

Work Comp Campus release notes 1.0.20 – April 29, 2021

Global

1. Issue: As an external user, when I get an email notification that I have been served a document by the Special Compensation Fund (SCF) or Vocational Rehabilitation unit (VRU), I am provided with a hyperlink to the document; but when I click that hyperlink I am taken to a screen that states I am not authorized to view the document.

Expected: Now, users who receive an email notification that they have been served a document by SCF or VRU, and are provided with a hyperlink to the document, are able to see the document if they are authorized, but are still denied access if they are not authorized.

Insurer, self-insurer, third-party administrators and trading partners

1. Issue: More than one IP (Initial Payment) and SX (Suspension) documents were appearing in the "Reporting History" tab for a single transaction.

Expected: This displaying of duplicate documents issue has been resolved.

2. Issue: External users were seeing blank lines on the "First Action" tab of the trading partners dashboard.

Expected: The "First Action" tab will no longer display blank lines.

3. Issue: Some users were receiving intermittent "Not Authorized" messages when clicking links from Campus-generated email.

Expected: Users will be able to successfully navigate in Campus using the links from Campus-generated email.

4. Issue: For eForm trading partners, the "Accident Site Location Narrative" data field was not marked as mandatory on a new first report of injury (FROI) submission.

Expected: There is now an asterisk (*) on the "Accident Site Location Narrative" field to confirm it is a required data element.

5. Issue: For eForm trading partners, the modal window for "Body Part" was not displaying the last modal values selected, nor would it turn off the "Save Error" message that stated "At least one body part is required to submit."

Expected: The values selected for "Body Part" are now successfully saving.

6. Issue: The "Benefit Description" wording was not displaying on the generated NOPLD and discontinuance documents.

Expected: The "Benefit Description" wording associated with the listed "Benefit Code" now populates on the generated documents.

7. Issue: Some bounce-back forms generated by EDI submissions did not include the payment and benefit segments.

Expected: The NOPLD and NOID bounce-back forms now populate the payment and benefit sections as anticipated.

8. Issue: The description wording of "Benefit Paid" type was missing on some generated discontinuance forms, even though the numerical "Benefit Paid Code" was listed.

Expected: When an external user submits a discontinuance webform, the associated "Benefit Code Description" is now also displayed.

Law firms

1. Issue: Users were unable to complete a "Request for Assistance" (RFA) on an unreported injury because, when the selecting user represents either the employer or the insurer (both with addresses), an error message is generated, stating "Selected party does not have a known address for this claim."

Expected: Campus will now allow users to move forward and complete an RFA, initiate a dispute on a claim shell and select the employer.

2. Issue: When using multiple claim locator options, Campus gave message that the claim could not be located and invited the user to input injury information to create a claim shell, although the information provided was accurate.

Expected: If the system identifies a unique claim record and the logged-in user already has access to the matched record, the user will be granted access and should be able to match to a claim on forms with the "Locate a Claim" step.

3. Issue: The second of two placeholder texts in the "Notice of Mediation" is not populating the correct phone number and contact information to be used in conjunction with a potential request for language interpreter assistance.

Expected: The notice will now have complete contact language ("contact the Workers' Compensation

Division's Alternative Dispute Resolution unit at 651-284-5005, option 3") in lieu of the current placeholder text.

Rehabilitation providers

1. Issue: Before Campus, I used the Department of Labor and Industry's (DLI's) online R-form system to file all my R-forms. When Campus went online, the R-3 forms didn't migrate. Will the R-forms ever be migrated to the RT files?

Expected: The online R-3 forms have now been migrated into Campus and will display the data that was entered, along with the qualified rehabilitation consultant's (QRC's) signature. Additionally, the service categories will match with the projected completion date, so the form will look correct.

2. Issue: An R-2 rehabilitation plan was submitted and filed with DLI. It registered on the Campus dashboard, but the R-2 form didn't appear in the documents tab.

Expected: R-2 forms that are submitted and filed, will now appear in the documents tab.

3. Issue: In a claim shell situation, the QRC clicked the submit button. Because it didn't appear to work, the QRC clicked the button three more times. This resulted in the R-2 appearing to be filed four times in the documents tab. However, the documents could not be retrieved. And, after the initial filing, the submit button should have become inactive.

Expected: After the R-2 form is submitted, it will now appear in the documents tab and the user is able to view them. Furthermore, after the initial submission, additional filing will not be permitted.

Internal

Special Compensation Fund

1. Issue: As a Special Compensation Fund (SCF) user, when I attempt to access an internal coverage investigation details page, I am only see a blank page.

Expected: Now, SCF users can select a coverage investigation identification and are able to see the associated details page.

Vocational Rehabilitaiton unit

1. Issue: When external entities were submitting a filing for the employee to be referred to the Vocational Rehabilitation unit (VRU) for a rehabilitation consultation, the task was not arriving in the referrals team's task queue as it should have.

Expected: When an external entity refers someone to VRU for a rehabilitation consultation, whether linked

to a claim or not, they are now displaying in the VRU referrals team's task list, so they can be routed to a qualified rehabilitation consultant (QRC) for that consultation.

2. Issue: When trying to complete the Department of Labor and Industry firm renewal for VRU, "renewal" was not offered as a registration option.

Expected: Campus now recognizes DLI is a renewal firm, so "renewal" is displayed as DLI's registration type.