

What work do I do in Campus: A claim administrator's overview

Agenda

- What does this change mean for you?
- Definitions
- The dashboards
- Submitting information into Work Comp Campus
- Responding to requests and penalties from DLI's Compliance, Records and Training unit
- Reference materials
- Help desk

What does this change mean for you?

- From paper-based to electronic, data-driven system
- Uploading and downloading documents
- Electronically receiving and responding to requests from DLI
- Campus provided tools, such as a benefit calculation function, accurately report benefits

Definitions

The overview provides definitions that help you understand Campus.

The dashboards

The dashboard is the starting point for users to be able to navigate and perform necessary job functions. Campus has two dashboards: one for general users; and one specific to trading partners.

Each dashboard type provides:

- built-in tools;
- features to enable easy sorting and management of tasks;
- work queues; and
- notifications.

Submitting information into Campus

- How information is submitted into Campus
- How to report legacy claims
- Filing a first report of injury (FROI) transaction
- Filing a subsequent report of injury (SROI) transaction (how to replace certain forms)
- Filing a webform

Responding to requests and penalties

- Request for first action – past due
- Request for information (RFI)
- Correspondence
- Penalties

Reference materials

The overview provides the link to certain Work Comp Campus training reference materials.

- External technical manual
- Quick reference guides
- Presentations and video recordings

Help desk

The Workers' Compensation Division Help Desk provides customer service for stakeholders with questions and issues about workers' compensation matters, including help with Campus.

The help desk is available from 8 a.m. to 4:30 p.m., Monday through Friday at:

- 651-284-5005 (press 3);
- 800-342-5354 (press 3); and
- helpdesk.dli@state.mn.us.

Thank you!