Campus Answer Hour for Insurers, Self-Insurers, Third-party Administrators and Trading Partners: Go-live readiness
Agenda

• Campus business readiness status
• Go-live information
• Training manual
• Help desk information
• FAQs
• Post go-live support and survey
• Q&A
Campus stakeholder business readiness plan

**Stakeholder feedback**

- Stakeholders expressed feeling “somewhat engaged to disengaged”
- Insurer and trading partner stakeholders have concerns about their individual and organizations’ readiness for Campus go-live
- Stakeholders are feeling a lack of confidence in their ability to use the Campus application
- Stakeholders expressed a lack of understanding in what support is available for go-live

**Business readiness activities**

- Stakeholder feedback session
- Weekly DLI change leader communication
- Campus Answer Hour sessions
- Expanded trading partner roundtrip testing
- Engagement pulse surveys
- Additional training sessions
- Campus demonstrations
- Go-live readiness and go-live support

**Business Readiness Criteria**

- Stakeholders have:
  - Engaged with WCMP team weekly
  - Received interim and final business readiness status updates
  - Met regularly with change leaders to increase knowledge and awareness of the Campus implementation change impact
  - Completed connectivity, EDI 3.0 and all followup testing and feel confident in their business readiness
  - Received training that addresses knowledge and skill gaps from initial user training
  - Received go-live user support and help desk information

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Where can I find the most recent Campus information?

All Campus-related information can be accessed on the Work Comp Campus webpage, including a link to the system, help desk information and all training resources.

Bookmark the page and check back regularly for any system updates.
How do I sign-up for Campus on Go-Live?

Campus can be accessed on Nov. 2 at 8 a.m. (CST) at [https://campus.dli.mn.gov](https://campus.dli.mn.gov).

The Campus technical manual, which can be downloaded from the [Work Comp Campus training webpage](https://www.dli.mn.gov) has step-by-step instructions about how to register as an external user.

You may also receive communication from your organization and group administrator with an invitation to sign up.
What can a group administrators do?

After you register as a Campus user, your group administrator can provide you with group access.

Group administrators can also assign additional permissions within your group.

Any time you are added or removed from a group you will be notified through an email message generated by Campus.
What additional permissions are there within a group?

**Service of process designee:** Receives documents requiring legal service through Campus

**Designated contact for penalties:** Receives penalties created and served within Campus

**Designated contact for information requests:** Receives any requests for information from DLI

**Designated contact for assessments:** Receives information related to assessments from DLI
What additional permissions are there within a group? (continued)

Profile management: Ability to update entity information, such as addresses or entity name

Claim access administrator: Manages access to specific claims and cases

Global claim access: Gives access to all claims associated with the group (this is limited to insurer and third-party administrator entities)
How do I use the Campus technical training manual?

How do I sign-up for Campus?
How do I file a notice for representation in Campus?
How do I submit R-forms in Campus?
How do I initiate a dispute in Campus?
How do I schedule an event in Campus?
How do I submit an existing claim in Campus?
What support do I have as a Campus user?

Group administrator

- Add your account to the group or organization
- Change permissions in the group or organization
- Locate training resources
- Add or remove a group administrator
- Claim access

Help desk

- Get Campus account
- Password reset
- Troubleshoot systems access
- Add or remove a group administrator
- Entity profiles
- Application troubleshooting
- Logging defects
Frequently asked questions

Q: What if we don’t have a group administrator or need to reassign this role?
A: Contact the Workers' Compensation Division Help Desk.

Q: How will I know if I’ve been added or removed from a group?
A: Campus will generate an automated email message with any changes.

Q: What group permissions should I have in Campus?
A: Permissions are set by each organization and their group administrators.
FAQs: Insurers and trading partners

Q: What if I am having an EDI issue?

A: Contact the DLI EDI team at dli.edi@state.mn.us.

Q: How do I register as a trading partner?

A: Existing trading partners will already be set up in Campus through previous communications with our EDI team. Profile changes -- and new trading partner profile registrations -- can be submitted through Campus.
# Organizational Change Management Activities Calendar

## November 2020

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- **Go-live**: Activities related to go-live phase.
- **Campus Answer Hour**: Support and information sessions for various groups.
- **Executive Leadership Update**: Briefings for key leaders.
- **Weekly Communication**: Regular updates and communications.

**Help Desk and Go-live Support**: Available on specific days.

**Website**: [www.dli.mn.gov](http://www.dli.mn.gov)
Last week's stakeholder newsletters included a link to a survey asking for your feedback and input as we finalize the post go-live support plan.

We want to know the type of engagement activities you find most effective and how frequently you would like communication and engagement events going forward.
Questions?