



**MINNESOTA**

**WORKERS' COMPENSATION  
MODERNIZATION PROGRAM**

# Modernizing Workers' Compensation for Minnesota

March 11, 2020

# Campus is being built through a partnership between DLI, MNIT, & CapTech

DLI is partnering with MNIT and CapTech to build Campus, a state-of-the-art workers' compensation system that will provide a user-friendly, data-driven, online system that improves support to injured workers and provides greater insight into claims and disputes for the stakeholders.



**Brad Morse**  
Program Director



**Julie Soderlund**  
IT Program Director

# Campus will put the workers' compensation claim information you need at your fingertips



**Self-service  
online access**  
to claims, related  
documents, events  
and outcomes.



**Securely send e-  
documents**  
to the parties to the  
claim.



**Securely send  
and receive data**  
between DLI, OAH  
and WCCA.



**Minimize claim  
errors**  
through data accuracy  
verification.

# Campus is being built with user experience (UX) at the forefront



## Plan Users' Experience

UX research used to create user personas & system map of core experience.



## Test & Validate Designs

UX research used to create wireframes & click-through prototype of pages/functionality, which was tested with users to validate usability and accessibility.



## Visual Design & Development

UX testing of wireframes & prototype defined the global user interface patterns, creating design continuity for users.



## Ongoing Testing of Development

Ongoing user acceptance testing (UAT) & business validation testing (BVT) with DLI staff and external stakeholders validates development and requirements.

# DLI is actively engaging with external stakeholders

## Engagement



Newsletters & communications



Speaking engagements



Q & A sessions

## Testing



In-person user acceptance testing

## Training



Work Comp Campus System Manual



Instructor-led training (classroom or virtual)

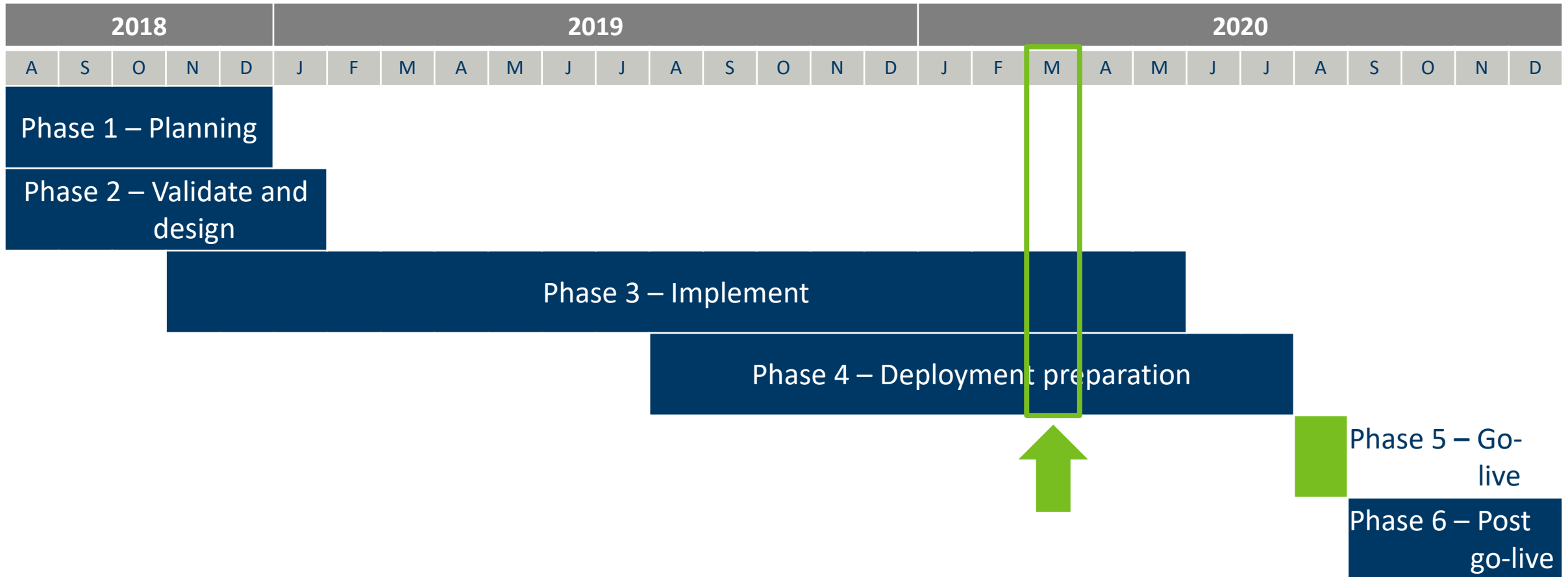


Quick reference videos

# Feedback from stakeholders is critical to our success



# The system will go live in August 2020



# Campus First Look

Thomas Hanson, Employer Stakeholder Advisory Workgroup Ambassador



# Login and Sign Up for Campus



## Sign In

Email \*

email@gmail.com

Password \*

\*

Forgot password?

 Login

Sign Up 

Please read our [Terms of Service & Privacy Policy](#) to get more information about our system.



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### Address

443 Lafayette Road N  
St. Paul, MN 55155

### Contact

Phone: [[Direct DLI Phone Number]]  
Toll-free: [[Support Phone Number]]

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# Registration



Already have a CAMPUS account

## Register for Work Comp Campus

### About Me

I am Registering as a \*

First Name \*

First Name

Middle Name

Middle Name

Last Name \*

Last Name

Suffix

Date of Birth \*

(mm/dd/yyyy)

### Contact Information

Phone Type \*

Phone Country \*

Phone Number \*

Phone Number

Extension

Extension

Address 1 \*

Address 1

Address 2

Address 2

Outside US

Postal Code \*

Postal Code

City \*

City

County \*

County

## Request or Redeem an Access Code

### Who are you?\*

If you are the employee named on a claim, or a representative of an employer named on a claim, the Minnesota Department of Labor and Industry needs to verify your identity with a custom, one-time-use code. Once you redeem this code, you will have access to all of your work comp claims. To request or redeem a code, first select the option below that applies to you.

I am the employee named on a claim  I am a representative of an employer named on a claim

### Are you requesting or redeeming an access code?\*

I have a code  I need a code

Select the employer entity you represent. Note: you need to be a member of your employer group before it will display below. If you need assistance setting up your group, contact the Minnesota Workers' Compensation Hotline at [Support Phone Number] or email us at [Support Email Address].

Employer Name \*

Select Employer Mailing Address for Code \*

### Attestation

By checking this box, I confirm that the information on this form is true, accurate, and complete to the best of my knowledge.

Submit Form

Cancel

# Request an Access Code

### My Overview

**0**  
Open Claims  
View details associated to your claims in the My Queue portal.

**0**  
Upcoming Events  
View and edit the details of your events in the Events portal.

**0**  
New Documents  
Review documents in the Notifications panel to ensure accuracy.

### Notifications

No notifications.

### My Queues

- My Claims**
- My Disputes
- Forms
- Tasks
- My Rehab Cases
- My WCCA Cases

Include Inactive

Campus File Number	Employee	Employer	Claim Admin	Date of Injury	Status
No data found					

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### My Events

March 2020

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

[Open Calendar](#)

# Dashboard

## My Groups

### Los Pollos Hermanos

Employer

3 Members

#### My Permissions

Group Administrator

Service of Process Designee

#### Group Admins

Minnie Apples ( [DLITestExt1+general@gmail.com](mailto:DLITestExt1+general@gmail.com) )

Minnie Apples ( [DLITestExt1+general@gmail.com](mailto:DLITestExt1+general@gmail.com) )

Iman Attorney ( [dlitestext1+attorney@gmail.com](mailto:dlitestext1+attorney@gmail.com) )

#### Date Joined

2/19/2020

### Pearson Hardman

Law Firm

7 Members

#### My Permissions

Group Administrator

Service of Process Designee

#### Group Admins

Iman Attorney ( [dlitestext1+attorney@gmail.com](mailto:dlitestext1+attorney@gmail.com) )

Natalie Lerch ( [DLITestExt1+attorneylerch@gmail.com](mailto:DLITestExt1+attorneylerch@gmail.com) )

#### Date Joined

2/20/2020

### Star Wars Employer

Employer

3 Members

#### My Permissions

Group Administrator

Service of Process Designee

#### Group Admins

Darth Vader ( [DLITestExt1+general15@gmail.com](mailto:DLITestExt1+general15@gmail.com) )


Iman Attorney ( [dlitestext1+attorney@gmail.com](mailto:dlitestext1+attorney@gmail.com) )

#### Date Joined

2/19/2020

# Group Management

# Case/Claim Access Management

DEPARTMENT OF LABOR AND INDUSTRY  
WORK COMP CAMPUSSubmit a FilingIman Attorney

Dashboard > Employer: ER-00-0000-053 > Group Case and Claim Access Management

## Group Case and Claim Access Management

Los Pollos Hermanos: ER-00-0000-053

You can control your Employer Group Members' claim and case access from this page. Below are some tips to help you get started:

- The claims and cases on which your group is a party are listed in the table below. Use the tab navigation to toggle between the list of claims and cases.
- Control which group members have access to an individual claim by clicking the claim row in the table. Then in the claim card that appears under the data table, click "Edit" next to the "Members with Access" list. Note: granting access at the claim level also grants access to any cases that are on that claim.
- Control which group members have access to an individual case by clicking the claim row in the table. Then in the case card that appears under the data table, click "Edit" next to the "Members with Access" list. Note: granting access at the case level does not grant access to the claim.
- Grant claim access in bulk by clicking "Bulk Edit Claim Access".


### Los Pollos Hermanos

Claims Cases

[Bulk Edit](#)

Claim Name	Campus File Number	Group Role	Status
No claims found			

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WORK COMP CAMPUS

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# Next Steps

Thomas Hanson, Employer Stakeholder Advisory Workgroup Ambassador

# What's next?

*Now – June 2020*



**Implementation phase:** Developing system and designing user interface.

*Now – Summer 2020*



**Stakeholder partnerships:** Providing regular communications and updates about our implementation progress, planned system functionality, testing and training opportunities.

*Now – Summer 2020*



**User acceptance testing:** Working with testing partners from representative stakeholder groups to confirm application functionality.

*April – June 2020*



**Stakeholder preparation:** Engaging stakeholders through targeted communications and training.

*August 2020*



**System go-live:** Ensuring stakeholders are supported, WCMP team will be available for questions and assistance.

Interested in getting involved? Email [DLI.WCMP@state.mn.us](mailto:DLI.WCMP@state.mn.us).





# Questions?

# Thank you!

**Questions? Contact:**

[DLI.WCMP@state.mn.us](mailto:DLI.WCMP@state.mn.us)

