Campus 101 for Employees
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Course Description
This training course will help you familiarize yourself with the core functionality of the new Work Comp Campus system, including filing Injury Reports, accessing and viewing claims and cases, serving and receiving documents related to claims and cases, and responding to Requests for Information.

Audience
• Injured Workers

Course Length
2.25 hours

Prerequisites
• None
1. Campus Overview & Benefits 5 min
2. Getting Started with Campus 60 min
3. Claim Access 20 min
4. Claim Overview 20 min
5. Electronic Service 20 min
6. Requests for Information 20 min
Welcome to the Minnesota Workers’ Compensation Campus!

The Workers’ Compensation Campus (Claim Access and Management Platform User System), is your new hub for all workers’ compensation claims and filings with the Minnesota Department of Labor & Industry. Campus allows easy access for all parties to a workers' compensation claim. Quicker access to claim information online will ensure work injuries are reported and compensated in a streamlined process.
Entities vs. Transactions

**Entities**

Entities are the *parties that exist* in the system to which transactions can be associated.

- Injured Worker
- Employer
- Insurer
- Trading Partner
- TPA
- QRC Firm
- Health Care Provider
- State Agency
- Law Firm

**Transactions**

Transactions are the *“things” that will be worked on*.

- Appeal/Petition to Vacate
- Claim
- Dispute
- Event
- Reimbursement
- Coverage Investigation
- Election
- Compliance Audit
- Compliance Case
- Penalty
- Rehab Case
- Settlement
- Case Service Funds
- Prepaid Cards
- Receivables
- Medical Policy Violation
- Outgoing Payment
- Payment/Adjustment
- Intervention Case
- Job Placement Case
Details Pages allow internal users to create, view, and edit new entities & transactions and allow external users to view and submit forms to entities & transactions

- Each Transaction and Entity has a Details Page
- Some transactions and entities are viewable by external users
Common Elements of Entity Details Pages

- All entities will receive a system-generated unique identifier
- Entity Names are captured as Legal Name and DBA Name
- Related Claims display all the claims where that entity is referenced as a party
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.
Agenda

1. Campus Overview & Benefits - 5 min
2. Getting Started with Campus - 60 min
3. Claim Access - 20 min
4. Claim Overview - 20 min
5. Electronic Service - 20 min
6. Requests for Information - 20 min
Before we get started...

You’ll notice that screenshots in this deck are annotated with red numbers and text...

- These are from the **User Manuals** which are available to you outside of this training.

- After this course, we’ll provide these Manuals, which are your step-by-step guides to completing the actions in this presentation.
Registering in Campus
As a new user to Campus, you will need to register your account to access the system.

1. Go to the Campus website: https://b42tawappsvc002.doli.stat e.mn.us/user/login.
2. Select Sign Up.
3. Complete fields marked with an * in the About Me and Contact sections.
4. Enter a valid email address and create password.
5. Read and accept all agreements.
6. Click Sign Up to register your Campus account.

*A verification email will be sent to the email address that was used to sign up. You will need to access the email and confirm prior to logging into Campus.
Logging into Campus
If your account is already registered in Campus, follow the steps to log in.

1. Enter the registered email and password.
2. Click Login.
3. Click I Agree.
Campus User Profile
You can easily edit required information in Campus via the **Your Profile** page.

You have access to your profile at ALL times in the upper right of the screen. Your profile page is where you:

- Provide or update your contact information
- Provide any personal information relevant to your registration with Campus
- Update any information to be included on a Claim
In this demo, you will see how to...

- Sign up for Campus
- Log in to Campus
- Navigate to and Edit a user profile
Getting Started with Campus

Campus Dashboard
The Dashboard is the starting point for users to be able to navigate and perform all necessary job functions.

The Campus Dashboard is where you can see:

- All related claims, upcoming events, and documents
- Queues, which will organize all work to be completed
- Notifications, which provide updates on claims and cases in progress

*When in doubt, navigate to the Dashboard-- what you need next may be there. Click on the MN Logo from anywhere to go to the Dashboard.*
Forms Queue

Found at all times on the Dashboard, the Forms Queue will show all forms that you have submitted related to any of the Claims or Cases you have access to. Hardcopy forms are no longer required in relation to a Workers Comp Claim, as you can submit and see the status in Campus.

The Forms Queue is always on the Dashboard, and it will:

- Show all forms submitted to which you have access
- Show relationships between the form filed and the case to which it was filed
- Show status of any filed form
- Provide access to download copies
Viewing Notifications

Notifications are system generated messages that can either be specific to tasks that need to be completed or simply an informational message.

Notifications are always on your screen, next to your profile.

You’ll get a notification automatically when something happens to a case or claim you’re on, like:

- An event is scheduled or upcoming
- A form has been approved
- A scheduling poll has been sent out
Submitting a Filing to Campus

- Submitting filings via Campus is the new way to take action on your Claims.

- You can submit any relevant filing to DLI via the “Submit a Filing” button at the top of the Dashboard page.
Submit Injury Report as an Injured Worker
An employee can access Campus to submit an Injury Report and alert Minnesota DLI of a work-related injury. This functionality allows an injured worker to report that they are injured even though there is not a Claim on file.

- The Injury Report filing is one of the most fundamental a worker can make in the system. You can find the “Request for Guidance with an Unreported Injury” in the “Submit a Filing” menu.
- This submission allows you, the worker, to report a work-related injury even if there is not currently a Claim on file.
- Upon submission, your form will be reviewed, and a new Claim created.
In this demo, you will see how to:

- Explore the Dashboard
- View Notification Menu
- Submit an ad-hoc Injury Report
1. Campus Overview & Benefits
2. Getting Started with Campus
3. Claim Access
4. Claim Overview
5. Electronic Service
6. Requests for Information
To gain Access to a Claim as an Employee (Injured Worker) or a representative of an Employer, you will first need to generate a unique Claim Access Code.

A code will be sent via Mail to the address on file. After receiving the Code, log back on and navigate back to the same webform.

If successful, you will see a confirmation message and receive a confirmation email. You should now be able to access the Claim on your Dashboard (home page) under the Claims tab.
- Users who are not parties to the Claim (ex. Spouse of injured worker, QRCs, representative of Employee’s Estate, etc.) must submit the Claim Access Authorization webform to DLI.

- DLI will then review the submission and determine whether Claim access will be granted.
Upon submission you will see a confirmation screen showing a Confirmation Number and the Associated ID. You will also receive a confirmation email.

A DLI representative will then review your submission, and either accept or reject.

- If Approved – you will receive an email to the account on file informing you of access approval and the Claim will display on your My Claims tab.
- If Denied – you will receive an email to the account on file informing you of the access denial and providing you with the Campus support hotline information.

*Access will be granted for a 6-month period beginning on the approval date. Once your access expires, you will receive an automated email informing you of your access removal.

**If at any point during a Claim’s lifetime your access is removed, you will receive an email indicating your removal.
Exporting Documents to a Zip File

- Documents relating to a Claim or other Case in Campus can be downloaded as a Zip file that will contain all of the files together.
- When enacted, the Zip file will begin downloading to your browser.
In this demo, you will see how to:

- Request & Redeem an Access Code
- File a Claim Access Authorization Webform
- Export Claim Documents
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Claim Details Page
The Claim Details page provides additional details about a Claim such as Key Dates, Injury, Accident, Employment, Benefits, and Payment. You can navigate to any of the sections by clicking on the main headers to expand the information.
The **Parties** tab shows individuals and entities related to the claim.

On the bottom of the **Claim Details page**, you can find the **Parties** tab on the far left.

The only external users with access to the claim are users listed as Parties to the claim, and Trading Partner Users who are members of a Trading Partner Party’s Group.

Click on **Email All Parties** to send an email to the parties listed or **Cancel** to exit without sending.
Submitting to a Claim

- Users can submit webforms related to the claim they are viewing via the + Submit Filing button on the top right of the Claim Details Page.
- Depending on the selection, you will be directed to a webform to fill out the remaining information needed to continue.
In this demo, you will see how to...

- View and Email Claim Parties
- Navigate to a webform on a Claim
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Filing a Form with an Affidavit of Service

- The external user submitting an Initiate Dispute webform must require legal service.
- Click the +Submit Filing button on the Claim Details Page to open the Transaction Filing Modal.
- Select Initiate Dispute from the drop-down menu and Save. This will take you to the webform, where you will go through the steps of filing the motion.
- In filling out the form, anything with an asterisk (*) is required.
- Add any Supporting Attachments by clicking the +Upload Document button to continue.
Serving Documents
Serving documents allows you to serve the intervention to select parties on the dispute.

- In the Serve Parties step, all parties on the dispute will be displayed. The user can click the checkbox in the Serve Party column to select who gets served.
- Each party will set their own preferred Service Method, which is how the motion will be served.
- You can also manually add service recipients by clicking on the +Add Service Recipient button.

![Affidavit of Service Form]

**Serving Documents**

When serving documents, you can choose to serve the intervention to select parties on the dispute.

- **Serve Parties**
  - All parties on the dispute will be displayed.
  - Users can select who gets served by clicking the checkbox in the Serve Party column.

- **Service Method**
  - Each party can choose their preferred Service Method, which is how the motion will be served.

- **Manual Add Service Recipient**
  - Users can manually add service recipients by clicking on the +Add Service Recipient button.

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**Notice**

Upon clicking Submit, the system will:

- Create and generate an Affidavit of Service for your filed document.
- Send an email to all parties who receive service via mail.

No service will be made until a copy of the filed document and your Affidavit of Service is received.

**Declaration**

I declare under penalty of perjury that everything I have stated in this document is true and correct. Minn. Stat. § 350.116

**Electronic Signature**

Please type your first and last name as they appear on your DMV profile. By signing and dating this form, I certify copies of this form and attachments are being sent to the employee, insurer, any attorney(s), the Department of Labor and Industry and, if required, to the Department of Labor and Rehabilitation (DLR).

**Full Name of Signatory**

I understand that by checking this box, I am legally signing this electronic form and confirm that the information on this form is true, accurate, and complete to the best of my knowledge.

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[www.dli.mn.gov](http://www.dli.mn.gov)
Serving Documents
Serving documents allows you to serve the intervention to select parties on the dispute.

- In filling out the information, anything with an asterisk (*) is required.
- All boxes must be checked to declare and confirm, and your Electronic Signature must be entered exactly as it is in your Campus profile.
- Once the filing is submitted, you can find a record of it by going to the My Forms queue on the dashboard and clicking on the hyperlink under Associated ID.
When you are served a document electronically, you will receive an email indicating that there is a document available for you to view.

This email will only contain basic information about the document and associated transaction.

Once you click the hyperlink to log in and enter your log in credentials, you will be taken to the Document Details page in Campus.
• The **Document Details** page shows additional information about the document along with related links to associated transactions that can be viewed.

• To access the page from the Dashboard, click on the **Documents** tab and click on the hyperlink under **Document ID**.

• The **Related Links** section is useful and shows any additional transactions associated to the document and can be viewed by clicking on the hyperlink.
In this demo, you will see how to...

- File a Form with an Affidavit of Service
Congratulations in completing Campus 101 for Employees!
Reach out with any questions.