Modernizing Workers’ Compensation for Minnesota

Insurer, Self-Insured, and TPA Answer Hour
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
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 will put the workers’ compensation claim information you need at your fingertips

www.dli.mn.gov
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

Phase 1 – Planning
Phase 2 – Validate and design
Phase 3 – Implement
Phase 4 – Deployment preparation
Phase 5 – Go-live
Phase 6 – Post go-live
What’s next?

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

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

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

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

**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