Campus 201 for qualified rehabilitation consultants (QRCs)

Campus 201 for QRCs

Course description

In this course, we will walk through the steps and demonstrate some of the more specific functionality that qualified rehabilitation consultants (QRCs) will use when handling rehabilitation cases and claims.

Audience

- Qualified rehabilitation consultants using Campus

Course length

Two hours

Prerequisites

- Campus 101 for rehabilitation providers

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Agenda

1 **R-form submission** *60 minutes*

2 **Claim access** *40 minutes*

3 **Claim overview** *20 minutes*

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R-forms are submitted by QRCs, QRC interns and their staff at various stages throughout the rehabilitation process. They are used to both initiate rehabilitation plans as well as change various aspects of the rehabilitation plan. For example, these forms could be used to change the assigned QRC, adjust the rehabilitation timeline, change the rehabilitation activities or indicate rehabilitation has been completed or is no longer needed. Each form has its own purpose and is submitted at different points in the rehabilitation process.

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Rehabilitation Consultation Report (RCR)

- To access, click on the **Submit a Filing** drop-down menu.

- After filling in the form, you can use the **Back** button to go back one screen, **Save as Draft** to save a copy, **Download PDF** to download a copy, **Preview** to view the form on the screen or **Cancel** to exit without saving.

Claim shell webform step

- This is a step in multiple webforms that allows you to create a claim shell based on the information entered.

- If you are trying to submit a Rehabilitation Consultation Report and are unable to locate a claim, this will allow you to file against the claim shell that was created by this step. *Please note this is a step in the webform, not the webform itself.*

Rehab Consultation Report (RCR)

① Locate a Claim

② Report Details

Tell us more about the claim you are filing to.

We're having trouble locating this claim. This may be because...

- The information you provided does not exactly match a claim
- You're unauthorized to access this information
- We were unable to narrow down the results with the information you provided

We need a few details about the claim. Fill out the information below to proceed to your filing.

Claim details

| Date of Injury * | Cause of Injury | Nature of Injury | Type of Loss |
| (mm/dd/yyyy) | | | |

Employee

Social Security Number (SSN)	PIN	Employee ID (WID)	Date of Birth *
5	PIN	Employee ID (WID)	(mm/dd/yyyy)
SSN must be 9 digits			

| First Name * | Middle Name | Last Name * | Suffix |
| First Name | Middle Name | Last Name | |

| Phone Type | Phone Country Code | Phone Number | Phone Extension |
| | United States (+1) | Phone Number | Phone Extension |

Email Address
DLITestExt1+QRC4@gmail.com

Address 1
Address 1

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Navigating to R-forms

- You can access the rehabilitation case you would like to submit R-forms for by opening the **My Rehab Cases** queue and clicking the **Rehab Transaction ID** hyperlink.

  o QRCs will only be able to submit R-forms on a rehabilitation case when they are the assigned QRC on the case.

Navigating to R-forms, continued

- Depending on the status of the rehabilitation case, different R-forms will be available for filing. Only those that can be filed at this time will present the option for submitting.

Vocational rehabilitation details page

The vocational rehabilitation details page shows the **Rehab Summary**, **Rehab Dates**, **Parties**, and **Related Cases and Claims** for the specific case selected.

From here, you can navigate to R-forms and contact parties attached to the case.

R-2 and R-3 submission

- On the **Rehab Case Details** page, click the **R-form Details** button to begin the R-2 form submission process.

- The **R-form Details** page displays, allowing you to select an R-form; select **R-2**, **Submit** and follow the remaining steps.

- For an R-3, select R-3 in the drop-down menu on the **R-form Details** page and follow the remaining steps.

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R-8, PPR and Retraining Plan forms submission

- On the **Rehab Case Details** page, click on the **R-Form Details** button to begin the form submission process.

- The **R-Form Details** page displays, allowing you to select an R-form to submit or amend; select **R-8**, **Submit** and follow the remaining steps.

Dashboard › Voc Rehab Case: RT-03-4328-923

Rehab For: Carol Jeffries
VocRehabCase: RT-03-4328-923

Investigation Needed   Assignee:
Owner:

(1) R-Form Details →

Rehab Summary

Assigned QRC	Associated Claim	Rehab Provider Firm	
Sarah McCurdy	CL-03-4328-571		
Employee Name	**Employee Address**	**Employee Phone Number**	**Injury Date**
Carol Jeffries	139 Main St, Mendota, MN, 55150	(908) 292-8903	4/30/2020

R-Form Details

Submit

RCR
Submitted

--

Update screenshot?

(2)

Submit

PPR

R-3

R8

Next   Cancel

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R-8, PPR and Retraining Plan forms submission, continued

- For PPR and Retraining Plan forms, select the submission from the drop-down menu on the **R-form Details** page and follow the remaining steps.

- **Save as Draft** will appear in your **My Forms** tab on the dashboard and will automatically be removed after 21 days if the form is not updated or submitted.

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Demonstration

In this demonstration, you will see how to …

- **submit R-forms on a rehabilitation transaction**

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Claim access authorization webform

Claim access authorization webform | Exporting documents to zip file

- Users who are not parties to the claim (spouse of injured worker, QRC, representative of employee's estate, etc.) must submit the claim access authorization webform to DLI.
- DLI will review the submission and determine whether claim access will be granted.

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Claim access authorization webform

Claim access authorization webform	Exporting documents to zip file

- Upon submission, you will see a confirmation screen with a confirmation number and the associated ID code. You will also receive a confirmation email message.

- A DLI representative will review your submission and either accept or reject it.

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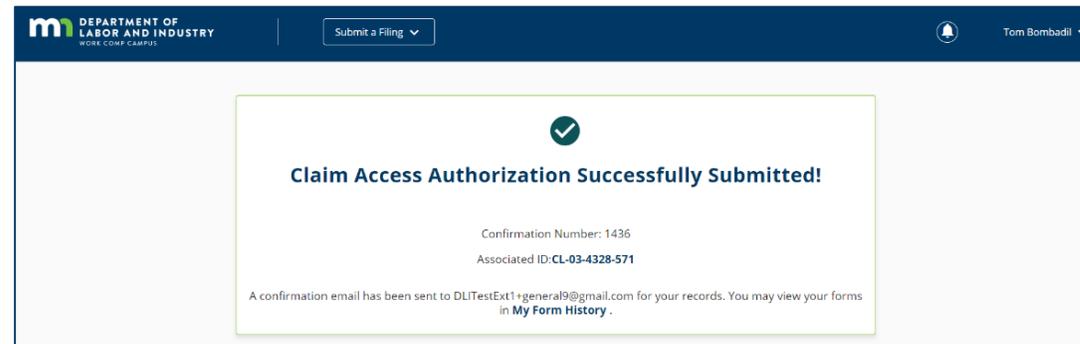
Claim access authorization webform, continued

| Claim access authorization webform | Exporting documents to zip file |

- o If approved or denied, you will receive an email message to the account on file informing you of access approval or denial. If approved, the claim will display on the **My Claims** tab; if denied, you will be provided with the Campus support hotline information.
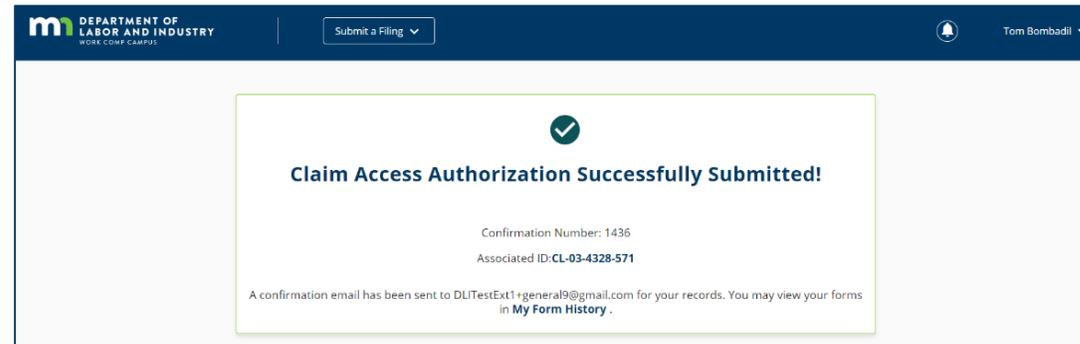
*Access will be granted for six months, beginning on the approval date. When your access expires, you will receive an automated email message informing you of your access removal.

**If at any point during the lifetime of a claim your access is removed, you will receive an email message indicating your removal.

Exporting documents to a zip file

Claim access authorization webform | Exporting documents to zip file

- Documents relating to a claim or another 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.

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Managing claim access

Claim access administrators – only – can easily edit required information in Campus via the **Your Profile** page.

| Managing claim access | Motion to intervene |

1. Click the kebab menu.
2. Select **Manage Case/Claim Access**.
3. Use the **Claims** and **Cases** tabs to specify the lists.
4. Claims and cases associated with the group will display.
5. Use the filter icon to narrow your search.

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www.dli.mn.gov

Managing claim access, continued
Claim access administrators – only – can easily edit required information in Campus via the **Your Profile** page.

Managing claim access | Motion to intervene

6. The **Bulk Edit** button will allow you to grant or remove member access to claims for multiple members at once.

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Motion to intervene

Managing claim access	Motion to intervene

- As a potential intervenor looking to gain access to a dispute, you will need to file a motion to intervene.
- To access the motion, click on the **Submit a Filing** drop-down menu and select **Access a Case or Claim**.

Motion to intervene

Managing claim access | Motion to intervene

- Fill in the required fields on the page.
- Click the **+ Upload Document** button to attach supporting documentation.
- When complete, click **Submit Form**.

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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

- 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.

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Parties, continued

Parties	Submitting to a claim

- The only external users with access to the claim are the users listed as parties to the claim.
- Click **Email All Parties** to send an email message to the parties listed or click **Cancel** to exit without sending.

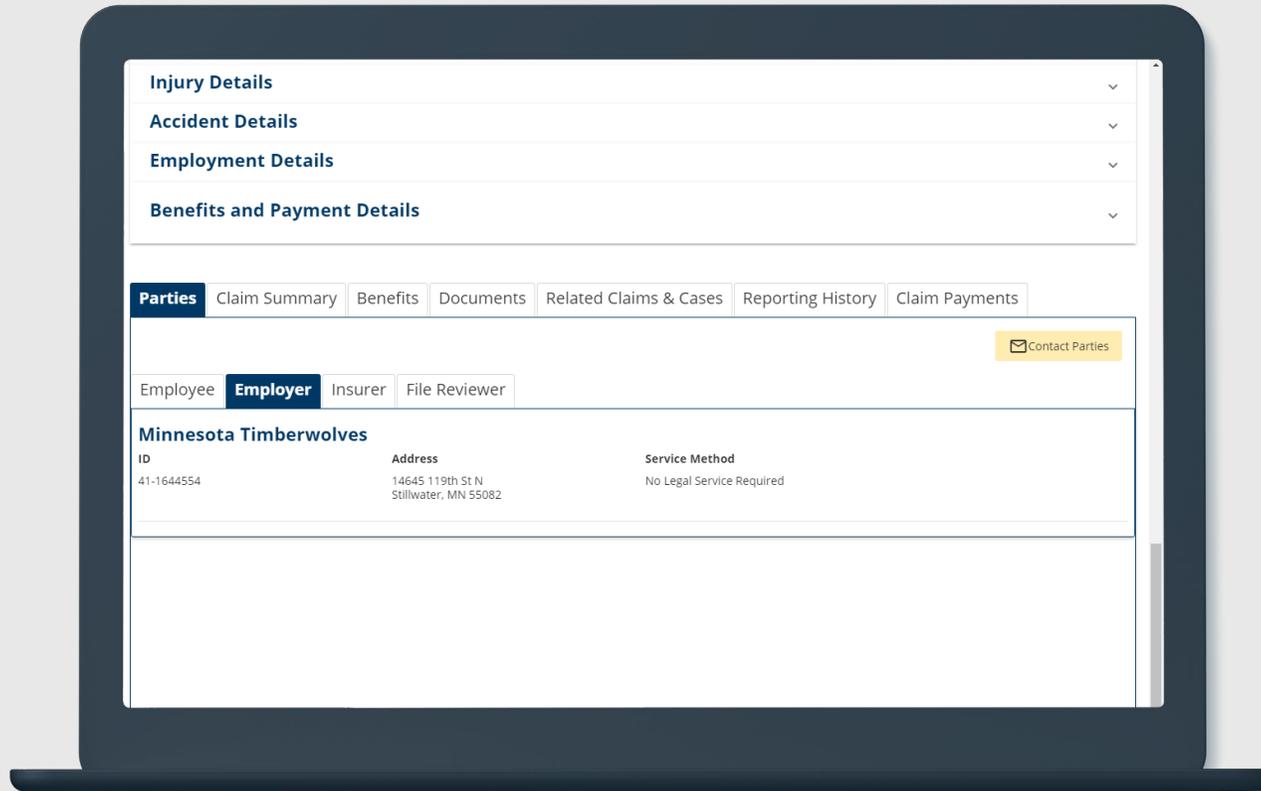**DEPARTMENT OF LABOR AND INDUSTRY**

Submitting to a claim

Parties | **Submitting to a claim**

- Users can submit webforms related to the claim they are viewing via the **+ Submit Filing** button on the top right of the claim details page.

- Depending on the selection, you will be directed to a webform to fill in the remaining information needed to continue.

Congratulations for completing Campus 201 for QRCs!
Reach out with any questions.