Work Comp Campus training:
Responding to a request for information (RFI)
What is a request for information?

“Request for information” covers a broad number of topics, but is used by the Department of Labor and Industry (DLI) to formalize the process when it requires information or documentation from any individual or entity who is a part of the workers’ compensation system.
Requesting information by email or webform

When an internal user sends an RFI to an external user, they will receive an email message (at right) with instructions about how to respond, as well as the number of days they are expected to respond within.
Navigation to the response is possible in two ways:

1. navigate from the email link that was sent in the email message and do not use the PIN; or
2. navigate via the Submit a Filing drop-down menu in the dashboard (see screenshot at right).
This will prompt you to enter a PIN, which will link responses to the correct RFI.
Clicking the link in the email message, will not require you to enter a PIN. The login page will display; from there, the user will go directly to the webform submission. (If you are already logged into Campus, the webform will display.)

There are two buttons on the next page, **Download** and **View Document**. **Download** allows the download of the actual request for information; **View Document** allows you to view the document in the browser. To respond to the request for information, click **Upload Document**.
The response cannot be submitted without an uploaded document. After a document or multiple documents have been uploaded, click **Submit** to complete the response.
After a response has been submitted, the process is complete. The user who submitted the response can view it on the **My Forms** queue of their dashboard.
Specific requests

DLI may also request specific information, which may follow a different process than the standard requests for information. Several examples are laid-out below.

**Prompt action**

DLI can send alerts to claim administrators when their first action is past due. The claim administrator will receive an email message indicating what is needed, with a link that will take them to the associated claim.
Prompt action, continued

In the claim, the claim administrator can view the details of the request and take the necessary action.

Any filing can be done by using the Submit a Filing button and choosing the appropriate submission.
Missing benefits webform

Campus can be used by external parties to submit missing benefits. To file, go to the External Claim Details page and click the Submit a Filing button.

![Claim Details Form](image-url)
In the **Filing Name** drop-down menu, select **Missing Benefits**. Click **Save** when complete.
Select the **Benefit Period** for where to file missing benefits. Click **Next**.

After the benefits and benefits period are selected, input the changes that should be made by editing existing benefits or adding new benefits. Click **Next**.
Provide any attachments or additional details and click **Submit Form**.
Thank you!