## Campus Answer Hour for Rehabilitation Providers: Go-live readiness



#### Agenda

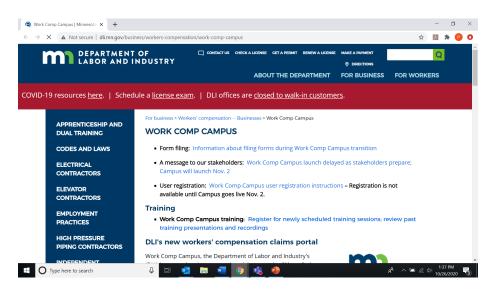
- Go-live information
- Training references and resources
- Group administration
- Help desk information
- FAQs
- Post go-live support and survey
- External technical manual index
- Q&A



## Organizational change management activities calendar

November 2020 Monday Thursday Tuesday Wednesday Friday 26 27 28 29 30 Go-live **Executive leadership** Go-live Go-live **Campus Answer Hour** update **Campus Answer Hour** Campus Answer Hour Training 5 2 3 6 4 Weekly Campus goes live communication Help desk and go-live support Go-live communication 9 11 12 13 10 Campus Answer Hour Campus Answer Hour Weekly for Law Firms Insurers, TPs communication **Campus Answer Hour** Campus Answer Hour for Rehab Providers for Employers 17 19 18 20 16 Weekly communication

## Where can I find the most recent information?



All related information about Work Comp Campus can be accessed from the <u>Work Comp</u> <u>Campus webpage</u>.

This page will have the Campus login link, help desk information and links to all training resources.

Bookmark this page and check regularly for updates and news about Campus.



# How do I sign-up for Campus after 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

of the screen

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**

Go to the Campus website at <u>www.campus.dli.mn.gov</u> .     Select Sign Up.	DEPARTMENT OF LABOR AND INDUSTRY WORK COMP CAMPUS
	Sign In
	Email *
	Email
	Email is required
	Password * Password is required
	Forgot password?
	Eugin Sign Up
<ol><li>Complete the required fields,</li></ol>	
marked with black asterisks	

Campus will be available Monday, Nov. 2, at 8 a.m. at <u>https://campus.dli.mn.gov</u>.

The technical manual can be downloaded from the <u>Work Comp Campus training webpage</u>, which has step-by-step instructions.

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



## Rehabilitation references

- **QRC and QRC intern registration and renewal**
- <u>Rehabilitation provider registration and renewal</u>
- External technical manual



## **Rehabilitation resources**

- Campus 101 for rehabilitation providers: <u>Presentation</u> | <u>Video</u>
- Campus 201 for QRCs: <u>Presentation</u> | <u>Video</u>
- Dispute resolution for external stakeholders: <u>Presentation</u> | <u>Video</u>
- Motion to intervene
- RCR and amend-RCR submission



### What can group administrators do?

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Adding members to a group

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

They may assign additional permissions within your group.

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

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#### What additional group permissions are there?

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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 group permissions are there? (continued)

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**Profile management:** Able to update entity information, such as addresses or entity name

**Claim access administrator:** Manages access to specific claims and cases

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



## Campus group management training video recordings

- From Aug. 11, 2020: <u>www.youtube.com/watch?v=em-SwUBZxvw&list=</u> <u>PLuZuvy3xGC2bAdkPxOEiJP4GOwV-TsGn\_&index=1</u>
- From Oct. 14, 2020: <u>www.youtube.com/watch?v=8QhbFVPoj6c&list=PLuZuvy3xG</u> <u>C2bAdkPxOEiJP4GOwV-TsGn &index=31</u>



### What support do I have as a user?



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

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



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

A: Contact the Workers' Compensation Division Help Desk, from 8 a.m. to 4:30 p.m., at 651-284-5005 (press 3), 800-342-5354 (press 3) or <u>helpdesk.dli@state.mn.us</u>.

#### **Q:** What group permissions should I have in Campus?

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



In the stakeholder newsletter last week, there was a link for a <u>survey</u> and a request for your feedback and input to help finalize the post go-live support plan. Please respond to the request.

#### Survey questions include:

- What type of engagement activities did you find most effective?
- How frequently do you want communications and engagement events going forward?



# From the most recent session: Q&A about Campus

#### Filing R-forms

- Is it still necessary to send a letter to the insurer with the R2 or R3 if they are receiving it through Campus?
- To clarify, since we are required to still send a letter to the insurer, will insurers be receiving R2s and R3s twice if we send the R-form via mail or email and they already receive it through Campus?
- If the firm's administrative staff is completing the form on behalf of the QRC, who signs the R-form?



#### From the most recent session: Q&A about Campus

#### **Claim access**

- What if there is a rehabilitation dispute? Would that be a situation where having full claim access would be helpful for a QRC so they can verify a dispute?
- Do you need claim access to intervene?

#### **Charge for services rendered**

• Just to clarify, travel time to appointments is supposed to go under which service category, 20 or to the specific category you are traveling to, such as medical appointment, job placement meeting, etc.?



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- Rehab provider/QRC registration
- Vendor/QRC firm registration
- Claim shell/locate injured employee
- Affidavit of Service (RCR, PPR, R-8)
- Create RCR and Submit Rights form

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- Dispute, rehabilitation response
- R-8 Rehabilitation Plan Closure

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