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

Stakeholders → Feedback → Analysis & Prioritization → Decision Making → Action & Response → Stakeholders
The system will go live in August 2020

Phase 1 – Planning
Phase 2 – Validate and design
Phase 3 – Implement
Phase 4 – Deployment preparation
Phase 5 – Go-live
Phase 6 – Post go-live
Campus First Look

Thomas Hanson, Employer Stakeholder Advisory Workgroup Ambassador
Login and Sign Up for Campus
Register for Work Comp Campus

About Me

I am Registering as a *

First Name *
Middle Name
Last Name *

Suffix

Date of Birth *

(m/dd/yyyy)

Contact Information

Phone Type *

Phone Country *

Phone Number *

Extension

Address 1 *

Address 2

Outside US

Postal Code *

City *

County *
Request an Access Code

Request or Redeem an Access Code

Who are you?*
If you are the employee named on a claim, or a representative of an employee 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 employee 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
<table>
<thead>
<tr>
<th>Group Name</th>
<th>Employer Type</th>
<th>Members</th>
<th>My Permissions</th>
<th>Group Admins</th>
<th>Date Joined</th>
</tr>
</thead>
<tbody>
<tr>
<td>Los Pollos Hermanos</td>
<td></td>
<td>3</td>
<td>Group Administrator, Service of Process Designee</td>
<td>Minnie Apples (<a href="mailto:OLITestExt1+general@gmail.com">OLITestExt1+general@gmail.com</a>)</td>
<td>2/19/2020</td>
</tr>
<tr>
<td>Pearson Hardman</td>
<td>Law Firm</td>
<td>7</td>
<td>Group Administrator</td>
<td>Iman Attorney (<a href="mailto:diltestext1+attorney@gmail.com">diltestext1+attorney@gmail.com</a>)</td>
<td>2/20/2020</td>
</tr>
<tr>
<td>Star Wars Employer</td>
<td>Employer</td>
<td>3</td>
<td>Group Administrator, Service of Process Designee</td>
<td>Darth Vader (<a href="mailto:OLITestExt1+general15@gmail.com">OLITestExt1+general15@gmail.com</a>)</td>
<td>2/19/2020</td>
</tr>
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**Group 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

<table>
<thead>
<tr>
<th>Claim Name</th>
<th>Campus File Number</th>
<th>Group Role</th>
<th>Status</th>
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<tbody>
<tr>
<td>[Embedded table data]</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**Address**

443 Lafayette Road N
St. Paul, MN 55155

**Contact**

Phone: [(Direct DU Phone Number)]
Toll-Free: [(Support Phone Number)]
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