MINNESOTA

WORKERS' COMPENSATION
MODERNIZATION PROGRAM

External Dispute Resolution in Campus

Dispute Resolution for External Stakeholders

Course Description

In this course you will learn about Disputes in Campus, how to initiate and amend them, and the different avenues towards resolution available

Audience

•External Users/Parties involved in Disputes

Course Length

2 hours

Prerequisites

- Campus 101 for Organizations

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Getting Started with Campus|

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

Agenda

1	**Disputes**	*60 min*
2	**Claim Access**	*20 min*
3	**Scheduling**	*30 min*
4	**WCCA Cases**	*20 min*

Disputes 101

- One of the stated goals of the Minnesota Workers' Compensation Act is to support informal resolution of disputes. See MN Statutes 176.261. The Alternative Dispute Resolution (ADR) unit at DLI helps prevent and resolve disputes among parties to a workers' compensation case. ADR staff or other parties involved may intervene to help prevent and resolve a dispute at any time during a workers' compensation claim. Some services are statutorily required, and others are voluntary.

- The services provided to customers by the ADR unit can be organized as follows:

    1. Certify Dispute: a process whereby an issue can be formally designated by DLI as a "dispute"; required before an employee's attorney can be paid for services on most litigated issues

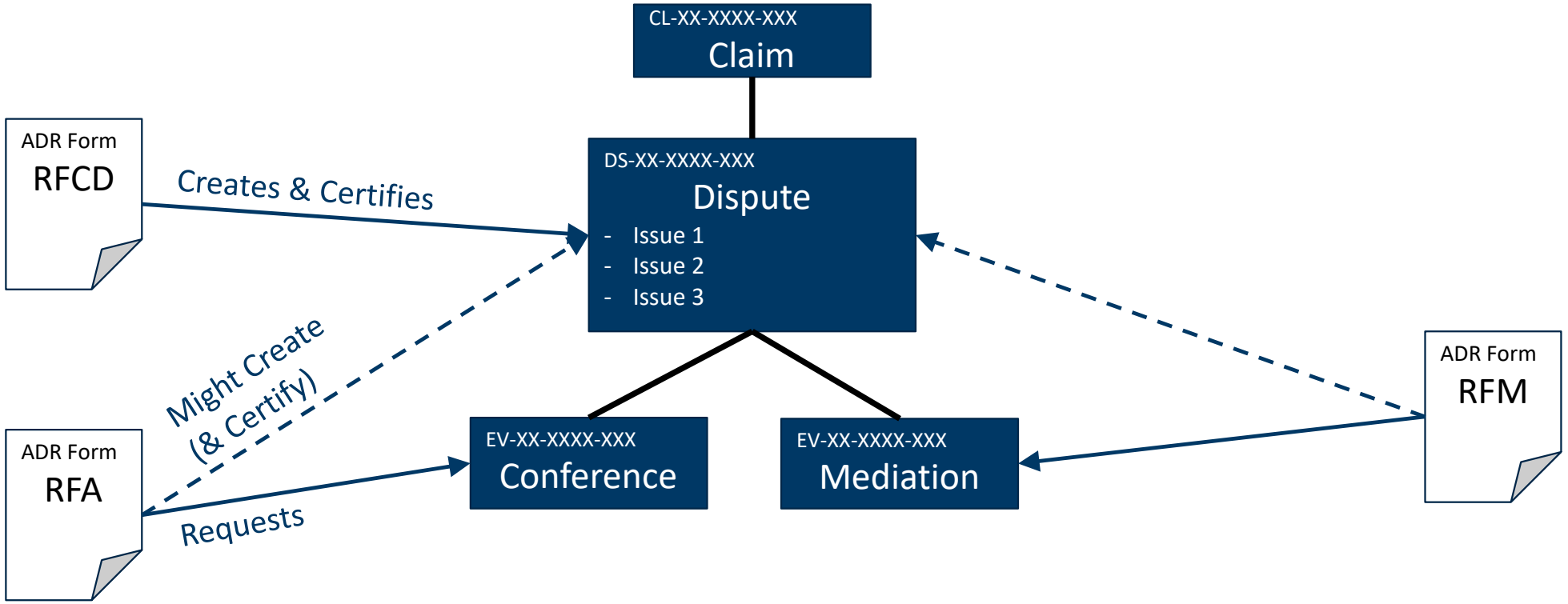
    2. Administrative Conference: scheduled resolution process resulting in an administrative decision

    3. Mediation: scheduled process to facilitate informal, confidential and mutual agreement-based resolution.

Dispute Resolution – Old Process

- Currently, ADR forms are filed and create cases of the same name
  - Request for Assistance- When filed, it may open a new Dispute if one does not already exist, and it also serves to request a Conference event. ADR will also Certify if needed
  - Request for Mediation- This form also may open a new Dispute, and it serves to request a Mediation event
  - Request to Certify Dispute- This form will open a new Dispute, and serves to request that Certification

Dispute Resolution – Old Process

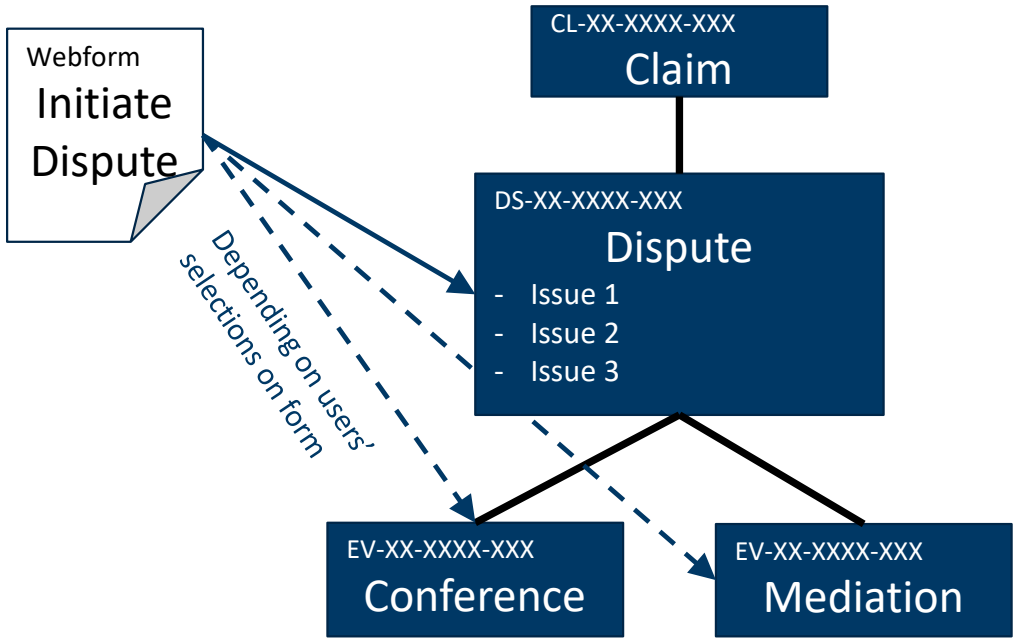


Dispute Resolution – Campus: New Process

New process for filing Disputes…

- Includes single starting point for initiating new Dispute
- Allows User to decide and drive what needs to happen on Dispute
- Still generates existing documents at the end of collecting data from the User (RFA, RFCD, RFM still generated, but don't drive the process)
- Lead users to existing Dispute Details page for further actions on existing dispute

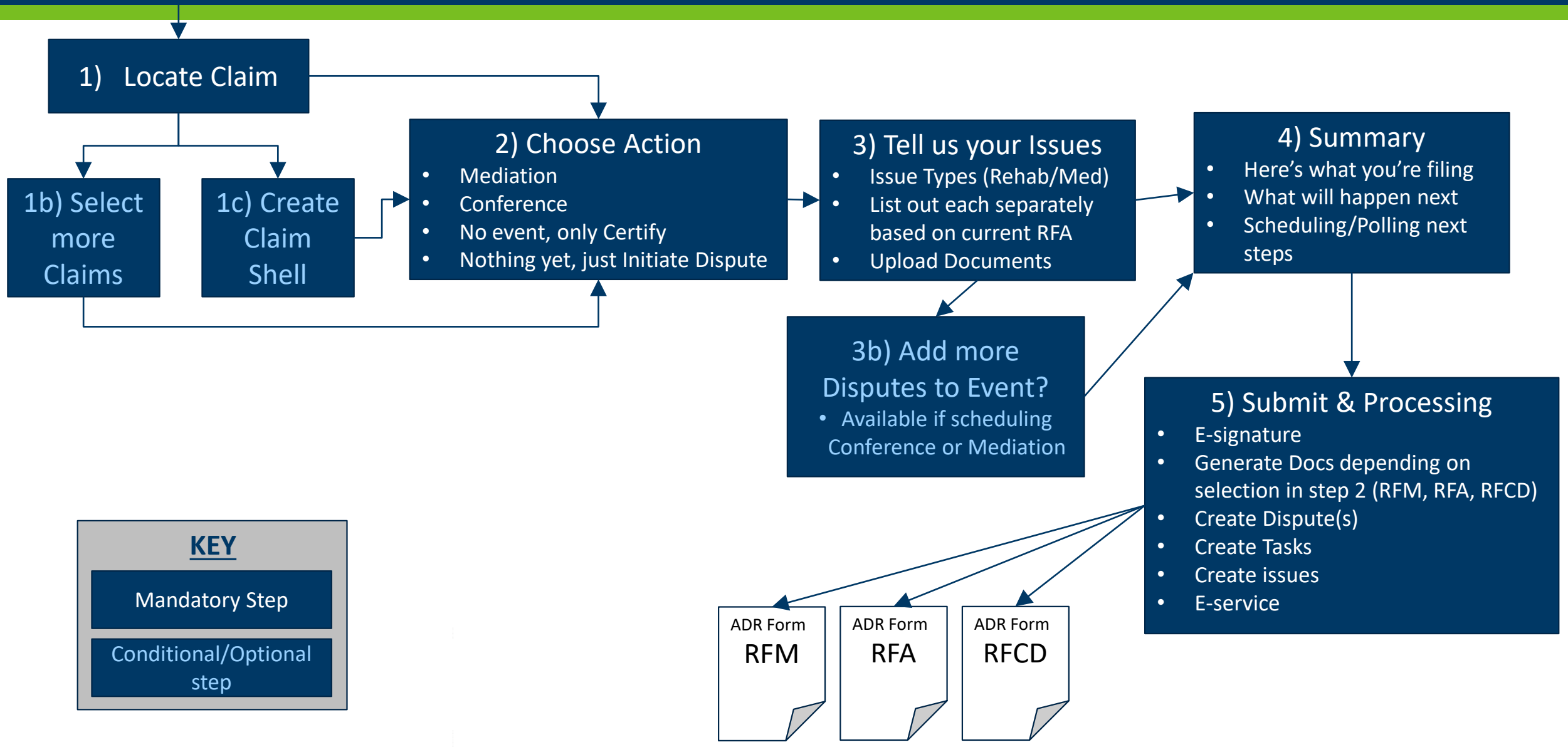
Dispute Resolution – Campus: New State



From an existing Dispute in Campus, the user can also request additional resolution services (Certification/Conference/Mediation)

From Dashboard – Submit a Filing:
Initiate Dispute

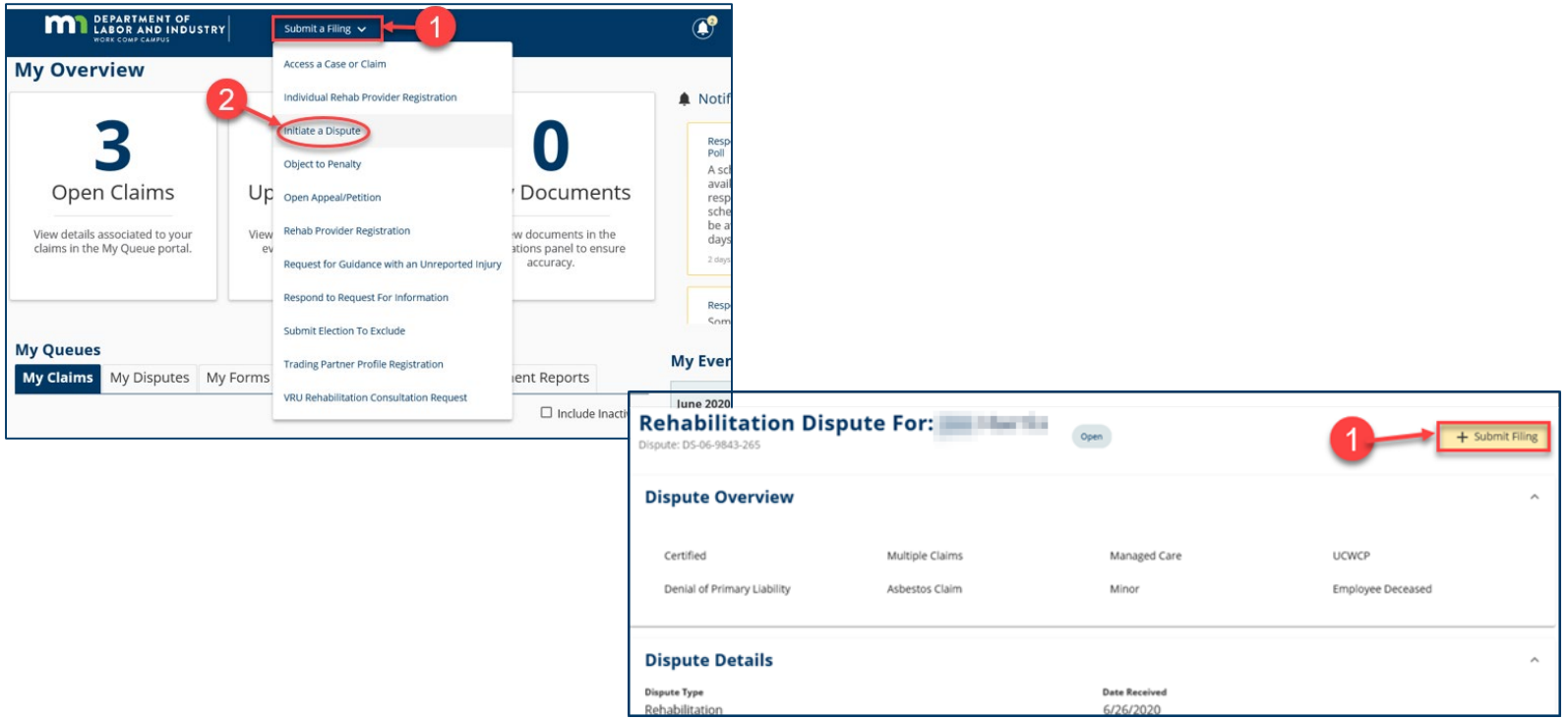
Dispute Resolution: Initiate Dispute Webform



Initiate Dispute Webform

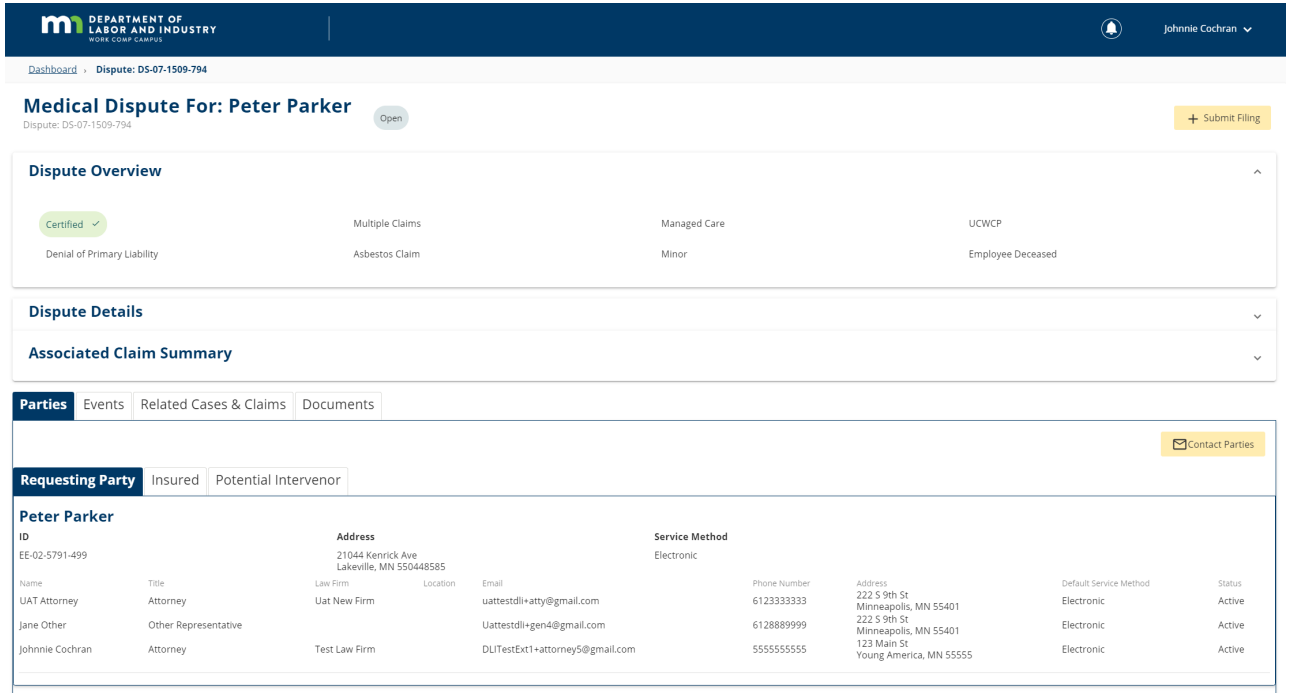
External users will have the ability to initiate a dispute in Campus from the Dashboard or the Claims Details page.

- As you go through the webform, some steps will automatically pull in the parties from the related claim and will also give you the option to add others.
- When the webform is completed, and the dispute has been created. If you did not previously have any disputes, the **My Disputes Queue** will now show on the dashboard. But if you already had this, then a new dispute will be added to the queue.

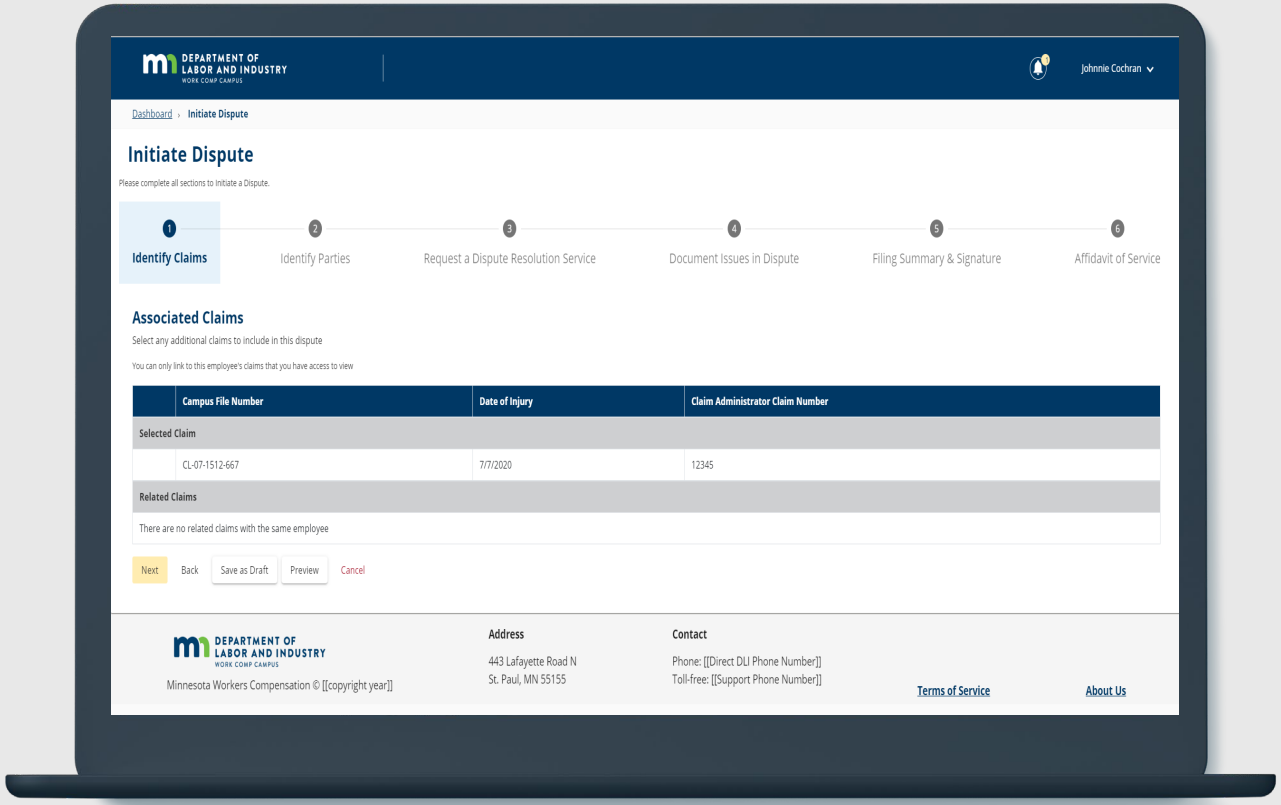


Dispute Details Page

- Once a Dispute has been Initiated - The Dispute Details page is where the Parties to a Dispute can view the details of a dispute, submit filings, view events, view related cases & claims, contact parties, and download any documents related to the Dispute.



Demo



In this demo, you will see how to…

- Initiate a Dispute
- Understand the Claim Shell webform step

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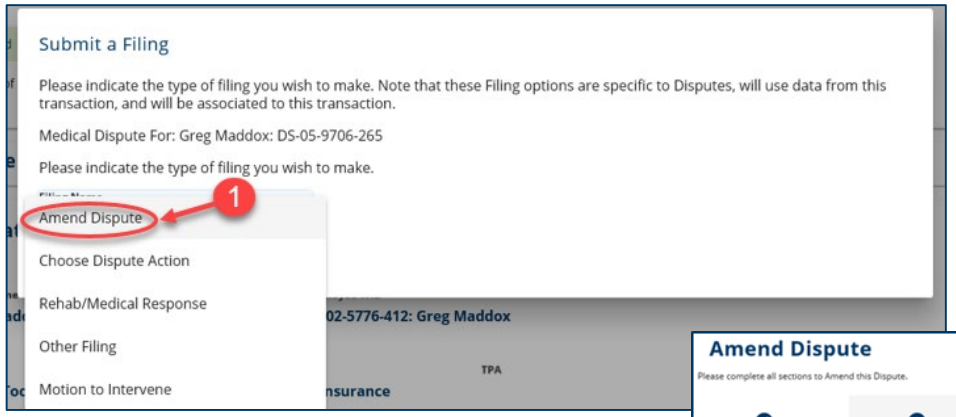
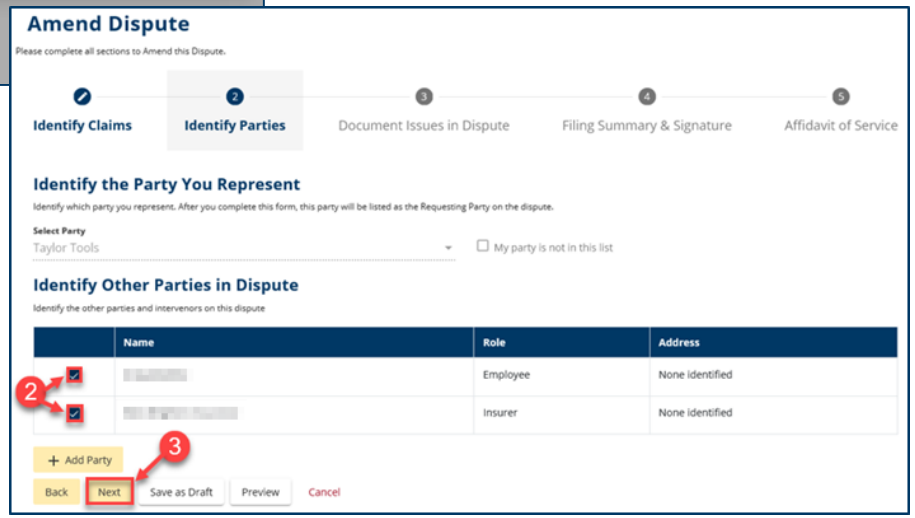
Amend Dispute Webform

Using this webform, you can add or remove parties, add or remove issues and add documents to the dispute.

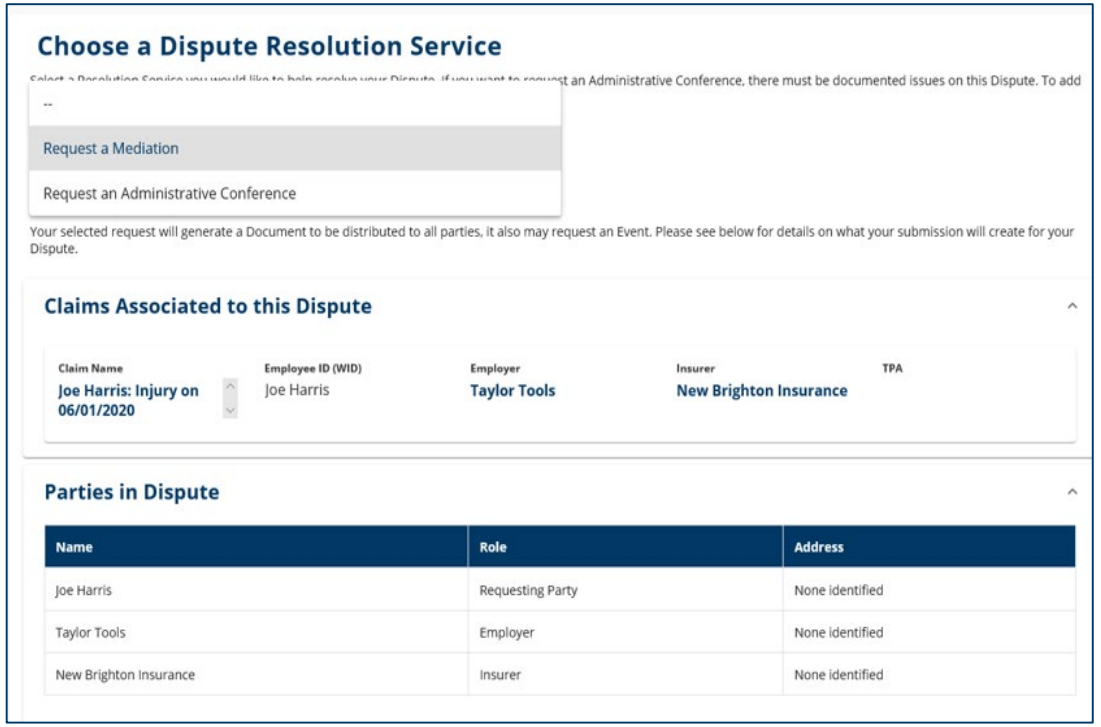
- To access, select **Amend Dispute** in the drop down on the **Submit a Filing** page.
- Complete all 5 sections and click **Submit Form** at the end to complete the action
- Users can only Amend a Dispute BEFORE an Administrative Conference is held





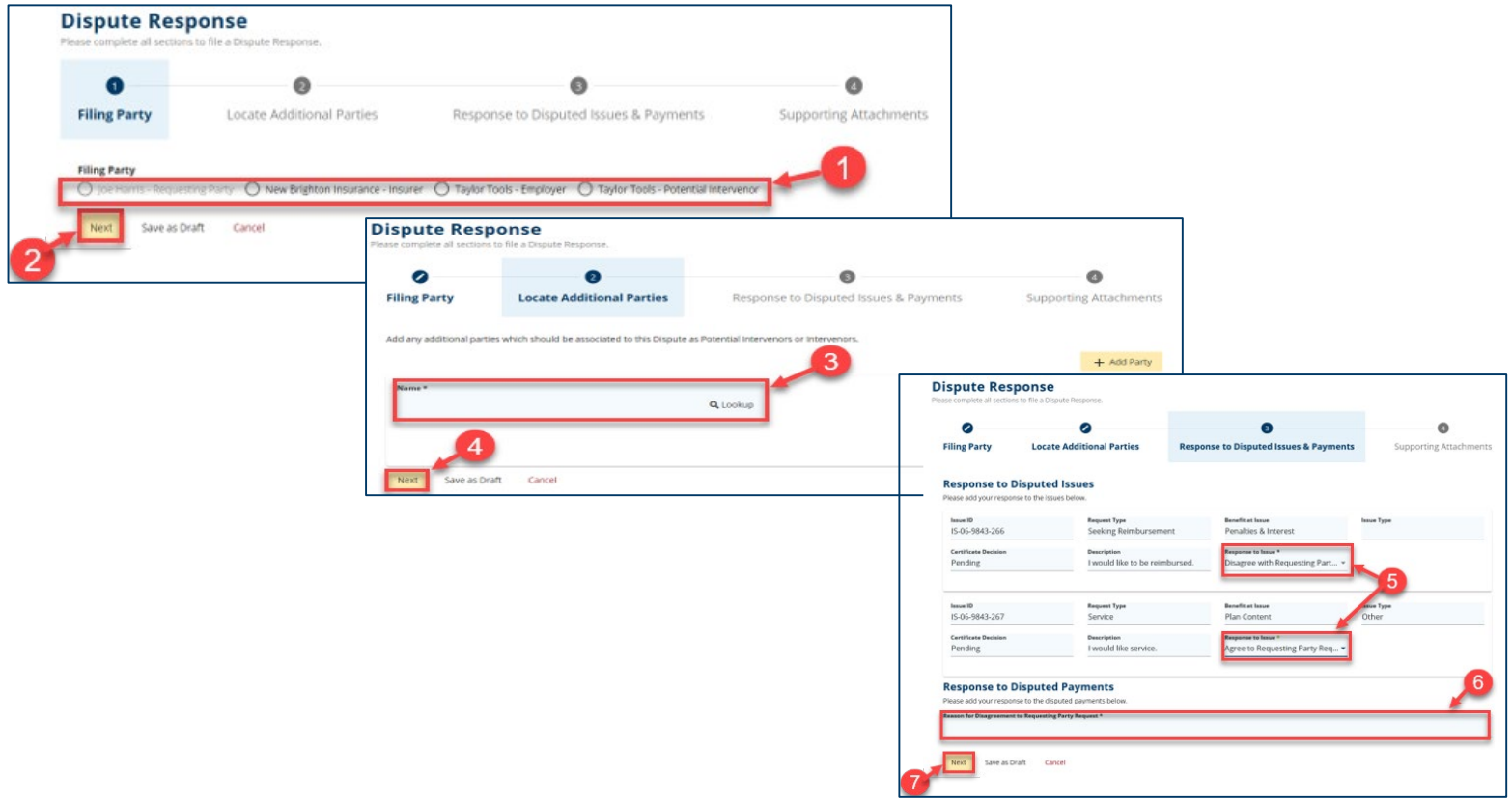
Choose Dispute Action Webform

- Through this webform, you can **Request a Mediation** or an **Admin Conference**. Note that to request a Mediation, the Dispute must be certified, and to request an Admin Conference, there must be at least one issue in dispute.
- Once this webform is submitted, a poll can be initiated, or assigned to someone else a poll initiator.

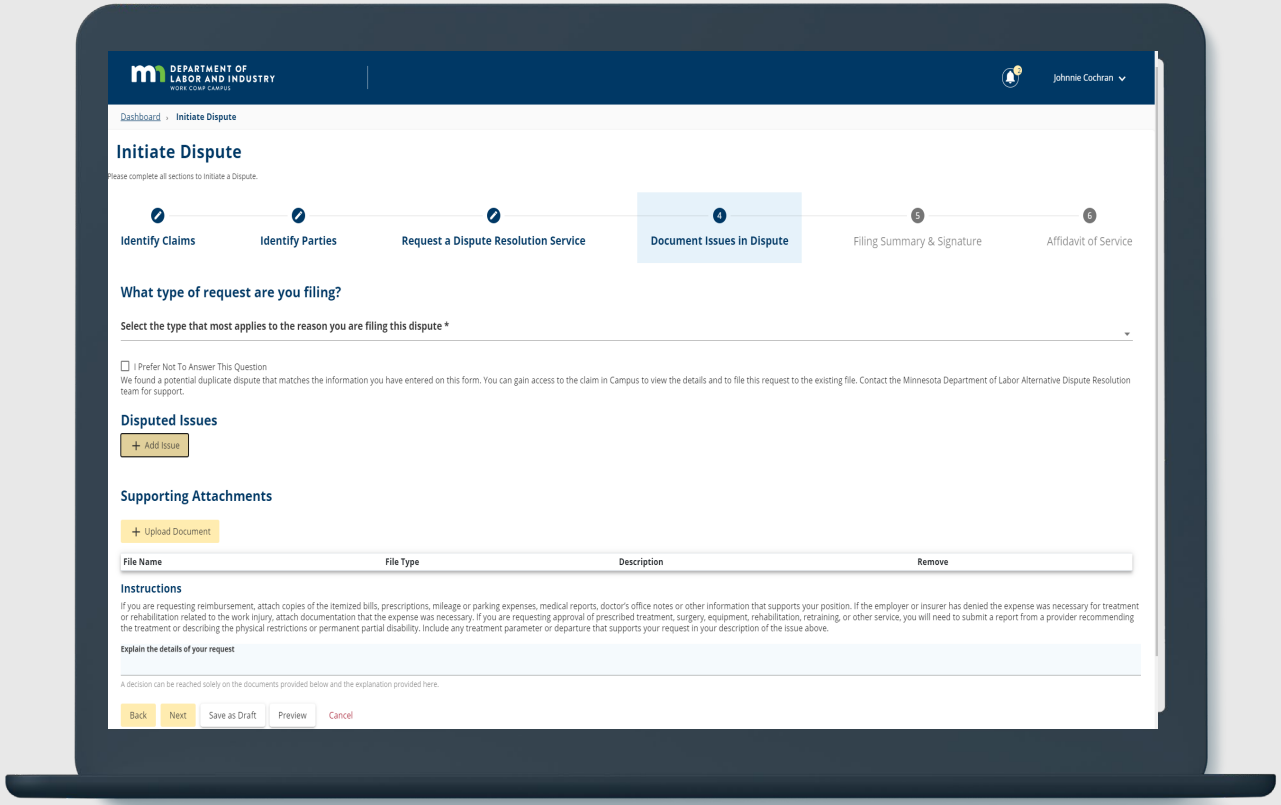


Rehab/Medical Response Webform

- The Rehab/Medical Response can only be filed once an RFA has been filed and an Admin Conference is scheduled; but has not taken place yet.
- The form cannot be submitted by a user whose role is that of the petitioner.



Demo



In this demo, you will see how to…

- Document issues in a dispute
- View parties, access and service
- View other disputes on the claim

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Agenda

1. **Disputes** *60 min*
2. **Claim Access** *20 min*
3. **Scheduling** *30 min*
4. **WCCA Cases** *20 min*

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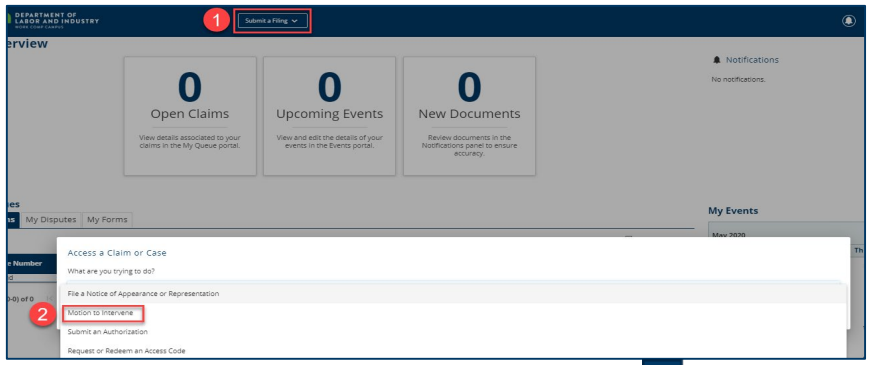
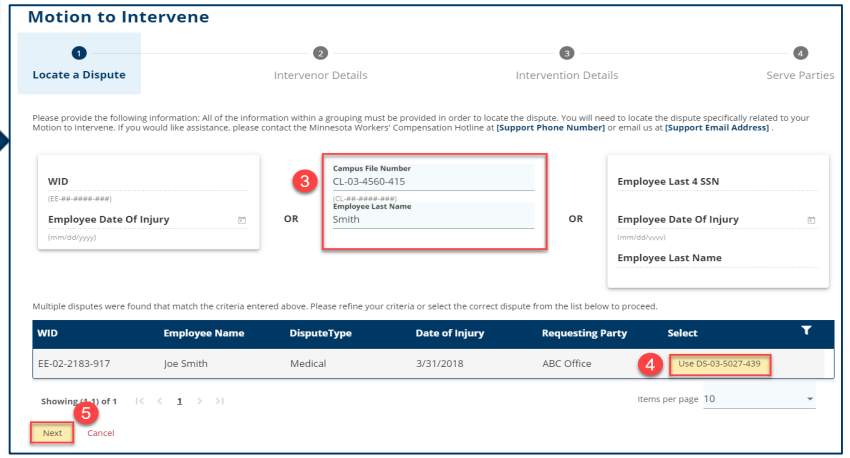
Motion to Intervene

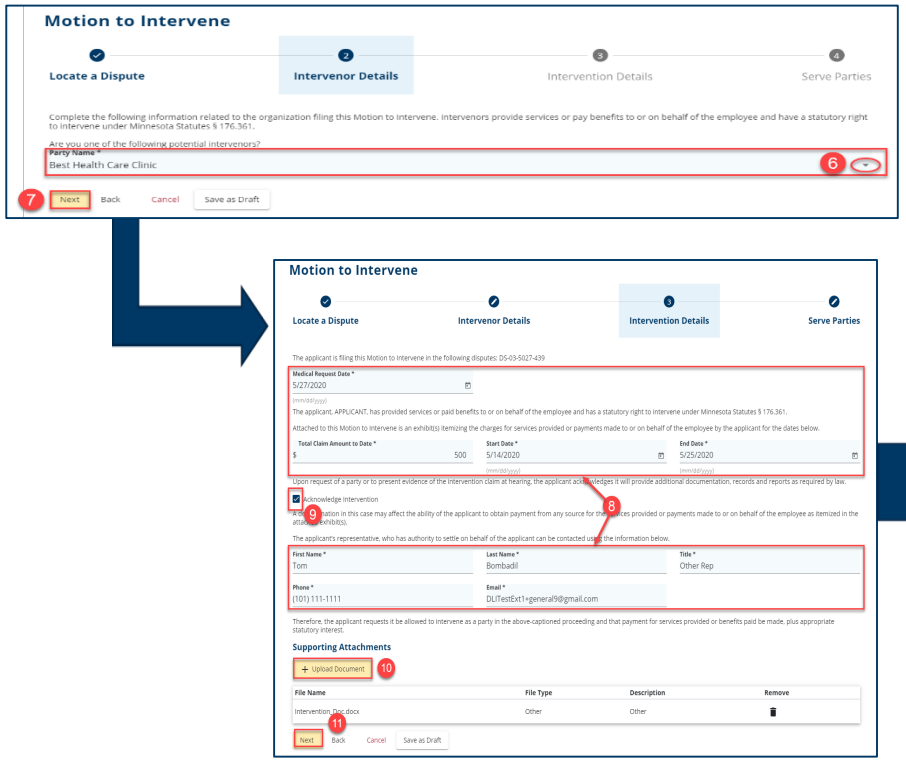
- As a potential Intervenor looking to gain access to a Dispute, you will need to file a Motion to Intervene.
- To access, click on the **Submit a Filing** drop-down to access the menu and **Select Access a Case or Claim**.



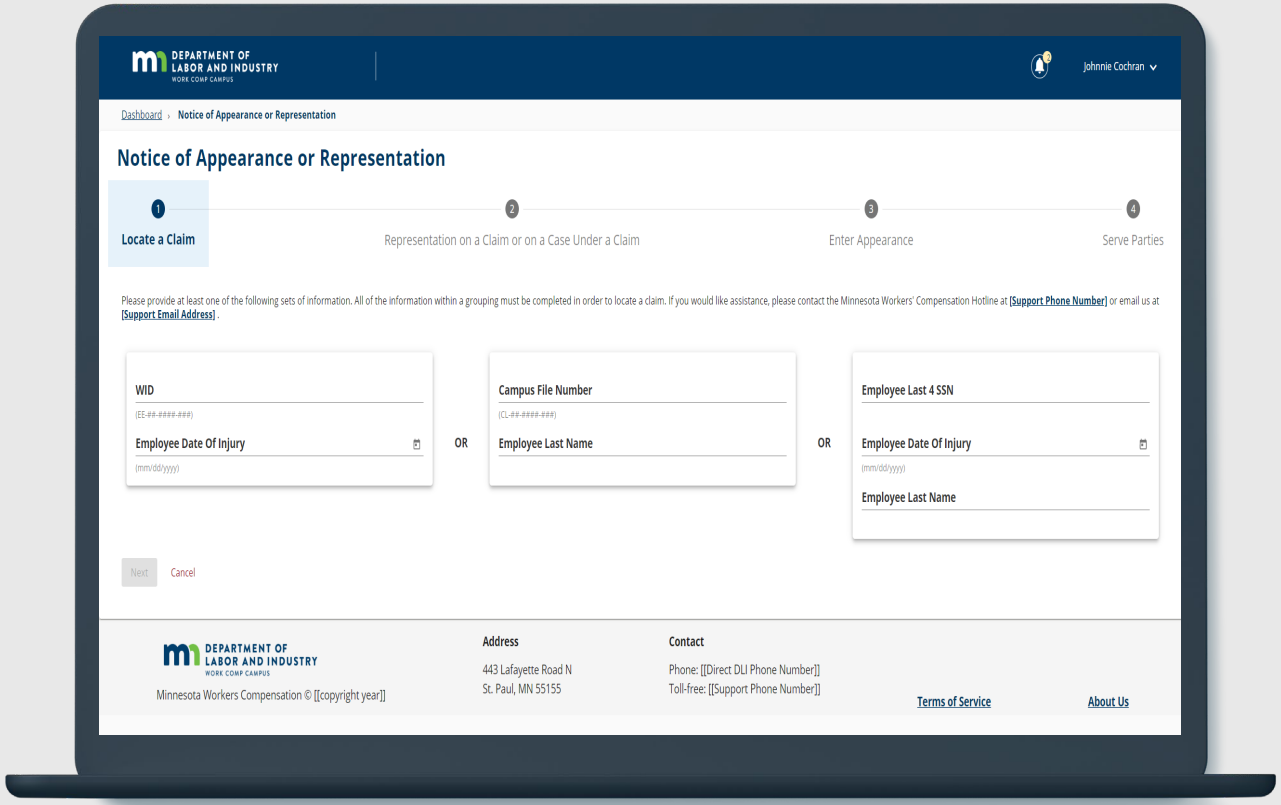


Motion to Intervene

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



Demo



In this demo, you will see how to…

- File a Motion to Intervene
- File a Notice of Representation

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Agenda

1. **Disputes** *60 min*
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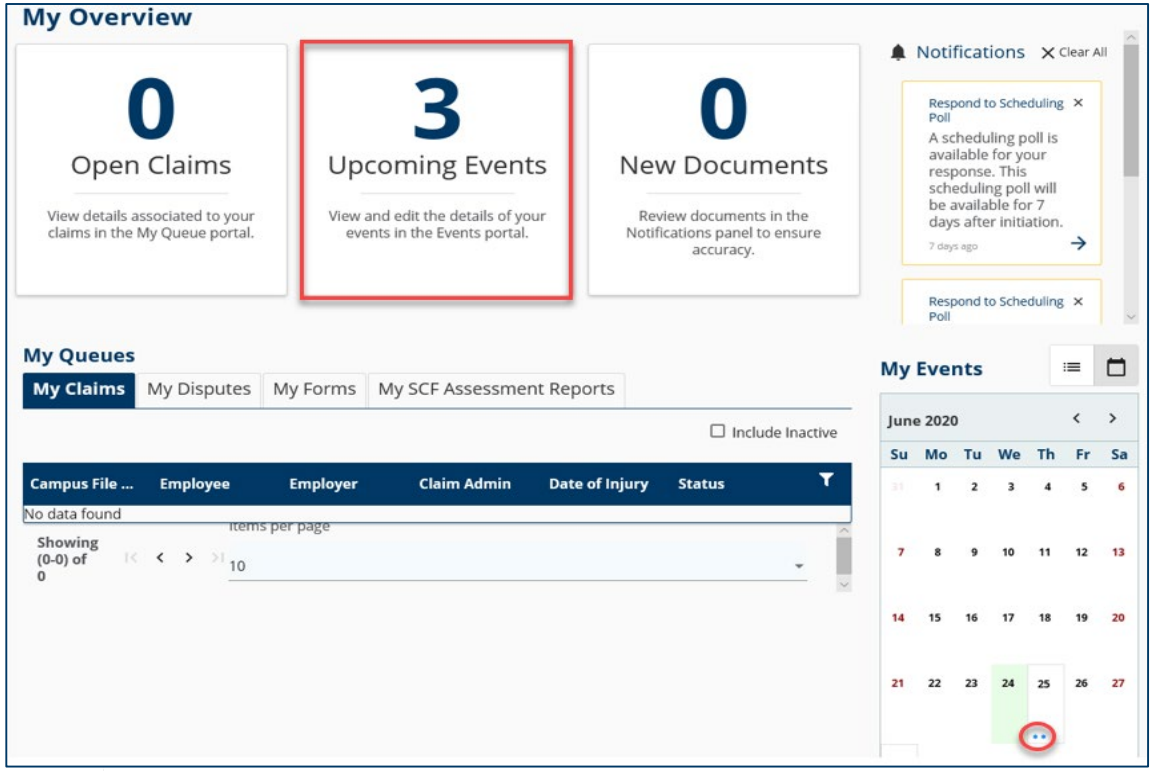
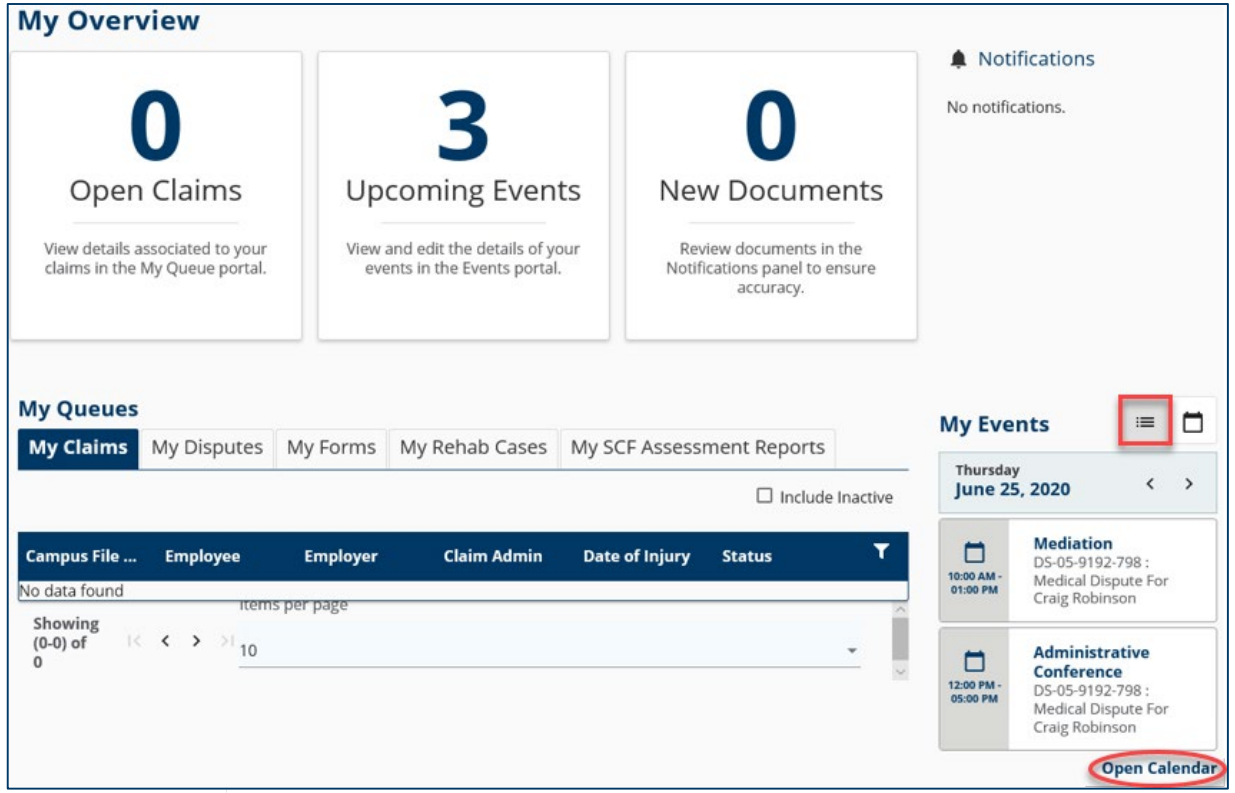
My Events

External users will be able to use Campus to organize and request the scheduling of events related to workers compensation. On the dashboard, there is a card that shows how many upcoming events you have. There is also a calendar in the bottom right, which will show a colored dot(s) to indicate how many events you have on that day.



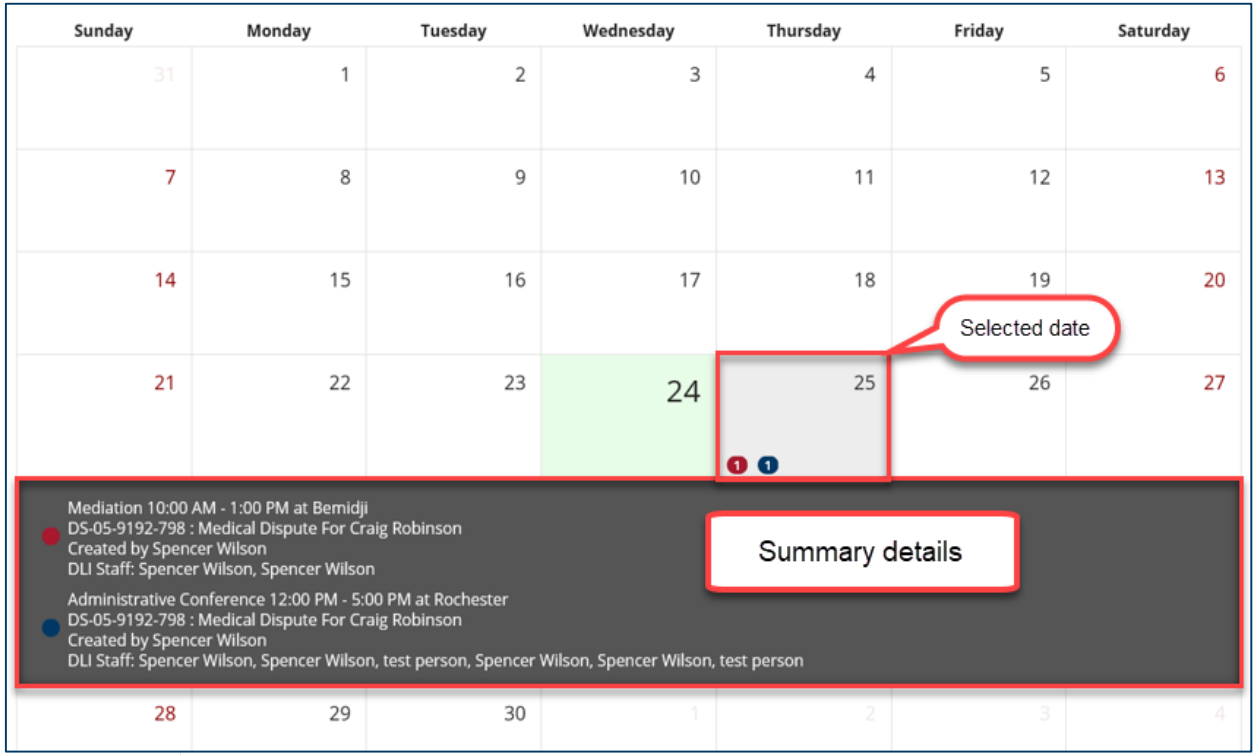
My Events

The dashboard calendar can be toggled to a daily view by clicking the 3 bullet point icon next to My Events. To open the full calendar, you can click on any day when in calendar view; or click the **Open Calendar** link in the bottom right.



Event Details Page

External users are only able to view events from the calendar, not schedule them. If you click on a day with an event scheduled, it will show you the summary details.

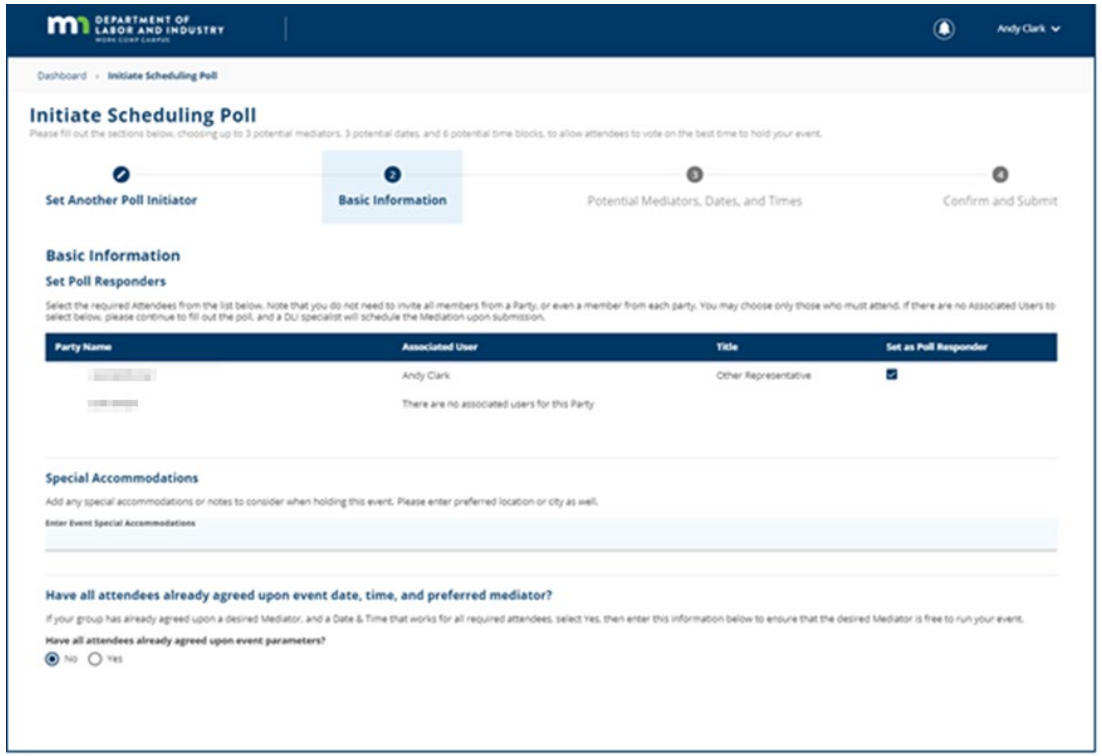


Event Details Page

If you wish to view more information, click on one of the events to be taken to the Event Details page. The Event Details page will list all relevant information for the scheduled event. To add the event to a calendar outside of Campus, click the **Export Event Details** button in the top right. It will allow you to download an .ics file, which can be added to most other online calendars, including Microsoft Outlook, Google Calendar and Apple Calendar.

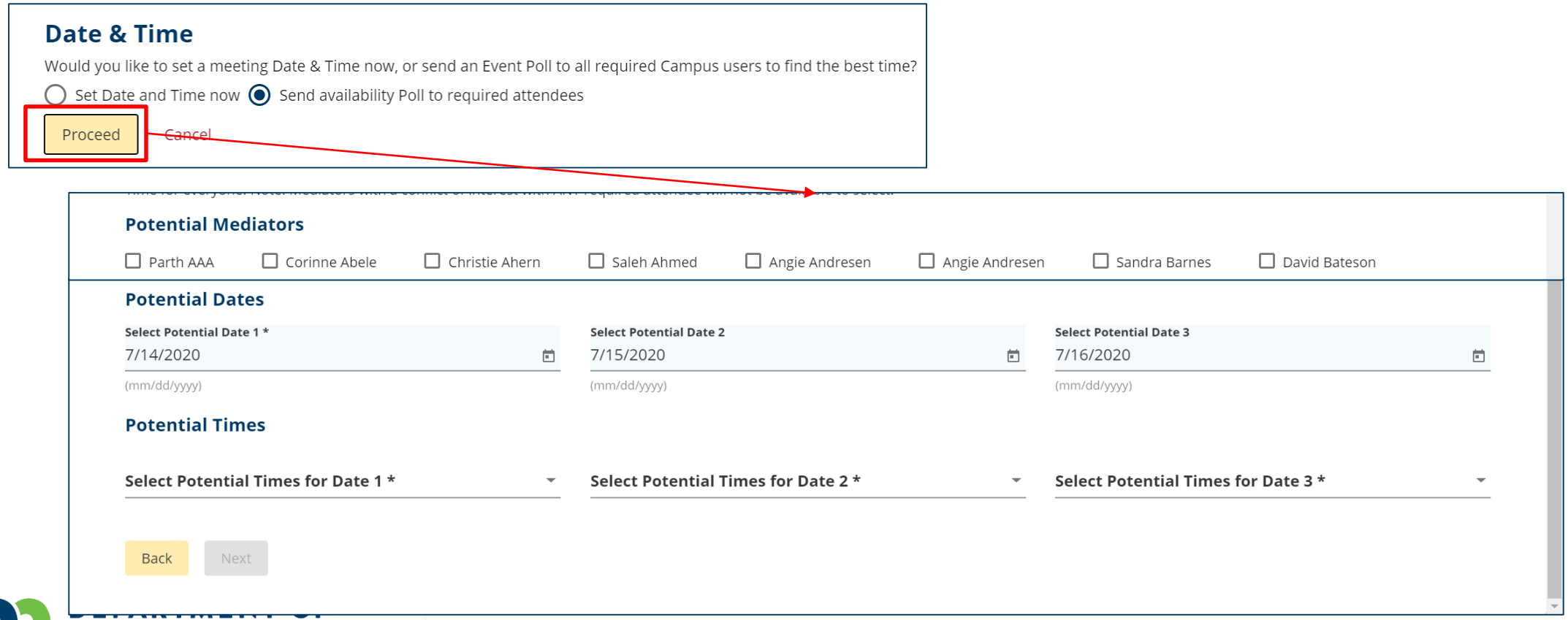
Request for Mediation

When an external user initiates a dispute and requests a mediation, they will immediately be led to the Initiate Polling screen. They can then set up a scheduling poll to receive feedback from other attendees on when it should be scheduled.



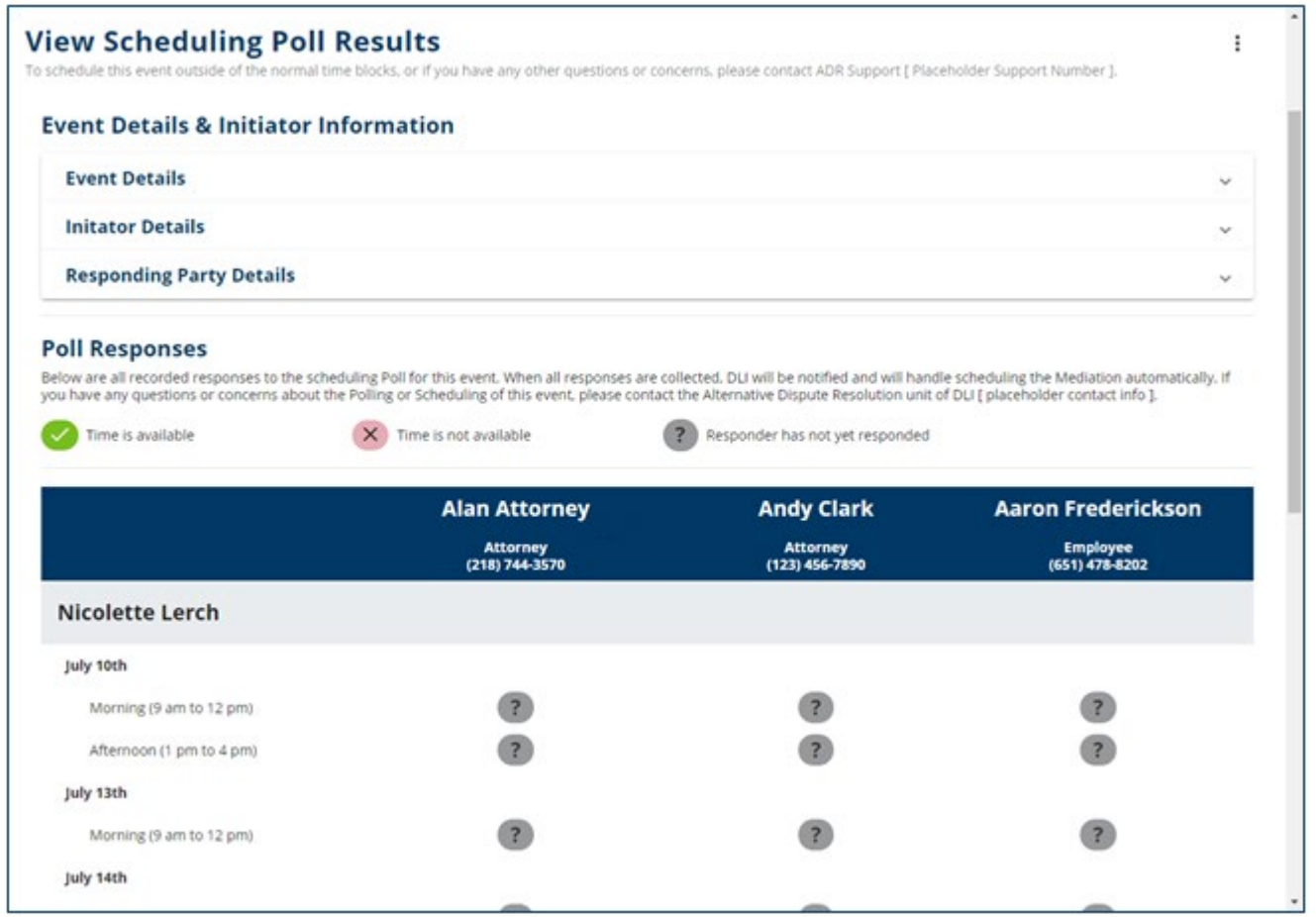
Request for Mediation

When an external user initiates a dispute and requests a mediation, they will immediately be led to the Initiate Polling screen. They can then set up a scheduling poll to receive feedback from other attendees on when it should be scheduled. They can choose 3 potential Mediators, 3 potential Dates, and up to 6 different times.

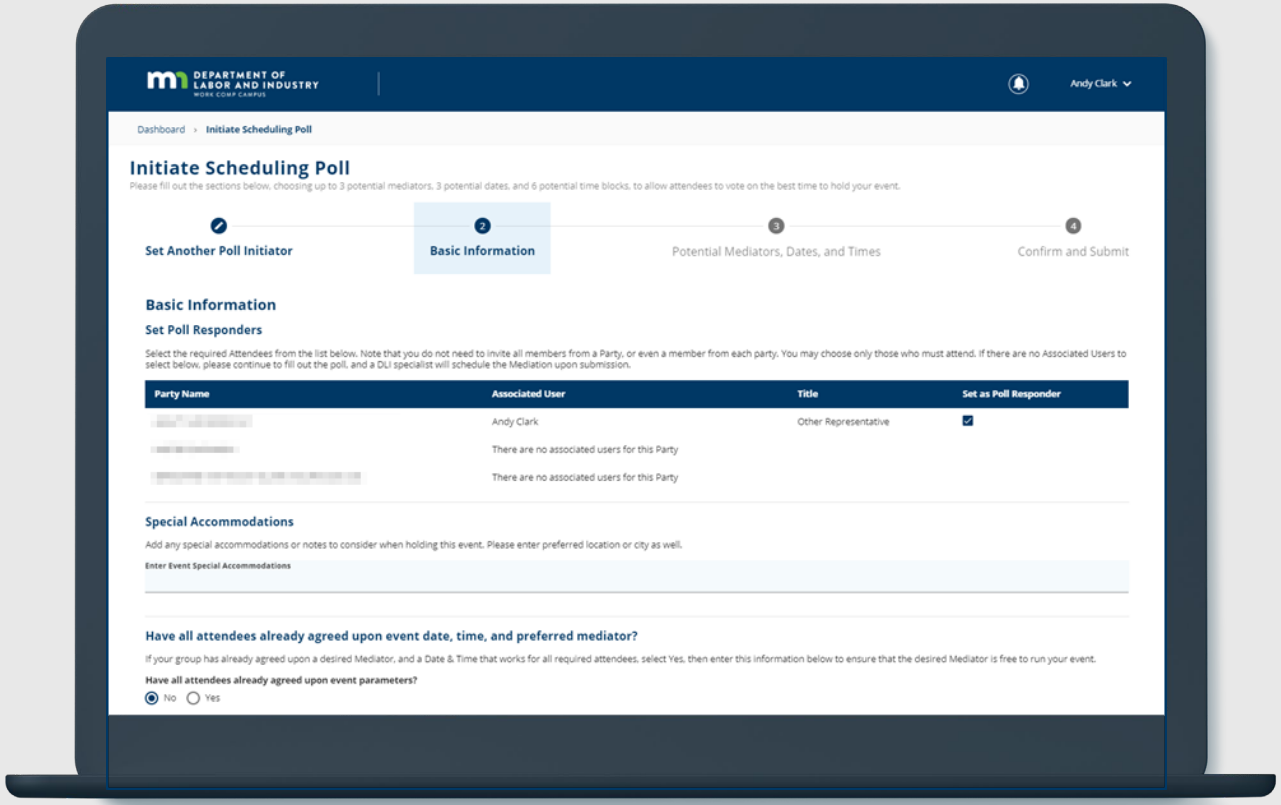


Polling for Mediation

- All attendees of an event that is out for polling will get an email to respond to the poll
- Once all the responses have been filled out the DPRS or OAS staff can schedule the Mediation



Demo



In this demo, you will see how to…

- Initiate a conference or mediation
- Add .isc File to calendar
- Understanding integration with C-Track (OAH)

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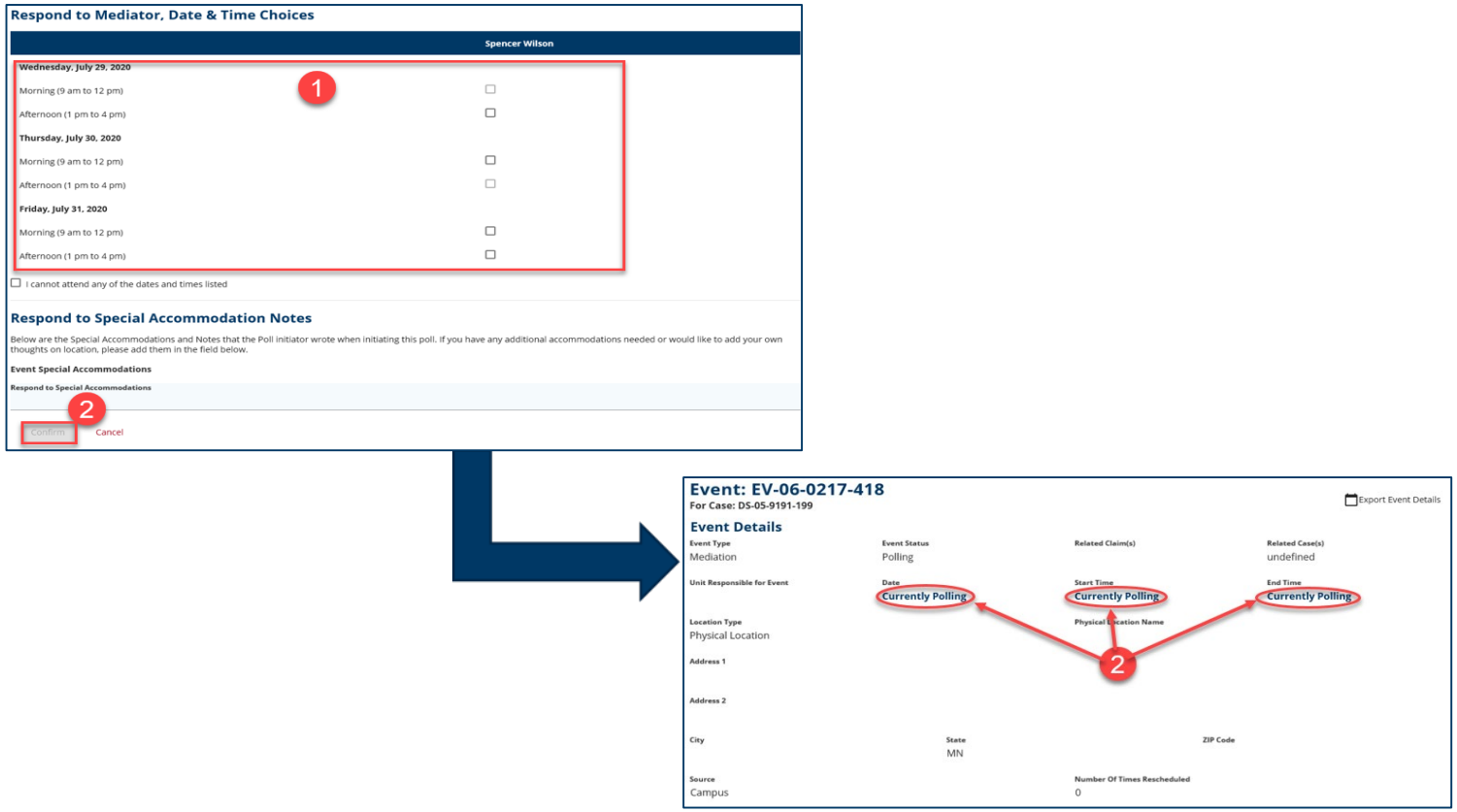
Responding to a Mediation Poll

If you are sent a poll, you will receive both an email and a Campus notification. Use the following steps to respond when received.

1. Select the dates and times in Campus that work for you, then click **Confirm**.
   - *The **Confirm** button will highlight after the dates/times are selected.*
   - *The **Events Details** page will display.*

2. Click the **Currently Polling** link under Date, Start Time and End Time to view the response to the poll.



Agenda

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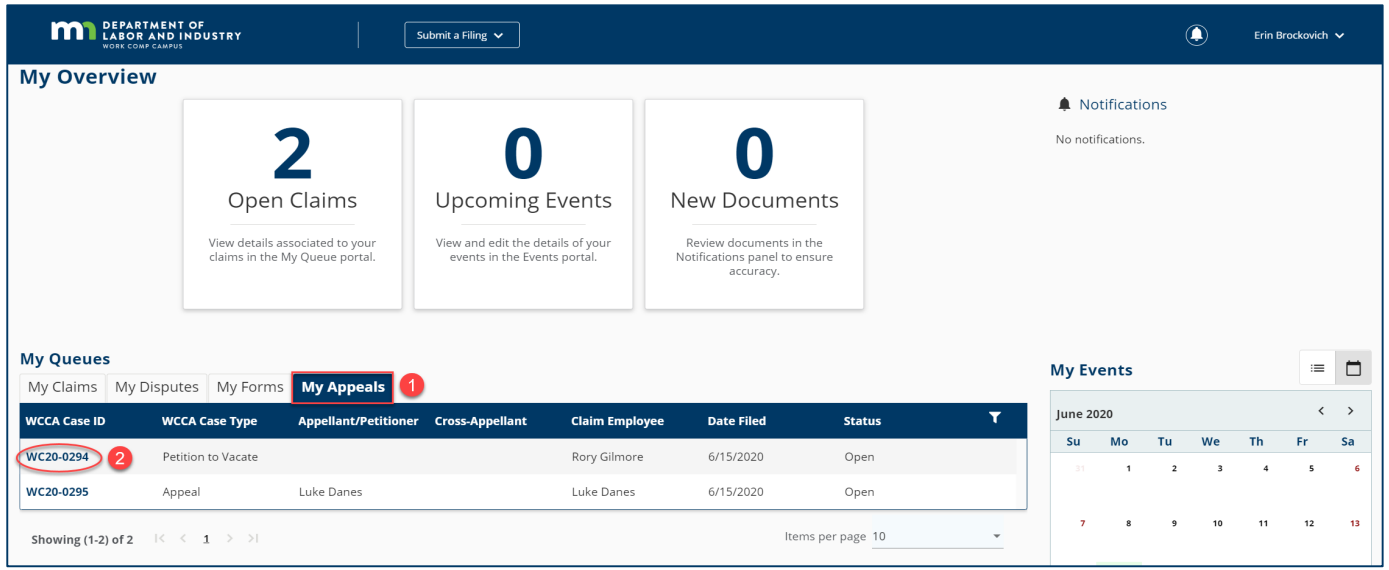
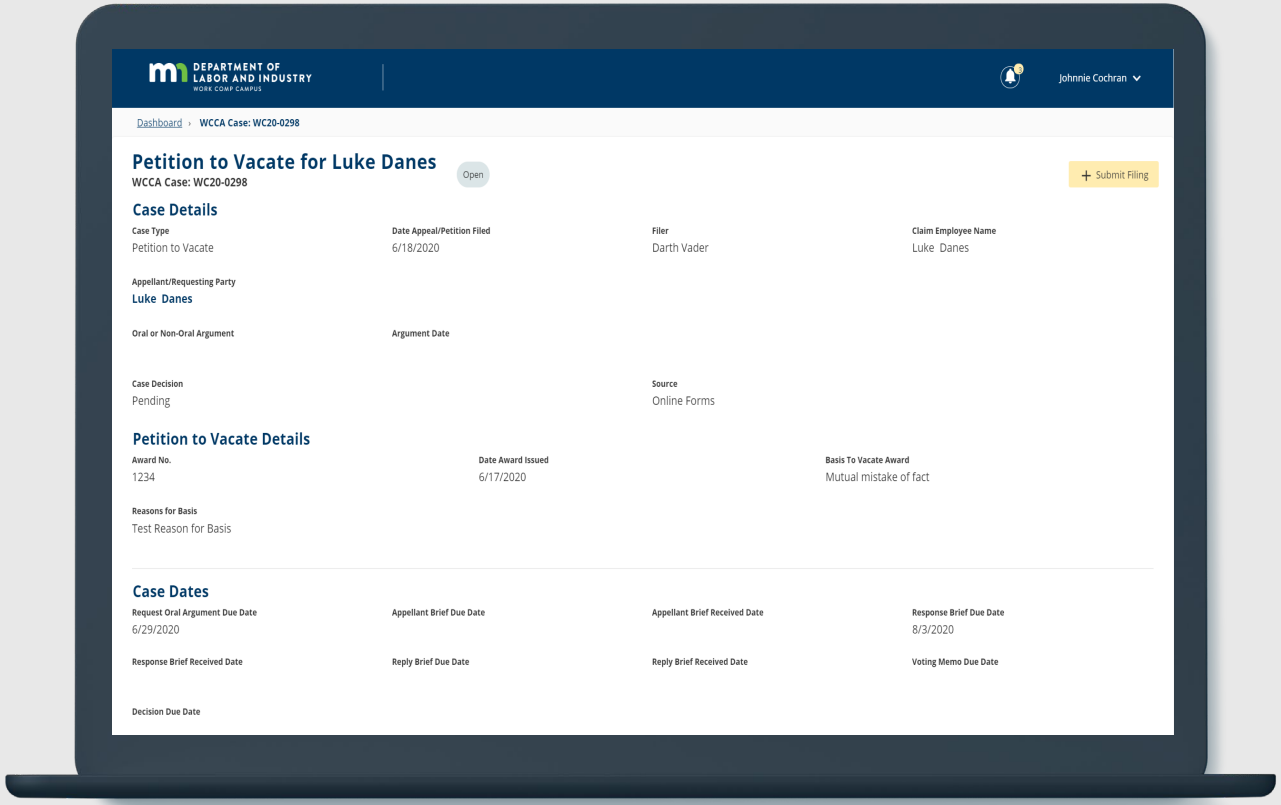
WCCA Details Page

From the Dashboard, you can view the WCCA Case(s) that you are involved with. Note that WCCA Cases have ID numbers that are shorter than others in Campus. They follow a different ID convention than every other transaction in campus, which helps integrate with other state-wide systems.



Demo



In this demo, you will see how to…

- Access the WCCA Case Details page and view to understand the page options

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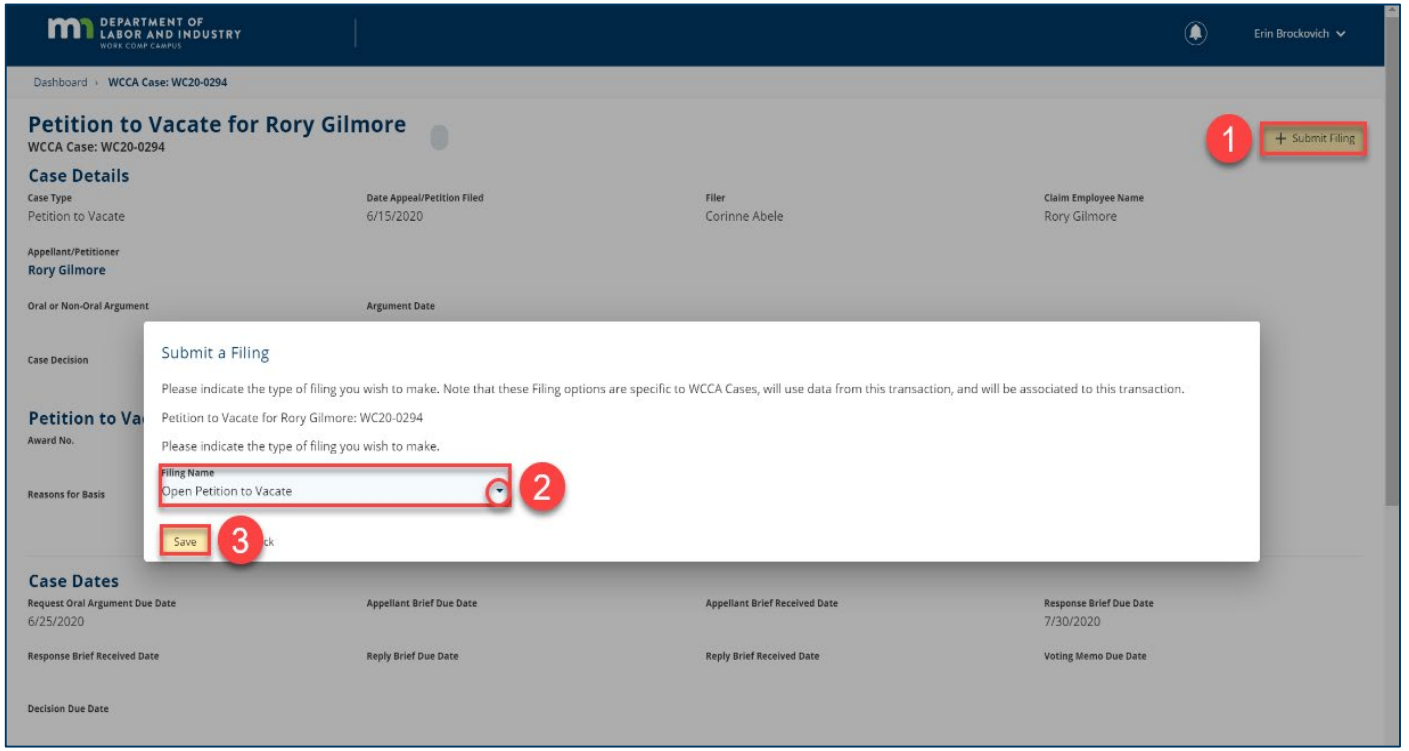
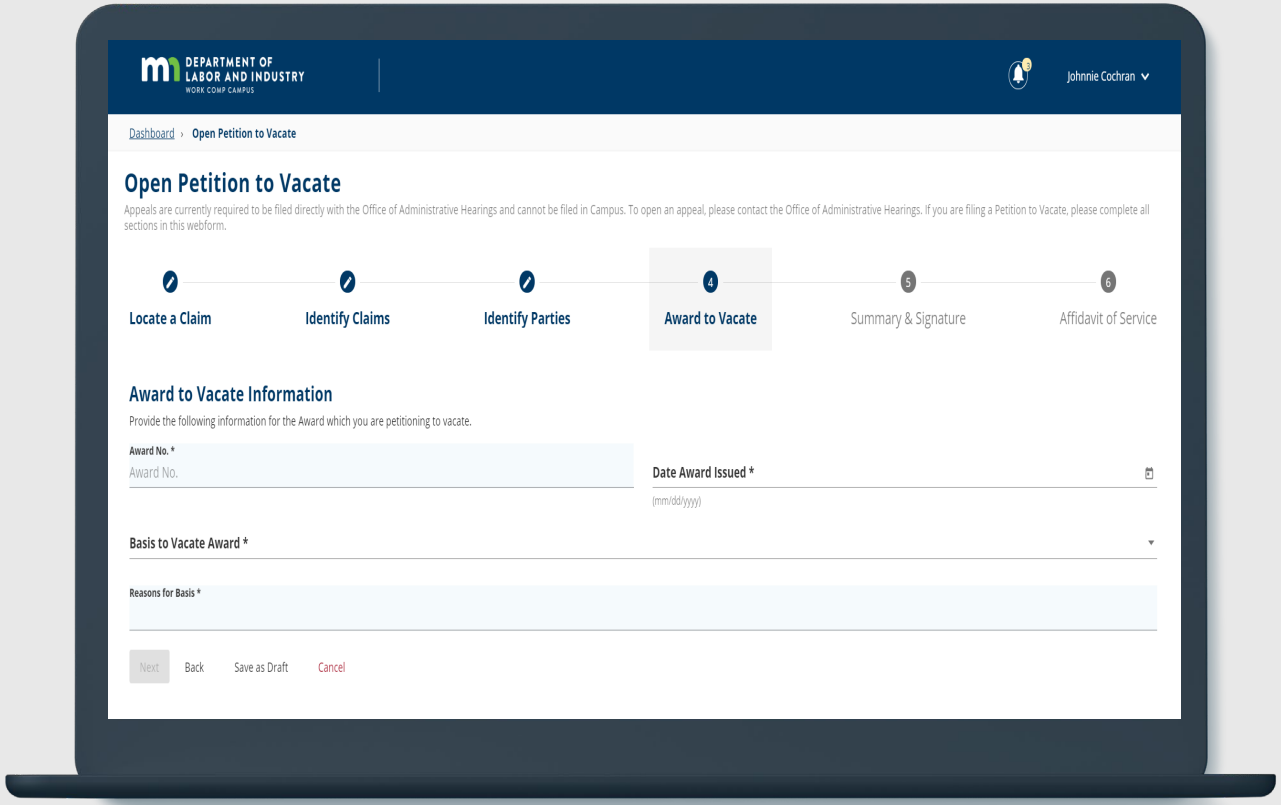
Petition to Vacate Webform

Within the WCCA Case Details Page, you have the option to **Submit a Filing**. Here you can choose to Open a Petition to Vacate Case or Submit Other Filing.



Demo



In this demo, you will see how to…

- View a Petition to Vacate Webform and understand the steps to Open a Petition to Case

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Congratulations in completing Dispute Resolution in Campus!

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