

Solr Advanced Search Tool



1. Enhanced Search Bar
 - Integrated the enhanced search capability to external stakeholders



Solr Advanced Search Tool

- Search results now include WCAIS matters
 - Result fields include selected details of various matters
- A new category of results include WCAIS matters.

WCAIS Name, FERN, Date of birth, etc. [Keyword Search Tool](#)

Appeal
A14-1213
Claimant/Employer Name: Samsung Fire | Defendant/Employer Name: ABC Inc. | Business Unit: XY Unit
File Date: 8/15/15 | Status: Active | Date of Injury: 8/15/15
[View More](#)

Claim
786855
Claimant/Employer Name: Samsung Fire | Defendant/Employer Name: ABC Inc. | Business Unit: XY Unit
Agency Claim Number: 232522 | SSN: 98545788 | File Date: 8/15/15 | Status: Active | Date of Injury: 8/15/15
[View More](#)

Matters	Counts
All	120
Appeals	20
Disputes	30
Claims	40
WCAB Petition	10

Others	Counts
All	20
Headline	20

Dispute
DSP-2425242-1
Claimant/Employer Name: Samsung Fire | Defendant/Employer Name: ABC Inc. | Business Unit: XY Unit
Judge: John Max | File Date: 8/15/15 | Status: Active | Date of Injury: 8/15/15
[View More](#)



Solr Advanced Search Tool

- Advanced search for WCAIS matters
- The *View More* link presents a Quick-Glance of matter details without leaving the search results

WCAIS Name, FERN, Date of birth, etc. [Keyword Search Tool](#)

Advanced Search for Claims

Claimant/Employer Name:
Claim Number:
Claimant Id:
Date of Birth:
Date of Injury:
Business Unit:
Claim File Date:

Claim
786855
Claimant/Employer Name: Samsung Fire | Defendant/Employer Name: ABC Inc. | Business Unit: XY Unit
Agency Claim Number: 232522 | SSN: 98545788 | File Date: 8/15/15 | Status: Active | Date of Injury: 8/15/15
[View More](#)

Matters	Counts
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Solr Advanced Search Tool – Quick-Glance

6. Users can get a Quick-Glance of matter details including Interested Parties without leaving the search results
7. Selecting the View (Matter) Summary from Quick-Glance navigates to the corresponding matter summary screen

Claim Information

WCAIS Claim: 4179571 Claimant/Employee Name: SCHLOPY, SHAWN 6

Defendant/Employer Name: XYZ Corp Claim Status: FROD Date of Injury: 3/5/2012

Interested Parties

Name	Type	Business Unit	Correspondence Address	Email Address	Action
SHAWN SCHLOPY	Claimant/Employee		4875 FLINT ROAD, GREAT VALLEY, NY 14741		Change Entry
LINDA RYBET, ESQ. (EDGAR RYBET & ASSOCIATES, LLC)	Claimant's Attorney (SHAWN SCHLOPY)		2000 FLANK RD STE A, ALTOONA, PA 16601-9361	wcas.hard@gmail.com	Change Entry
AIR LIQUIDE USA	Defendant/Employer		2700 POST OAK BLVD, SUITE 1800, HOUSTON, TX 77056		Change Entry

Associated Recipients

Additional Defendants/Employers

7 [View Claim Summary](#)



Solr Enhanced Search Tool Benefits

- Better Response Time for WCAIS Search (30 milliseconds or less)
- No timeouts
- Eliminates limit on search results
- Allows open ended search
- Locates records using nick names match
- Allows wildcard searches – contains, begins with, ends with
- Supports AND / OR terms (open ended)
- Supports fuzzy logic search using “~”
- Enables search term highlighting in Enhanced Search results
- Enables integrated Enhanced Search in external user workflows
- Introduces real-time indexing for WCAIS matters – no more waiting for overnight indexing



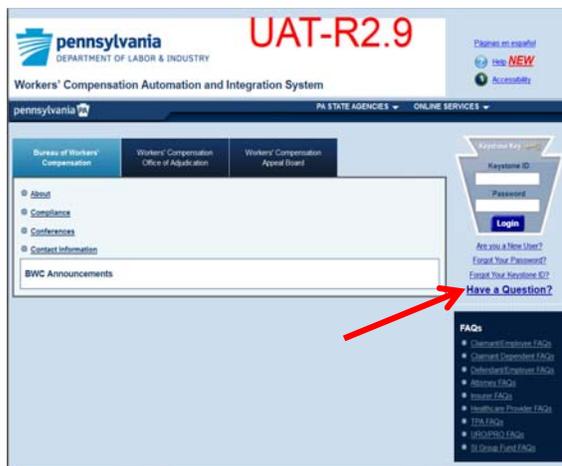
Customer Service Center

- Search our huge repository of topics, previously answered questions and FAQs
- Submit questions directly to the right Bureau personnel



Customer Service Center

- Users also have access from the login page at www.WCAIS.pa.gov



CUSTOMER SERVICE

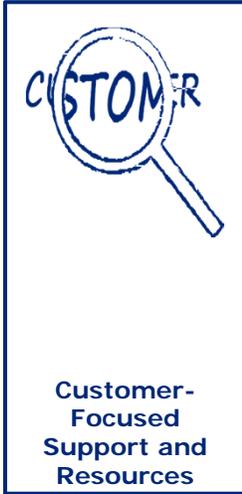


The One Stop Shop - TOSS

- Redesign of Customer Service Center within WCAIS – currently at [Help](#) link
- Resources and support for Workers Compensation Community
- Search our knowledge base:
 - Previously Asked Questions
 - Ask a Question
 - Incorporates Robohelp
 - Print instructions right from within a page
 - Quick access to How to Guides and Training Simulations



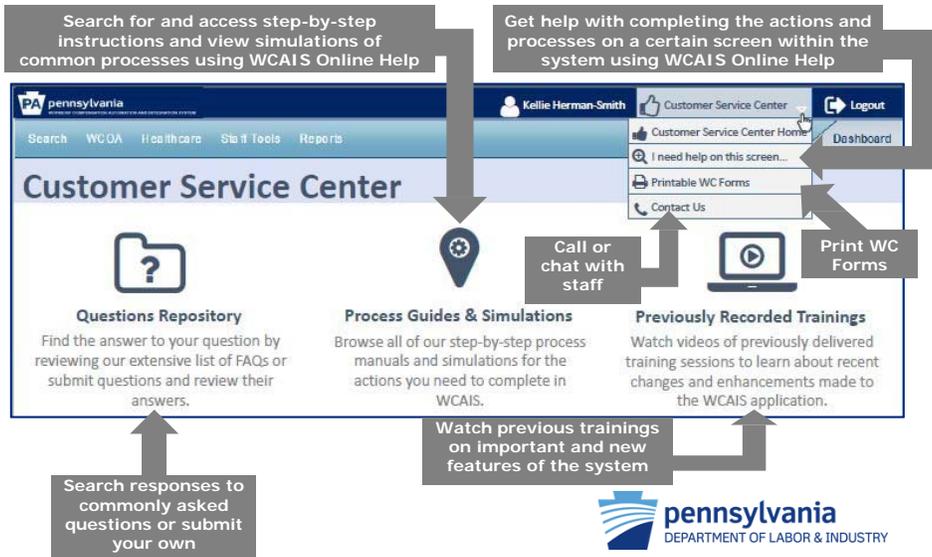
Training One-Stop Shop (TOSS)



-  Provides one location within WCAIS for members of the workers' compensation community to access all training-related help and resources
-  Has a new user-friendly "look and feel" that allows users to navigate seamlessly throughout the system to perform the actions they need
-  Allows users to easily search for and find different types of training materials including:
 - Previous training recordings
 - Simulations of common actions and processes
 - Step-by-step instructions of certain actions
 - Frequently asked questions and answers
 - Important messages regarding the system



TOSS – Customer Service Center



TOSS-WCAIS Online Help

The screenshot shows the WCAIS Online Help interface. At the top, there is a blue header with the title "TOSS-WCAIS Online Help". Below the header is a navigation bar with "WCAIS Help" on the left and a "Search Bar" on the right. A "Search Tab" callout points to the search bar. On the left side, there is a "Table of Contents" callout pointing to a list of menu items including Welcome, WCAIS Overview, Registration, Common WCAIS Functions, Claims, Compliance, EDI, Healthcare Services, Self Insurance, Adjudication, Appeal Board, Video Simulations, Previously Recorded Trainings, and Archived Materials. On the right side, a "Print Button" callout points to a printer icon. The main content area features a "Welcome to WCAIS Online Help!" message, a brief description of WCAIS, and several key features: Procedure-Based Help, Video Simulations, and Previously Recorded Trainings. An important note is also present, along with a "Last Updated" date of 6/24/2016.

Key Features

- ✓ Delivers help content in a user-friendly format
- ✓ Offers quick access to How-To Guides, webinars, and training simulations
- ✓ Provides screen-specific and process-based help
- ✓ Contains an advanced search by keyword for easy content retrieval

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TOSS – Contact Us

The screenshot shows the "TOSS – Contact Us" page. At the top, there is a blue header with the title "TOSS – Contact Us". Below the header is a navigation bar with the Pennsylvania logo, "Customer Service Center", and "Logout". A search bar is also present. The main content area features a "Contact Us" heading and a search bar. Below this, there is a section titled "Do you have a WCAIS or Workers' Compensation related question?". This section contains three options: "Submit a Question" (with a question mark icon), "Chat with Us Online" (with a speech bubble icon), and "Call the Help Desk" (with a headset icon). The "Chat with Us Online" option includes a callout that says "Provides ability to chat online with staff" and a "Chat Now" button. The "Call the Help Desk" option includes contact information: "Toll Free Inside PA: 800-482-2383", "Local and Outside PA: 717-772-4447", and "M-F 8:00 AM to 4:30 PM".

Accessible within WCAIS by:

- Selecting from the drop-down menu in the top right-hand corner of the screen, or
- Selecting the **Contact Us** link at the bottom of the screen

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TOSS – Contact Us (Chat Feature)

The screenshot shows the 'Contact Us' page on the Pennsylvania Department of Labor & Industry website. The page features three chat options:

- Bureau of Workers' Compensation:** Chat with us about general workers' compensation questions or for assistance using WCAIS. Non-English speaking customers should contact the Helpline by phone at 800-482-2383 and a language interpreter can be arranged for the call. Hours: M-F 8:00 AM to 4:00 PM. [Chat Now](#)
- Workers' Compensation Office of Adjudication:** Chat with us about adjudication-related questions such as Disputes, Entry or Withdrawal of Appearance, Answers, Briefs, Decisions, Exhibits, Petitions, Requests, etc. Hours: M-F 8:00 AM to 4:30 PM. [Chat Now](#)
- Workers' Compensation Appeal Board:** Chat with us about appeal-related questions such as Appeals, Briefs, Hearings, Opinions, Requests/Motions, etc. Hours: M-F 8:00 AM to 4:00 PM. [Chat Now](#)

Important Note: When referring to a particular matter, please do not share social security numbers or any other Personally Identifying Information (PII).



Forms Solution

EDI generation of the LIBC 495 (Notice of Compensation Payable), 496 (Notice of Workers' Compensation Denial), 501 (Notice of Temporary Compensation Payable), & 502 (Notice Stopping Temporary Compensation).



Forms Solution

Both filing obligations completed in One Step!

Forms Solution is the EDI generation of:

- LIBC-495 Notice of Compensation Payable
- LIBC- 496 Notice of Compensation Denial
- LIBC-501 Notice of Temporary Compensation Payable
- LIBC-502 Notice Stopping Temporary Compensation

- ✓ Will eliminate the duplicate entry of the information contained on these forms.
- ✓ Your forms requirement and your EDI requirement will both be completed with the same transaction!



Forms Solution

NCPs, NCDs, NTCs, and Stopping Notices account for 69% of all forms filed with the Bureau in 2015

Forms Solution will alleviate the following for the highest volume forms:

- Bureau filing requirement and creation of form in one step!
 - Save on postage for Bureau filings!
 - Mailing time extracting from regulatory filing deadlines!
 - Newly designed forms fit in window envelope!
-
- No more paper versions of these forms will be accepted at the Bureau effective June 27, 2016!
 - No standalone copies will be accepted – no Quick & Easy
 - Removed from the Bureau's website and WCAIS Forms Generation



Forms Solution

- The EDI transaction used to create the form will stand as the “official record” of the filing.
- It will not be possible for you to issue or file an NCP, TNCP, NCD or Stopping notice without having a FROI on file, establishing a claim in WCAIS.
- For any claim you intend to file a bureau document(s), there must be a FROI.



Forms Solution – Revised Forms

Revised – NCP, NCD, TNCP & Stopping Notice

- Removed all references to paper filing and uploading.
- TPA Box Added
- All your needs for pen and ink are covered!
- Condensed Employee Address for window envelope!



NOTICE OF COMPENSATION PAYABLE

EMPLOYEE

JOHN A DOE JR
123 MAIN ST
APT 2B
ANYTOWN PA 12345

Date of birth 07 - 04 - 1976
MM DD YYYY

County DAUPHIN

DATE OF NOTICE
04 - 30 - 2016
MM DD YYYY

DATE OF INJURY
04 - 23 - 2016
MM DD YYYY

SOCIAL SECURITY NUMBER
111 - 111 - 1111

WC ID NUMBER
1234567890



FORMS SOLUTION



Forms Solution – Training Webinars

Webinars scheduled for Insurers, TPA's, and Self Insured Employers:

- Option 1: Tuesday, 6/21/16 2:00 pm – 3:30 pm
- Option 2: Wednesday, 6/22/16 9:30 a.m. – 10:45 a.m.

Extra “catch-all” session:

- Tuesday, 6/28/16 1:30 pm – 2:30 pm (only one hour in length – very general overview of entire June release)



Forms Solution – Training Webinars

- Announcements and invitations will be distributed in Constant Contact e-mail blast.
- Make sure you are on our list for these and other announcements and informational messages.



Enhancement to Records Requests

Enhancement of Records Requests

- ✓ Registered WCAIS users can initiate both regular and subpoena records requests using the WCAIS dashboard
 - Will save time and expense sending requests through the mail.
- ✓ Offers a self-service channel for WCAIS-registered requestors to access their records; and
 - Reduction of scanning and indexing records and preparing for return by mail will reduce BWC workload by 75 % to 85%
 - Reduce the turnaround time for customer receipt



Handouts

- 👉 Claim Flow
- 👉 Forms Solution Q & A Grid
- 👉 Top 10 Reasons for Claims Rejections



Bureau of Workers' Compensation



Questions??



Use the new Customer Service Center in WCAIS!!

We are in the WCAIS booth for the duration of the conference.