

# Work Comp Campus FAQs – Law firms

**Feb. 19, 2021**

## **1: What should I do to properly initiate a dispute when I can't find an injury in Work Comp Campus?**

Rather than attempting to create a claim shell or supplemental entity, the Department of Labor and Industry encourages you to call or email the Workers' Compensation Division Help Desk for assistance when the injury you are looking for cannot be found in Campus. In most instances, the injury has not yet been reported to the department by the insurer.

In addition, please be mindful of how you enter details into the search function. Your lookup will fail when there are typographical errors in the name, errors with identification numbers (such as the worker identification (WID) number, jurisdiction claim number (JCN) or Social Security number (SSN)) or if the date of injury is inaccurate.

**Feb. 5, 2021**

## **1: I am preparing my Request for Conference/Assistance (RFA) in Work Comp Campus and when I click "Submit," there is a delay and no successful confirmation message. Do I need to start over and resubmit my request?**

Before you start over, go to your dashboard and check the "My Disputes" and "My Forms" queues to see if the RFA is there. If the RFA is in the "My Forms" queue or if you see it in the "Documents" tab of the "Dispute" page, the RFA was successfully submitted. As the filer, you do not need to resubmit this filing.

## **2: When I enter search information in Campus to locate a claim for initiating a dispute, why does Campus not locate my claim, but ask me to enter the injury information manually to create a claim shell?**

When the injury you are looking for appears not to be found in Campus, it is usually because: the injury has not been reported to the Department of Labor and Industry (DLI) by the insurer; or there are errors or typographical errors in the name, number or date information you entered into the search function. DLI encourages you to call the Alternative Dispute Resolution unit or the Workers' Compensation Division Help Desk for help locating the claim before you start entering all the injury information to create a claim shell.

## **3: How do I file a response?**

To file your response to an Request for Conference/Assistance (RFA):

- go to the "Dispute" page and click the "Submit Filing" button; and
- select "Response" from the drop-down menu options to get to the webform to generate the response.

If the "Response" option is not found in the "Dispute" page, call the Alternative Dispute Resolution unit or the Workers' Compensation Division Help Desk in case there was a problem with the initial dispute filing that needs to be addressed.

## Jan. 29, 2021

On Dec. 16, 2020, Gov. Tim Walz signed new legislation adopting recommendations made by the Workers' Compensation Advisory Council in 2020, which became effective Nov. 2, 2020, the Work Comp Campus go-live date.

The new legislation included an update related to insurers being required to file first reports of injury within 14 days of any document initiating a dispute being filed under this chapter, see Minnesota Statutes § 176.231, Subdivision 1(b)(1). See Minn. Stat. § 176.231, at [www.revisor.mn.gov/statutes/cite/176.231](http://www.revisor.mn.gov/statutes/cite/176.231), for the full text of the provisions.

### **1: If my issue was already certified in a prior request for certification, do I now file my Request for Assistance as a new dispute?**

No, assuming the issue is the same, the certification and the Request for Assistance should be kept under the same dispute, using the same dispute I.D. number. After you initiate a dispute in Work Comp Campus, the notification email message will contain the dispute I.D. number for that dispute.

Go to the Dispute Details page on which the issue was certified. Under "Submit Filing" select "Initiate Dispute" and proceed with the Request for Assistance under the same dispute. The request will populate with the same issues that were certified and will rely on the same attachments that uploaded to support the certification request. After you have submitted the Request for Assistance, you can still upload additional support, again on the same Dispute Details page using the same dispute I.D. number, under "Other Filings."

### **2: How do I file a health care provider independent medical exam (IME) report or a report regarding maximum medical improvement (MMI)?**

If the IME is not being filed as part of an ongoing dispute, file the IME on the Claims Details page (not on the Dispute Details page). Go to the claim, choose "Submit Filing" and select "Other Filing." Many document "Types" do not provide for a Campus-generated affidavit of service. If the filer wants to serve the document(s) on the parties, they would need to prepare the affidavit of service and simply include that with the upload of documents.

## Jan. 22, 2021

### **1: I need to file a claim petition, but no injury has been reported to the Department of Labor and Industry (DLI). What can I do?**

If a claim petition is to be filed, and the claim has not been reported to DLI so there is no employee number or worker identification (WID) number, the claim petition can be filed at the Office of Administrative Hearings with a letter stating a search has been done for a WID number without success.

### **2: When initiating or responding to a dispute filed in Work Comp Campus, do I need to file the paper Medical/Rehabilitation Request or the Medical/Rehabilitation Response forms used pre-Campus?**

Whether it is a certification request or a request for assistance with a medical or rehabilitation request, there is no need to prepare or submit the paper Medical/Rehabilitation Request or Medical/Rehabilitation Request. Attachments to the request or response should be your supporting medical records, letters, etc.

## Jan. 15, 2021

### **1: During the dispute certification process, does the opposing party have to file a response?**

If the opposing party receives a certification notice, no additional response is required.

### **2: Can a party be added to an affidavit of service?**

Yes, when submitting a Notice of Appearance or any other filing, if someone is not listed as a party to be served, the filing party can then add them to the service list by using the "Add service party" box. Anyone added manually to the service list, will need to be served by mail even if they have a Work Comp Campus account. When you are in the screen to add the party, "role" refers to who the service recipient is standing in for (for example, the role for employee attorney would be employee and the role for employer or insurer attorney would be employer or insurer).

## Dec. 10, 2020

### **1: How can attorneys and their staff members get access to legacy claim data?**

The Department of Labor and Industry (DLI) is asking attorneys to file a Notice of Appearance to access their clients' Work Comp Campus claim files for existing claims previously filed at the department. Notices can be completed using the Campus webform and should allow attorneys and designated staff members access to claims information, along with the corresponding documents.

### **2: Is "any and all" access still available in Campus? This was something attorneys previously had access to in the former system.**

The process for accepting "any and all" submissions sent to DLI to access records is being overhauled. Here are the new procedures for accessing claim information.

- A requesting party can submit an authorization in Campus for each date of injury to get those specific records. This will require a combination of information related to the employee and the claim. Along with uploading the signed authorization form as an attachment, combinations of information related to the employee must be provided, such as: a worker identification (WID) number and date of injury; a Campus file number (CL-XX-XXXX-XXX) and the employee's last name; or the employee's last four Social Security number (SSN) digits, the date of injury and the employee's last name.
- A requesting party can submit a signed authorization for "any and all" access by matching at least one claim in Campus and uploading the signed authorization form as an attachment. Again, this will require a combination of information related to the employee and the claim, such as: a WID number and date of injury; a Campus file number (CL-XX-XXXX-XXX) and employee's last name; or the employee's last four SSN digits, the date of injury and the employee's last name.

- If the requesting party does not know any of the dates of injury, email the signed authorization form and a request for "any and all" access to the Workers' Compensation Division Help Desk at [helpdesk.dli@state.mn.us](mailto:helpdesk.dli@state.mn.us). Setting up "any and all" access is a manual process for DLI staff members. Users should expect either same-day or next-business-day access depending on when the authorization form is received. After the access is approved, users will be able to review, download and print records from Campus.

**3: Why is a Notice of Appearance required for a lawyer and his or her staff to get access to claims when access was already available in the former system?**

Claims were migrated from the legacy system into Campus. When an attorney was listed as the attorney of record for a dispute at DLI, they were added as a party in Campus. Relationships between lawyers and their staff members were never captured in the legacy system. To establish that relationship in Campus on legacy cases, a Notice of Appearance is required.

**4: Will DLI allow for non-Campus filings or other avenues to get items submitted to the department if Campus is not working?**

Previously, we have communicated that only Campus filings are allowed. Current legislation requires that forms and documentation be filed with DLI at this time must be filed via Campus.

**5: Will DLI waive any penalties or extend deadlines as needed due to issues created by Campus?**

The Department of Labor and Industry had previously asked that certain filings be delayed in the two weeks prior to the Work Comp Campus go-live date and then that those documents be filed in Campus no later than Nov. 30.

We ask for your continued work in getting those documents into Campus as quickly as possible but, with respect to ongoing technical challenges, we are extending the deadline. After the known issues related to claim access and filing are resolved, we will communicate a 15-business-day timeframe to upload those documents into Campus.

Regarding penalties, issuing a penalty for an insurer's failure to timely file a report with DLI due to a technical issue related to Campus will continue to not be a high priority, as long as the insurer is working in good faith with DLI and its trading partner to resolve the technical issue. DLI will re-evaluate this as known issues are resolved and will communicate any changes at that time.

**6: Will DLI revisit the decision to move away from the worker identification (WID) number lookup?**

The process for finding WID numbers has been streamlined and is explained on the [Work comp: Worker identificaiton \(WID\) number webpage](#). This should allow for all parties to locate what is needed in a timely manner, much like the prior WID number lookup functionality.