



MINNESOTA

**WORKERS' COMPENSATION
MODERNIZATION PROGRAM**

Insurer, Self-Insured, TPA, and Trading Partner Answer Hour

September 9, 2020



DEPARTMENT OF
LABOR AND INDUSTRY

Work Comp Campus launch delayed as stakeholders prepare

The Department of Labor and Industry (DLI) is committed to the success of its Workers' Compensation Modernization Program (WCMP). In light of challenges facing the external stakeholder community – attorneys, health care providers, insurers, rehabilitation providers and others – DLI has made the decision to delay the launch of its new workers' compensation claims portal, Work Comp Campus, until Nov. 2.

Why delay launch?

- Time requested to work through their business readiness plans
- Technology implications due to COVID and overall transformation due to Campus
- More exposure to the system for key stakeholders
- 60-day delay was included in bill language previously sent to legislature during regular session
- System is built, has been tested and is ready at this time

What to Expect over the next 60 Days

Communication

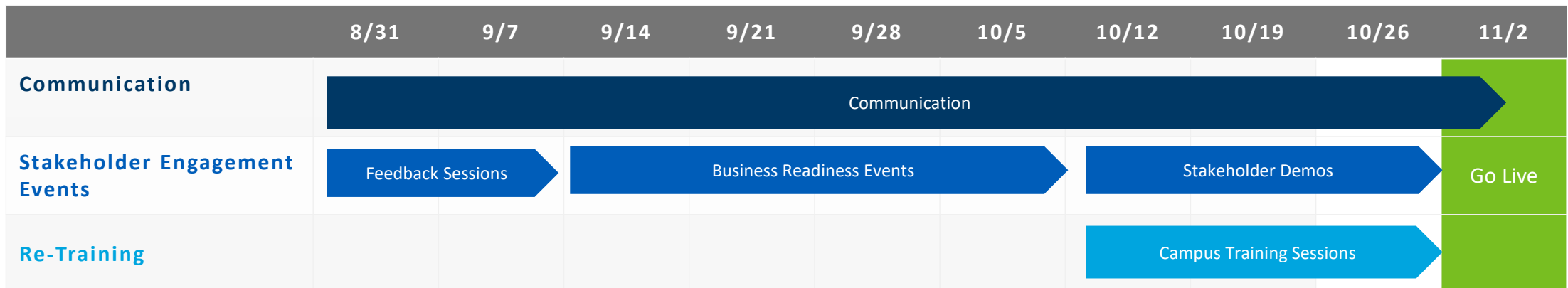
- Communicate rationale for go-live delay
- Communicate business readiness
- Weekly communication to internal and external stakeholders providing updates on business readiness criteria
- Pulse check surveys to assess readiness

Stakeholder Engagement

- Stakeholder feedback sessions with all external & internal groups
- Strategic business readiness activities to address gaps
- Stakeholder system demos with all external stakeholder groups

Re-Training

- Business process specific trainings with external stakeholder groups
- DLI led re-training of external users



Themes from Stakeholder Pulse Survey from 8/21

- Stakeholders have concerns about their individual and organization's readiness for Campus go live
- Stakeholders are feeling a lack of confidence in their ability to use the Campus application
- Stakeholders expressed a lack of understanding in what support is available for go live

Stakeholder Engagement Plan

Stakeholder Feedback Sessions

Immediately following announcement of delayed Go-Live

- Feedback from all external stakeholder groups to confirm & clarify themes from pulse survey
- Identify change management themes
- Identify business readiness gaps & opportunities for training

Stakeholder Readiness Events

Targeted meetings & events to address business readiness

- Address specific feedback from stakeholder groups
- Measure groups against business readiness criteria
- Implement mitigation plans as needed based on business readiness gaps/concerns

Stakeholder Campus Training

Targeted testing & demos to increase system knowledge

- Targeted demos for specific functionality
- Utilizing demos during Campus Answer Hours to address questions and showcase Campus functionality

Change Leaders by Stakeholder Group

**Insurers
&
Trading
Partners**

Melissa Parish

**Rehab
Providers**

Mike Hill

Law Firms

Richard Davis

Employers

Tom Hanson

Business Readiness

Questions	Action Items
<p>What type of support does your organization need to successfully transition to Campus?</p> <p>What is your understanding of the changes from current state to future state?</p> <p>What support does your organization need to adopt new business processes?</p> <p>What are the specific tasks, criteria or measures that need to be part of your business readiness plan?</p>	<p>Business Readiness Plan</p>

Questions	Action Items
<p>How can the use of demos increase your knowledge of Campus?</p> <p>What process related questions do you have as a stakeholder in your industry?</p> <p>What policy related questions do you have as a stakeholder in your industry?</p> <p>What other opportunities will help your organization be ready for the future state?</p>	<p>Strategic Re-Training Plan</p>

Stakeholder Engagement

Questions	Action Items
<p>What type of stakeholder activities and communications do you find most effective?</p> <p>What activities will help you feel engaged and supported over the next 2 months as an external stakeholder?</p> <p>What type of support is expected for your organization for go-live ?</p> <p>What additional support may be needed for your organization after go-live?</p>	<p>Stakeholder Engagement Plan</p>

- Business Readiness Plan Follow-Up
- Weekly Communications
- Stakeholder Engagement Calendar

Thank you!

Questions? Contact:

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