WCAIS Webinar for Employers

Thank you for joining the webinar. This webinar is being recorded and will begin shortly.

Q&A will be available at the end of the session; If you have questions during the presentation, please send them via chat to Shaina Wright.

Dial in: 800-369-1897
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WCAIS Webinar Series

Employers

May 2014

Information for Employers regarding the Workers' Compensation Automation and Integration System (WCAIS)

Agenda

	WCAIS Overview
	Registration
	Search/View Claims
	Submit Employer's Certificate of Insurance
	Resources
	Questions

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WCAIS Overview

Benefits of WCAIS

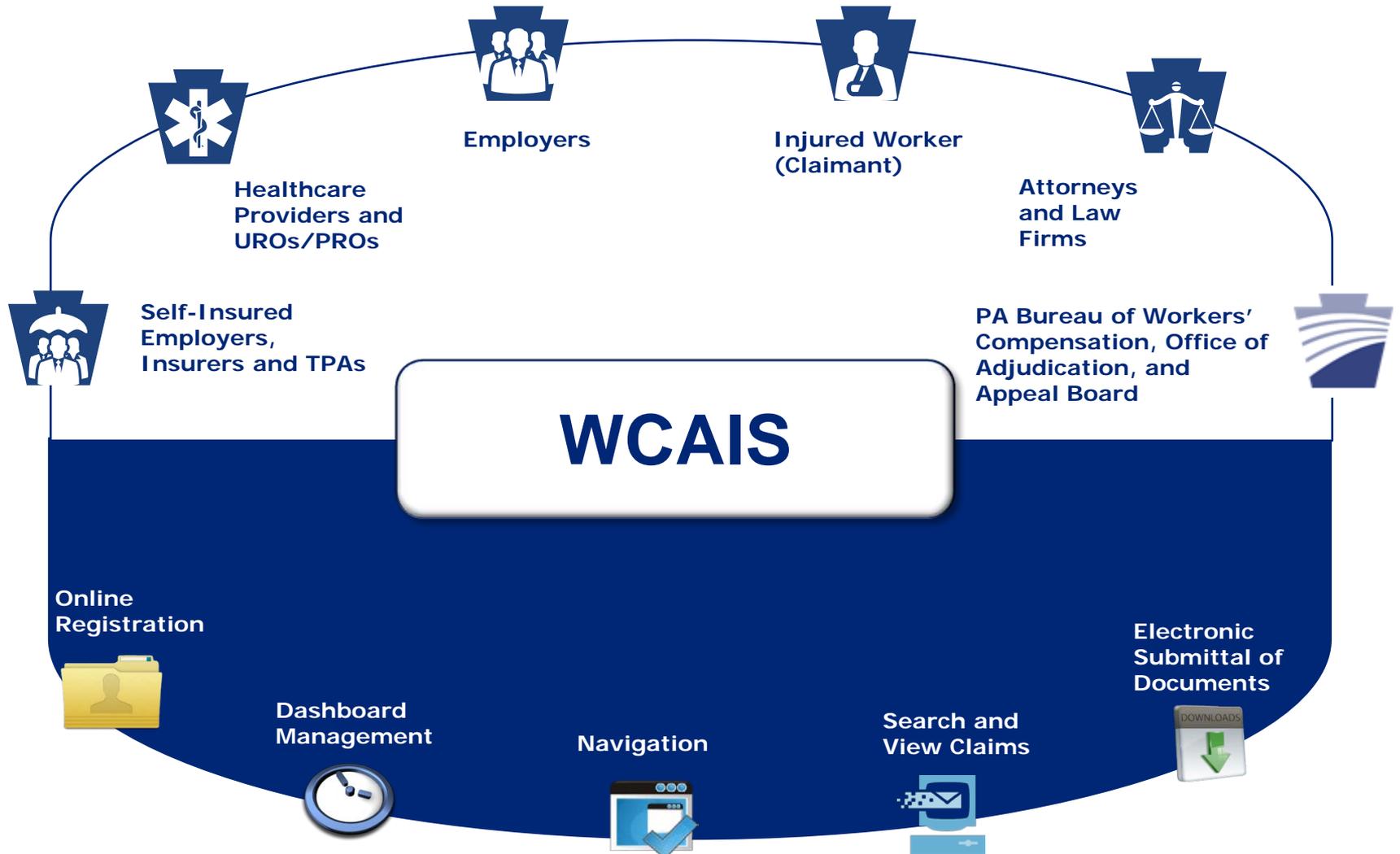|	
24/7 online access	**Electronically submit a Certificate of Insurance and Proof of Coverage**
Report work-place injuries	**Monitor the status and history of claims, disputes and appeals**
File an Impairment Rating Evaluation (IRE) appointment	**File an application for utilization review**

Workers' Compensation Services Management Enabled by WCAIS

User How-To Guides

- For every function in WCAIS discussed in this presentation there are How-To Guides (HTGs) available for users to use and follow for step-by-step directions for each process

- The HTGs and Frequently Asked Questions (FAQs) are available from the homepage of WCAIS (www.wcais.pa.gov). Access the Online Help Center either below the Keystone Key log-in section or in the upper right-hand corner of the screen

- Relevant HTGs will be listed throughout this presentation as they relate to the processes discussed

Páginas en español
Help
Accessibility

Keystone Key
Keystone ID

Password

Login

Are you a New User?
Forgot Your Password?
Forgot Your Keystone ID?

FAQs
- Claimant/Employee FAQs
- Claimant Dependent FAQs
- Defendant/Employer FAQs
- Attorney FAQs
- Insurer FAQs
- Healthcare Provider FAQs
- TPA FAQs
- URO/PRO FAQs
- SI Group Fund FAQs

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Registration

Register for WCAIS

The online registration process provides users with a "Keystone ID" and password, a unique set of credentials that is used to access WCAIS.

HTG: **"Self-Register to Get an Account (Keystone ID and Password): 'Employers'**

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Specific User Roles

Role	Responsibilities
Employer	• An individual employer includes all employers in Pennsylvania. Employers must have Worker's Compensation insurance and must register in the WCAIS system.
Individual Self-Insured Employer	• Self-insured (SI) employers only need to register in WCAIS once as an employer. If the employer would like to apply to be a SI employer, they can do so once they register. SI Employers are granted access to WCAIS by the PIN provided by their administrative user.
Group Self-Insured Employer	• Group self-insured fund **administrators** must register once as a group fund and distribute the group PIN to associated members in the fund • Members who are associated with a Group self-insured fund must use the PIN distributed by the group self-insured fund administrator to register as a representative.
Third Party Administrator (TPA)	• Acts on behalf of employer for administration of Electronic Data Interchange (EDI) for claims processing. • A transaction partner, on behalf of the insurer/TPA will be responsible for sharing the FROI/SROI data with the Bureau of Worker's Compensation (BWC).
Insurer	• Insurers send Worker's Compensation claims electronically through EDI. This includes information such as First Report of Injury (FROI) and Subsequent Report of Injury (SROI) to BWC.

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Register for WCAIS

- To access WCAIS, employers must first complete the online registration process at the homepage, https://www.wcais.pa.gov
- Select **Are You a New User?** and follow the prompts
- Employers can establish users in distinct role categories including:
  1. **Administrative user**
     - Verify and approve user requests for all non-administrative users
     - Reset passwords for users within the firm
     - Modify user profiles
     - Employers are encouraged to have more than one administrative user
  2. **Non-administrative user**
     - Granted access through a registration PIN provided by administrative user
     - Most staff are assigned non-administrative user roles

Keystone Key

Keystone ID
Ex. b-joansmith0

Password

Login

Are you a New User?
Forgot Your Password?
Forgot Your Keystone ID?

Employers can self-verify using the UC account number if the organization exists in WCAIS or by providing details for three or more claims. Employers can apply for SI status after registration.

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Demo

Search/View Claims

Search/View Claims

Employers can search and view all associated matters through the **Search Matter** link on the dashboard. This includes claims, appeals, disputes, petitions, etc. that are associated with the employer. The summary screen provides a comprehensive set of details about matter including history, interested parties, and documents and correspondence.

HTG: "Search/View Matters"

FYI: Users can file a petition on a specific claim by selecting **Dispute → File a Petition** on the **Claim Summary**

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Employers can search for a claim from their **Dashboard**: select **Search → Search Matter → Claim**

From the **Search Claim** screen, employers can search using:

- Matter Information
- Claimant Information
- Other Information, such as Defendant/Employer Name

WCAIS uses the entered search criteria to identify all matching claims and displays the results. The details of the claim can be viewed by clicking on the desired **Claim #** after conducting a search.

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Demo

Submit Employer's Certificate of Insurance

Submit Employer's Certificate of Insurance

Employers can submit their certificate of insurance online through WCAIS. This process is used when an employer is identified as a new or modified business and receives either the first or second request to submit their certificate of workers' compensation insurance and proof of coverage.

HTG: "Submit Employer's Certificate of Insurance"

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Submit Employer's Certificate of Insurance

To file an application for review, employers select **Compliance →
Compliance Forms → Submit Employer's Certificate of Insurance** on
the **Dashboard**.

Information required to complete process includes:
- Pennsylvania employer account number
- Number of Pennsylvania employees
- Policy number and information
- Supportive documents
  - The **Declaration Page of the Certificate of Insurance**

If your coverage information is up to date, the following notice will display on the **Dashboard**.

Follow the prompts to **Submit Employers Certificate of Insurance**:

1. Enter insurance and policy information

2. Upload supportive documents

Once the form is submitted, if necessary, press the **View Employer Proof of Coverage and Exceptions, Religious Exceptions** or **Domestic Inclusions** links to indicate various exceptions.

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Resources

Resources

- WCAIS is available at https://www.wcais.pa.gov

- Access the Online Help Center (top right-hand corner) in WCAIS
  - FAQs
  - How-To Guides

- Refer to the WCAIS Training Resources Page: http://www.portal.state.pa.us/portal/server.pt/community/wcais/20738/training_resources/1667298

- Call or email the BWC Helpline with any issues or concerns
  - Toll free inside PA: 1-800-482-2383
  - Local and outside PA: 1-717-772-4447
  - ra-li-bwc-helpline@pa.gov

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Questions