Campus Answer Hour for Insurers, Self-Insurers, Third-party Administrators and Trading Partners: Go-live readiness

DEPARTMENT OF LABOR AND INDUSTRY

Agenda

- Campus business readiness status
- Go-live information
- Training manual
- Help desk information
- FAQs
- Post go-live support and survey
- Q&A

Campus stakeholder business readiness plan

Stakeholder feedback

Stakeholders expressed feeling “somewhat engaged to disengaged”

Insurer and trading partner stakeholders have concerns about their individual and organizations’ readiness for Campus go-live

Stakeholders are feeling a lack of confidence in their ability to use the Campus application

Stakeholders expressed a lack of understanding in what support is available for go-live

Business readiness activities

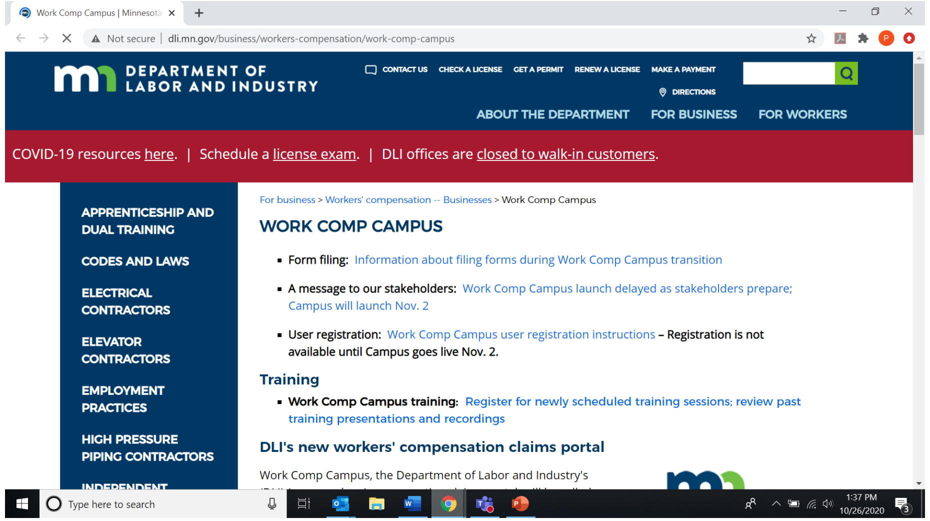
- ✓ Stakeholder feedback session
- ✓ Weekly DLI change leader communication
- ✓ Campus Answer Hour sessions
- ✓ Expanded trading partner roundtrip testing
- ✓ Engagement pulse surveys
- ✓ Additional training sessions
- ✓ Campus demonstrations
- ✓ Go-live readiness and go-live support

Business Readiness Criteria

Stakeholders have:

- ✓ Engaged with WCMP team weekly
- ✓ Received interim and final business readiness status updates
- ✓ Met regularly with change leaders to increase knowledge and awareness of the Campus implementation change impact
- ✓ Completed connectivity, EDI 3.0 and all followup testing and feel confident in their business readiness
- ✓ Received training that addresses knowledge and skill gaps from initial user training
- ✓ Received go-live user support and help desk information

Where can I find the most recent Campus information?



All Campus-related information can be accessed on the Work Comp Campus webpage, including a link to the system, help desk information and all training resources.

Bookmark the page and check back regularly for any system updates.

How do I sign-up for Campus on Go-Live?

Welcome to Work Comp Campus

This technical manual provides technical step-by-step guidance with visual aids to help you understand how to perform job functions in the Department of Labor and Industry's (DLI's) new Work Comp Campus. The information shared in this document will help external users transition from the current paper-based system for submitting workers' compensation claim information to the future state of fully electronic submission in Campus.

All names and data portrayed in these materials are fictitious and used only for demonstrative purposes. No identification with actual persons or entities is intended or should be inferred.

Getting started

As a new user to Campus, you will need to register your account. If you are already registered, follow the steps in the "Logging into Campus" section.

Registering in Campus

1. Go to the Campus website at www.campus.dli.mn.gov.
2. Select **Sign Up**.

3. Complete the required fields, marked with black asterisks (*), in the **About Me** section of the screen.

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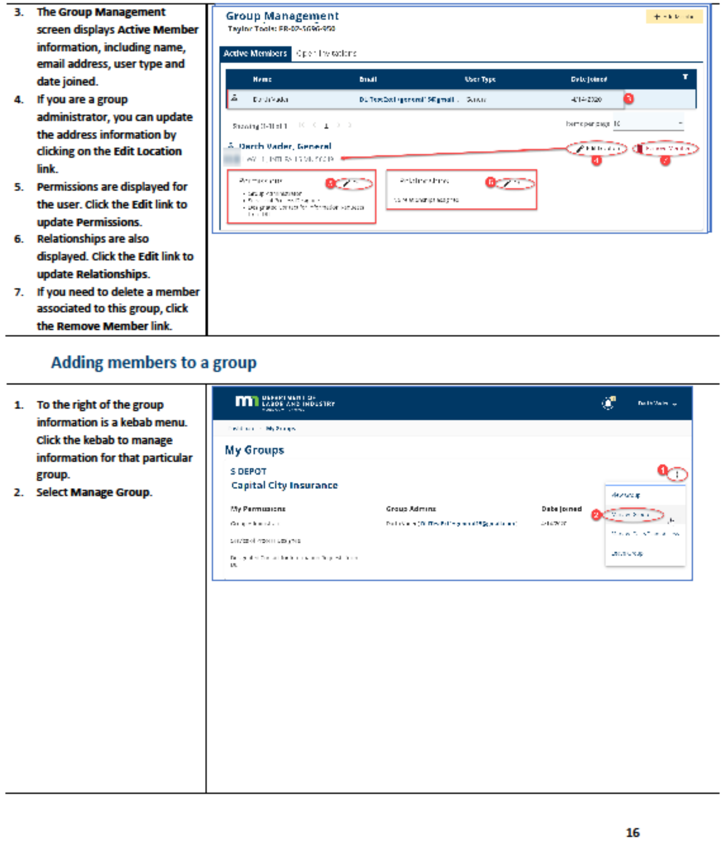
Campus can be accessed on Nov. 2 at 8 a.m. (CST) at https://campus.dli.mn.gov.

The Campus technical manual, which can be downloaded from the Work Comp Campus training webpage has step-by-step instructions about how to register as an external user.

You may also receive communication from your organization and group administrator with an invitation to sign up.

What can a group administrators do?



3. **The Group Management screen displays Active Member information, including name, email address, user type and date joined.**	
4. **If you are a group administrator, you can update the address information by clicking on the Edit Location link.**	
5. **Permissions are displayed for the user. Click the Edit link to update Permissions.**	
6. **Relationships are also displayed. Click the Edit link to update Relationships.**	
7. **If you need to delete a member associated to this group, click the Remove Member link.**	

Adding members to a group

1. **To the right of the group information is a kebab menu. Click the kebab to manage information for that particular group.** 2. **Select Manage Group.**	

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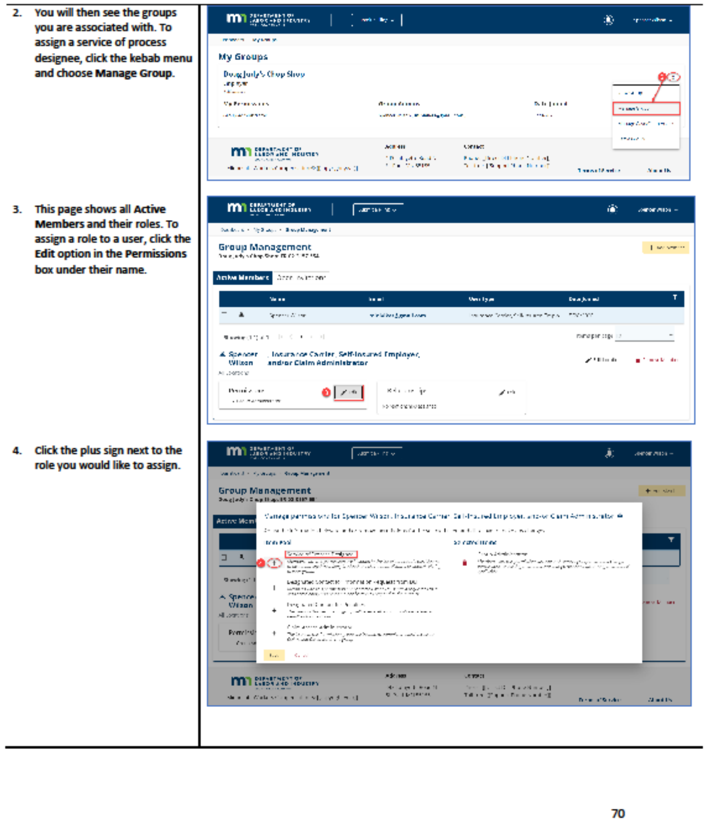
After you register as a Campus user, your group administrator can provide you with group access.

Group administrators can also assign additional permissions within your group.

Any time you are added or removed from a group you will be notified through an email message generated by Campus.

What additional permissions are there within a group?


2. You will then see the groups you are associated with. To assign a service of process designee, click the kebab menu and choose Manage Group.
3. This page shows all Active Members and their roles. To assign a role to a user, click the Edit option in the Permissions box under their name.
4. Click the plus sign next to the role you would like to assign.

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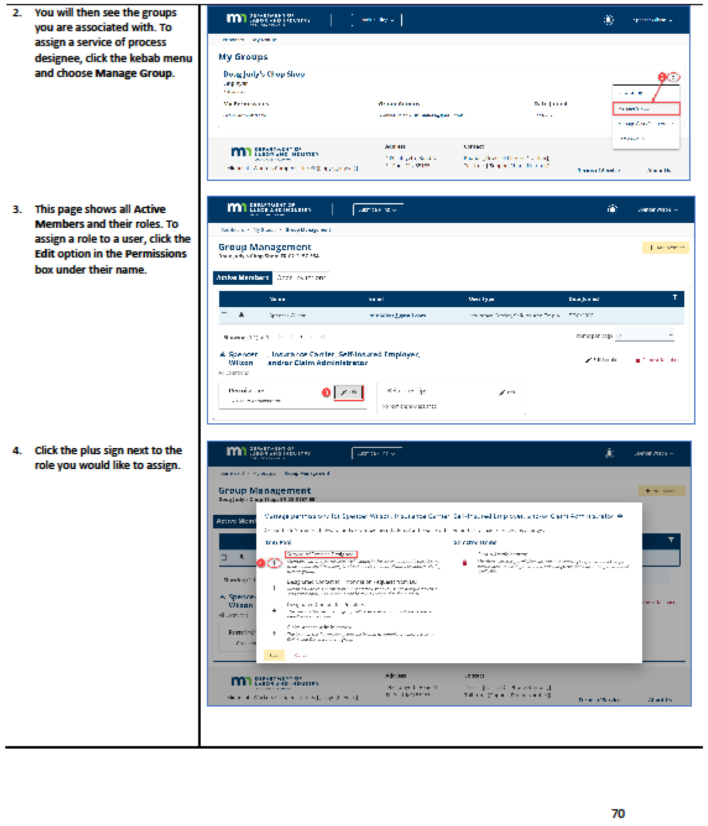
Service of process designee: Receives documents requiring legal service through Campus

Designated contact for penalties: Receives penalties created and served within Campus

Designated contact for information requests: Receives any requests for information from DLI

Designated contact for assessments: Receives information related to assessments from DLI

What additional permissions are there within a group? (continued)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Profile management: Ability to update entity information, such as addresses or entity name

Claim access administrator: Manages access to specific claims and cases

Global claim access: Gives access to all claims associated with the group (this is limited to insurer and third-party administrator entities)

How do I use the Campus technical training manual?

DEPARTMENT OF
LABOR AND INDUSTRY
WORK COMP CAMPUS

Work Comp Campus:

External technical manual

Version 1.0

July 2020

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How do I sign-up for Campus?

How do I file a notice for representation in Campus?

How do I submit R-forms in Campus?

How do I initiate a dispute in Campus?

How do I schedule an event in Campus

How do I submit an existing claim in Campus?

What support do I have as a Campus user?

Group administrator

- Add your account to the group or organization
- Change permissions in the group or organization
- Locate training resources
- Add or remove a group administrator
- Claim access

Help desk

- Get Campus account
- Password reset
- Troubleshoot systems access
- Add or remove a group administrator
- Entity profiles
- Application troubleshooting
- Logging defects

Frequently asked questions

Q: What if we don’t have a group administrator or need to reassign this role?

A: Contact the Workers' Compensation Division Help Desk.

Q: How will I know if I’ve been added or removed from a group?

A: Campus will generate an automated email message with any changes.

Q: What group permissions should I have in Campus?

A: Permissions are set by each organization and their group administrators.

FAQs: Insurers and trading partners

Q: What if I am having an EDI issue?

A: Contact the DLI EDI team at dli.edi@state.mn.us.

Q: How do I register as a trading partner?

A: Existing trading partners will already be set up in Campus through previous communications with our EDI team. Profile changes -- and new trading partner profile registrations -- can be submitted through Campus.

Organizational change management activities calendar

November 2020

Monday	Tuesday	Wednesday	Thursday	Friday
26	27 Go-live Campus Answer Hour	28 Executive leadership update	29 Go-live Campus Answer Hour	30 Go-live Campus Answer Hour
Training (26–30)				
2 Go-live; Go-live communication	3 Help desk and go-live support (3–5)	4	5	6 Weekly communication
9	10 Campus Answer Hour for Law Firms; Campus Answer Hour for Employers	11	12 Campus Answer Hour for Insurers, Trading Partners, TPAs	13 Weekly communication; Campus Answer Hour for Rehab. Providers
16	17	18	19	20 Weekly communication

Post go-live feedback survey

Last week's stakeholder newsletters included a link to a survey asking for your feedback and input as we finalize the post go-live support plan.

We want to know the type of engagement activities you find most effective and how frequently you would like communication and engagement events going forward.

Questions?