Managing Pennsylvania's Worker's Compensation Program

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

WCAIS Overview

Features of WCAIS

Employer Specific Functions

Resources
WCAIS Overview
Purpose of This Overview

• Understand how the implementation of a new computer system by the Pennsylvania Department of Labor & Industry impacts employers who provide workers’ compensation coverage to their employees
• Provide information relevant to employers on WCAIS functionality
• Identify additional resources for support when using WCAIS
• Most Pennsylvania employers are required to provide workers’ compensation coverage to their employees

• Employers may purchase workers compensation insurance from one of the 300+ private sector insurers who offer workers’ compensation policies, including the State Workers’ Insurance Fund (SWIF)

• In some cases, certain employers may choose to be self-insured

• Employers are required to submit new claims and/or activity on existing claims to the Bureau of Workers’ Compensation (BWC)
Before WCAIS, user interaction was limited:

- File and submit documents by mail
- Limited electronic interaction
- Call helpline for the status of claim and basic information

Now, employers can submit data electronically using WCAIS!

**The web-based system will provide users with “24/7” electronic access and availability of online services**

The workers’ compensation community will have access to all matters including claims, disputes and appeal information.
Workers’ Compensation Services Management Enabled by WCAIS

- Online Registration
- Dashboard Management
- Navigation
- Search and view Claims
- Electronic Submittal of Documents

- Healthcare Providers and UROs/PROs
- Employers
- Injured Worker (Claimant)
- Attorneys and Law Firms
- PA Bureau of Workers’ Compensation, Office of Adjudication, and Appeal Board
- Self-Insured Employers, Insurers and TPAs
- WCAIS

Pennsylvania Department of Labor & Industry
# Common Terms

<table>
<thead>
<tr>
<th>WCAIS Term</th>
<th>Old Term(s)</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interested Parties</td>
<td>Parties to Claim, Parties of Record</td>
<td>Any party that is related to a case/claim</td>
</tr>
<tr>
<td>Claimant/Employee</td>
<td>Employee, Interested Party, Claimant</td>
<td>Injured worker prior to claim, after claim is created or after appeal is filed</td>
</tr>
<tr>
<td>Insurer</td>
<td>Insurance Carrier, Carrier</td>
<td>Group Self-Insurer, SWIF, Self-Insurer, Insurance Carrier</td>
</tr>
<tr>
<td>Matter</td>
<td>NA</td>
<td>Includes Appeals, Claims, Disputes, Hearings, Opinions, and Petitions</td>
</tr>
<tr>
<td>Claim</td>
<td>Claim, Bill</td>
<td>A single instance of a particular injury reported on a particular date</td>
</tr>
<tr>
<td>Claim Summary</td>
<td>Claim File</td>
<td>Contains and stores the claim information</td>
</tr>
<tr>
<td>Petition</td>
<td>Petition</td>
<td>Filed when an interested party requests an action taken by a WC Judge or Appeal Board</td>
</tr>
<tr>
<td>Dispute</td>
<td>Case</td>
<td>Created when a petition is filed, a party requests mediation, or an administrative appeal is approved for litigation</td>
</tr>
<tr>
<td>Dispute Summary</td>
<td>Case File</td>
<td>Contains and stores the case information relevant to a dispute</td>
</tr>
<tr>
<td>Appeal</td>
<td>Appeal</td>
<td>Filed when an associated party is not satisfied with the WC Judge’s decision</td>
</tr>
<tr>
<td>Appeal Summary</td>
<td>Case File</td>
<td>Contains and stores the appeal information for WCAIS</td>
</tr>
<tr>
<td>Defendant/Employer</td>
<td>Employer</td>
<td>Employer</td>
</tr>
</tbody>
</table>
• 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 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.
Common User Functions
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<th>Features of WCAIS</th>
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<td>Dashboard Management</td>
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<td>Navigate WCAIS</td>
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<tr>
<td>Search/View Claims</td>
</tr>
<tr>
<td>Upload Documents</td>
</tr>
</tbody>
</table>
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 the Workers’ Compensation Automation and Integration System (WCAIS).

HTG: “Self-Register to Get an Account (Keystone ID and Password): ‘Employers’

FYI:

• Self-insured employers that are not associated to a group self-insured fund must register in WCAIS once as an employer and distribute the PIN to non-administrative users in the organization
Register for WCAIS

- To access WCAIS, self-insurers 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

- **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.
Dashboard Management

After logging into WCAIS, users are automatically directed to the dashboard as the starting point for all functions. The dashboard is a ‘key task’ management tool. It contains **Alerts**, **Correspondence** and **Upcoming Events. Quick Links** also display according to the assigned login. Functionality exists to add or remove customized dashboard items.

**HTG:** “**Manage Your Dashboard**”

**FYI:** Employers will be able to see their claims, appeals and disputes from the dashboard.
Dashboard Management

Dashboard

Alerts: 1.

Correspondence: 2.

The alerts section displays messages to the users set by the commonwealth staff.

The correspondence section displays any correspondence sent by the commonwealth to the logged in user. The electronic correspondence is received in lieu of paper if that preference is set by the user.
Dashboard Management

Dashboard

Alerts:

<table>
<thead>
<tr>
<th>Data</th>
<th>Alerts</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Data Found</td>
<td></td>
</tr>
</tbody>
</table>

Correspondence:

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Case #</th>
<th>Date Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Claims Status Report</td>
<td></td>
<td>10/10/2013</td>
</tr>
<tr>
<td>Conversion Notice</td>
<td>CLAIM NUMBER - 4222874</td>
<td>9/27/2013</td>
</tr>
<tr>
<td>Conversion Notice</td>
<td>CLAIM NUMBER - 4222877</td>
<td>9/27/2013</td>
</tr>
<tr>
<td>Conversion Notice</td>
<td>CLAIM NUMBER - 4213312</td>
<td>9/27/2013</td>
</tr>
<tr>
<td>Conversion Notice</td>
<td>CLAIM NUMBER - 4214719</td>
<td>9/27/2013</td>
</tr>
</tbody>
</table>

3. The dashboard widgets can be customized by the logged-in user. The user can choose to see associated functions by selecting Add Item in the drop down menu.

4. The My Utilization Reviews widget displays a summary of all claims that the logged-in user is affiliated with.

5. The Remove from Dashboard widget can be selected to remove any dashboard items.
Navigate WCAIS

From the Dashboard, users can navigate WCAIS and perform specific employer related functions such as search appeals, claims, and disputes, and submit proof of coverage and exceptions. Users can also update and change profile information from the dashboard.

FYI:

- Under the **Profile** tab, a user can indicate preferences for communications by mail or email as well as update associated addresses.
From the **Dashboard**, employers can perform the following functions:

- Manage self-insurance and/or submit proof of coverage and exceptions of insurance
- Submit a request for hearing to contest fee review determination
- Submit utilization review applications
- Submit EDI transactions
- Submit UEGF notices
- File WCAB and WCOA petitions
- View profile and update information
  - Select communication by mail or email
- Search/view specified matters
  - Appeals, claims, WCAB petitions, hearing, opinion, disputes
Search/View Matters

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
Users can search various matters

- Appeals
- Claims
- Disputes
- Hearings
- Opinions
- WCAB petitions

To search/view one of these matters, users must enter one of three types of information:

1. Claim ID #
2. Claimant information
3. Other information
   - Defendant/employer name
   - Claim file date
Users can perform the following functions from the **Claim Summary** screen:

- View claim history
- View interested parties
- View injury details
- File a petition through dispute
- Request mediation through dispute
- Appeal case information
- View benefits information
- Submit SFR application (LIBC-662)
- View healthcare services request
- View payment history
- Submit LIBC forms through actions
- View documents and correspondence
- Submit EDI transaction
Upload Documents

Many functions in WCAIS require the user to upload supporting documents. Regardless of the path, the process to upload a document is consistent throughout the system.

HTG: “Upload Documents”

FYI: When users are uploading documents (e.g., brief) to an existing matter, the user searches for and selects the appropriate matter record. WCAIS navigates the party to the appropriate summary screen and the user selects the Actions, Disputes or Documents and Correspondence tab to upload.
• When uploading documents through WCAIS, the screen will always display an **Upload Document** link:

1. Click upload document to expand section
2. Select the appropriate sub category
3. Select the appropriate document type
4. Click browse to open the file upload screen
5. **Optional: enter document description**
6. Click upload document
7. Click continue
• WCAIS only accepts document files that are 10 megabytes (4096 kilobytes) or smaller in size

• **Tips for Reducing the File Size**
  - Scan in black and white
  - Determine the lowest acceptable resolution
  - Divide large documents into several smaller documents
  - Limit a page’s dimensions to its true size
  - Avoid using Optical Character Recognition (OCR)
  - Use the “Reduce File Size” feature in PDFs
Employer Specific Functions
<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit Employers Certificate of Insurance</td>
<td></td>
</tr>
<tr>
<td>View and Manage Disputes</td>
<td></td>
</tr>
<tr>
<td>Submit a Self-Insurance Application</td>
<td></td>
</tr>
</tbody>
</table>
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”*
To file an application for review, users select **Compliance → Compliance Forms → Submit Employer’s Certificate of Insurance** on the dashboard.

Information required to complete process:
- 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 Exceptions links to indicate various exceptions.
View and Manage Disputes

Employer users can view and manage disputes online through WCAIS. Once the appropriate dispute has been selected, users can perform various functions. Users must be an interested party to access and view disputes.

*HTG:* “File an Answer to a WCOA Petition” and “File an Appeal Online”

*FYI:*
- Users can file an answer on a specific dispute by selecting **Dispute → File a Petition** on the **Dispute Summary**
- Users can file an appeal on a specific dispute by selecting **Dispute → Decision → File Appeal** on the **Dispute Summary**
To view and manage disputes, users select **Search → Matter → Dispute** or select a dispute number in the **My Disputes** widget on the **Dashboard**.

Information required to complete process:
- Associate claim information (e.g. “Dispute Number”)
- Desired type of petition
- Supportive documents
From the **Dispute Summary** screen, users can view and manage:

- General information
- Interested parties and associated recipients
- Petitions and answers
- Hearing information
- Mediation information
- Exhibits
- Witnesses
- Briefs
- Decisions
- Documents and correspondence
To file an answer, users select **Petitions and Answers → File Answer** on the Dispute Summary screen.

- The answer form displays based on the petition type selected.
- User follows the prompts, indicates **Manner of Service** and certifies submission.

Once submitted, WCAIS generates a **Proof of Service** correspondence to all interested parties and all selected associated recipients.
An appeal is filed when an interested party disagrees with the judge’s decision on a dispute.

Users file an appeal by selecting **Decisions → File an Appeal** on the **Dispute Summary** screen and following the prompts:

- Select **Appeal type** and provide the reason for filing the appeal
- Upload supporting documents

Once submitted, WCAIS sends a **Proof of Service** to the WCOA field office and to all selected interested parties and associated recipients.
Submit a Self-Insurance Application

Employers can register as a self-insured employer by submitting a self-insurance application in WCAIS. WCAIS enables the applicant to save the application and access it at a later time for completion.

HTG: “Submit Initial Self-Insurance Application: Public Employer (Private Employer”

FYI: If an application is initiated and not resumed within a period of 90 days, WCAIS will delete the application.
• To begin the self-insurance application process, users select **Self-Insurance** → **Self Insurance Program** on the dashboard.

• In order to apply for self-insurer status, employers must meet the following requirements:

1. Have liquid assets of $10 million or more
2. Have been in business for at least three consecutive years
3. Provide audited financial statements for the past three years
4. Maintain an adequate accident and illness prevention program
For employers who have not applied for self-insurer status before, the program summary screen contains the **Manage Program** tab.

1. The user clicks the **Apply for Individual SI** button.
2. The user then follows the prompts on the next screens.

For more information on self-insurer status, or group self-insurer status, the user can choose “**Click here to learn more about Individual Self-Insurance**” or “**Group Self-Insurance**”.
• Under the **Initial Application Package** screen, users can access and complete the following tabs:

1. Applicant information
2. Contact information
3. Financial info/ credit rating
4. Operations information
5. Insurance experience
6. Modified manual premium
7. Locations list
8. Excess insurance and securities
9. Health and safety
10. Certify

• Users choose which request type they are (self, self and affiliates, or affiliates only) and then continue on with the prompts
Resources
Helpline

The BWC helpline is another resource to the workers’ compensation community. Helpline can be reached Monday through Friday 7:30 a.m. – 4:30 p.m.

- Toll Free inside PA: 800-482-2383
- Local outside PA: 717-772-4447
- ra-li-bwc-helpline@pa.gov
Resources and Helpful Links

- WCAIS is available at https://www.wcais.pa.gov
- Refer to detailed, step by step how-to guides for specific assistance
- Refer to FAQs page
- Refer to the Training Resources page