MINNESOTA

WORKERS' COMPENSATION MODERNIZATION PROGRAM

Campus 101 for Rehabilitation Providers

Campus 101 for Rehab Providers

Course Description

This course will cover the complete functions available to Rehab Providers and QRCs in Campus and provide an overview of how a QRC or their support staff will interact with DLI.

Audience

- Rehab Providers using Campus

Course Length

4 hours

Prerequisites

- None

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Agenda

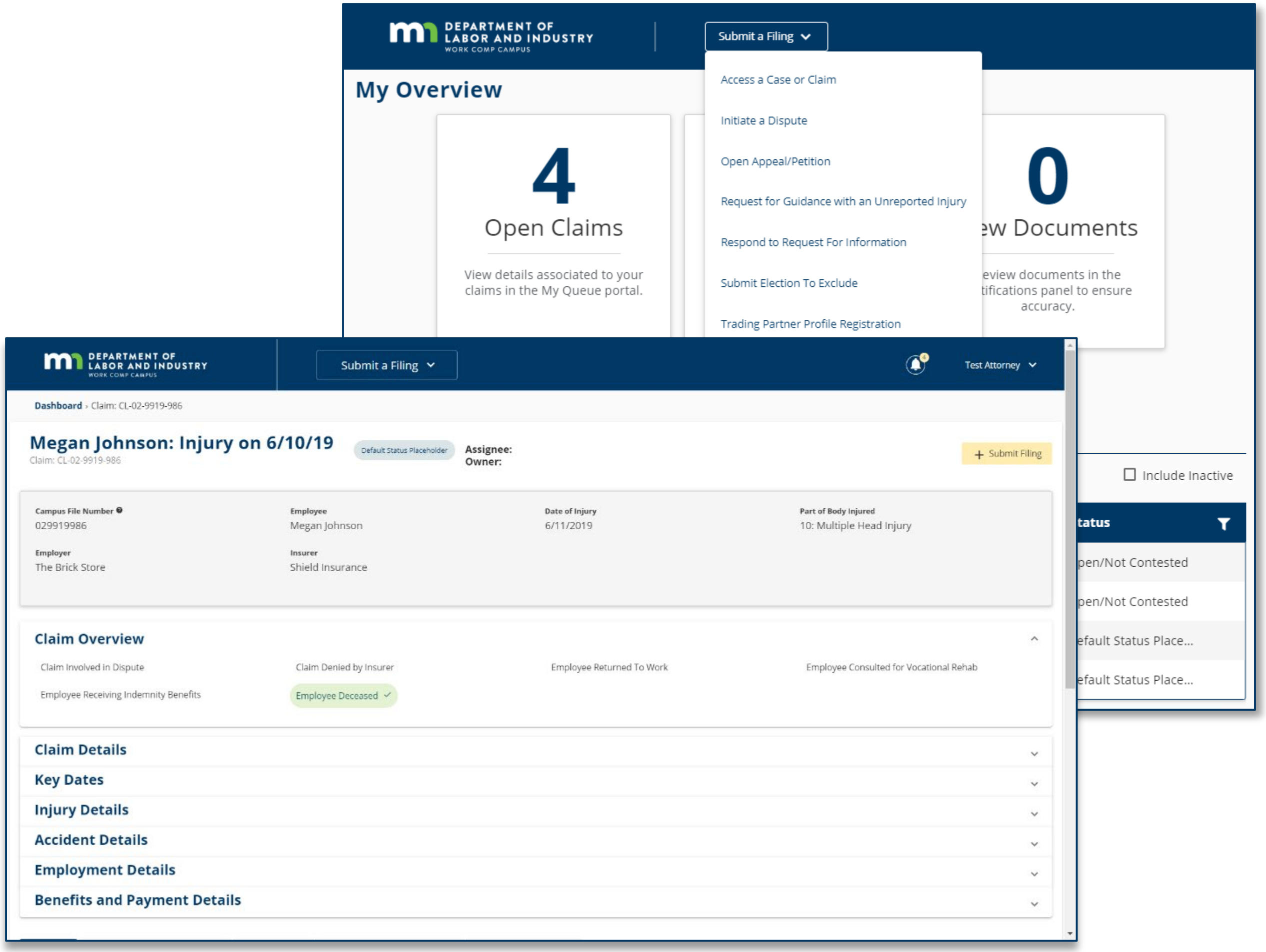
1	Campus Overview & Benefits	*5 min*
2	Getting Started with Campus	*60 min*
3	Rehab Provider Registration	*30 min*
4	Group Management	*20 min*
5	Electronic Service	*10 min*
6	R-Form Submission	*60 min*
7	Claim Access	*40 min*
8	Claim Overview	*20 min*

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

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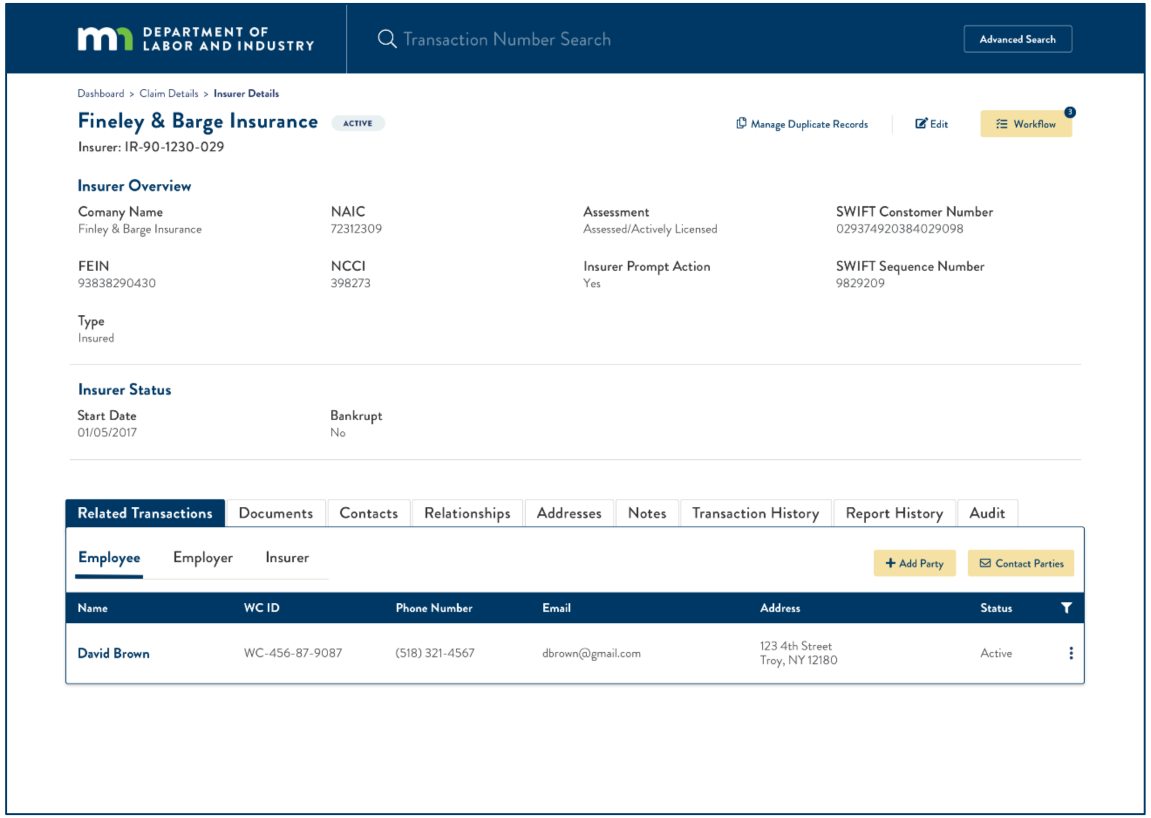
Details Pages

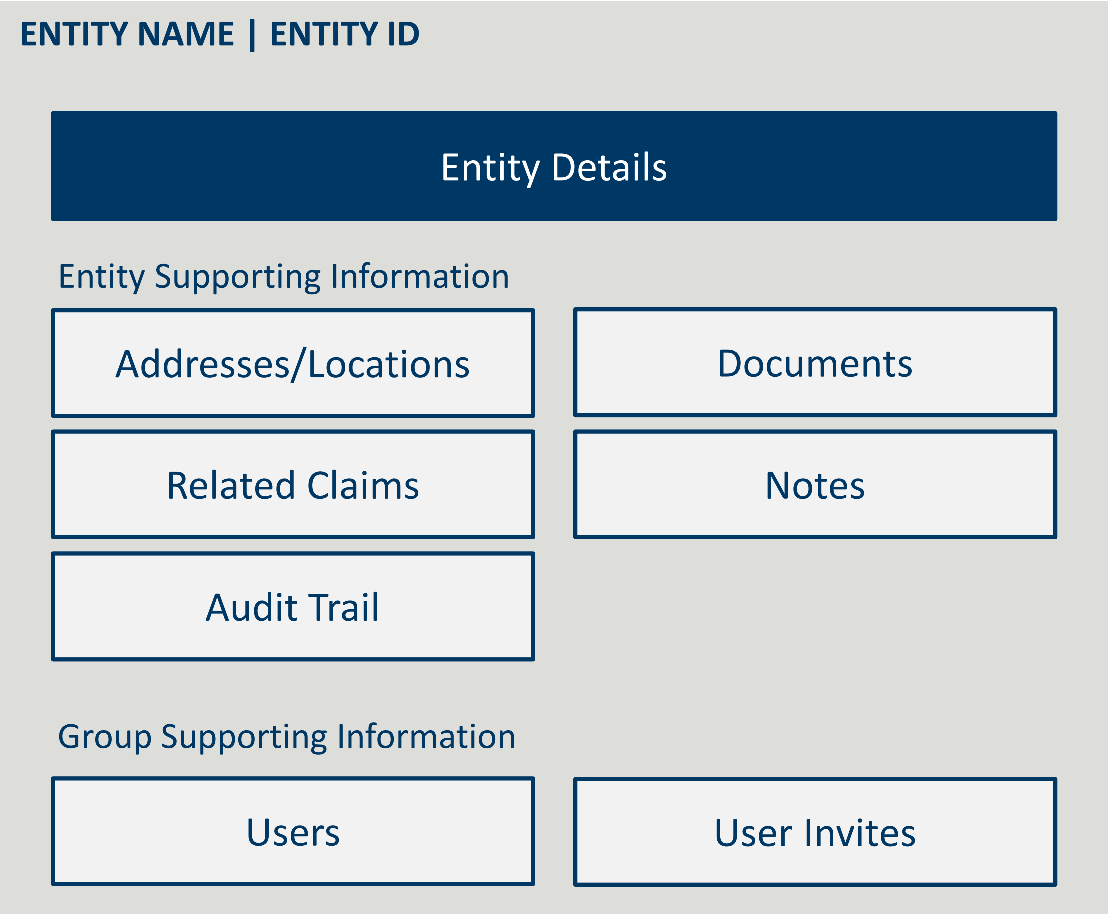
Example of a **Details Page**



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

Common Elements of Entity Details Pages



- 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.

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8	Claim Overview	*20 min*

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

Getting Started with Campus|

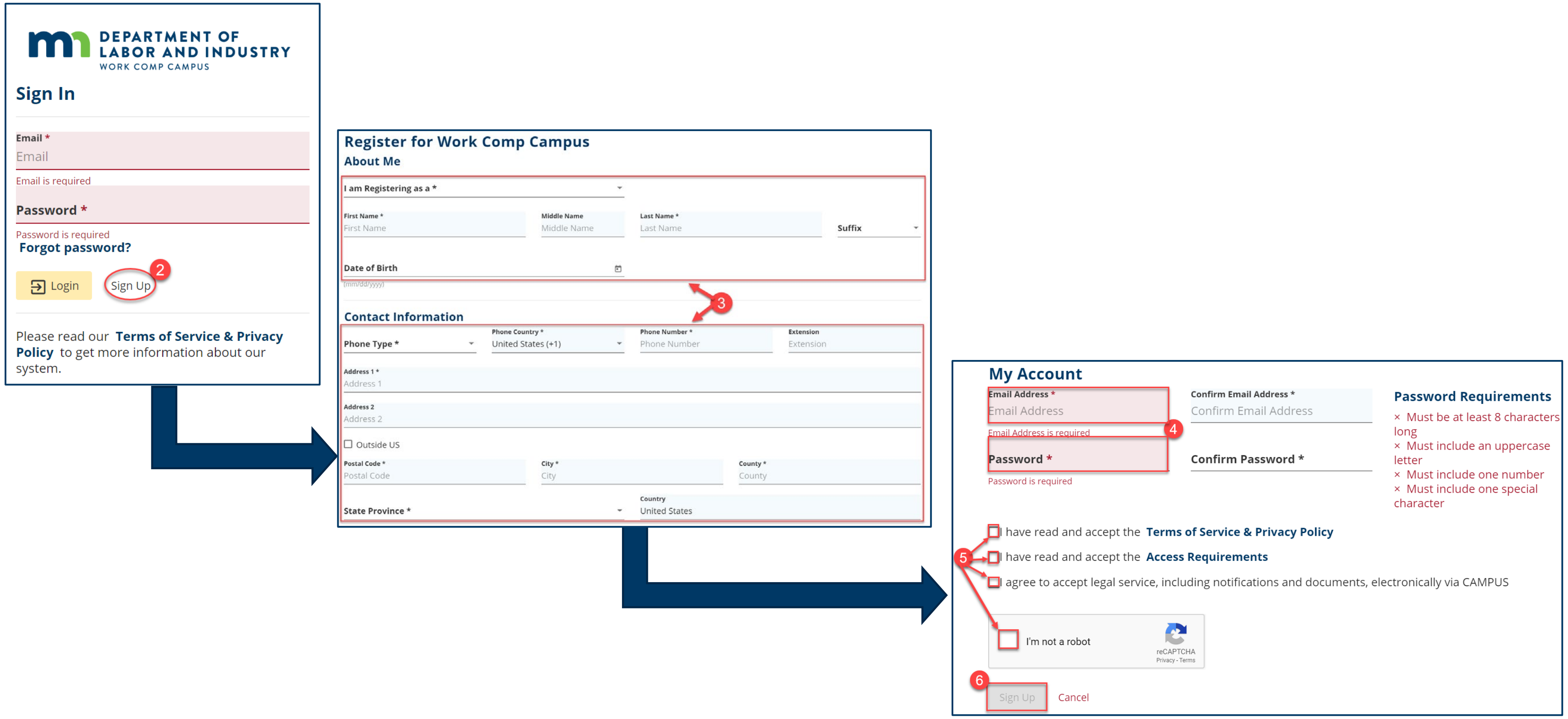
Registering in Campus

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.](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.

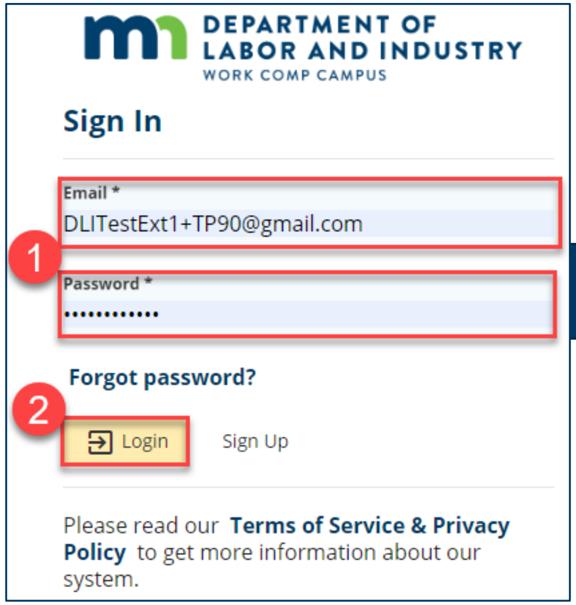


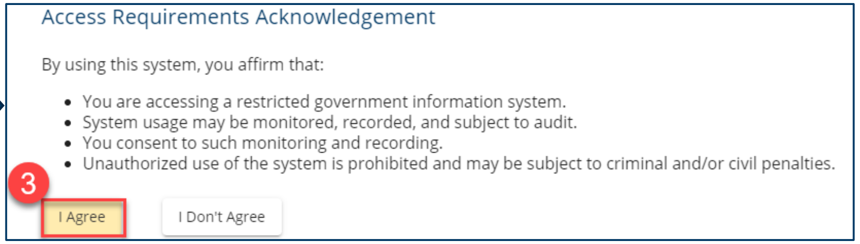
Logging into Campus

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 |

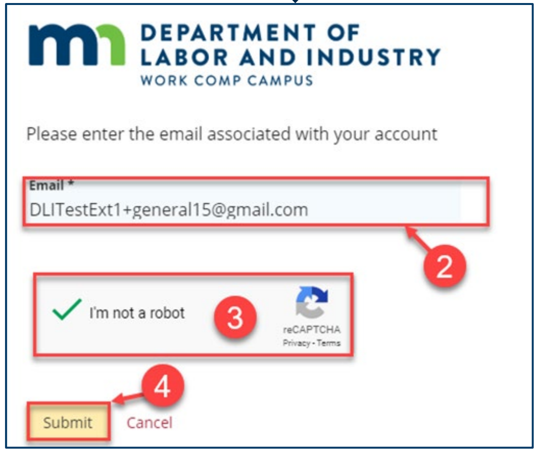
Campus User Profile

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.

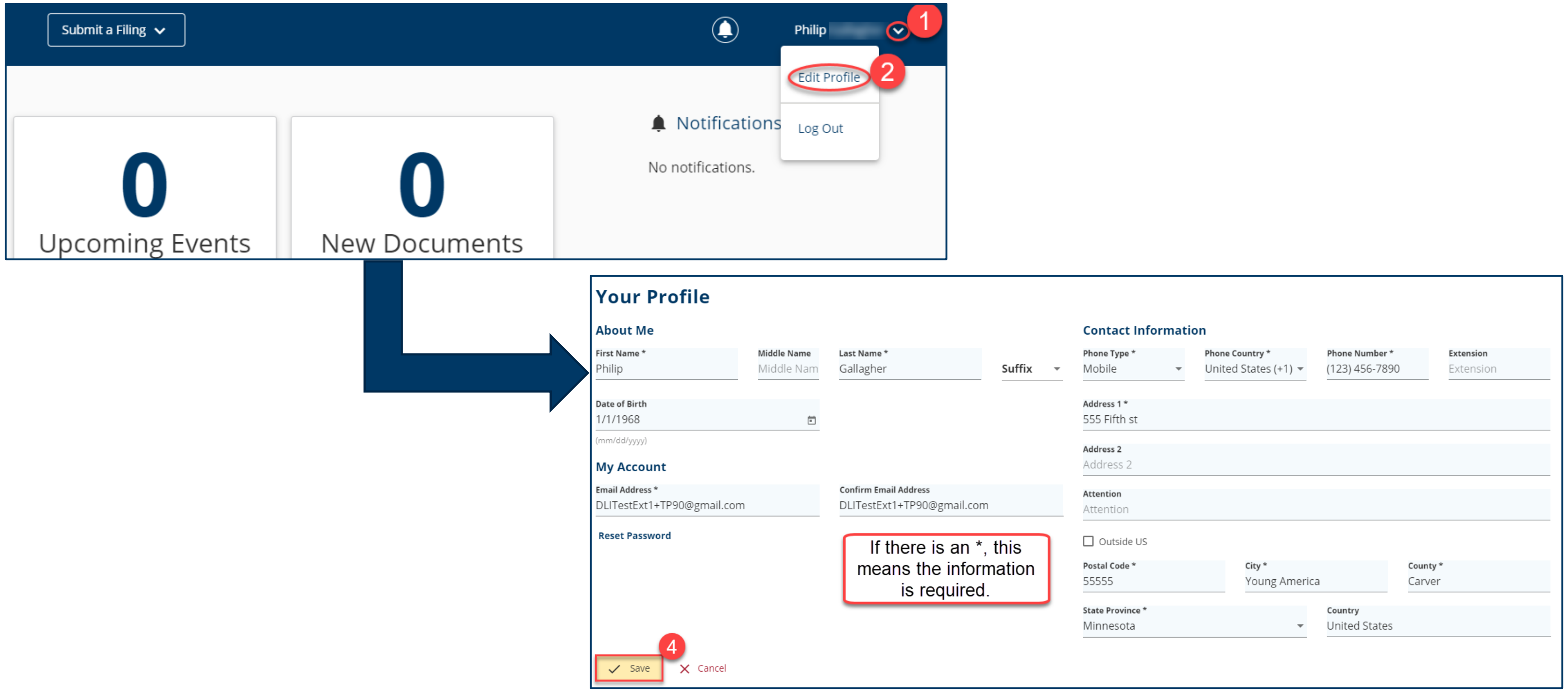


Campus User Profile

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

User Profile | Campus Dashboard | Trading Partner Dashboard

1. Click the down arrow on the top navigation.
2. Select **Edit Profile**.
3. Add or edit **About Me** and **Contact Information** as needed.
4. Click **Save** when finished.



Demo

In this demo, you will see how to…

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

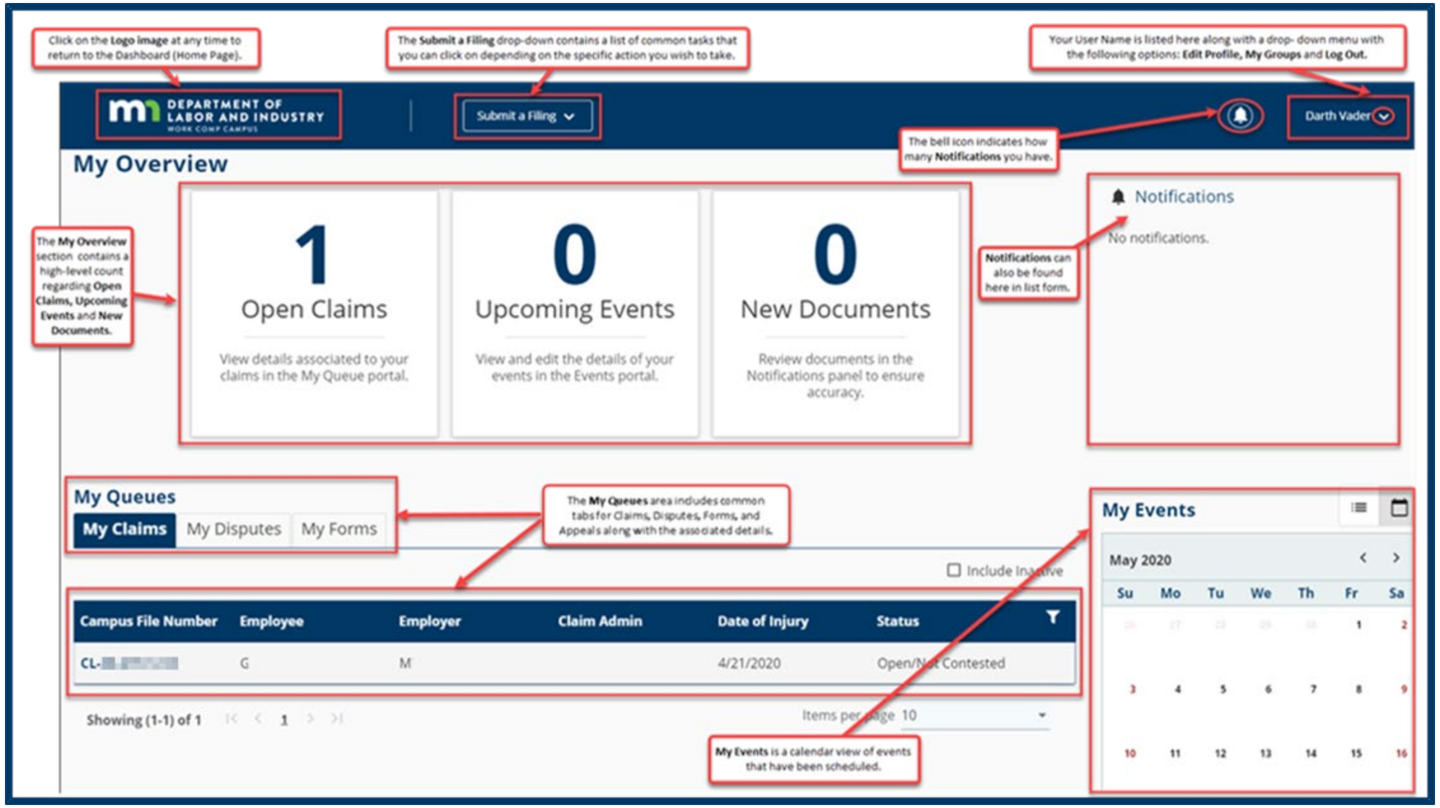
Campus Dashboard

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.**

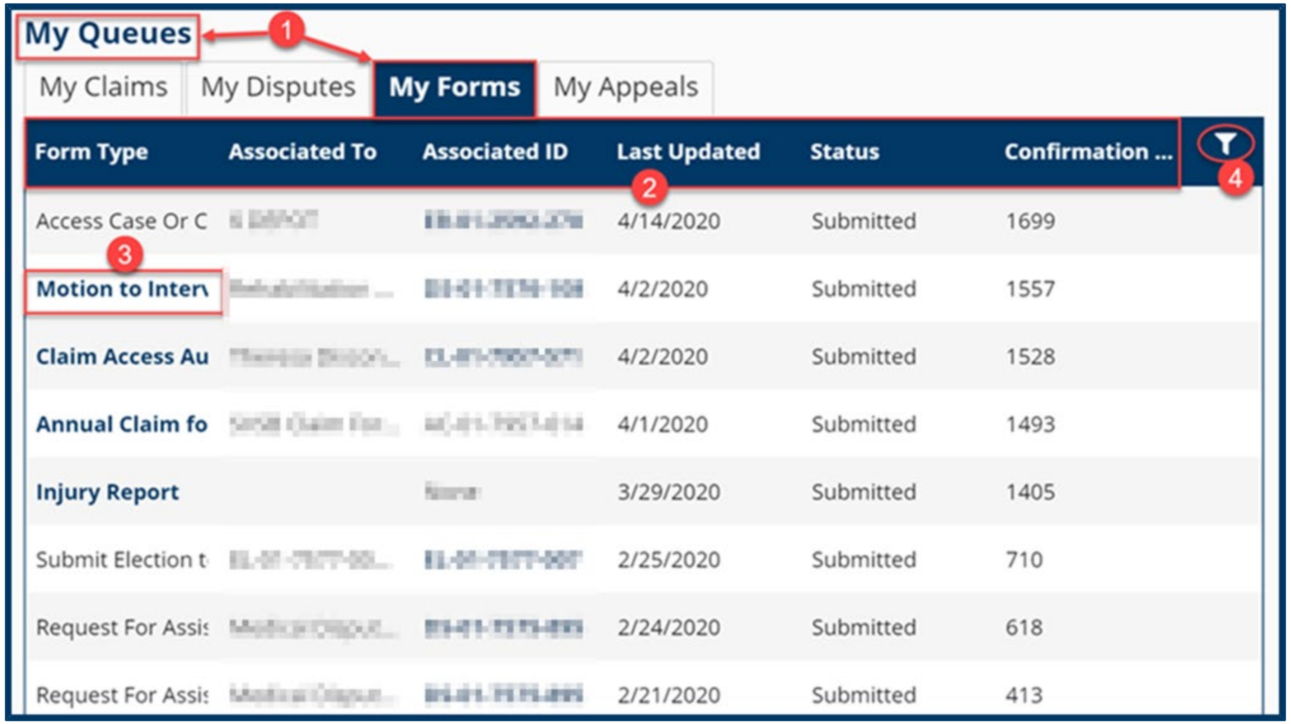


Forms Queue

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.

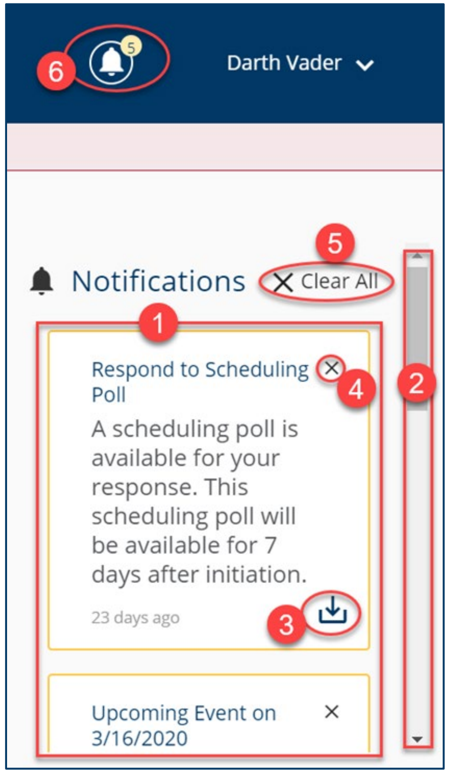
The Forms Queue is always on the Dashboard, and it will:

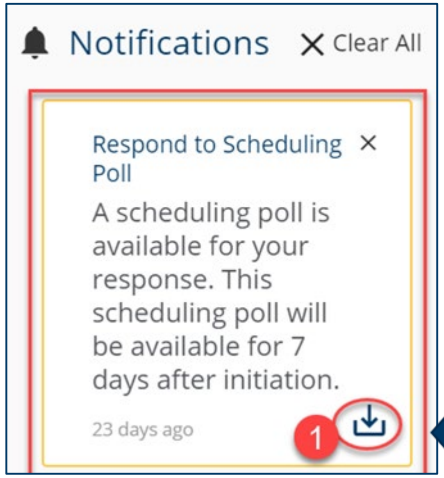
- Show all forms submitted to which you have access
- Show relationships between the form filed and the case to which it was filed
- Show status of any filed form
- Provide access to download copies



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.

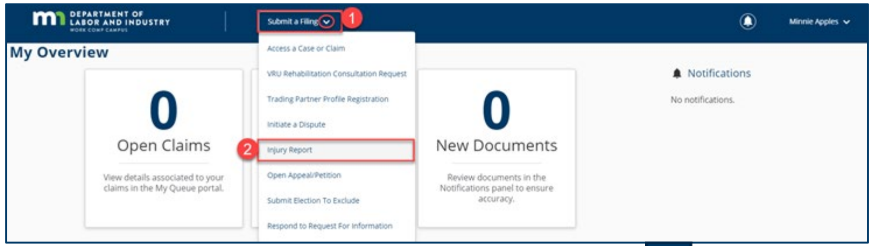
You'll get a notification automatically when something happens to a case or claim you're on, like:

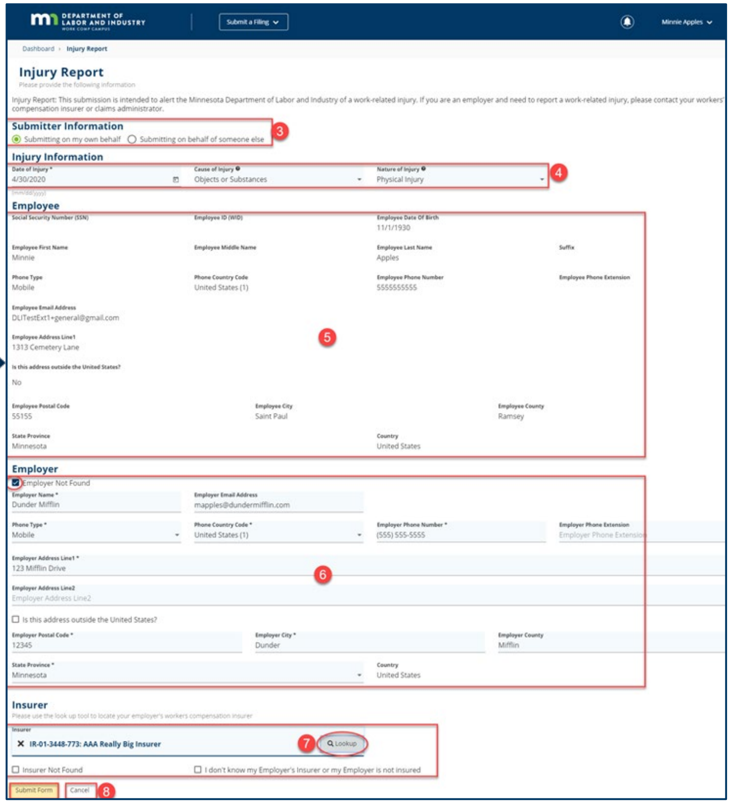
- An event is scheduled or upcoming
- A form has been approved
- A scheduling poll has been sent out
- A document is uploaded. In some cases you can download a document right from the notification!

Submit Injury Report as an Injured Worker

Exporting Documents > **Submit Injury as an Injured Worker** > Demo

- An employee can access Campus to submit an Injury Report and alert Minnesota DLI of a work-related injury.
- This functionality allows an injured worker to report that they are injured even though there is not a Claim on file.
- To access, click the **Submit a Filing** drop down arrow to access the menu.
- The **Employee** information that is required is noted with an asterisk (*).
- Once complete, click **Submit Form** to save and submit the information to DLI or Cancel to exit without saving.





Demo

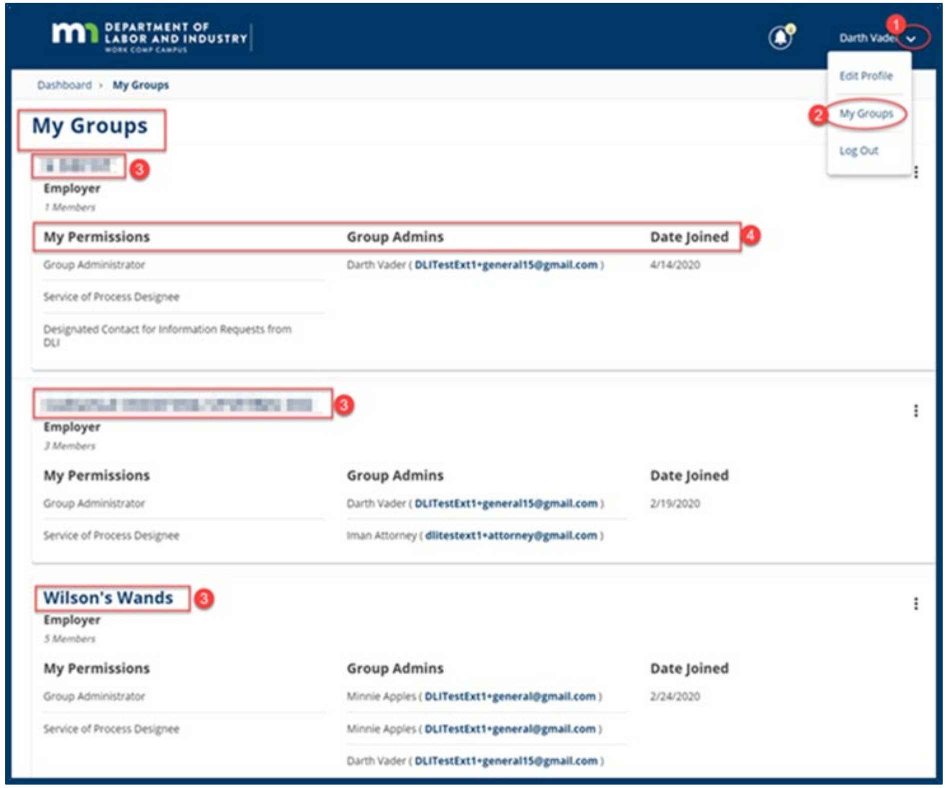
In this demo, you will see how to...

- Explore the Dashboard
- View Notification Menu
- Submit an ad-hoc Injury Report

Groups In Campus

View Group Information | Manage Group Information

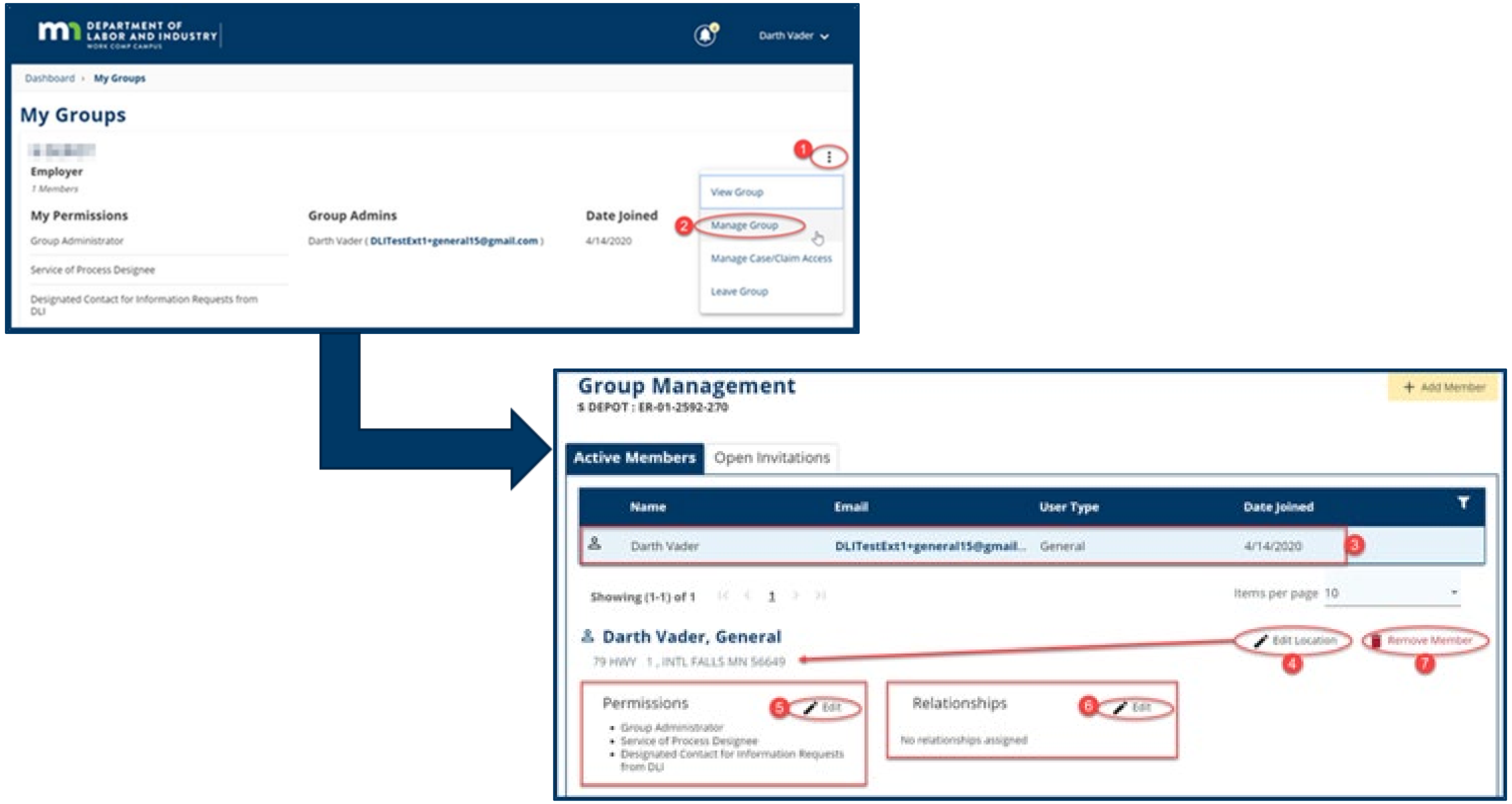
- The **My Groups** screen lists the group that you are associated with.
- Each group that you are associated with shows the **Permissions**, **Group Admins**, and **Date Joined**.



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.



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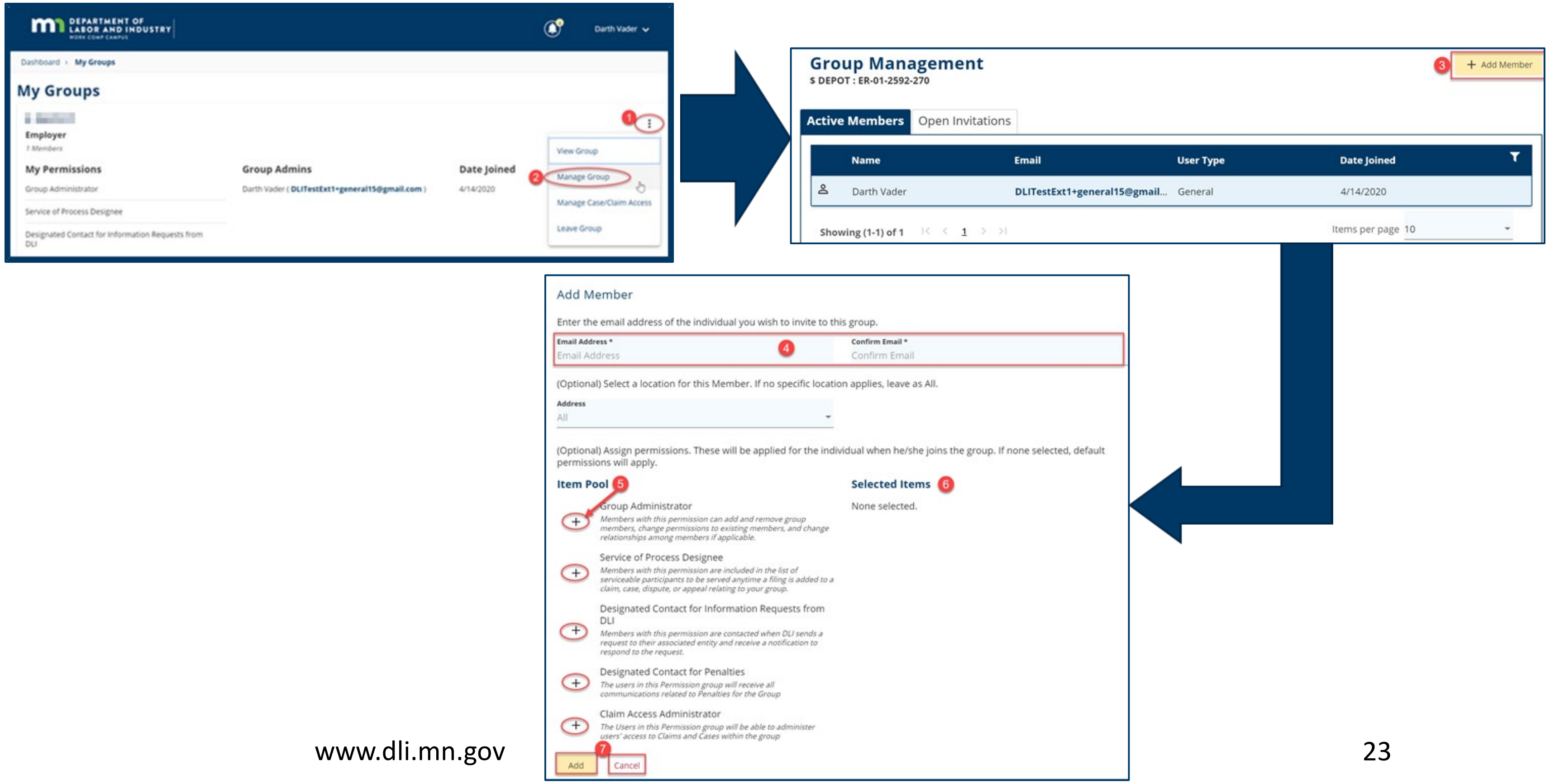
Groups In Campus

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

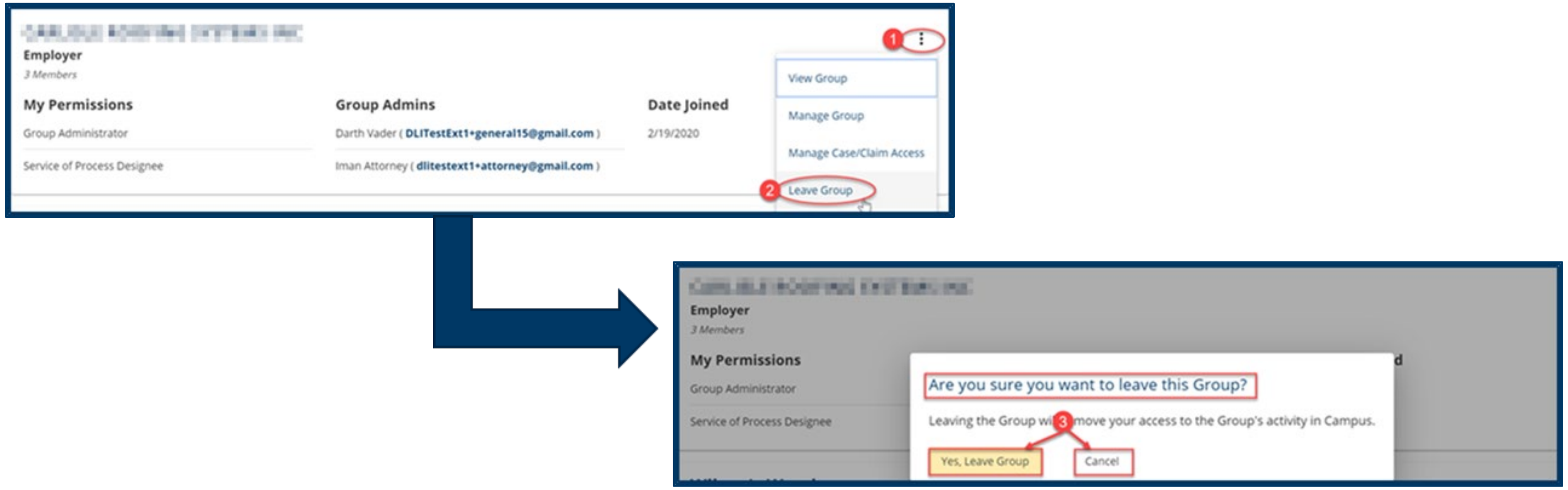
- Click the **Add Member** button to enter a valid Email Address for the new member.
- Permissions are assigned by clicking on the **+** icons.
- Permissions can be viewed in the **Selected Items** column.
- Click the **Add** button as needed to save the information.



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.



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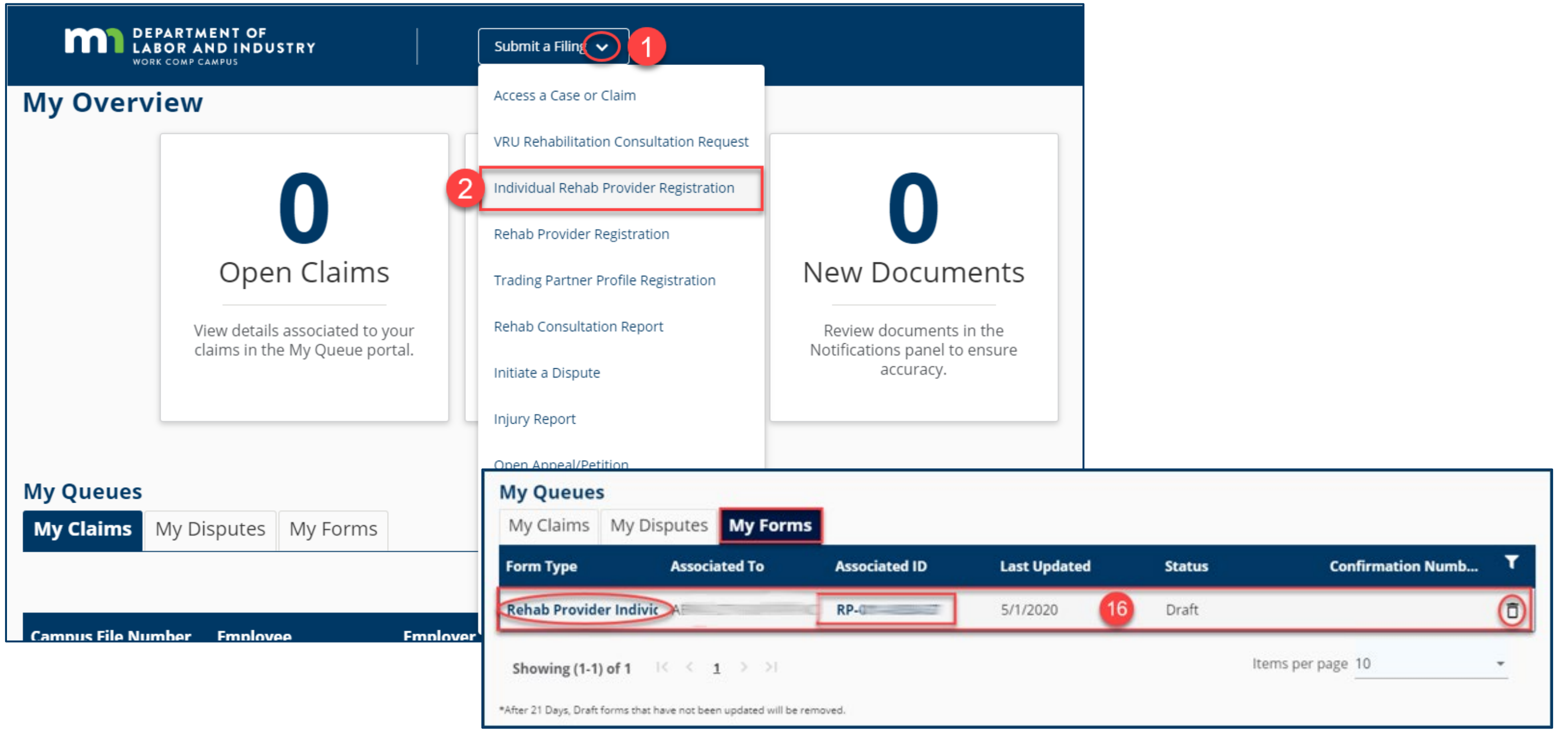
Rehab Provider Registration|

QRC Registration & Renewals

QRC Registration and Renewals > Rehab Provider Firm Registration & Renewals > Demo

- To access, click on the **Submit a Filing** drop-down to access the menu select **Individual Rehab Provider Registration**.
- This selection will only be available if you initially registered in Campus as a Rehab Provider.
- After submission, saved drafts can be accessed in the **My Forms** tab on the Dashboard by clicking on the **Form Type** or **Associated ID** hyperlinks. The draft form can be deleted by clicking on the trashcan icon.
- Draft forms will automatically be removed after 21 Days if not updated/submitted.



Rehab Provider Firm Registration & Renewals

QRC Registration and Renewals | **Rehab Provider Firm Registration & Renewals** | Sending Registration Fee to DLI

- To access, click on the **Submit a Filing** drop-down to access the menu and select **Rehab Provider Registration**.
- This selection will only be available if you initially registered in Campus as a Rehab Provider.
- After submission, saved drafts can be accessed in the **My Forms** tab on the Dashboard by clicking on the **Form Type** or **Associated ID** hyperlinks. The draft form can be deleted by clicking on the trashcan icon.
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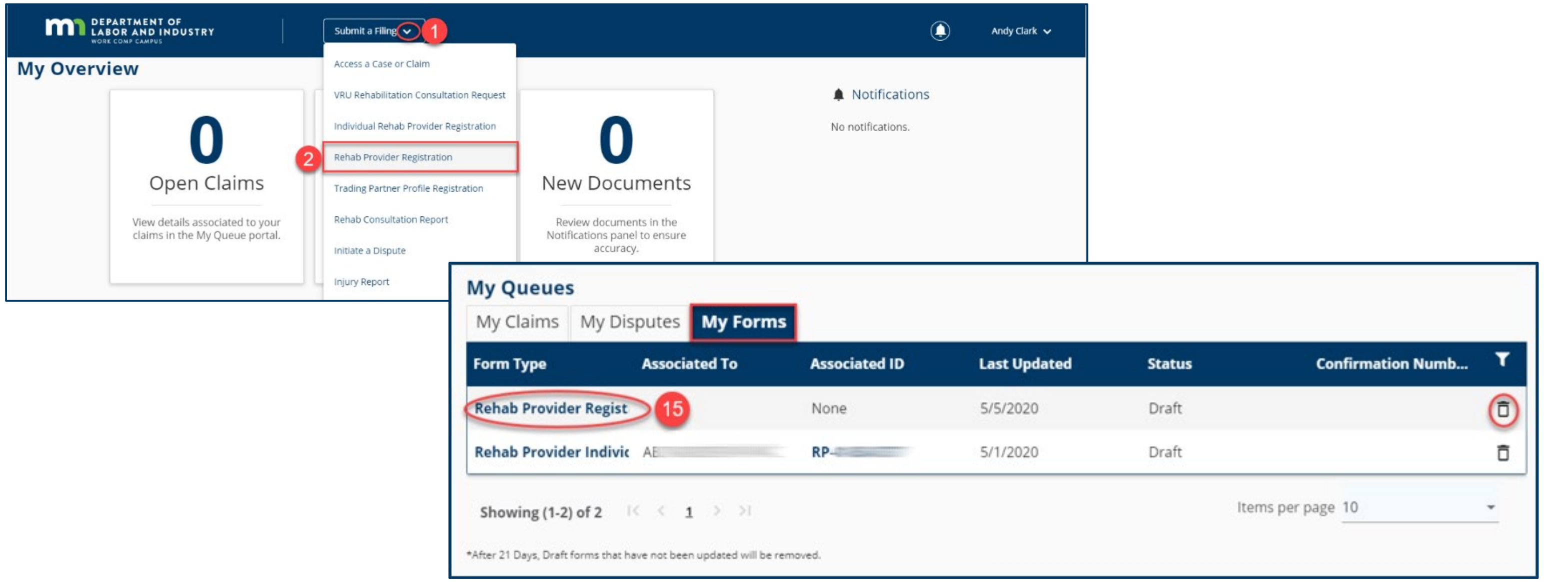
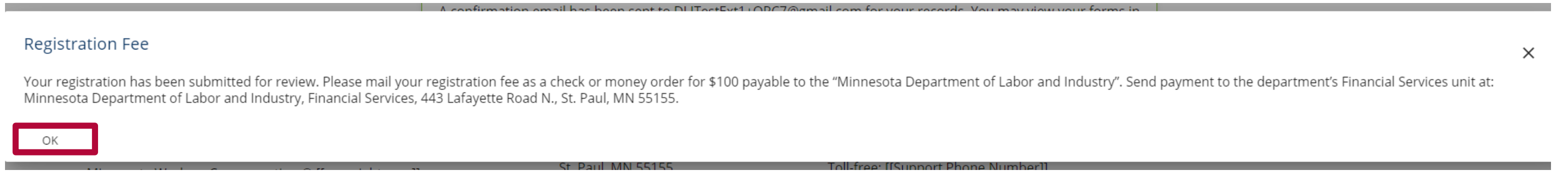
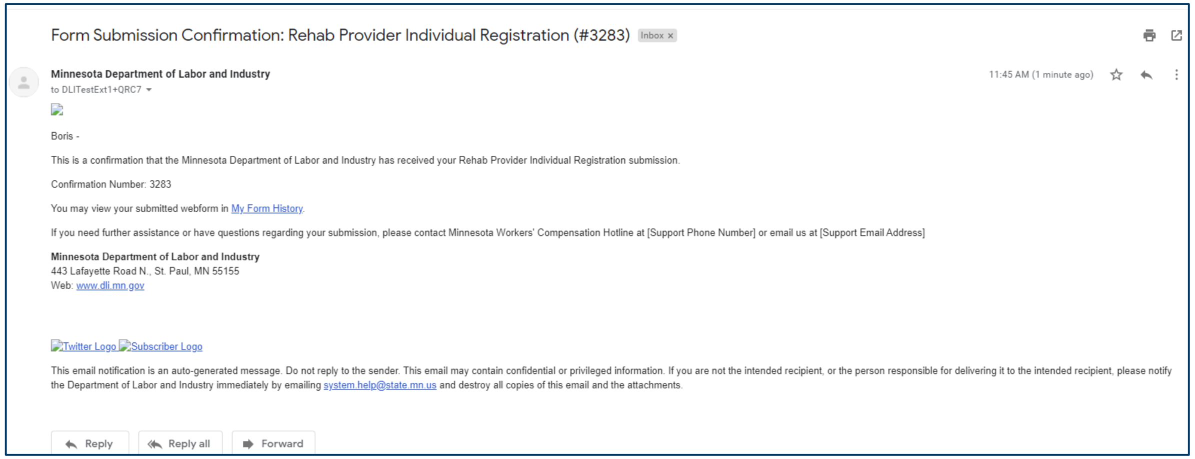


Sending Registration Fee to DLI

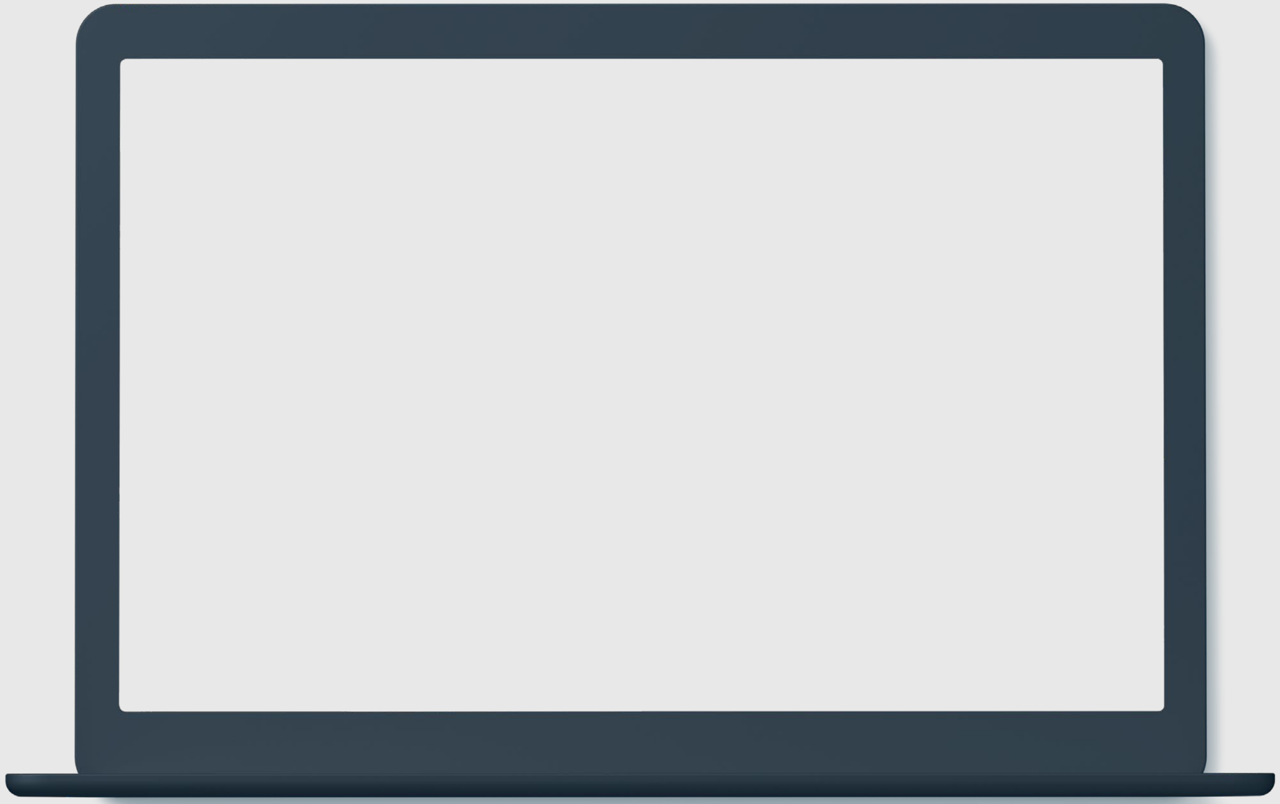
QRC Registration and Renewals > Rehab Provider Firm Registration & Renewals > **Sending Registration Fee to DLI**

- Once the Webform is submitted, a pop up is displayed alerting the user that they must Send their Registration Fee to DLI.
- An Email is Sent, and the User receives a Notification





Demo



In this demo, you will see how to…

- File a Rehab Provider Registration
- Trainer Shows Internal Approval Process
- Register a Rehab Provider Renewal

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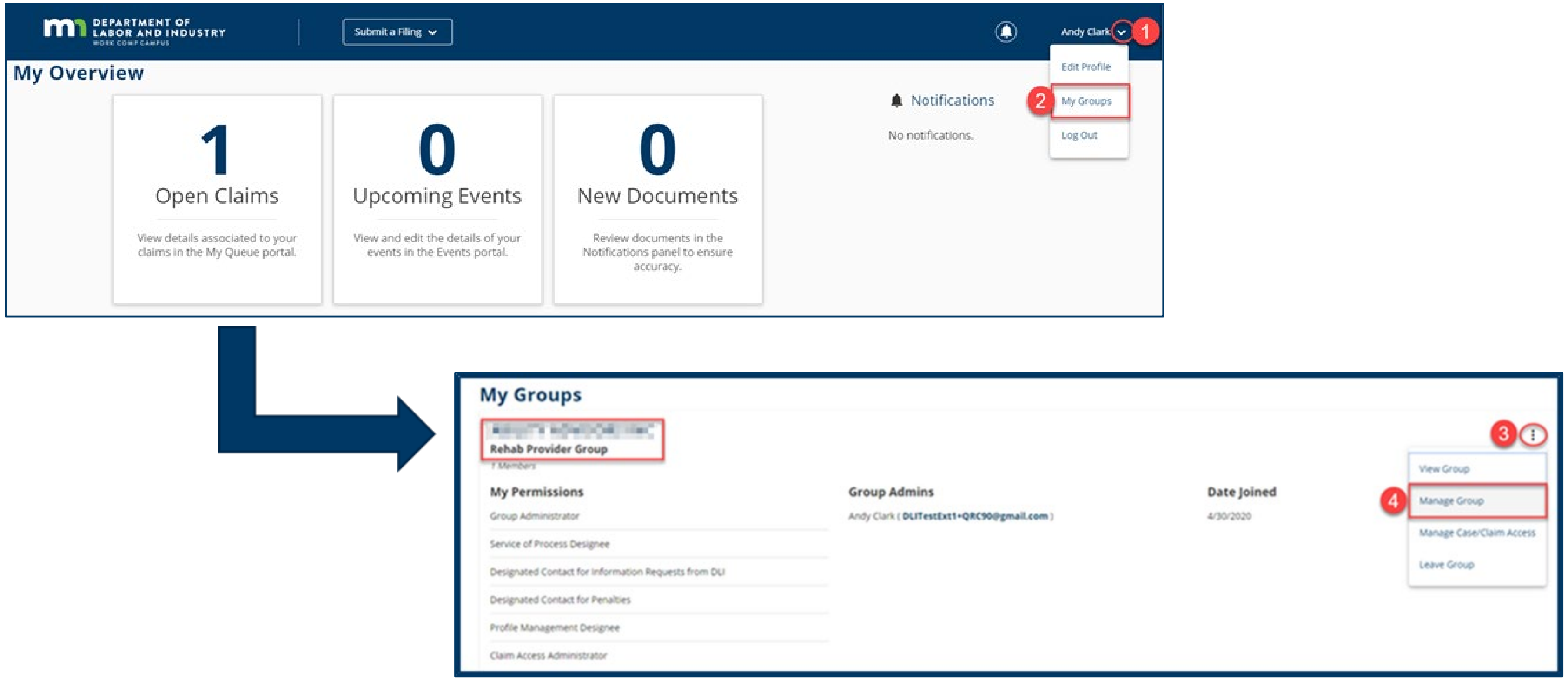
Group Administration

Group Administration | Viewing/ Editing Entity Details

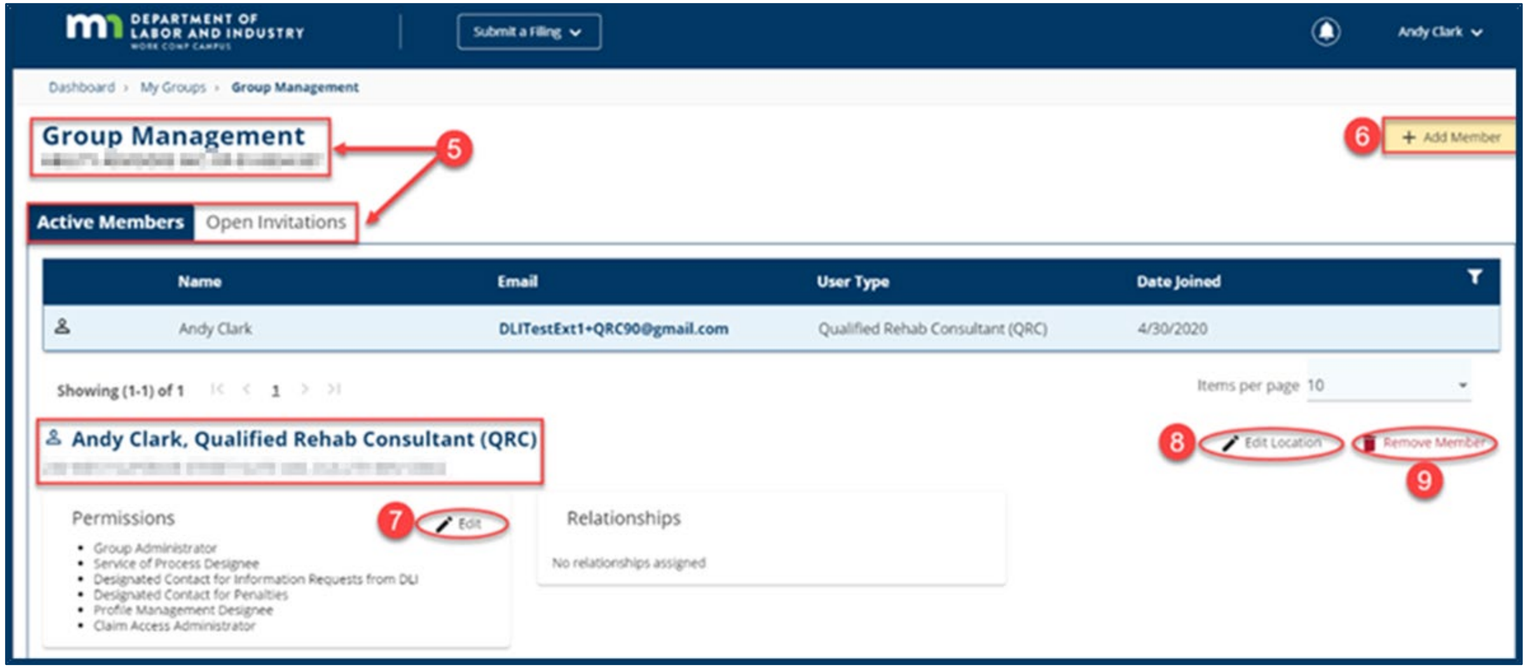
- Group Administration tasks such as adding members, changing permissions, updating addresses, etc. can only be performed as a Group Administrator within Campus.
- To access, at the top right of your **User Dashboard**, click the drop-down arrow to display the menu.
- The **My Groups** screen lists the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



Group Administration

Group Administration | Viewing/ Editing Entity Details

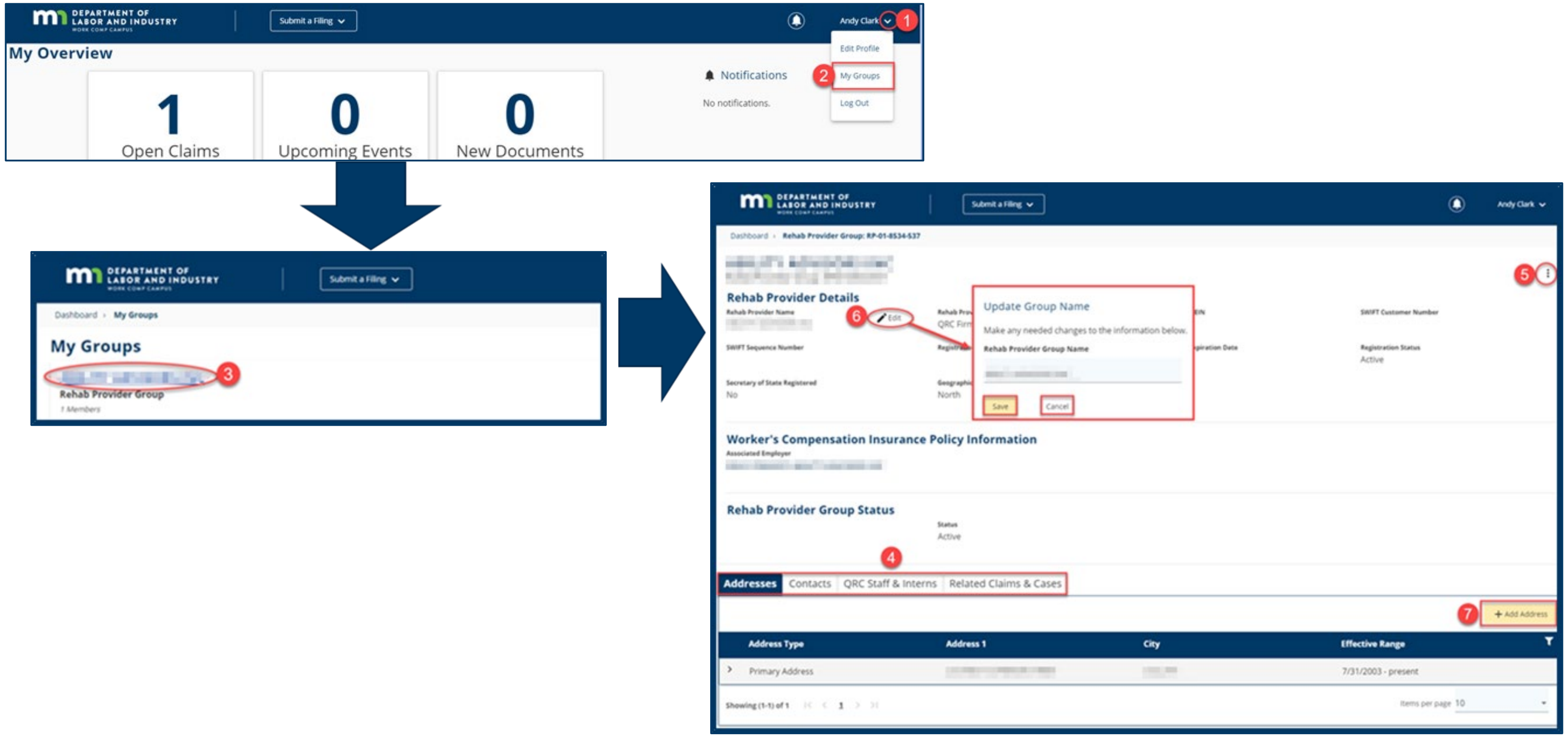
- The **Group Management** page appears displays all Active Members.
- The **Open Invitations** tab will show any pending Members.
- Click the **+Add Member** button to add additional Members.
- Click the **Edit** icon to change Permissions and Relationships
- The **Edit Location** icon can be used to 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**

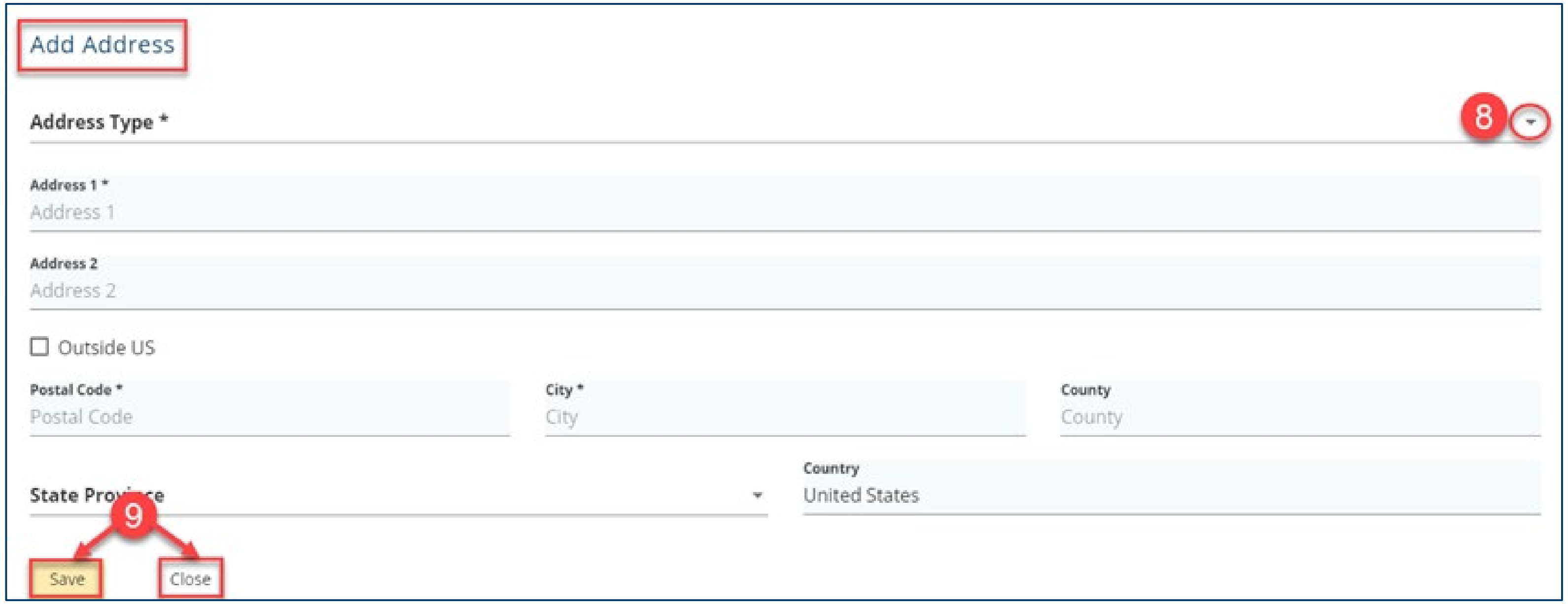
- All Entities (except for Employees and Employers) can view/edit Entity details.
- To access, at the top right of your **User Dashboard**, click the drop-down arrow to display the menu.
- The **My Groups** lists the groups that you are associated with. Click on the hyperlink for the entity that you 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.



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.



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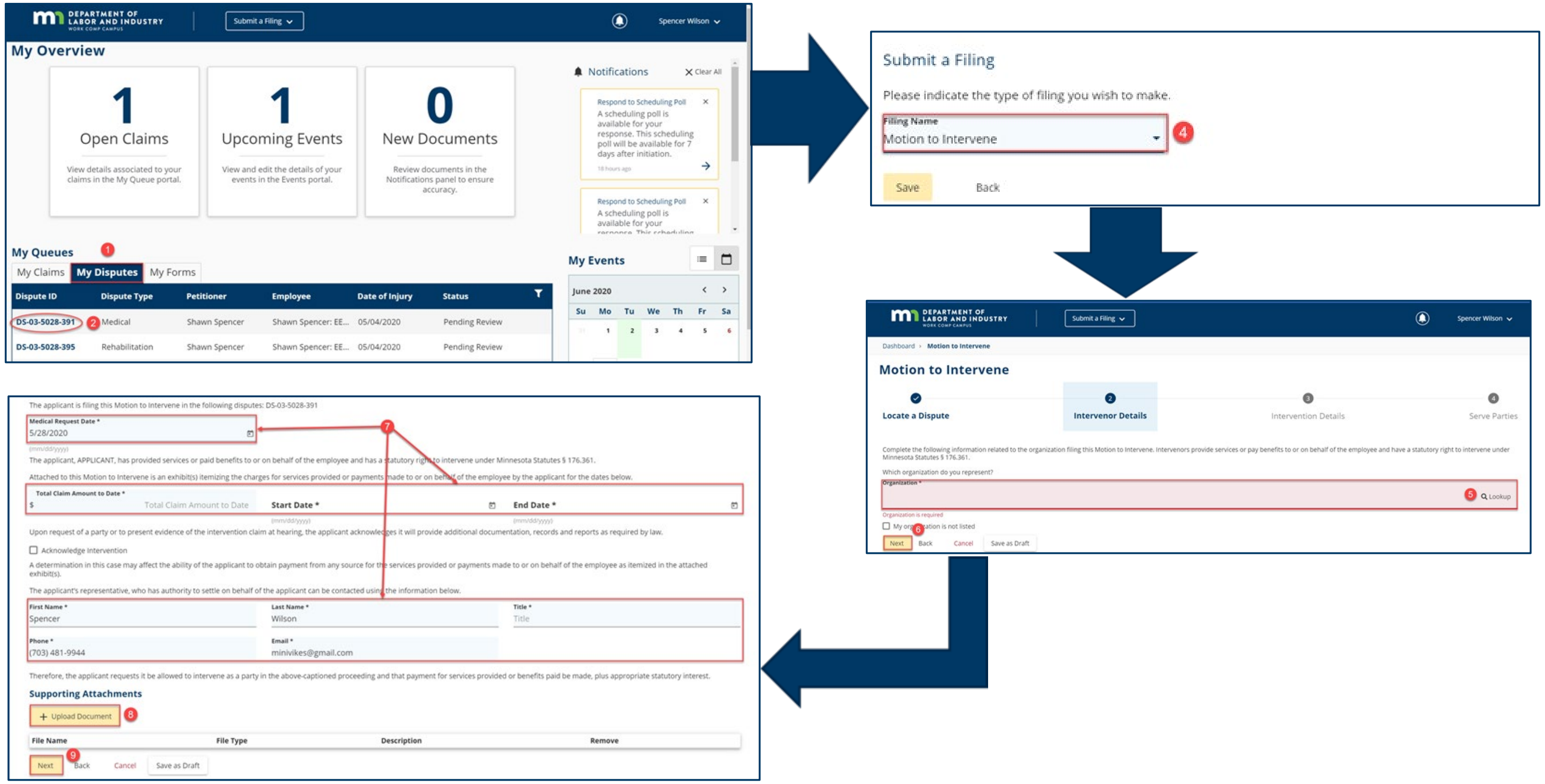
Filing a Form with an Affidavit of Service

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.

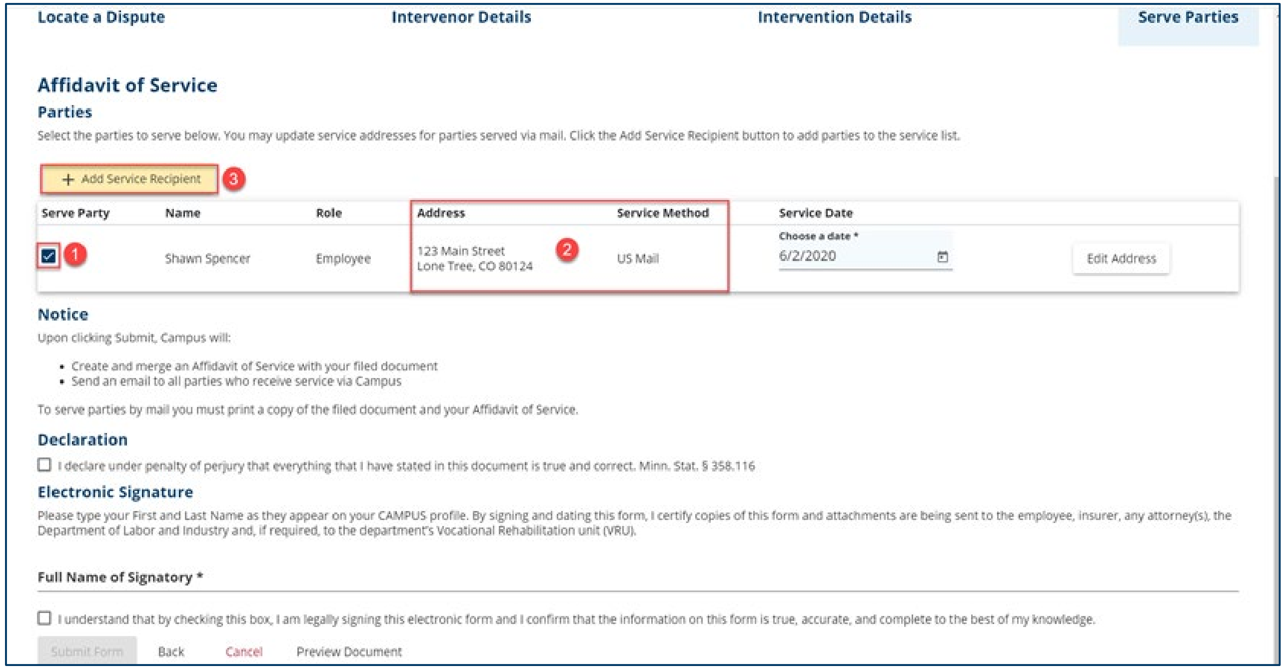


Serving Documents

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 b**utton.

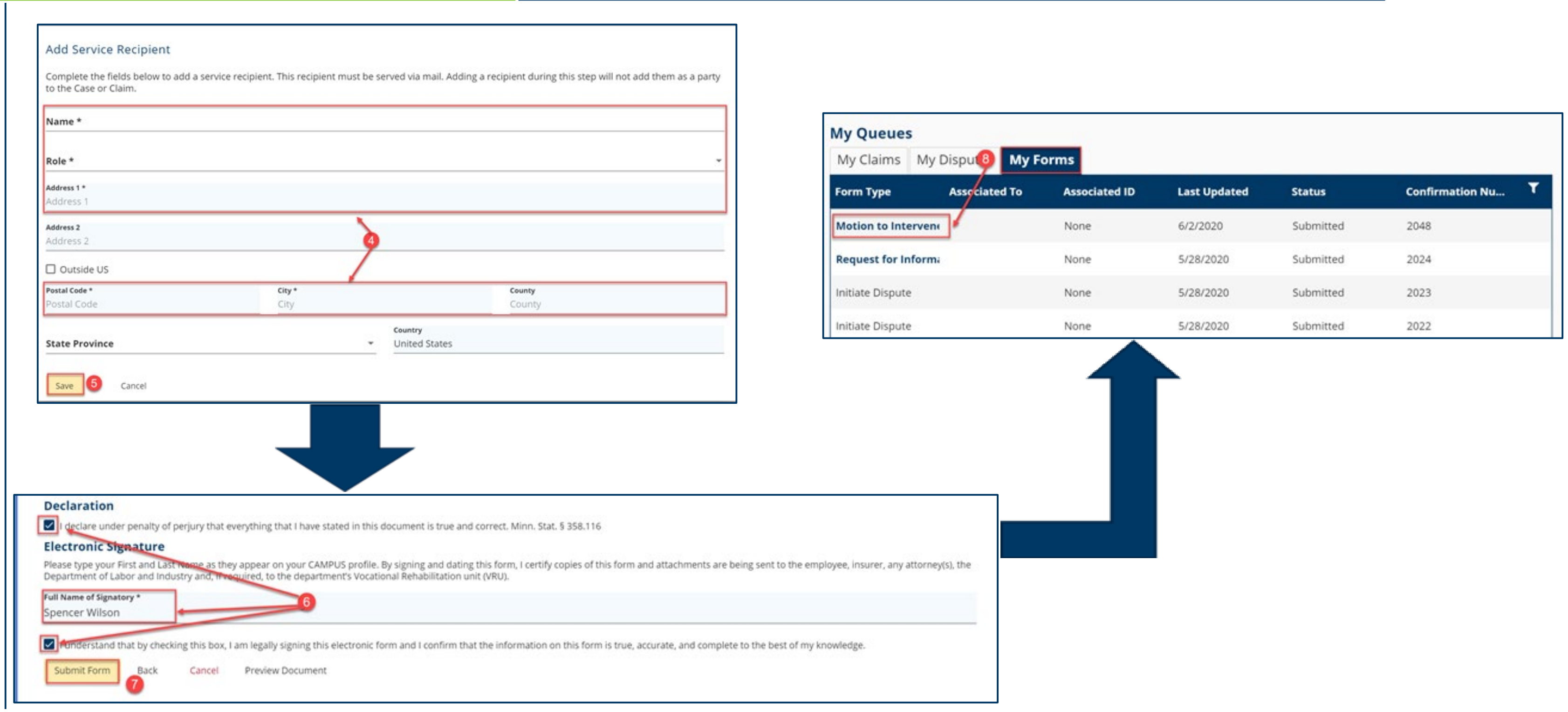


Serving Documents

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**.



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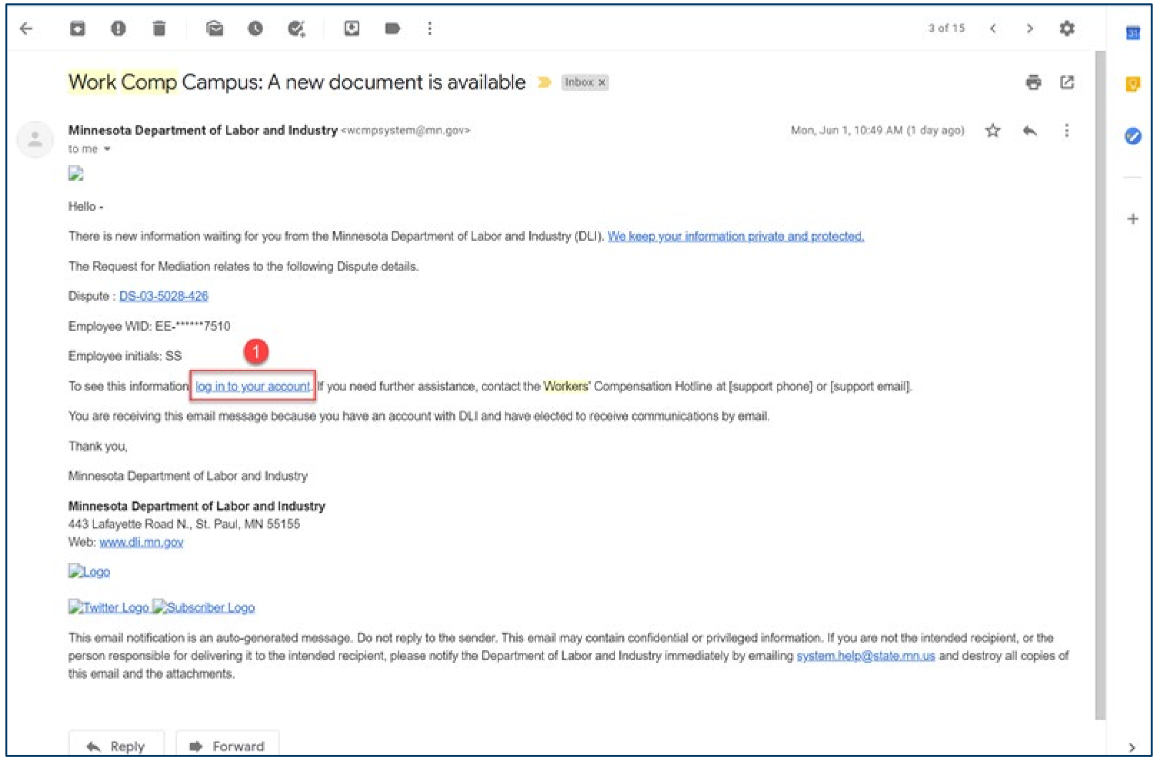
Receiving Service Emails

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.



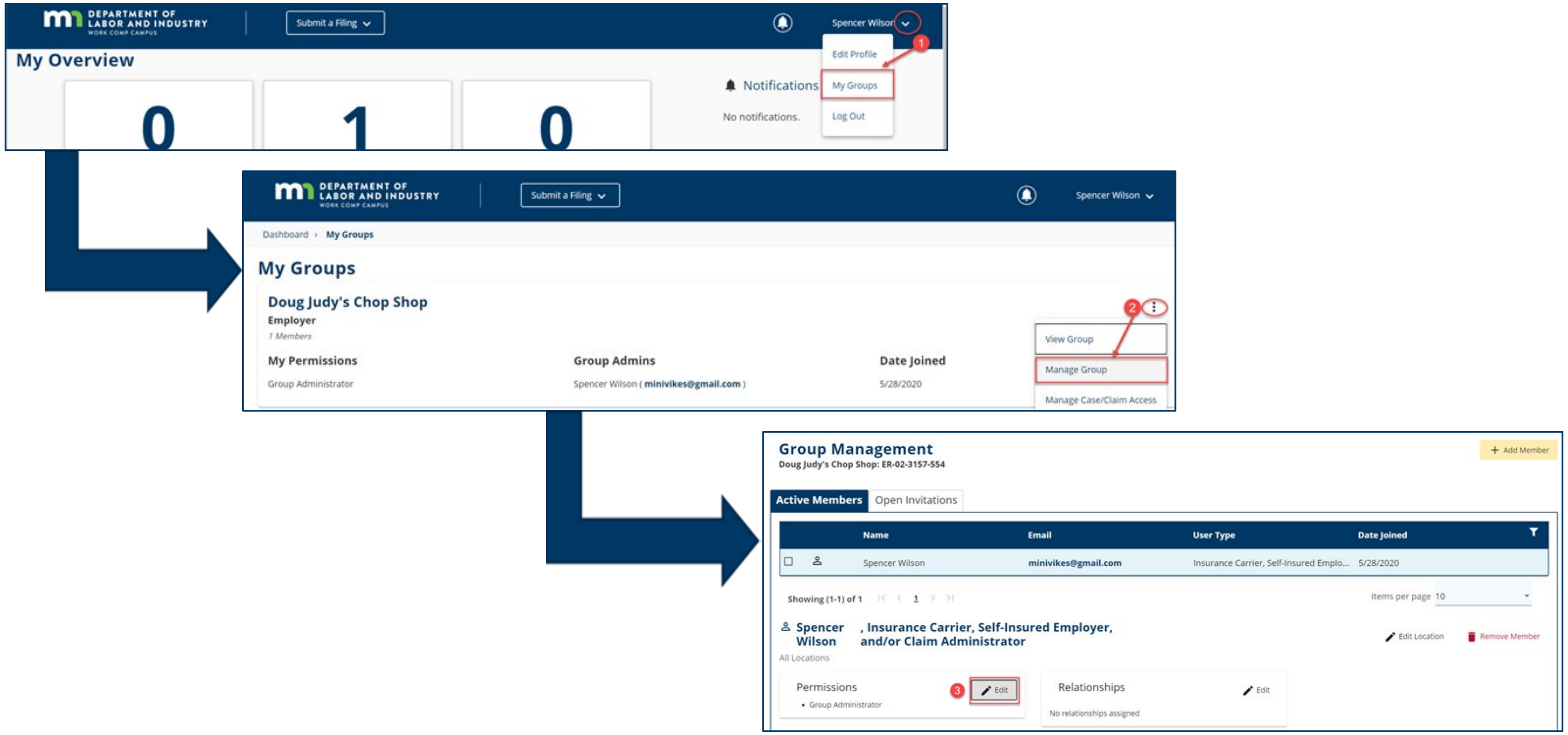
Electronic Service |

Setting up Service of Process Designees

External users will also be served documents.

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

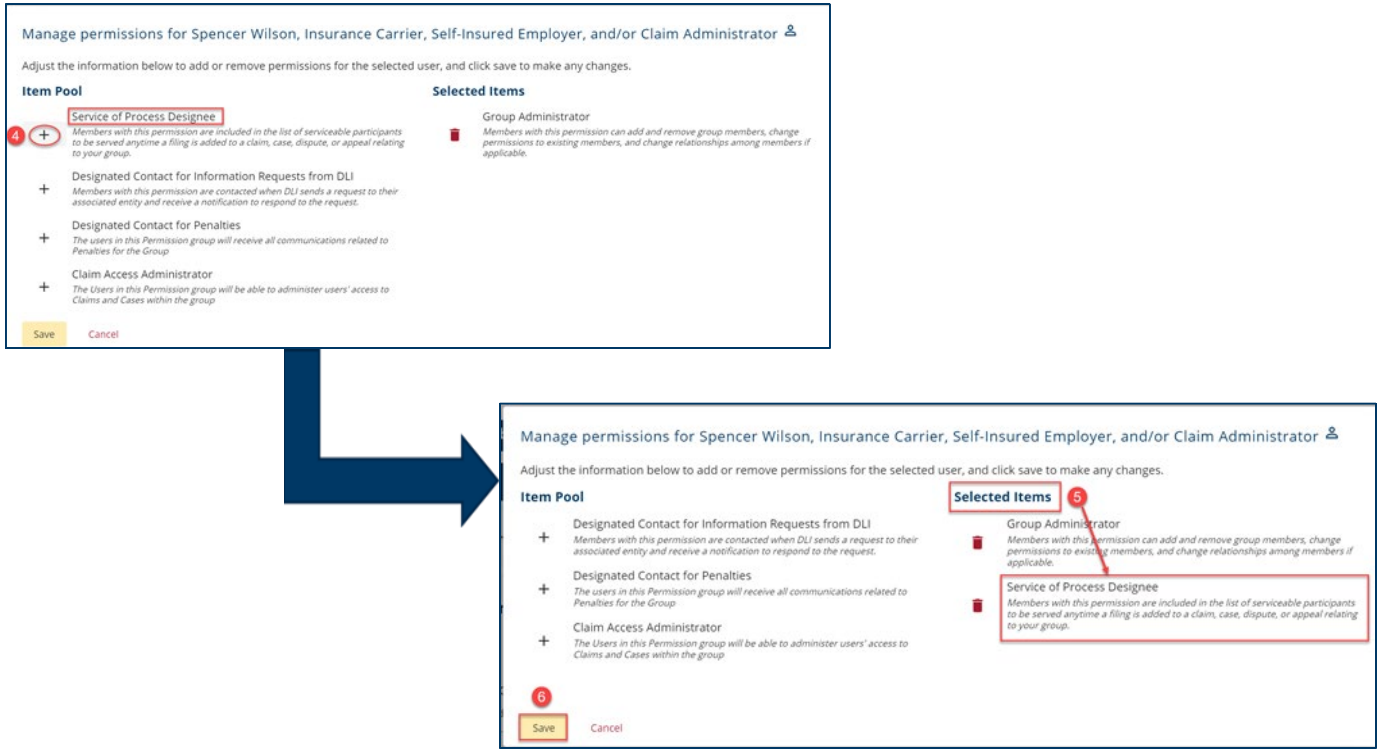
- Each external entity will have an assigned group admin, and the group admin can assign another user, or themselves, as the Service of Process Designee.
- From the Dashboard, click on your username on the top right and select **My Groups** from the drop-down menu.
- To assign a Service of Process Designee, 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

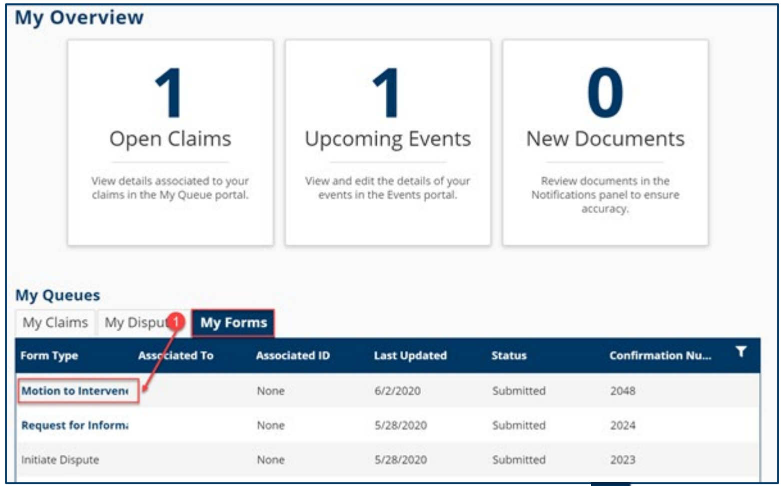
- Once this is done, if a document needs to be served on the entity, the user assigned to this role will receive that document.

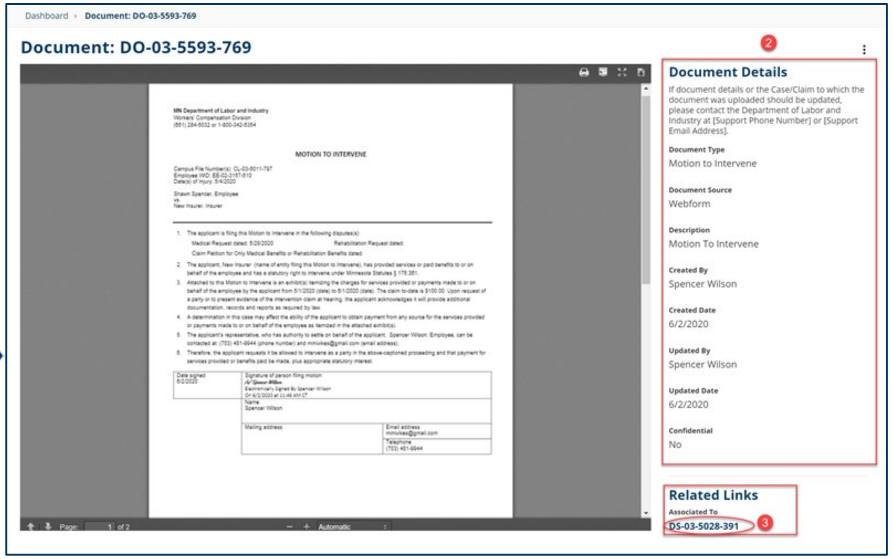


Document Details Page

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.

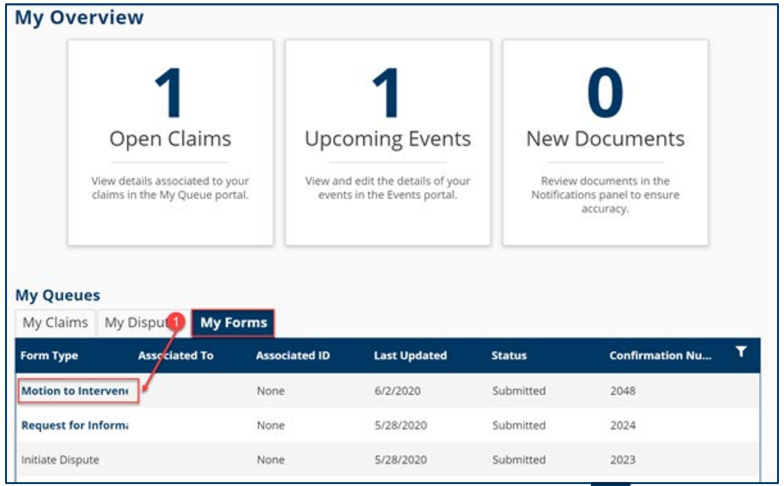


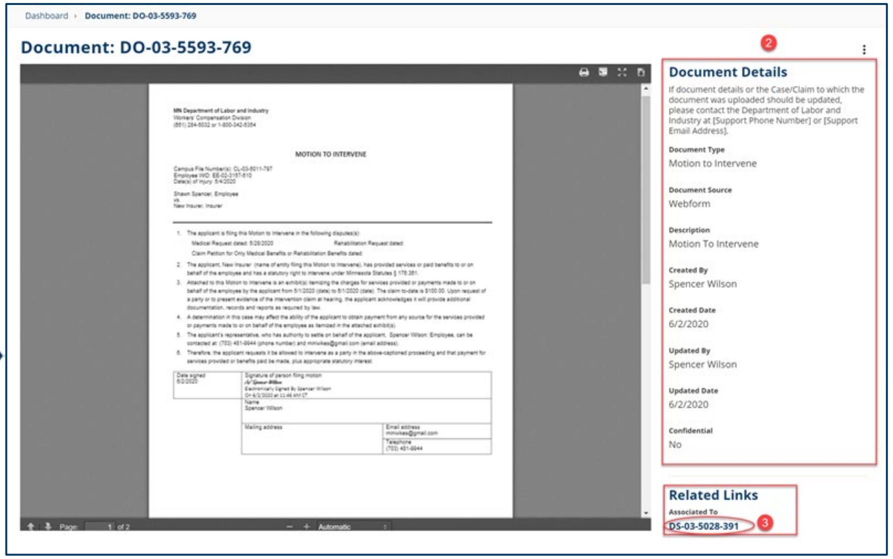


Document Details Page

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

Congratulations in completing Campus 101 for Rehab Providers!

MINNESOTA

WORKERS' COMPENSATION MODERNIZATION PROGRAM