

## Health Care Webinar FAQ's 11-25-13

- Q:** When I sign on to WCAIS and access my dashboard, I cannot see my utilization reviews. How can I locate these?

**A:** When you login, and land on your dashboard, click "My Utilization Reviews" and "Add Item" to view on the main panel. You can also search for the Utilization Review requests by opening "Search" under "Healthcare."
- Q:** Why does the system continue to refresh when I am logged on for a long period of time? Also, how do I sort through all of my utilization reviews?

**A:** The system has a time out period of two hours. The system will log you out automatically after two hours. You can sort the Utilization Reviews list by UR Number, UR Determination Due Date, Assigned URO and Claimant/Employee Name to find the review you are looking for. You can also use the "Search UR Request" screen to filter and find the exact requests that you're looking for. For example, you would be able to get a listing of all UR Requests that are in the "Determination Pending" status only.
- Q:** Can I remove a Utilization Review from the panel on my dashboard or from the system in general?

**A:** When you select "remove item" from the Dashboard, you are choosing whether to view this information on the main Dashboard or not. The "remove item" button does not actually delete any information. There is currently no functionality to remove old Utilization Reviews from the system.
- Q:** What other stakeholders are required to process claims through WCAIS?

**A:** Most external stakeholders have the option of submitting information via paper. Different groups have different requirements. Insurer's carriers are highly encouraged to submit documents online, but can also submit some processes by paper. Self-Insured Employers are also required to utilize WCAIS. UROs are also required to use WCAIS for submitting information to the bureau.
- Q:** When we issue a determination, and the carrier has selected "email," are we still required to mail information to interested parties?

**A:** The system will send the interested party an email if that is what they have selected as their preferred manner of service. This message will indicate that something has been uploaded into the system. It is also required that you let the external parties know that this has been submitted to WCAIS through a mail notification.
- Q:** When submitting the determination face sheet, are you looking at putting in an enhancement where there is a "print" option at the end of the face sheet?

**A:** When you submit this sheet, there is an option to print the confirmation at the end of the process. You can also print at each of the tabs through the browser throughout the process.