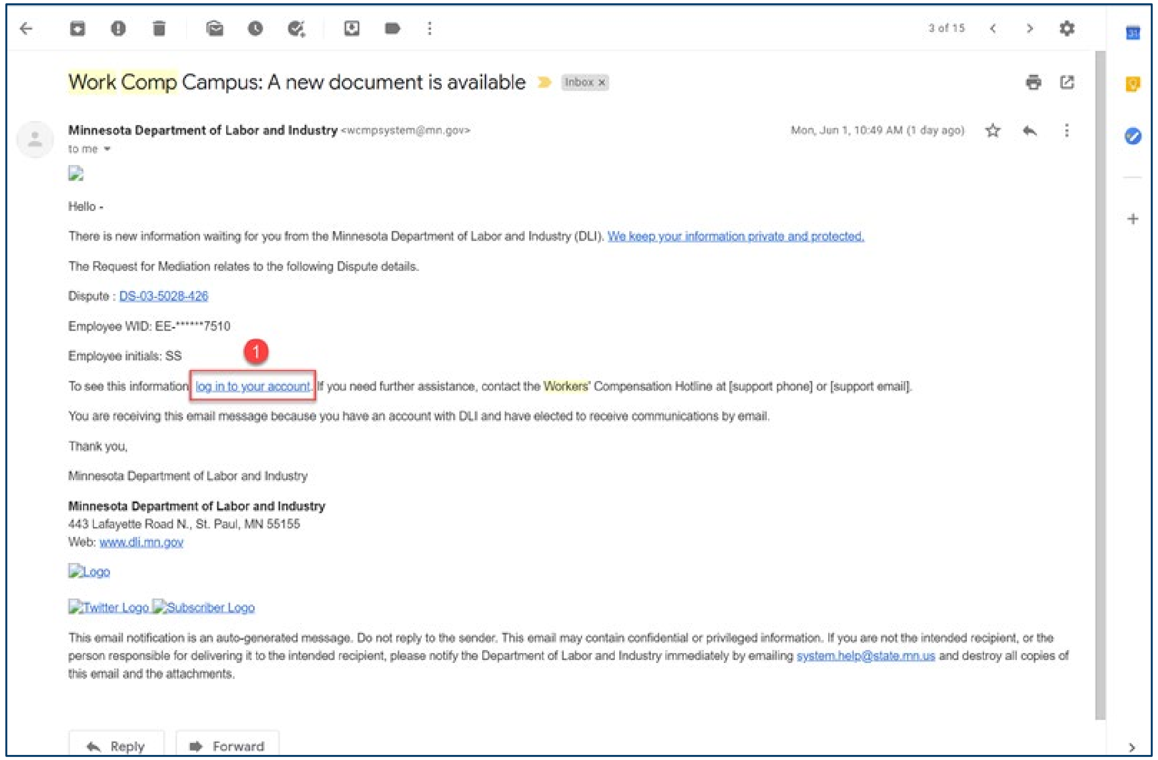
- In filling out the information, anything with an asterisk (*) is required.
- All boxes must be checked to declare and confirm, and your Electronic Signature must be entered exactly as it is in your Campus profile.
- Once the filing is submitted, you can find a record of it by going to the **My Forms** queue on the dashboard and clicking on the hyperlink under **Form Type**.



Receiving Service Emails

Filing a Form with an Affidavit of Service > Serving Documents > **Receiving Service Emails**

- When you are served a document electronically, you will receive an email indicating that there is a document available for you to view.
- This email will only contain basic information about the document and associated transaction.
- Once you click the hyperlink to log in and enter your log in credentials, you will be taken to the **Document Details** page in Campus.

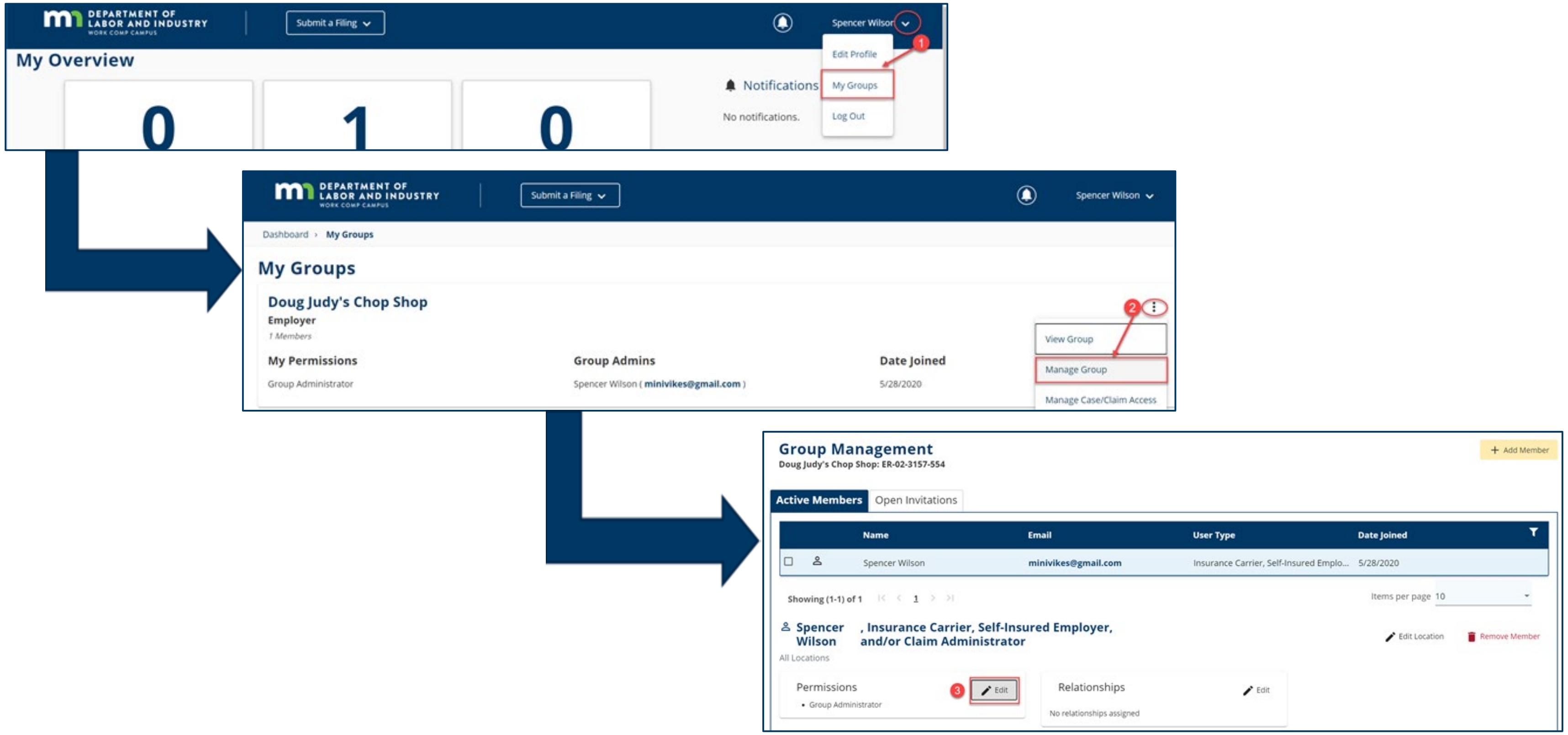


Setting up Service of Process Designees

External users will also be served documents.

Setting up Service of Process Designees › Document Details Page › Demo

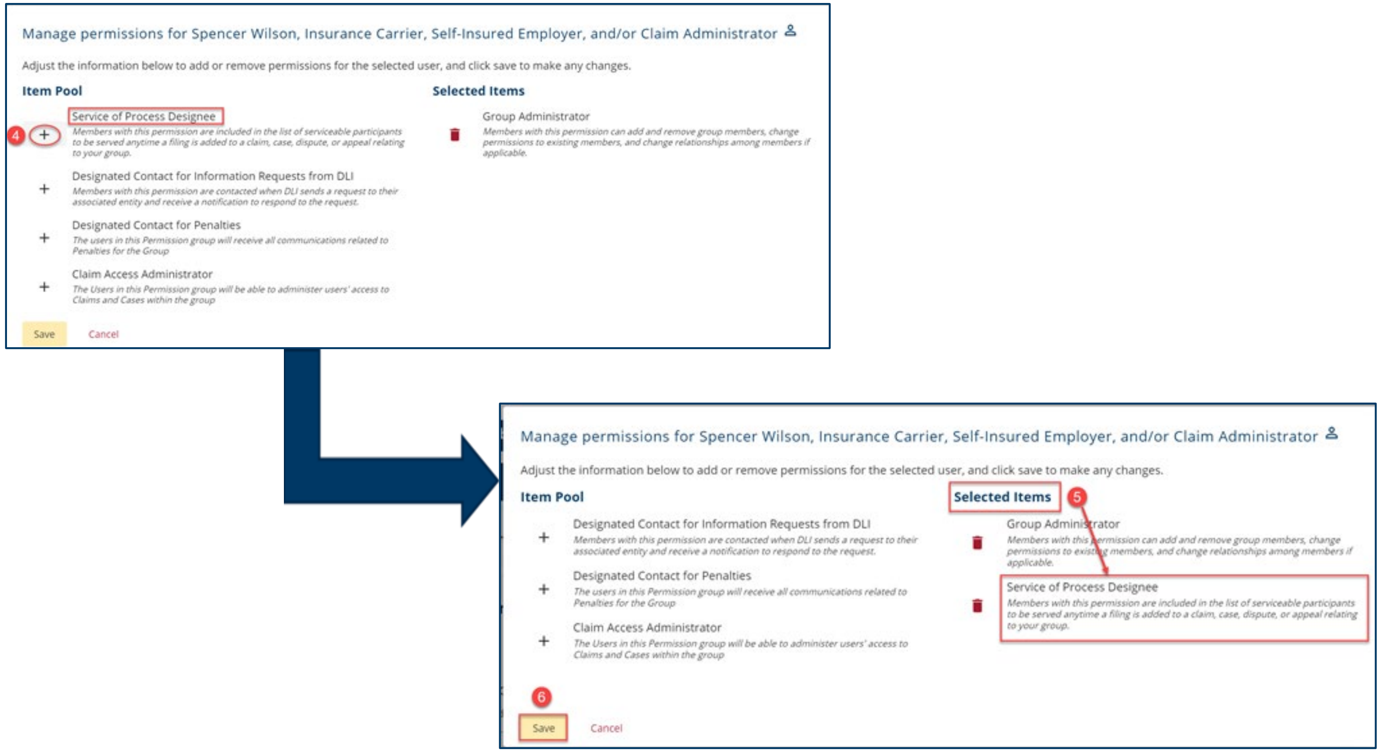
- Each external entity will have an assigned group admin, and the group admin can assign another user, or themselves, as the Service of Process Designee.
- From the Dashboard, click on your username on the top right and select **My Groups** from the drop-down menu.
- To assign a Service of Process Designee, click the kabob icon and choose **Manage Group**.
- On this page, it will show all Active Members and their roles. To assign a role to a user, click the **Edit** option in the **Permissions** box under their name.



Setting up Service of Process Designees

Setting up Service of Process Designees | Document Details Page | Demo

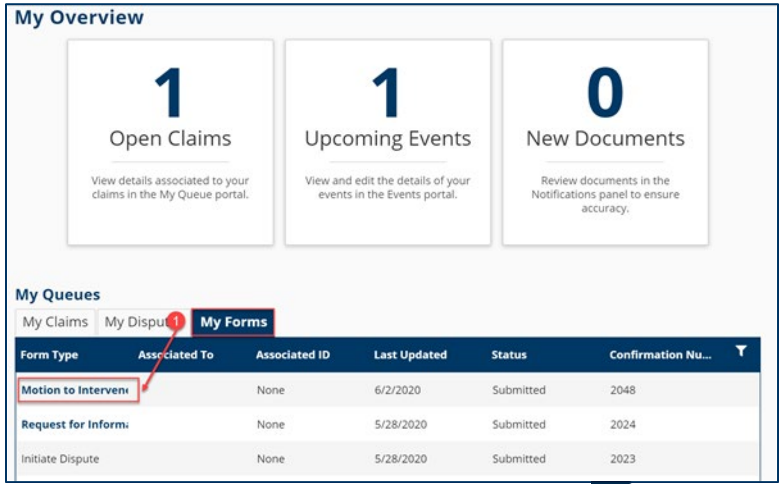
- Once this is done, if a document needs to be served on the entity, the user assigned to this role will receive that document.

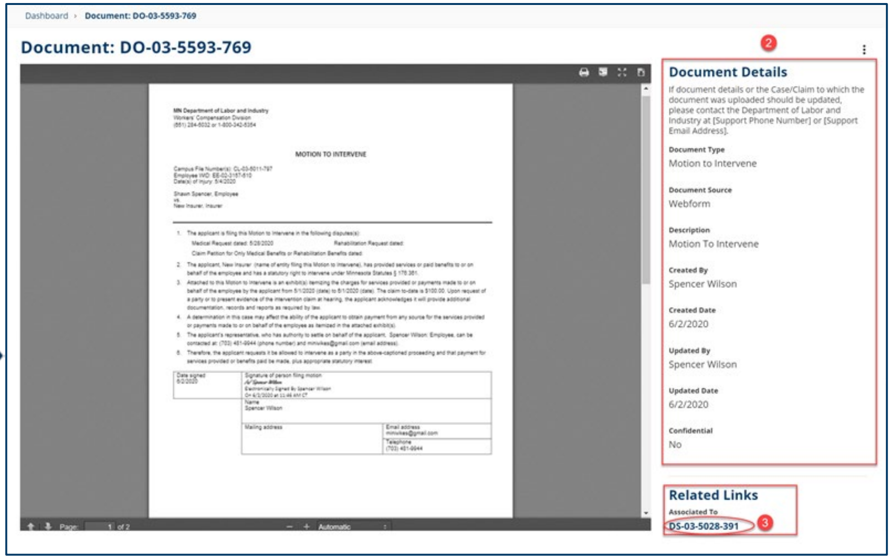


Document Details Page

Document Details Page Demo

- The **Document Details** page shows additional information about the document along with related links to associated transactions that can be viewed.
- To access the page from the Dashboard, click on the **My Forms** queue and click on the hyperlink under **Form Type**.
- The **Related Links** section is useful and shows any additional transactions associated to the document and can be viewed by clicking on the hyperlink.





Demo

In this demo, you will see how to…

- Filing a Form with an Affidavit of Service

Agenda

1	Campus Overview & Benefits	*5 min*
2	Getting Started With Campus	*60 min*
3	Group Management	*20 min*
4	Claim Access	*20 min*
5	Claim Overview	*20 min*
6	Electronic Service	*20 min*
7	Requests for Information	*20 min*

DEPARTMENT OF LABOR AND INDUSTRY

Request for Info Email & Webform

When an internal user sends a Request for Information to an external user, they will receive an email with instructions on how to respond, as well as the number of days they are expected to respond within.

Work Comp Campus: There is a Request for Information Awaiting Your Response Inbox x

Minnesota Department of Labor and Industry <wcmpsystem@mn.gov> Tue, May 26, 3:56 PM (16 hours ago)
to me

Spencer -

A request for information has been sent on Compliance Case: CS-03-4329-220. Click here to respond to the request.

You can also respond to the request through the Submit a Filing drop-down on the Campus homepage using the security code 5159. The security code will expire in 30 calendar days.

Thank you,

Minnesota Department of Labor and Industry

Minnesota Department of Labor and Industry
443 Lafayette Road N., St. Paul, MN 55155
Web: www.dli.mn.gov

Logo

Twitter Logo Subscriber Logo

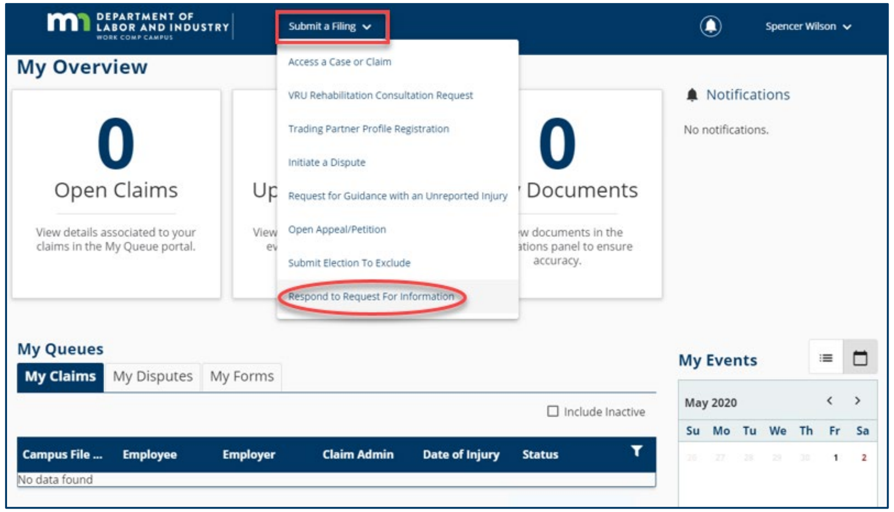
This email notification is an auto-generated message. Do not reply to the sender. This email may contain confidential or privileged information. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, please notify the Department of Labor and Industry immediately by emailing system.help@state.mn.us and destroy all copies of this email and the attachments.

Reply Forward

Request for Info Email & Webform

Navigation to the response is possible in two ways:

1. Do not navigate from the email link and use the PIN, which was sent in the email.
2. Navigate via the Submit a Filing dropdown in the dashboard. (Screenshot below)

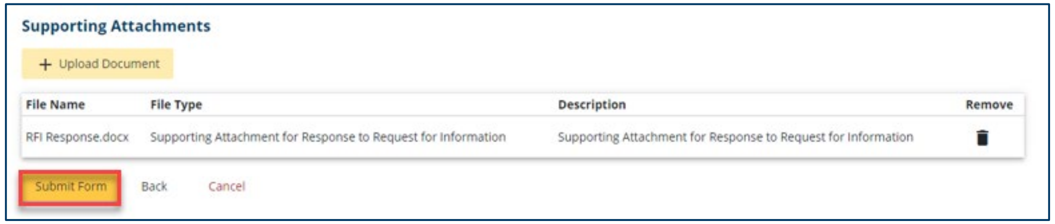


This will prompt to enter a PIN, which will link responses to the correct request for information. Clicking the link in the email, will not require to entering a PIN. The log-in page will display, and from there, directly to the webform submission. If already logged into Campus, the webform will display.

Request for Info Email & Webform

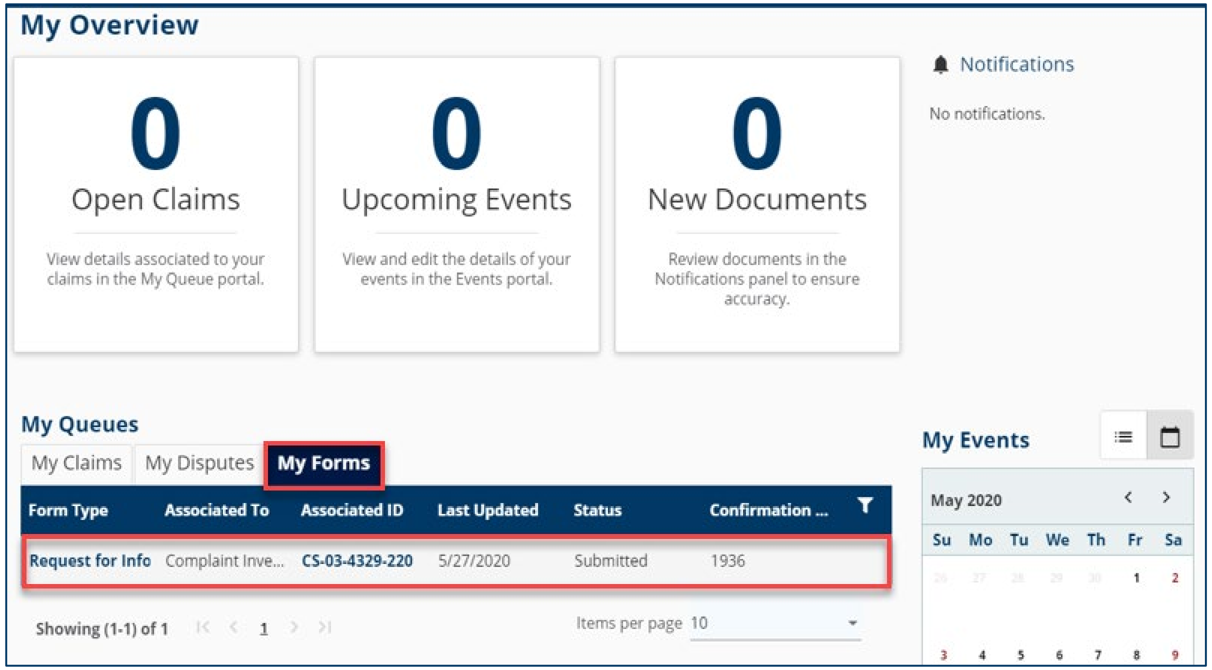
On the next page, there are two buttons: **Download** and **View Document**. The **Download** button will allow the download of the actual request for information, while the **View Document** button will be able to view it in the browser.

The response cannot be submitted without a document uploaded. Once a document or multiple documents have been uploaded, they click **Submit** to complete the response.

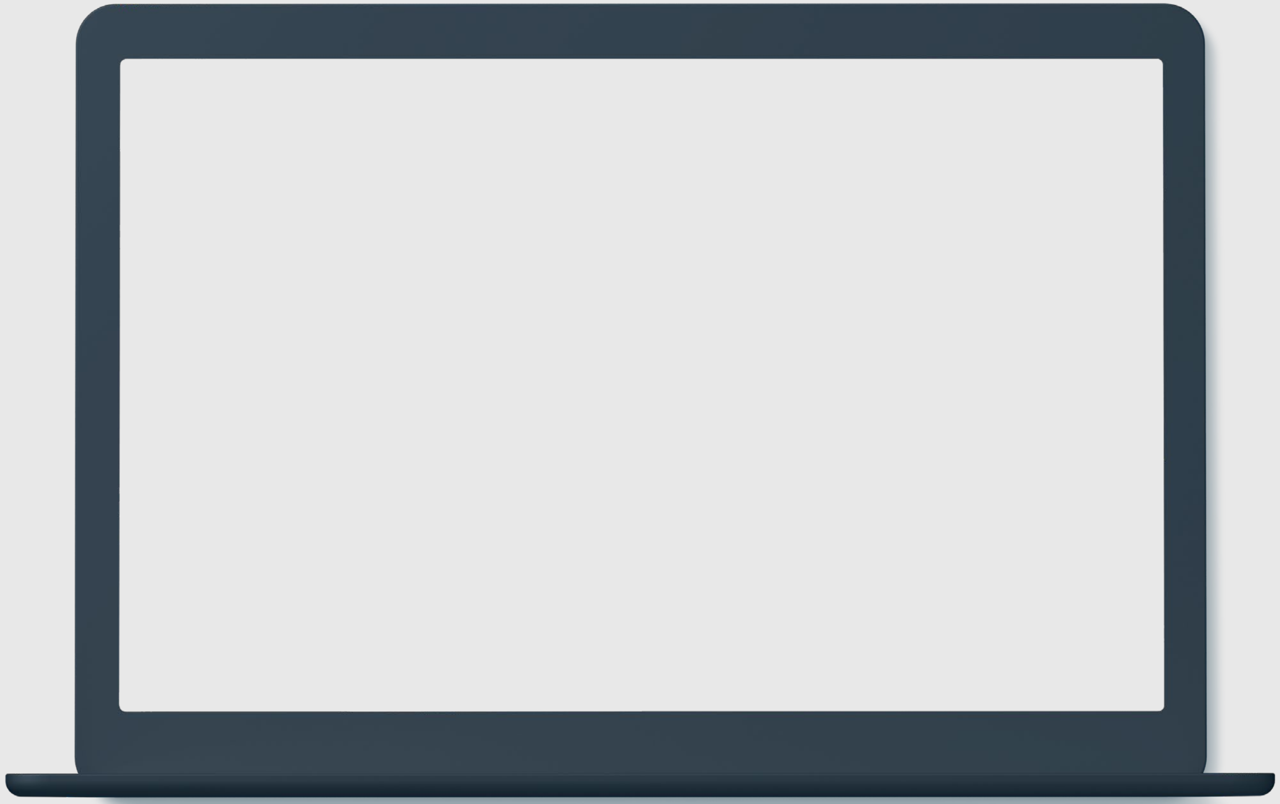


Request for Info Email & Webform

Once a response has been submitted, the process has been completed. The user who submitted the response can view it on the **My Forms Queue** on their dashboard.



Demo



In this demo, you will see how to…

- TBD

Congratulations in completing Campus 101 for Attorneys!

Reach out with any questions to <placeholder support email>.

MINNESOTA

WORKERS' COMPENSATION
MODERNIZATION PROGRAM

Thank you!

MINNESOTA
WORKERS' COMPENSATION
MODERNIZATION PROGRAM