MINNESOTA
WORKERS' COMPENSATION
MODERNIZATION PROGRAM

Work Comp Campus training:
Responding to a request for information (RFI)

DEPARTMENT OF
LABOR AND INDUSTRY

What is a request for information?

"Request for information" covers a broad number of topics, but is used by the Department of Labor and Industry (DLI) to formalize the process when it requires information or documentation from any individual or entity who is a part of the workers' compensation system.

Requesting information by email or webform

When an internal user sends an RFI to an external user, they will receive an email message (at right) with instructions about how to respond, as well as the number of days they are expected to respond within.

Work Comp Campus: There is a Request for Information Awaiting Your Response Inbox x

Minnesota Department of Labor and Industry <wcmpsystem@mn.gov> Tue, May 26, 3:56 PM (16 hours ago)

to me

Spencer -

A request for information has been sent on Compliance Case: CS-03-4329-220. Click here to respond to the request.

You can also respond to the request through the Submit a Filing drop-down on the Campus homepage using the security code 5159. The security code will expire in 30 calendar days.

Thank you,

Minnesota Department of Labor and Industry

Minnesota Department of Labor and Industry
443 Lafayette Road N., St. Paul, MN 55155
Web: www.dli.mn.gov

Logo

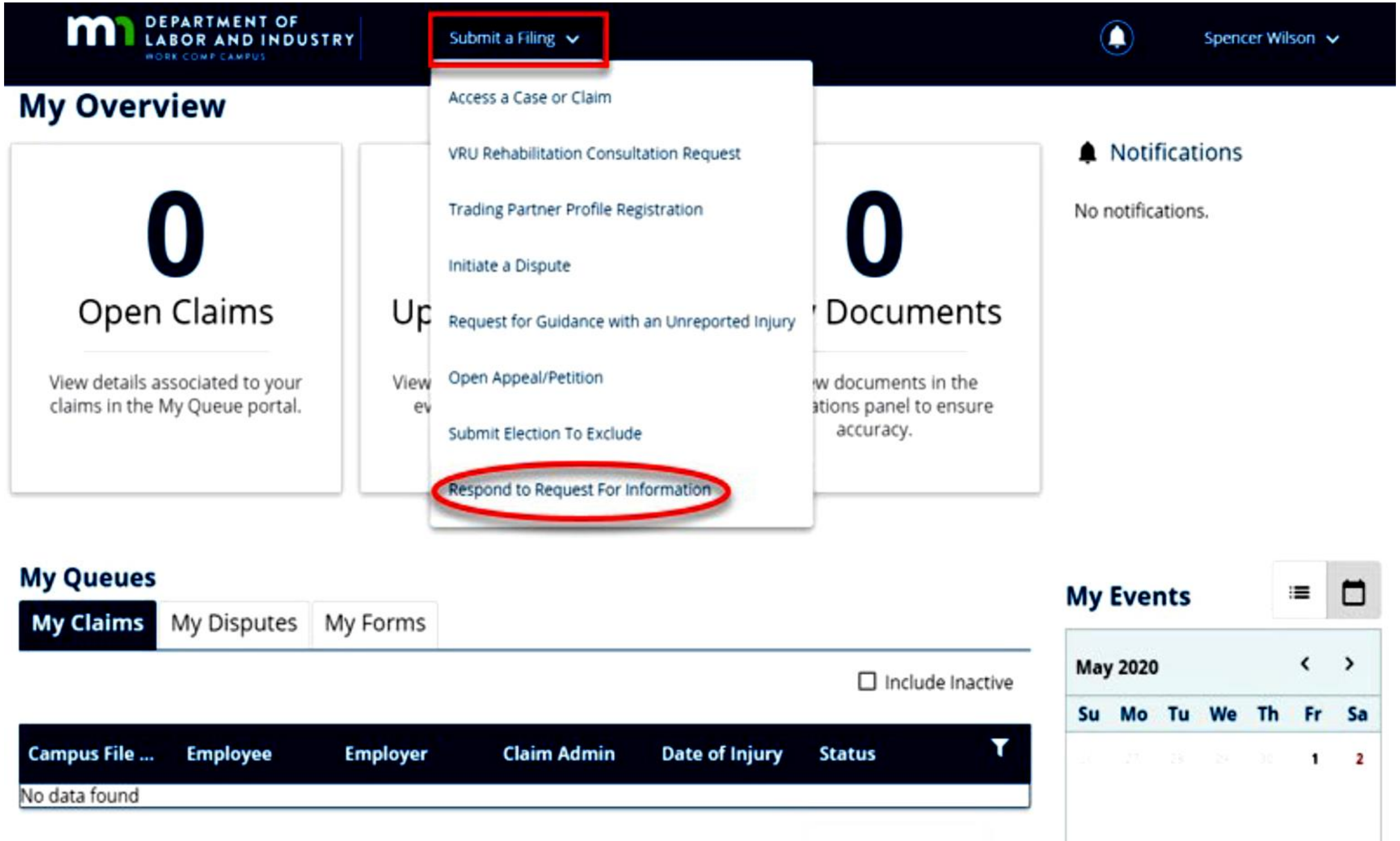
Twitter Logo Subscriber Logo

This email notification is an auto-generated message. Do not reply to the sender. This email may contain confidential or privileged information. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, please notify the Department of Labor and Industry immediately by emailing system.help@state.mn.us and destroy all copies of this email and the attachments.

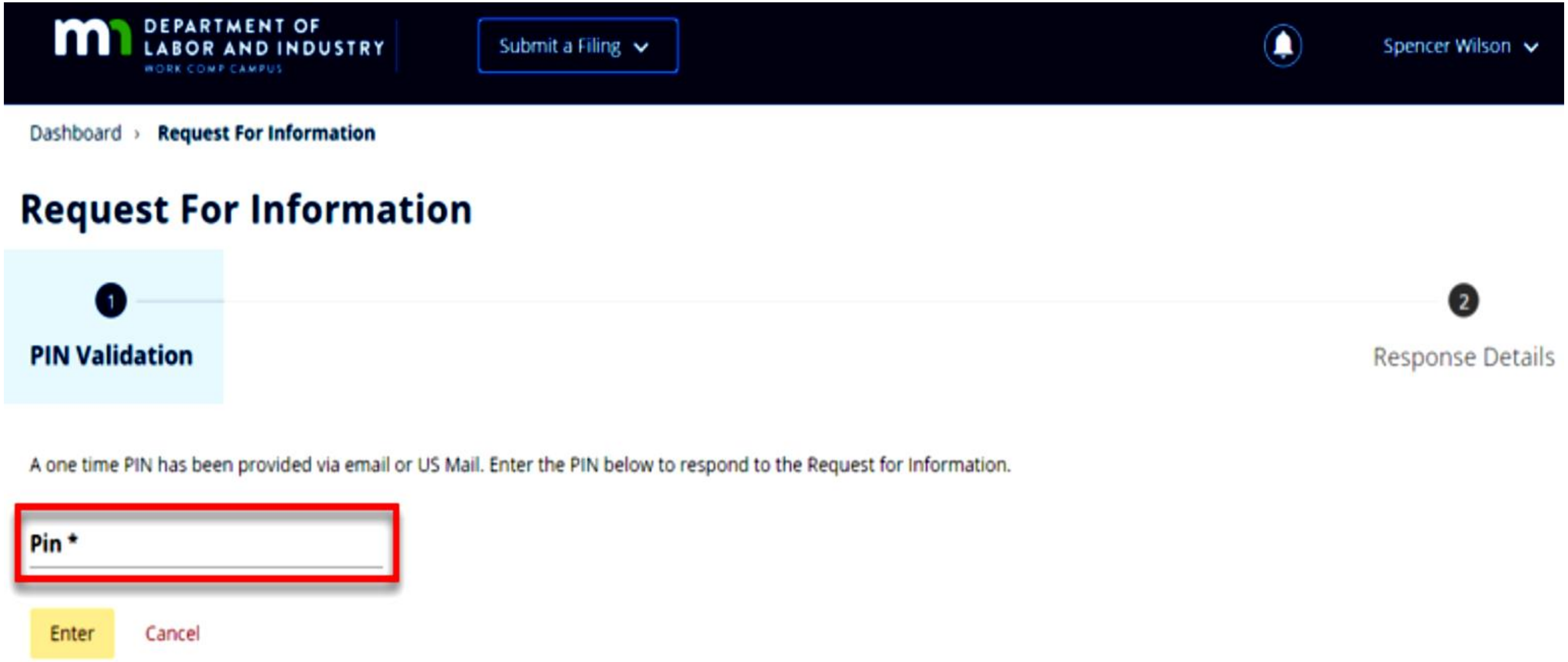
Reply Forward

Navigation to the response is possible in two ways:

1. navigate from the email link that was sent in the email message and do not use the PIN; or
2. navigate via the **Submit a Filing** drop-down menu in the dashboard (see screenshot at right).



This will prompt you to enter a PIN, which will link responses to the correct RFI.



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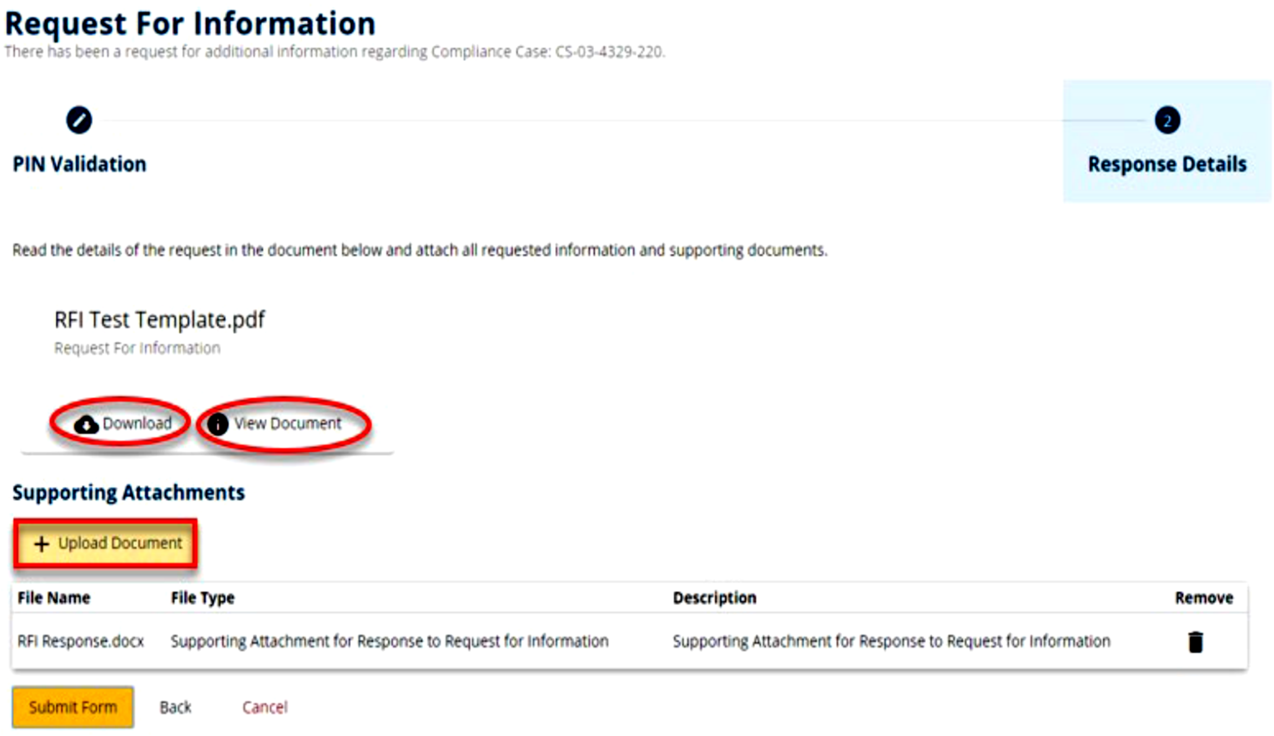
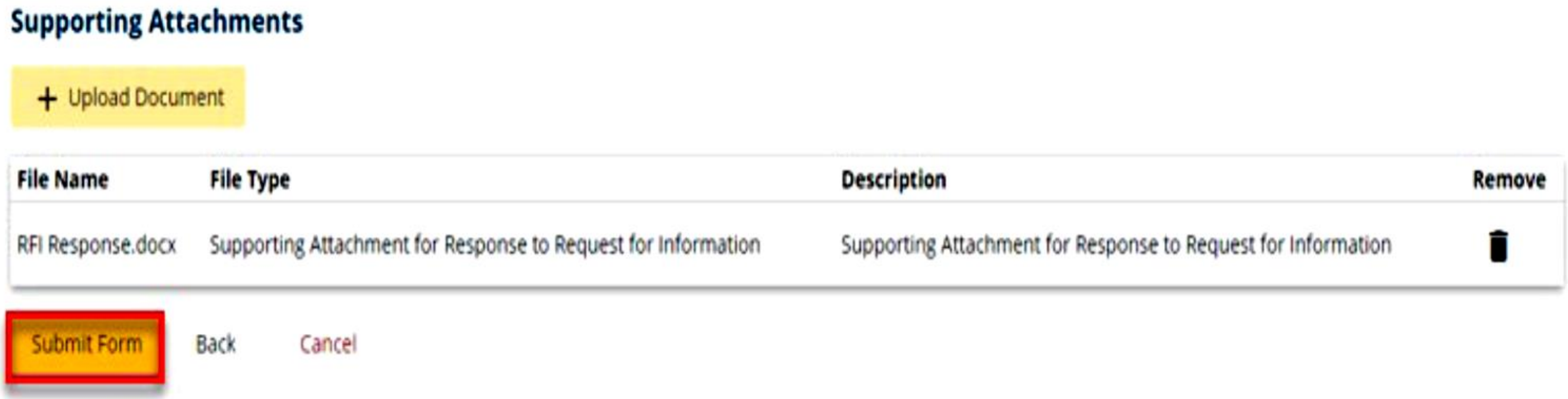
Clicking the link in the email message, will not require you to enter a PIN. The login page will display; from there, the user will go directly to the webform submission. (If you are already logged into Campus, the webform will display.)

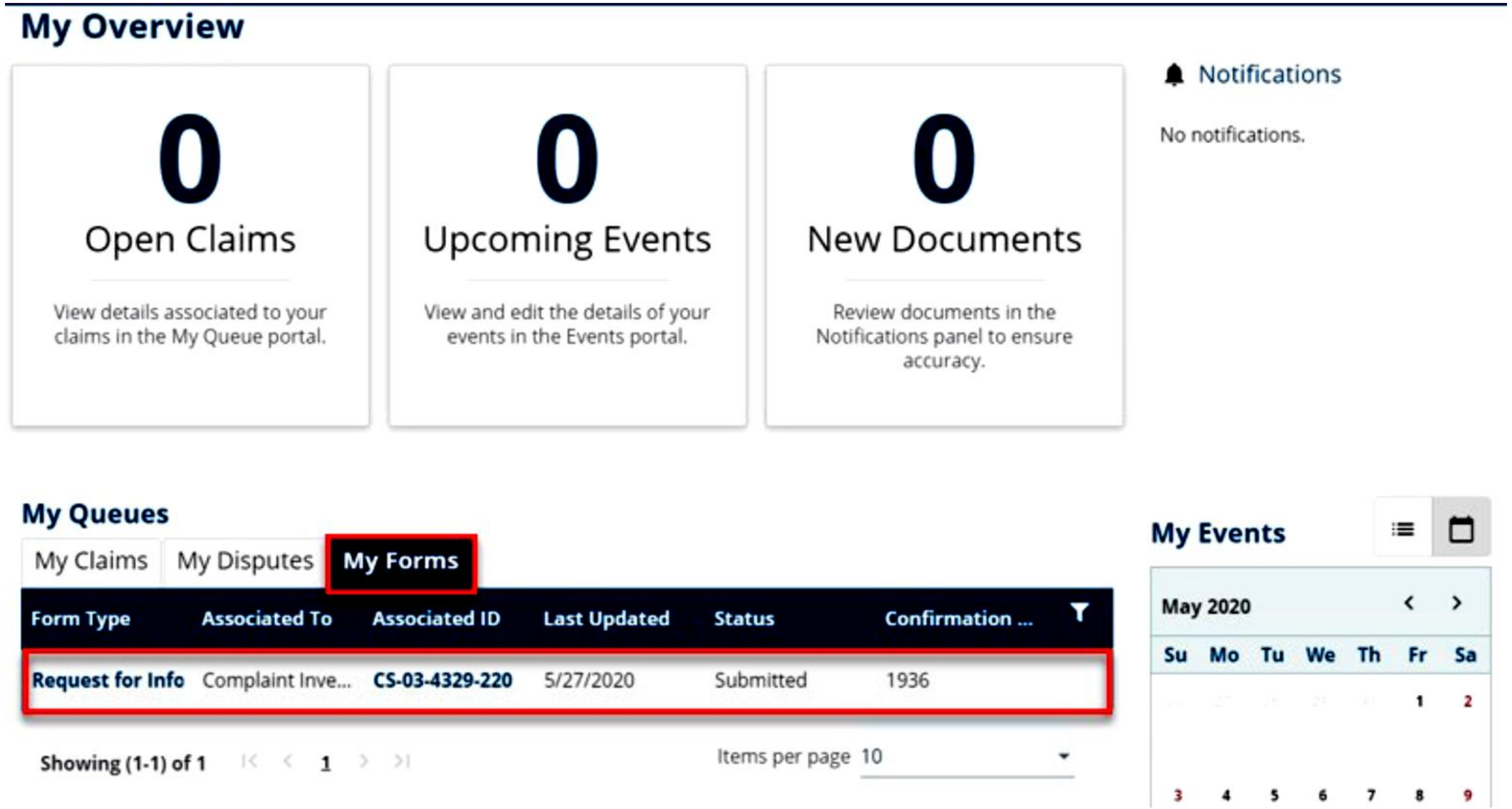
There are two buttons on the next page, **Download** and **View Document**. **Download** allows the download of the actual request for information; **View Document** allows you to view the document in the browser. To respond to the request for information, click **Upload Document**.



The response cannot be submitted without an uploaded document. After a document or multiple documents have been uploaded, click **Submit** to complete the response.



After a response has been submitted, the process is complete. The user who submitted the response can view it on the **My Forms** queue of their dashboard.



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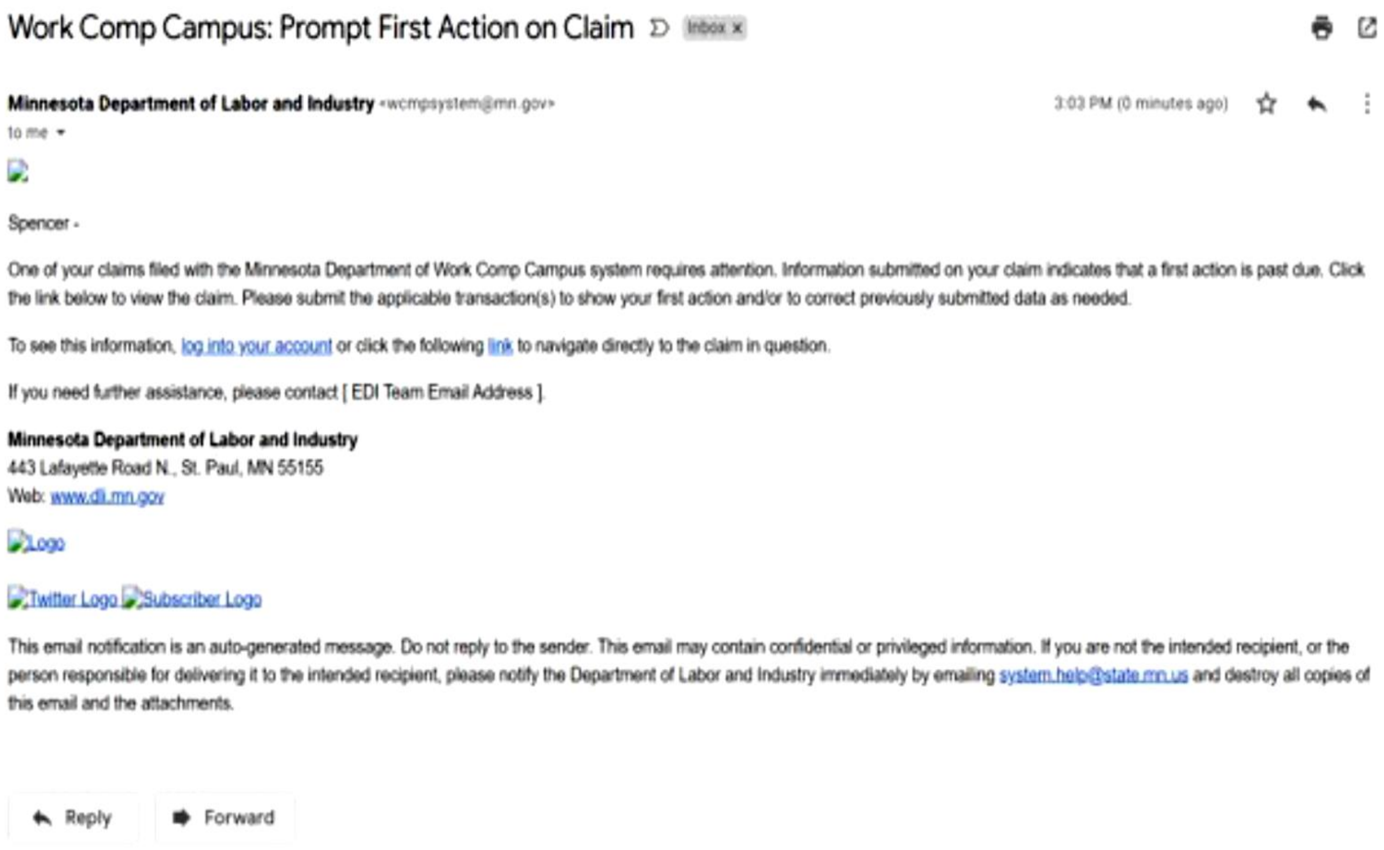
Specific requests

DLI may also request specific information, which may follow a different process than the standard requests for information. Several examples are laid-out below.

Prompt action

DLI can send alerts to claim administrators when their first action is past due. The claim administrator will receive an email message indicating what is needed, with a link that will take them to the associated claim.



Work Comp Campus: Prompt First Action on Claim Inbox ×

Minnesota Department of Labor and Industry <wcmpsystem@mn.gov>
to me

3:03 PM (0 minutes ago)

Spencer -

One of your claims filed with the Minnesota Department of Work Comp Campus system requires attention. Information submitted on your claim indicates that a first action is past due. Click the link below to view the claim. Please submit the applicable transaction(s) to show your first action and/or to correct previously submitted data as needed.

To see this information, log into your account or click the following link to navigate directly to the claim in question.

If you need further assistance, please contact [EDI Team Email Address].

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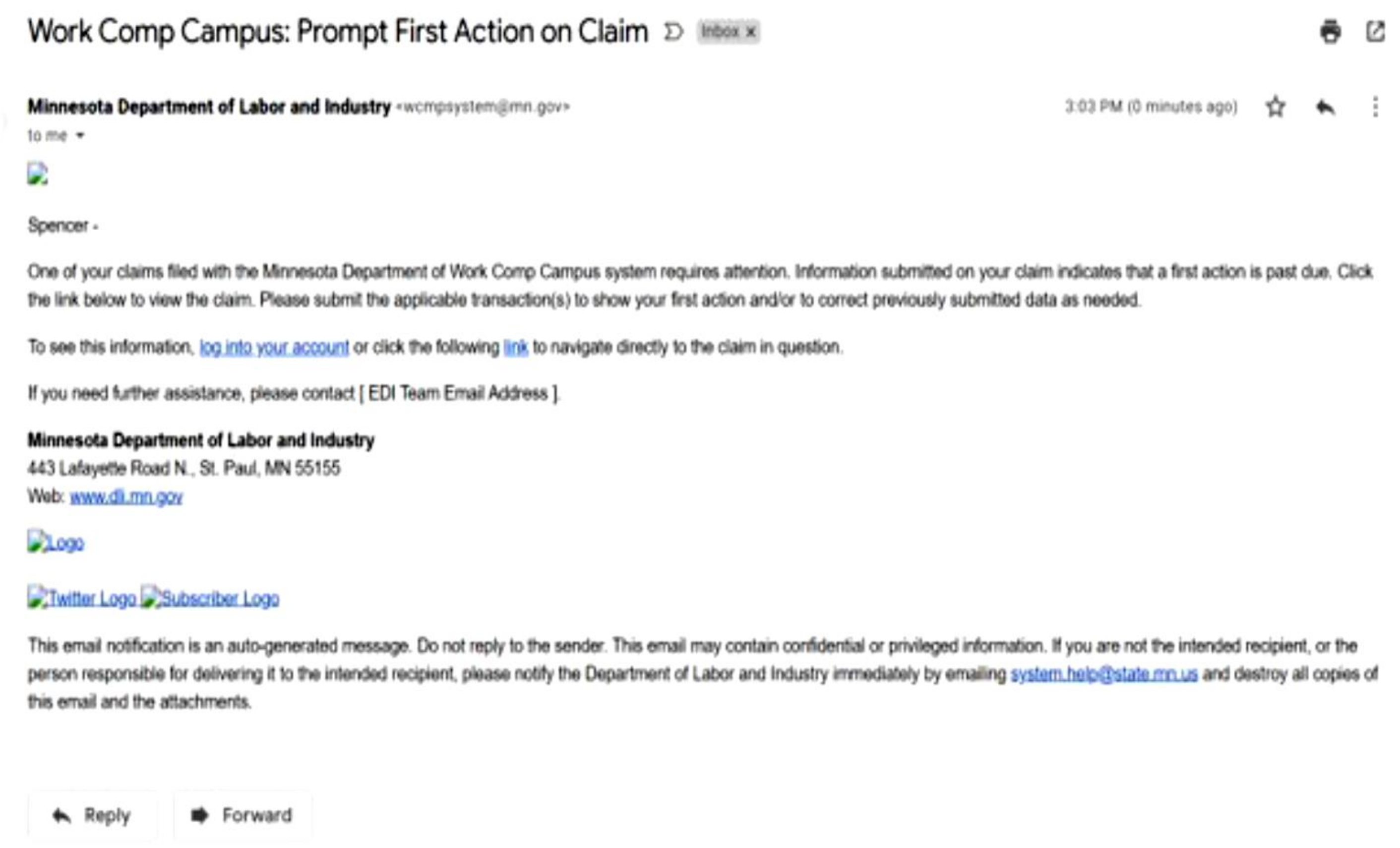
Reply Forward

Prompt action, continued

In the claim, the claim administrator can view the details of the request and take the necessary action.

Any filing can be done by using the **Submit a Filing** button and choosing the appropriate submission.



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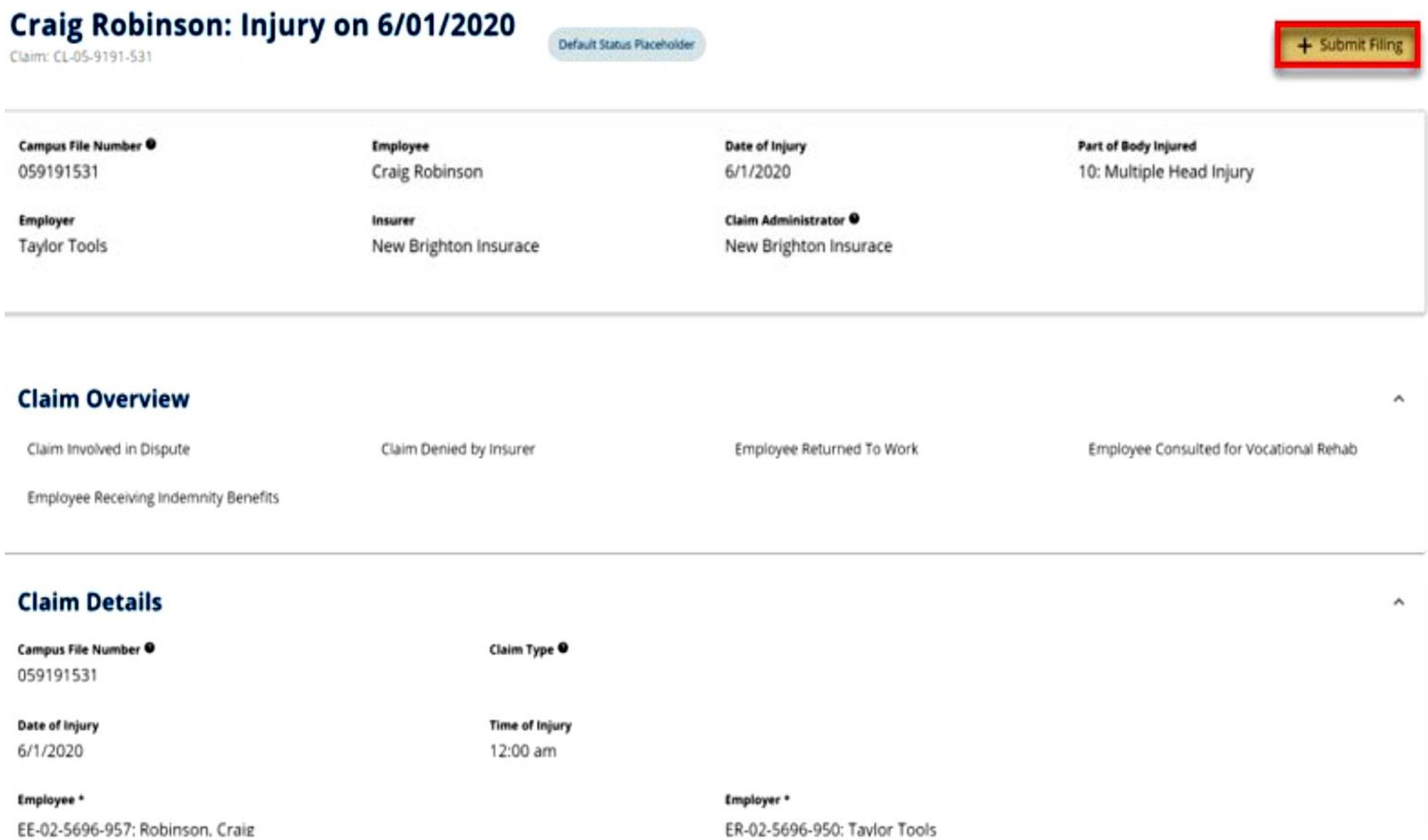
Missing benefits webform

Campus can be used by external parties to submit missing benefits. To file, go to the **External Claim Details** page and click the **Submit a Filing** button.



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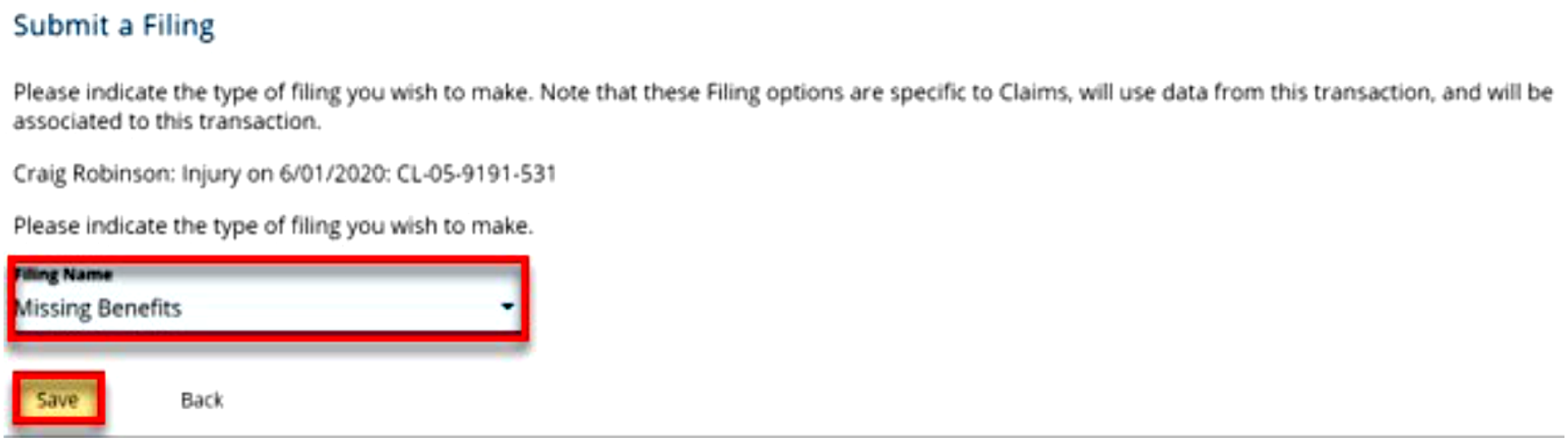
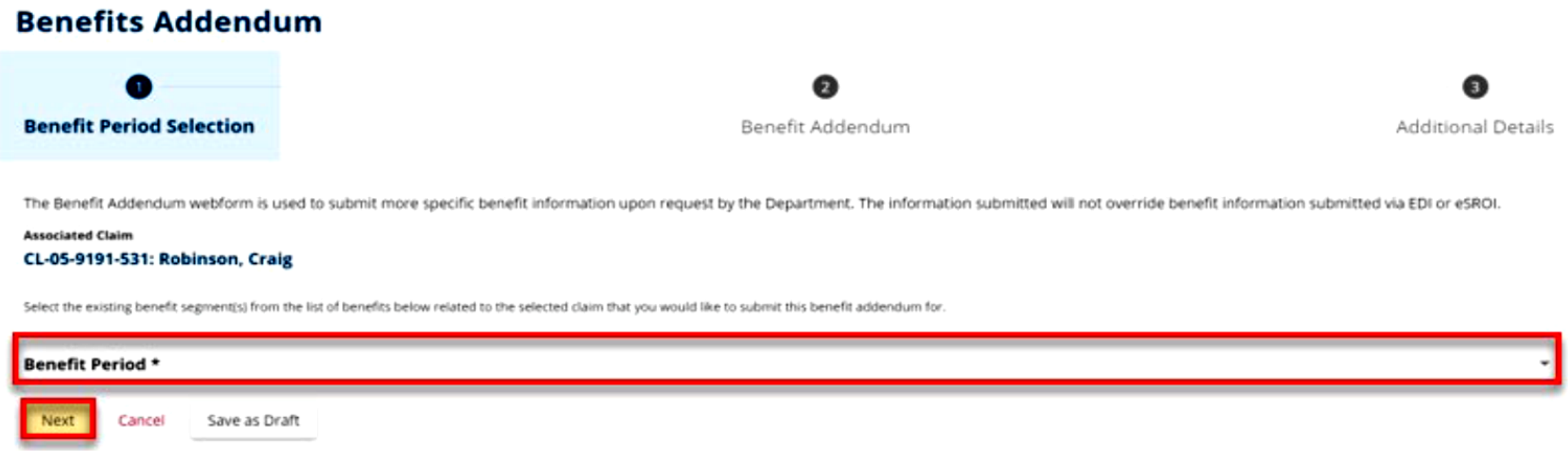
In the **Filing Name** drop-down menu, select **Missing Benefits**. Click **Save** when complete.



Select the **Benefit Period** for where to file missing benefits. Click **Next**.



After the benefits and benefits period are selected, input the changes that should be made by editing existing benefits or adding new benefits. Click **Next**.

Provide any attachments or additional details and click **Submit Form**.

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Thank you!