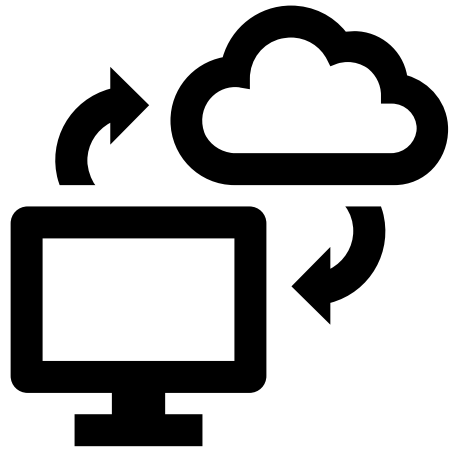




## Request for information (RFI) response process



# Notification of RFI

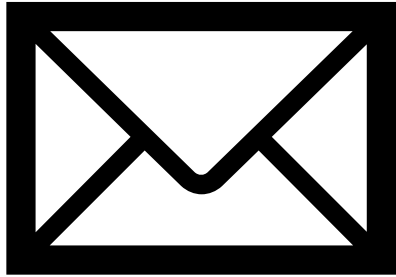


As of July 17, 2023, RFIs are sent via encrypted email.

No PIN is needed.



# Can't open the email?



If you have an issue opening the encrypted email message, follow up with someone from your organization regarding access.



# To avoid a penalty

**Read**  
the entire email.

**Log into the claim**  
in Campus to  
respond.

**React to all issues**  
within 30 days of  
RFI email.



# The email

- Claim details and claim numbers.

- Details of information being requested.

- Compliance officer's phone number.

To: [WCraining\\_DLI \(DLI\)](#)  
Cc: [WCraining\\_DLI \(DLI\)](#)  
Subject: [encrypt] This is a request for information from MN DLI Compliance, Records and Training  
Date: Wednesday, October 18, 2023 11:41:27 AM  
Attachments: [image001.png](#)  
[image002.png](#)  
[image003.png](#)

This is a Request for Information (RFI) on the claim shown below.

You are listed in Campus group management as designated to receive RFIs from the MN Department of Labor and Industry. If you are not responsible for the claim shown below, please forward it to the appropriate person in your organization.

**Please do NOT send your response through this email address.** Any RFI responses that are received at this email address will not be processed. All responses **MUST** be sent through the Campus system (EDI transactions, direct uploads, written replies, etc.).

**Failure to respond to this request within 30 days may result in penalties under M.S. 8 176.194**

## Claim Details

Campus File Number	Claim Administrator Claim Number	Claim Type
024444247	GG123A	L: Became Lost Time Indemnity
Date of Injury	Time of Injury	
2/1/2019	12:22 pm	
Employee *	Employer *	
<a href="#">EE-01-6164-800: Gretchen Grundler</a>	<a href="#">ER-01-6155-637: Third Street Elementary School</a>	
Insurer *	Employer's Insurance Status	
<a href="#">IR-01-6155-633: MSP Insurer</a>	Insurer	

Prior requests were sent on (dates). To view these requests, access the Documents Tab in your Campus claim.

This is a test message. Please note that there may be multiple parts to the request, so ensure you read this section carefully and respond in Campus to all questions or issues requested.

If you should have any questions, please feel free to call me. Thank you.

**Name of Compliance officer**  
Compliance Officer, Sr. | Workers' Compensation | Compliance, Records and Training

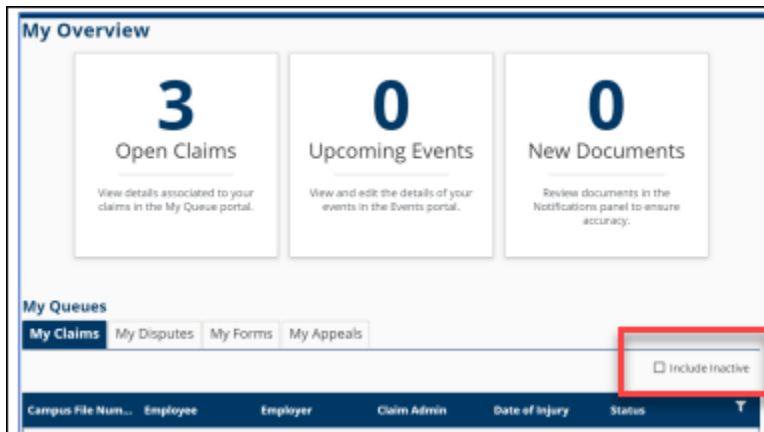
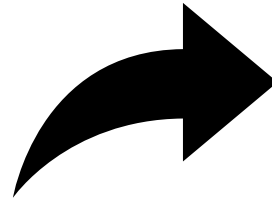
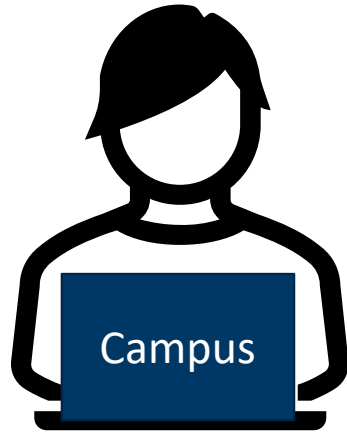
**Minnesota Department of Labor and Industry**  
443 Lafayette Road N., St. Paul, MN 55155  
Phone: (651) 284-XXXX | Web: [www.dli.mn.gov](http://www.dli.mn.gov)



This email and any attachments are confidential and may be privileged. If you are not the intended recipient, or the person to whom the information was addressed, you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by reply if you have received this e-mail by mistake. If you are not the intended recipient, please notify the sender immediately by replying to this message and destroy all copies of this message and any attachments.

Emailed replies and submissions will not be accepted and are considered invalid.

# Respond in Campus



- Submit an electronic data interchange (EDI) transaction.

---
- Upload a document or written reply.

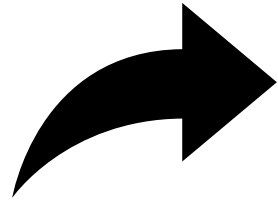
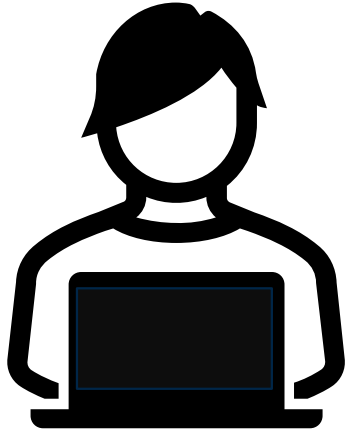
---
- Issue an additional payment.

---
- Complete a webform.

---



# EDI submissions



Follow your company procedure for filing EDI submissions.



# How to respond

- Upload a document or written reply.

- Issue an additional payment.

- Complete a webform.

**Gretchen Grundler: Injury on 2/01/2019** Open

Claims: CL-02-4444-247

Campus File Number 024444247	Employee Gretchen Grundler	Date of Injury 2/1/2019	Part of Body Injured 31: Upper Arm
Employer Third Street Elementary School	Insurer MSP Insurer	Claim Administrator Claim Number GG123A	

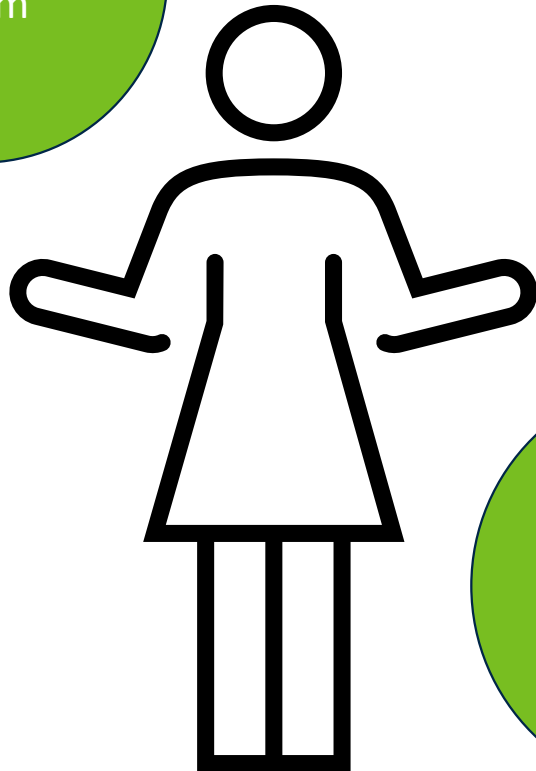
- Annual Claim Reimbursement
- Dependency Info
- Disability Status Report
- Discontinuance
- Initiate Dispute
- Missing Benefits
- Other Filing
- PPD Follow Up Webform
- VRU Referral





# How do I know the information was successfully submitted?

Review the claim

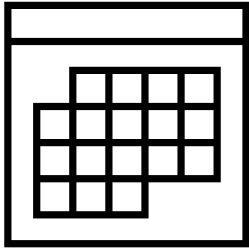


When you see the response, the submission is complete.

- EDI transactions are found in the claim's "Reporting History" tab.
- Uploaded documents are found in the claim's "Documents" tab.
- Additional payments are found in the claim's "Reporting History" or "Claim payments or Benefits" tab.
- Webforms are found in the claim's "Documents" tab.



# React within 30 days from email date



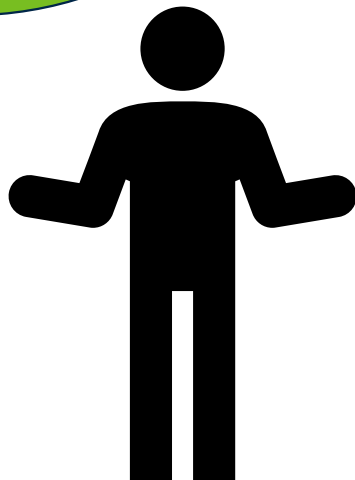
To be compliant and avoid penalties, respond to all items on the RFI within 30 calendar days of the email.



# Email management

An RFI can be sent to anyone with the Campus permission of "Designated Contact for Information Requests from DLI".

This is not my file.



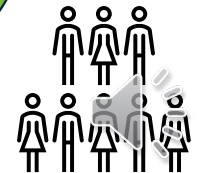
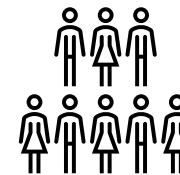
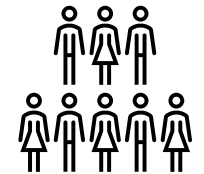
I'm on vacation.

I got promoted.

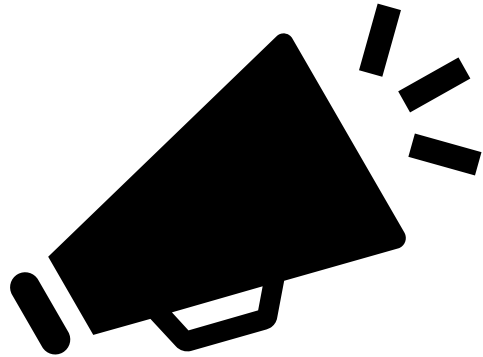
I'll take this one from the inbox and follow through on it.



One email address with many people having access makes it more likely that a timely response will be made and makes it easier to track.



# Did you know?



The prohibited conduct most commonly penalized by the department is failing to respond within 30 days after receipt of a written inquiry about a matter related to benefits.



# How to avoid penalties

Responses must be substantive and address all questions.

A complete response must be seen in Campus within 30 calendar days of the email.

When the response is seen in Campus, the submission is complete.



# Penalties

- Failure to respond to the original RFI will result in a Prohibited Practice Penalty per Minn. Stat. §176.194 Subd. 3(6).

---
- If a penalty is assessed, consider the penalty assessment as another request for the information sought by DLI.

---
- Failure to respond to the request included in the assessed penalty notice may result in additional penalties.

---

## The penalty count is based on a rolling 12-month period.

Violation number	Penalty amount
1 through 5	Warning
6 through 10	\$3,000 each
11 or more	\$6,000 each



# Need help?

- For clarification about an RFI you have received, call the compliance officer.
- For Campus questions, contact the Workers' Compensation Division Help Desk at 651-284-5005 (press 3), 800-342-5354 (press 3) or [helpdesk.dli@state.mn.us](mailto:helpdesk.dli@state.mn.us).
- For EDI transaction and submission issues, email [dli.edi@state.mn.us](mailto:dli.edi@state.mn.us).



# Resources

- [Group administration manual](#)
- [How to upload a document in Campus](#)
- [Minnesota Statutes 176.194, subdivisions 3 and 4](#)
- [Work comp: Penalties -- prohibited practices](#)
- [Work comp: Contacts, hotline, resources](#)

The following email messages were sent via GovDelivery to the [adjuster updates email list](#):

- [Change to requests for information process begins July 17, sent July 7, 2023](#)
- [Request for information update, sent August 16, 2023](#)
- [DLI resumes issuance of noncompliance penalties, sent August 18, 2023](#)



Thank you.