

Work Comp Campus release notes 1.0.12 – Jan. 14, 2021

Insurers, self-insurers and trading partners

1. Issue: An insurer was unable to add the "Preparer" section on an Annual Claim Reimbursement webform submission, which prevented the insurer from submitting annual claim reimbursement requests.

Expected: The "Preparer" drop-down menu selection now populates based on the entity associated to the user's login credentials.

2. Issue: An external user attempting to view their assessment report(s) by clicking on the "My SCF Assessment Reports" tab was getting an "Unauthorized Page" message.

Expected: When an external user clicks on the "My SCF Assessments Reports" tab now, the user is able to see all previously submitted assessment reports.

3. Issue: Responsible individual does not receive penalty update email message.

Expected: This change allows the responsible individual (if identified) in a penalty to receive an email message if there has been a change in the status of the penalty.

4. Issue: The designated contact gets an "Unauthorized Page" message for the external details page.

Expected: This release resolves the issue of when a user has the "Designated Contact for Penalties" permission in their insurer's group and the user did not have the ability to navigate to a penalty where the insurer is the "Responsible Party." However, if a user does not have the permission to access, they correctly receive the "Unauthorized Page" message.

5. Issue: Adding yourself to the claim did not grant access until the user logged out and back into Campus.

Expected: This has now been resolved.

6. Issue: When trying to submit a Disability Status Report (DSR) where the number of weeks disabled included a decimal point value, the user was receiving a "Save failed" error message.

Expected: The DSR webform requires the use of a whole number value for weeks disabled. When data is input without a decimal point, the form is able to be successfully submitted.

Law firms

1. Issue: Service of process designee was not receiving email notices for documents and was not included in the affidavit of service.

Expected: When the service of process designee receives email confirmation, he or she should now be able to view the document attached when selecting the "Log into your account" hyperlink.

2. Issue: The "Litigation Events" tab displays time in coordinated universal time (UTC) as opposed to local time, as seen in other parts of Campus.

Expected: Events should now display in local time across Campus.

3. Issue: The status of the dispute does not update when the status of events is updated in a way that changes the dispute card status. The dispute card and event card should update any time edits are made.

Expected: As changes are made, the dispute card and event card should now update to reflect the changes in real time.

Vocational rehabilitation providers

1. Issue: Qualified rehabilitaiton consultants (QRCs) were unable to use Campus to renew their annual registration.

Expected: QRCs are now able to complete and submit their annual registration applications to DLI for approval. Registration checks still need to be sent separately by U.S. mail to DLI Financial Services.

2. Issue: Supporting documents and/or narrative reports were not loading into the R-form.

Expected: QRCs can now upload all reports or supporting documents into R-forms as needed.

3. Issue: Instead of saving a copy of the R-form when clicking the "submit" button, the form is actually filed with DLI. When this happens the parties do not have a chance to review, sign and return the R-form before it is filed.

Expected: Think "file with DLI" when you see the word "submit."

4. Issue: Several QRCs reported they faxed or mailed R-forms to DLI on or after Oct. 29, 2020. The fax machines were turned off and mail was returned to providers on Oct. 29, so forms were not filed with DLI.

Expected: If you are missing your rehabilitation file, you may have to file a Rehabilitation Consultation Report (RCR) form to establish a link for your rehabilitation file to the claim. The dates on the RCR form are editable, so use the original date when you created the form.

5. Issue: I created a Rehabilitation Consultation Report (RCR) form in Campus, but now I am unable to create the R-2 form. What happened?

Expected: This means a first report of injury (FROI) was not filed by the insurer to create a claim in Campus. QRCs are encouraged to take the following steps.

- 1) Contact the insurer and request they file the FROI.
- 2) If the employee is represented, ask the attorney to contact the insurer about filing the FROI.
- 3) The employee can call the Workers' Compensation Division Help Desk to request assistance filing their own copy of the FROI.
- 4) The employee can mail a copy of their FROI to DLI's Compliance, Records and Training unit to request the FROI be filed in Campus.