

## **Insurer Webinar FAQ's 11-08-2013 & 11-14-2013**

- 1. Q:** Now that I can file documents electronically with WCAIS, will I still need to print and mail copies of forms even if a party has selected system electronic as a manner of service?

**A:** The Workers Comp Act has not changed with the WCAIS implementation and all requirements to notify claimants have not changed. If claim administrators prefer to be notified electronically they may do so, but claimants require hard copies. For forms, you will need to prepare the form in WCAIS, print, notarize and then scan and upload in WCAIS. If the form can be uploaded electronically, it does not have to be mailed. Otherwise it can just be mailed to the bureau. Bureau staff will upload the form to the claim.
- 2. Q:** When searching for a specific claim number, is there any way I can search using a specific claim number or do I have to search with the bureau number?

**A:** Yes, you can search using the claim number that was assigned to the claim.
- 3. Q:** What is notarized and what is electronic signature?

**A:** LIBC-751 needs to be notarized claim admin should prepare 751 in WCAIS print the form, notarize then scan and upload. On the other hand, when preparing a form and submitting online you can indicate through an electronic signature that you agree to and accept the terms.
- 4. Q:** Where do I go to find the jurisdiction claim number?

**A:** On the navigation bar, **Press Search > Press Search Matter > Press Claim**. If you go to the search screen use can search a claim by claimant or employer details. In the search results, claim number is displayed. The claim number is the JCN.
- 5. Q:** When going to check if the claim was accepted or rejected, can I correct a rejected claim and resubmit right then and there?

**A:** Yes, you can click on that specific transactions, make the changes and resubmit.
- 6. Q:** What is the difference between the claim administrator claim number, jurisdiction number and agency number?

**A:** The jurisdiction number is a unique number assigned to every claim by the bureau. Prior to Sept. 9, 2013, all the accepted R1 FROI's were assigned a number called the agency claim number. The claim administrators can continue to use this number when they submit their transactions. The Claim administrator claim number is the number that is provided to BWC by the claim administrators. This number is a unique number that is assigned by the claim administrator's system (the insurer).
- 7. Q:** If I have a medical only claim, do I have to input a FROI before I can input the medical only claim?

**A:** Claim administrators need to indicate that the claim is a medical only claim when filing the FROI online. As per PA it is not mandatory to report a medical only claim to BWC.
- 8. Q:** On filing a utilization review, I currently list the provider that I want to be reviewed but do I also need to list all providers that are associated with the claimant?

**A:** No, that has not changed but indicating other providers is optional in WCAIS. You can also add as many treatment providers as you would like to the request.
- 9. Q:** Is uploading a form on WCAIS the same a filing a form with the bureau?

**A:** Yes.