Campus 101 for Organizations
Campus 101 for Organizations

Course Description

High level overview of Campus for External Organizations

Audience

• Organizations using Campus

Course Length

3 hours

Prerequisites

• None
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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.
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.
### 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 are viewable by external users
Common Elements of Entity Details Pages

- All entities will receive a system-generated unique identifier
  - Format of XX-###-#### with the prefix dependent on the type of Entity or Transaction

- Entity Names are captured as Legal Name and DBA Name, and name changes are shown in the History Tab

- Related Claims display all the claims where that entity is referenced as a party
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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.state.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. Click the required boxes.
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.
Getting Started with 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.

1. Click Forgot Password.
2. Enter your email address.
3. Click the reCAPTCHA box.
4. Click Submit to continue.

*The email address that you entered will then be sent an email with directions on how to create a new password. Campus passwords expire every 90 days and you will be prompted to reset at login.
Getting Started with Campus

Campus User Profile
You can easily edit required information in Campus via the **Your Profile** page.

1. Click the down arrow on the top navigation.
2. Select **Edit Profile**.
3. Add or edit **About Me** and **Contact Information** as needed.
4. Click **Save** when finished.
In this demo, you will see how to...

- Sign up for Campus
- Log in to Campus
- Navigate to and Edit a user profile
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
Available 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 available 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
- A document is uploaded. In some cases you can download a document right from the notification!
Demo

In this demo, you will see how to...

- Explore the Dashboard
- View Notification Menu
- Submit a Filing
The **My Groups** screen lists the group that you are associated with.

Each group that you are associated with shows the **Permissions**, **Group Admins**, and **Date Joined**.
Groups In Campus

- Groups in Campus allow for users to be associated to claims and cases that they need to access.
- Access to claims and cases will be granted to the Group, and then your membership to that Group will allow you to manage the information as needed.
- If you need to delete a member in this Group, click the Remove Member icon.
Groups In Campus
Groups in Campus allow for users to be associated to claims and cases that they need to access. Access to claims and cases will be granted to the Group, and then your membership to that Group will allow you to view the information as needed.

Adding Member(s) to a Group

- Click the **Add Member** button to enter a valid Email Address for the new member.
- Permissions are assigned by clicking on the + icons.
- Permissions can be viewed in the **Selected Items** column.
- Click the **Add** button as needed to save the information.
Adding Member(s) to a Group

- Select **Leave Group** and click **Yes, Leave Group** to confirm or **Cancel** to exit without leaving that group.
Agenda

1. Campus Overview & Benefits  5 min
2. Getting Started with Campus  60 min
3. Group Management  20 min
4. Claim Access  40 min
5. Claim Overview  20 min
6. Electronic Service  20 min
7. Requests for Information  20 min
8. Elections  20 min
Group Administration

- Group Administration tasks such as adding members, changing permissions, updating addresses, etc. can only be performed as a Group Administrator within Campus.
- To access, at the top right of your User Dashboard, click the drop-down arrow to display the menu.
- The My Groups screen lists the groups that you are associated with.
- Please note that only Group Administrators can manage groups.
The Group Management page appears to display all Active Members.

- The Open Invitations tab will show any pending Members.
- Click the +Add Member button to add additional Members.
- Click the Edit icon to change Permissions and Relationships.
- The Edit Location icon can be used to update the business address that the Member is associated to.
- Click on the Remove Member icon to remove the selected Member from the Group.
All Entities (except for Employees and Employers) can view/edit Entity details. To access, at the top right of your User Dashboard, click the drop-down arrow to display the menu. The My Groups lists the groups that you are associated with. Click on the hyperlink for the entity that you wish to view/edit. The +Add Address button adds additional addresses for the entity. A Group Administrator or a Profile Management Designee can only perform these functions.
Information marked with an asterisk (*) is required to continue.

Click **Save** to submit the new address request or **Close** to exit without saving.

Any edits made to the entity name or address information will be submitted to DLI and require approval prior to saving to the entity.
1. Campus Overview & Benefit 5 min
2. Getting Started with Campus 60 min
3. Group Management 20 min
4. Claim Access 40 min
5. Claim Overview 20 min
6. Electronic Service 20 min
7. Requests for Information 20 min
8. Elections 20 min
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 email. 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.

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**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.

- 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

Confirm your social security number or department-provided PIN, date of birth and zip code below. The zip code should be that which your employer has on file for you. If you need assistance, contact the Minnesota Workers’ Compensation Hotline at [Support Phone Number] or email us at [Support Email Address].

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Date of Birth

1/1/2000

Preferred Zip Code

12345

**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
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 you will now see the Claim displayed 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.
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.

You will receive an email with a link to download the zip file.

When enacted, the Zip file will begin downloading to your browser.
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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 right.

The only external users with access to the claim are the users listed as Parties to the claim.

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

- There are 2 ways a user can submit a transaction to an existing claim in Campus:
  1. Via Electronic Data Interchange (EDI).
  2. The other method is by eFORM submission. If the external user has the correct roles they will be able to click the Submit eFROI eSROI / Webform button.

- Depending on the selections, you will be directed to a webform to fill out the remaining information needed to continue.
In this demo, you will see how to:

- Perform a Bulk Edit to a Claim
- Remove member access to a Claim
- Upload a document to a Claim
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Filing a Form with an Affidavit of Service

- The external user submitting a Motion to Intervene on a Dispute must require legal service.
- After selecting the applicable Dispute ID hyperlink, you will be taken to the Dispute Details page.
- Select Motion to Intervene 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 Intervention details, anything with an asterisk (*) is required.
- Add any Supporting Attachments by clicking the +Upload Document button to continue.

www.dli.mn.gov
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.

Filing a Form with an Affidavit of Service

**Affidavit of Service**

**Parties**

Select the parties to serve below. You may update service addresses for parties served via mail. Click the **Add Service Recipient** button to add parties to the service list.

- **Serve Party**
- **Name**
- **Role**
- **Address**
- **Service Method**
- **Service Date**

**Notice**

Upon clicking **Submit**, CompuServe will:

- Email an affidavit of service with your filed document.
- Send an email to all parties who receive service via CompuServe.

To serve parties by mail you must print a copy of the filed document and your Affidavit of Service.

**Declaration**

- I declare under penalty of perjury that everything that I have stated in this document is true and correct. Minn. Stat. § 609.114

**Electronic Signature**

Please sign your form and list home so they appear on your CD/DVR in the Step 1 ET Birth. Attaching this form, I certify copies of this form and attachments are being sent to the employee, (inco, any attorney(s), the Department of Labor and Industry, and, if required, to the department's Vocational Rehabilitation unit (VR)).

**Full Name of Signatory**

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

www.dli.mn.gov 41
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 Form Type.
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.
Setting up Service of Process Designees
External users will also be served documents.

- Each external entity will have an assigned group admin, and the group admin can assign another user, or themselves, as the Service of Process Designee.
- From the Dashboard, click on your username on the top right and select My Groups from the dropdown menu.
- To assign a Service of Process Designee, click the kebab icon and choose Manage Group.
- On this page, it will show all Active Members and their roles. To assign a role to a user, click the Edit option in the Permissions box under their name.
Setting up Service of Process Designees

- Once this is done, if a document needs to be served on the entity, the user assigned to this role will receive that document.
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 **My Forms** queue and click on the hyperlink under **Form Type**.

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...

• Filing a Form with an Affidavit of Service
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When an internal user sends a Request for Information to an external user, they will receive an email with instructions on how to respond, as well as the number of days they are expected to respond within.
Request for Info Email & Webform

Navigation to the response is possible in two ways:

1. Do not navigate from the email link and use the PIN, which was sent in the email.
2. Navigate via the Submit a Filing dropdown in the dashboard. (Screenshot below)

This will prompt to enter a PIN, which will link responses to the correct request for information. Clicking the link in the email, will not require to entering a PIN. The log-in page will display, and from there, directly to the webform submission. If already logged into Campus, the webform will display.
Request for Info Email & Webform

On the next page, there are two buttons: Download and View Document. The Download button will allow the download of the actual request for information, while the View Document button will be able to view it in the browser.

The response cannot be submitted without a document uploaded. Once a document or multiple documents have been uploaded, they click Submit to complete the response.
Request for Information

Request for Info Email & Webform
Once a response has been submitted, the process has been completed. The user who submitted the response can view it on the My Forms Queue on their dashboard.
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• The Election to Exclude Coverage Webform in Campus is used to enter the required information for exclusion and submit for approval.

• To access, click on the **Submit a Filing** drop-down and select **Submit Election To Exclude**.

• The dropdown shows all Employers to which the user is associated. You must select an Employer that is an incorporated entity or an LLC.

• Answer a series of questions to identify if the Employer is able to exclude coverage for certain Employees. “Yes” must be answered for all questions or the ineligibility message will appear.
Use the **Add button** to add Executive Officers and Managers.

Enter information for the required fields (**Name**, **Title**, **Percent Owned**).

You can add one or multiple employees to a single election to exclude coverage form.
• Add the Electronic Signature to the form by entering your Full Name, clicking the checkbox to confirm, and enter your Executive Title and Phone Number.
• Add Supporting Attachments.
• Click Submit for final approval. *Submit button will highlight after required information is provided.
Congratulations in completing Campus 101 for Organizations!