DEPARTMENT OF LABOR AND INDUSTRY
WORK COMP CAMPUS

Work Comp Campus:

External technical manual

Version 1.0

July 2020

Contents

Welcome to Work Comp Campus

This technical manual provides technical step-by-step guidance with visual aids to help you understand how to perform job functions in the Department of Labor and Industry's (DLI's) new Work Comp Campus. The information shared in this document will help external users transition from the current paper-based system for submitting workers' compensation claim information to the future state of fully electronic submission in Campus.

All names and data portrayed in these materials are fictitious and used only for demonstrative purposes. No identification with actual persons or entities is intended or should be inferred.

Getting started

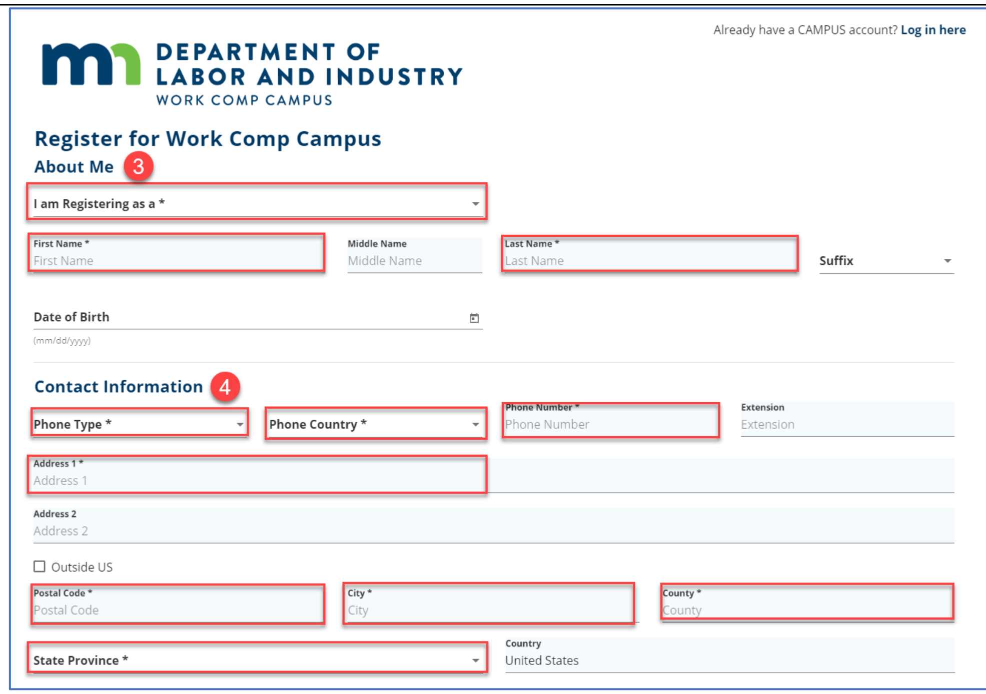
As a new user to Campus, you will need to register your account. If you are already registered, follow the steps in the "Logging into Campus" section.

Registering in Campus

1. Go to the Campus website at www.campus.dli.mn.gov.
2. Select **Sign Up**.

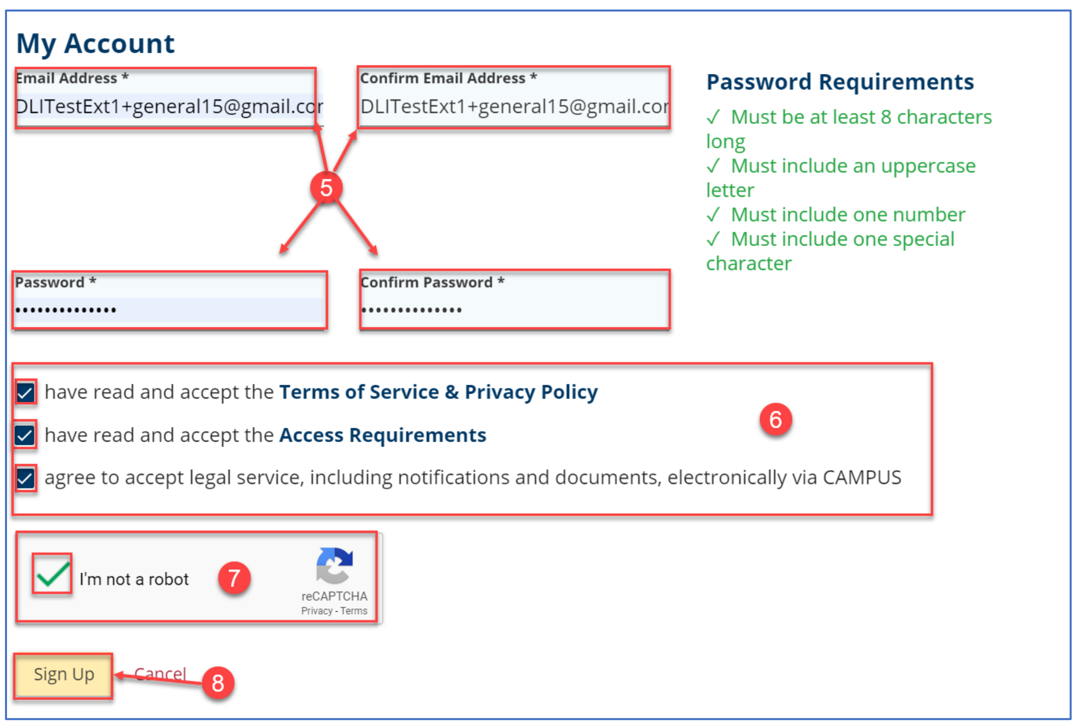
3. Complete the required fields, marked with black asterisks (*), in the **About Me** section of the screen.

4. Complete the required fields, marked with black asterisks (*), in the **Contact Information** section of the screen.



5. In the **My Account** section, enter a valid email address and create a password that matches the listed requirements.
6. After reading and agreeing to the various terms listed, click the boxes to the left.
7. Click the **reCAPTCHA** box signaling "I'm not a robot."
8. Click **Sign Up** to register your new Campus account.

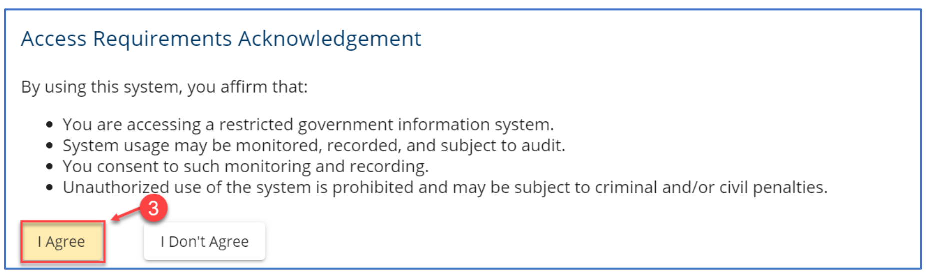
*A verification email message will be sent to the email address that was used during sign-up. You will need to access the email and confirm prior to logging into Campus. If you do not receive the email message, contact the help desk for further assistance.



Logging into Campus

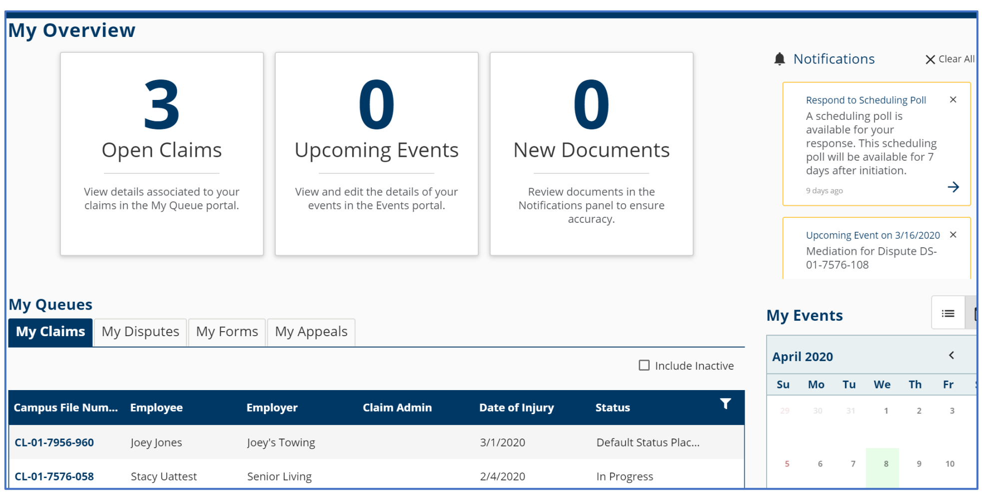
1. Enter your email address and password.
2. Click **Login**.

3. Click **I Agree** in the pop-up window.



*Your user dashboard (the Campus homepage) will open.

Note: The system will time-out after 30 minutes of inactivity. It is important you use the **Save as Draft option for any forms you are working on if you are not able to finish within that timeframe.



Resetting your password

1. Click **Forgot Password**.

2. Enter your email address.
3. Click the **reCAPTCHA** box signaling "I'm not a robot."
4. Click **Submit**.

*The email address you entered will then be sent an email message with directions about how to create a new password. If you do not receive the email message or experience any issues, contact the help desk for further assistance.

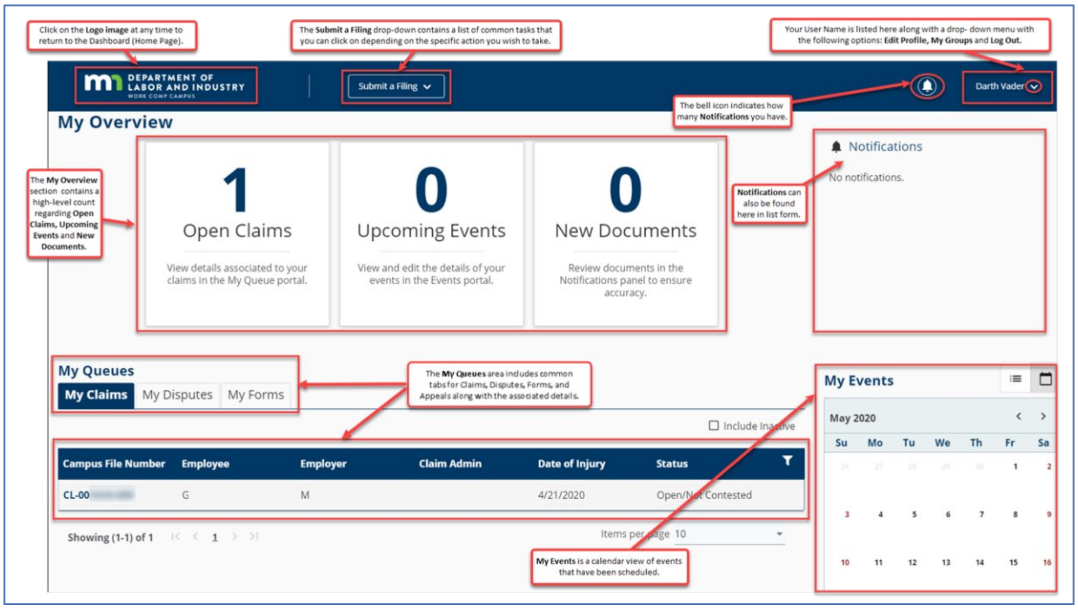
**Campus passwords expire every 90 days; you will be prompted to reset your password at login.

Dashboards

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

General user dashboard

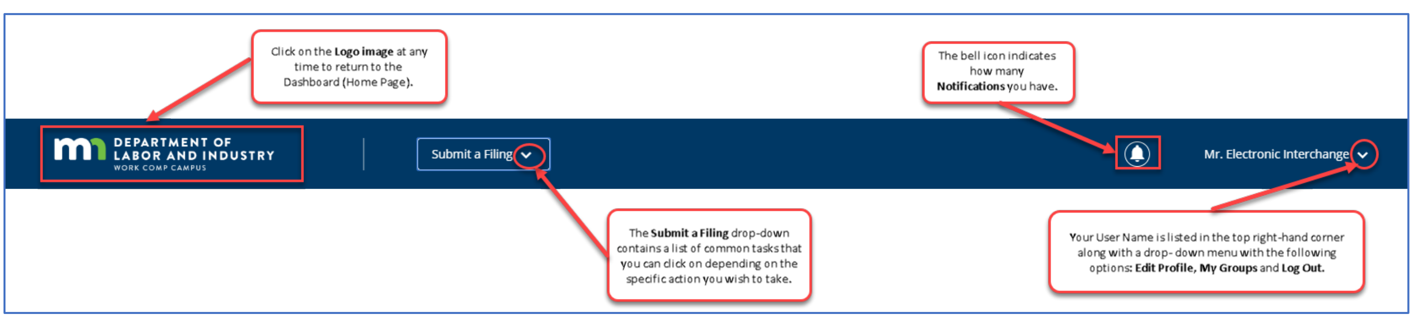
After logging in, the **Dashboard** (homepage) will appear for all users (other than registered trading partners), with a number of built-in tools and features to enable easy sorting and management of tasks.



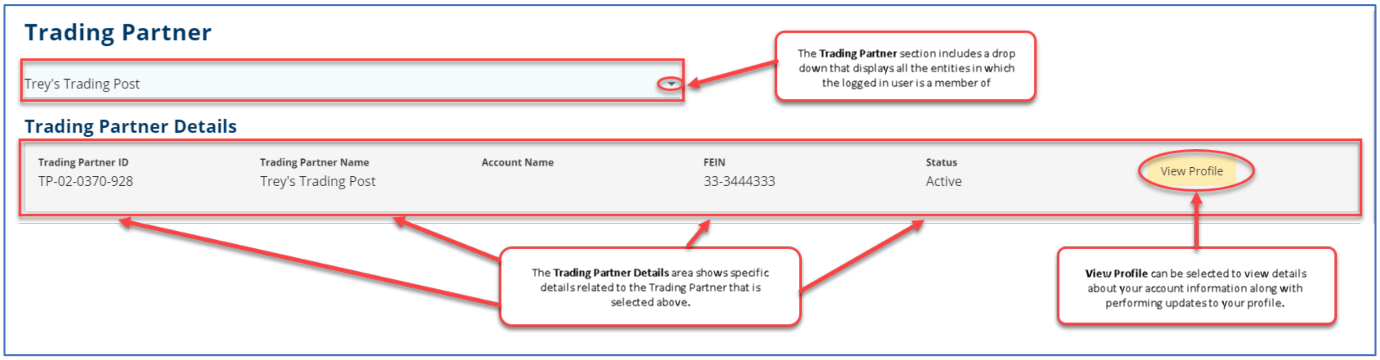
Trading partner dashboard

If you register and login as a **trading partner**, the customized **Trading Partner dashboard** will appear, with a number of built-in tools and features to enable easy sorting and management of tasks.

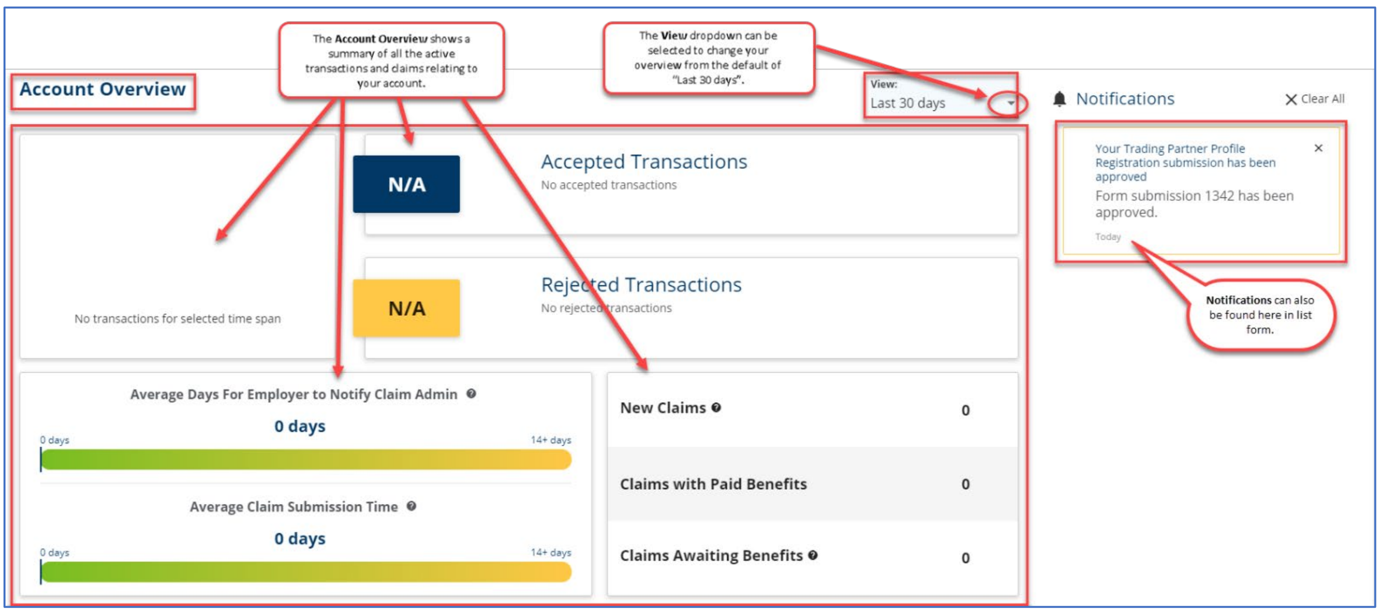
Dashboard header



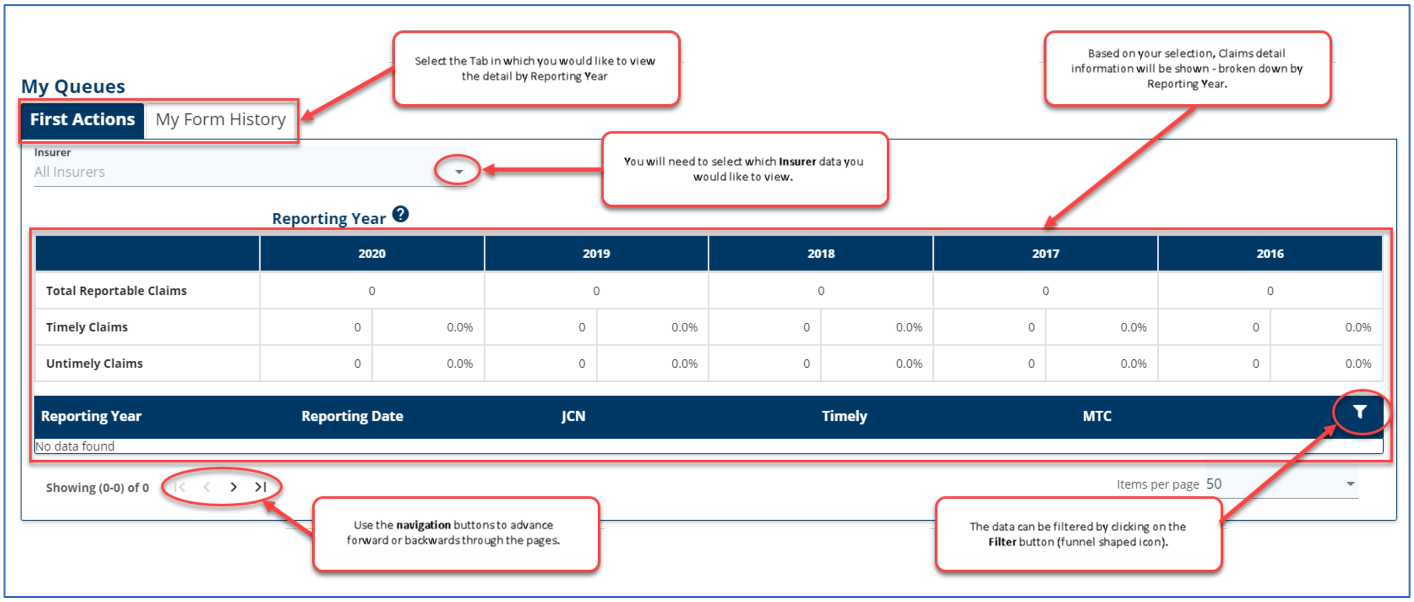
Trading partner details



Account overview



My queues

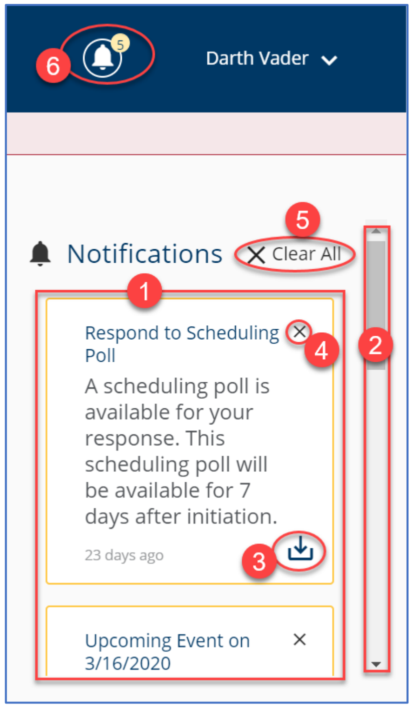


Notifications

Notifications are system-generated messages that can either be specific to tasks that need to be completed or simply an informational message.

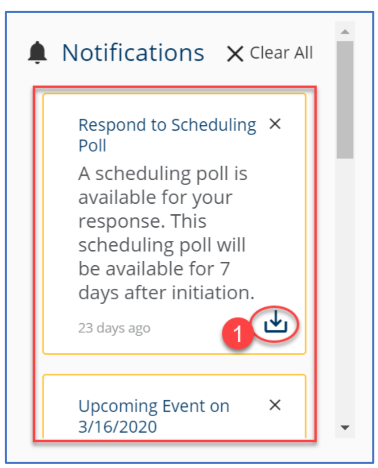
Viewing notifications

1. **Notifications** are visible in the upper right area of the dashboard.
2. **Scroll** up and down to view all notifications.
3. Some notifications will also include a down-arrow icon in the lower right corner. Clicking the down-arrow will take you through steps to export the documents. See the **"Exporting documents"** section for details.
4. Click the **X** to delete the notification.
5. Clicking **X Clear All** will delete all active notifications.
6. You can also view notifications via the **Bell** icon next to your username. If you have any active notifications, the number will be visible. Clicking the bell icon will list all active notifications.

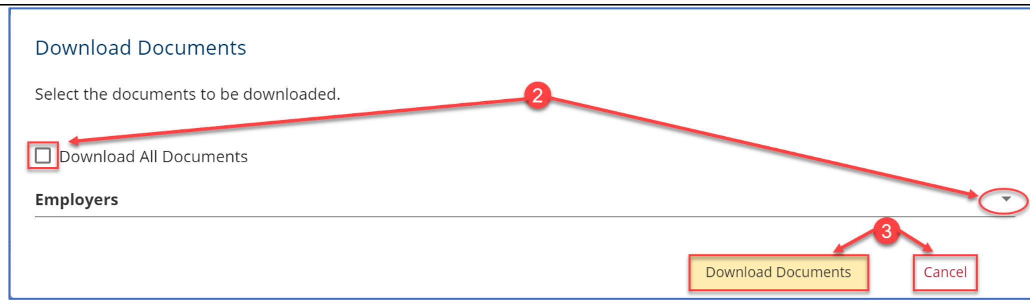


Exporting documents

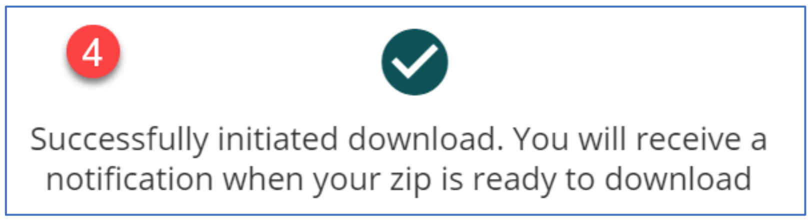
1. Some notifications will also include a down-arrow icon in the lower right corner. Clicking this button takes you to the **Download documents** window.



2. Make a selection between **Download All Documents** or a select a subset of documents by clicking on the **down-arrow**.
3. Click the **Download Documents** button to continue or **Cancel** to exit without downloading and return to the previous screen.



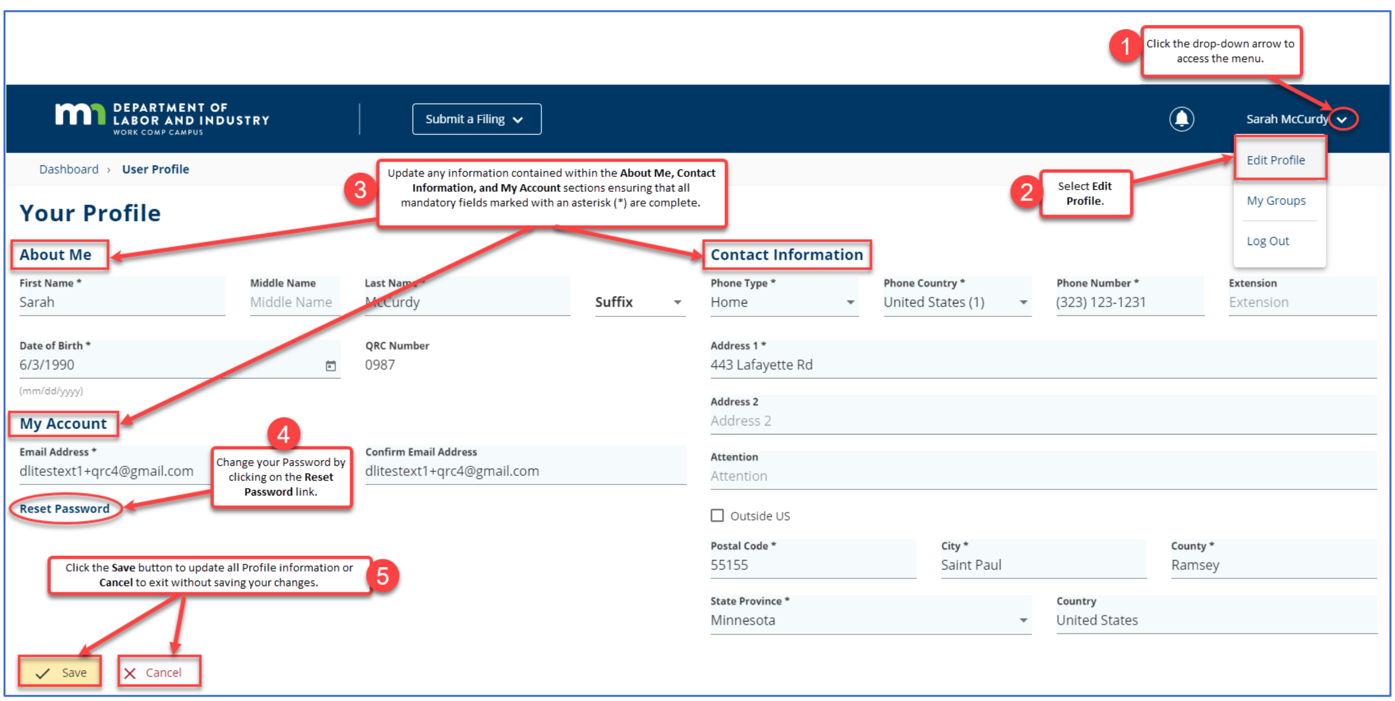
4. A notification screen will appear if the submission was successful and indicating you will receive a notification when the ZIP file is ready to download.



User profile

The **User Profile** contains personal information about your account and should be kept up to date.

Editing your profile



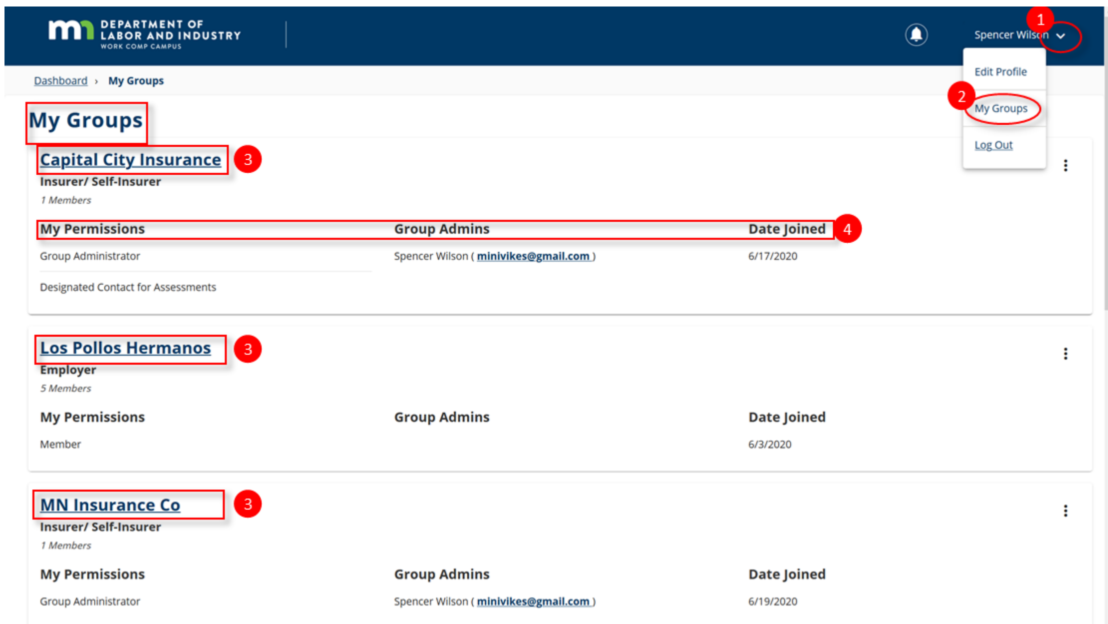
Note: Some fields will have a drop-down menu listing available options of information for that line.

Groups

Groups in Campus allow for users to be associated to claims and cases they need to access. For example, as an attorney, your group in Campus would be the law firm you work for. 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 you need.

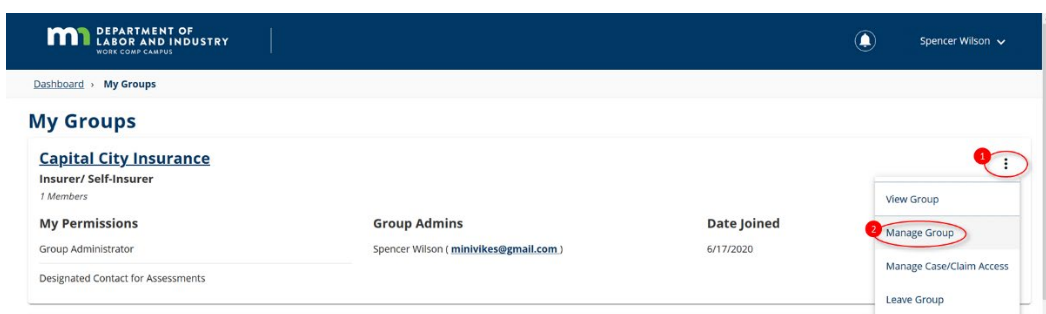
Viewing group information

1. At the top right of your dashboard, click the drop-down arrow
2. To view group information, click on **My Groups**.
3. The **My Groups** screen lists the groups you are associated with.
4. Each group you are associated with shows the **number of members**, your **permissions**, **Group Admins** and **Date joined**.

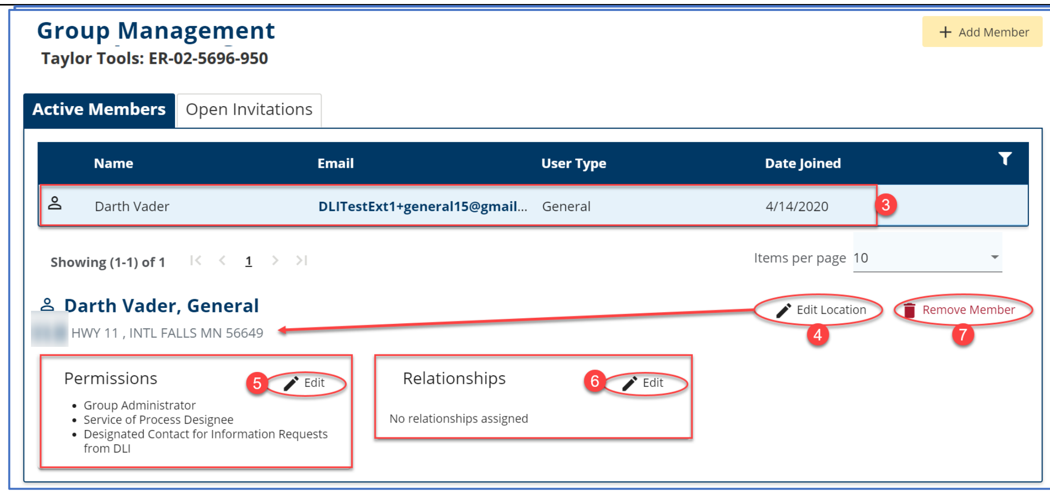


Managing group information

1. To the right of the group information, is a kebab menu (three vertical dots). Click the kebab to manage information for that particular group.
2. Select **Manage Group**.

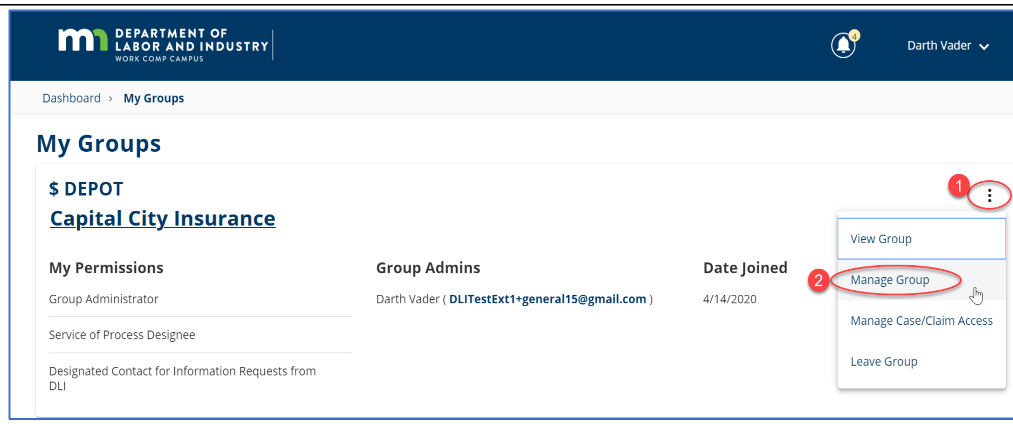


3. The **Group Management** screen displays **Active Member** information, including name, email address, user type and date joined.
4. If you are a group administrator, you can update the address information by clicking on the **Edit Location** link.
5. Permissions are displayed for the user. Click the **Edit** link to update **Permissions**.
6. Relationships are also displayed. Click the **Edit** link to update **Relationships**.
7. If you need to delete a member associated to this group, click the **Remove Member** link.

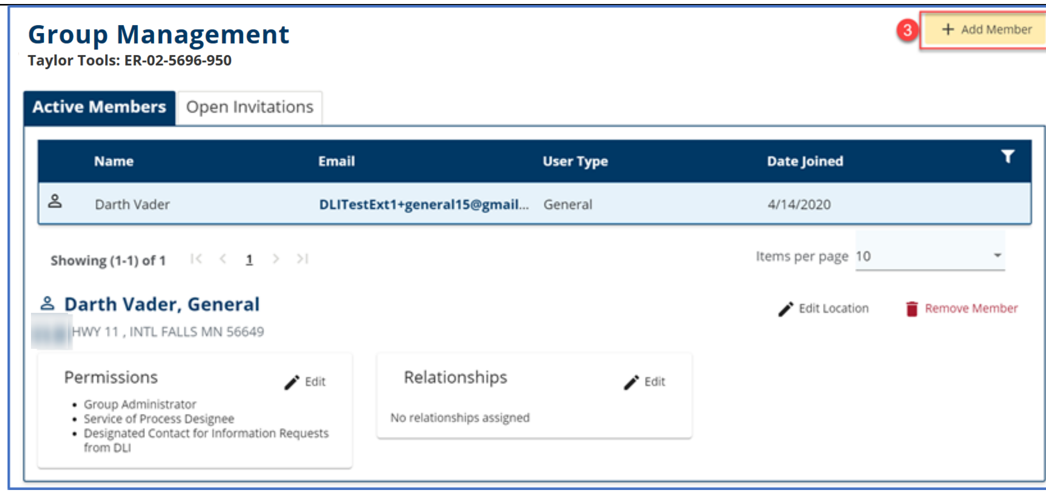


Adding members to a group

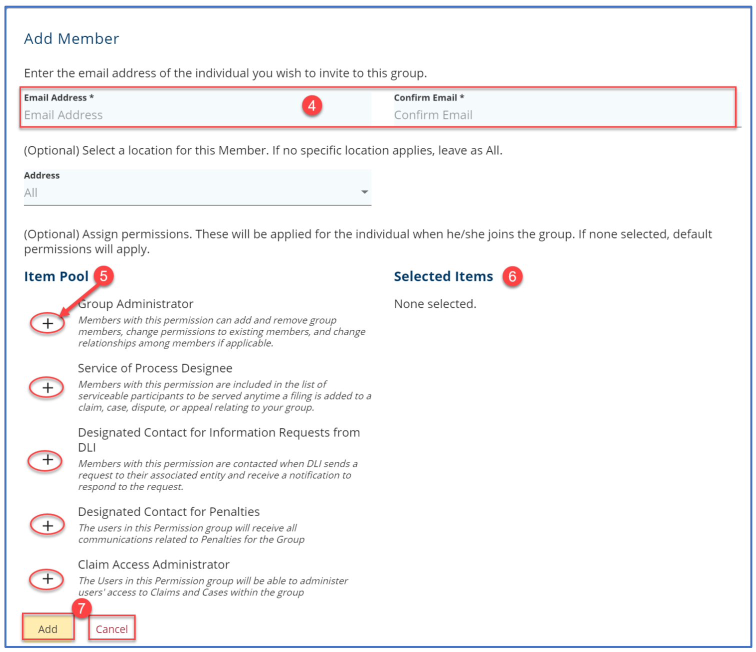
1. To the right of the group information is a kebab menu. Click the kebab to manage information for that particular group.
2. Select **Manage Group**.



3. Click the **Add Member** button.

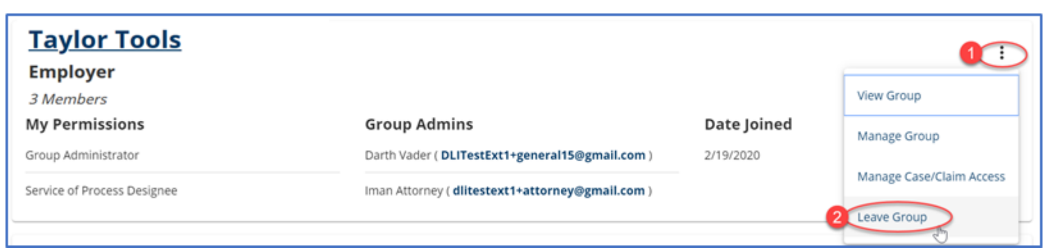


4. Enter a valid **Email Address** for the new member and enter it again in the **Confirm Email** box.
5. Assign the appropriate permissions by clicking the plus sign.
6. Any permissions that are selected will show in the **Selected Items** column.
7. Click the **Add** button to save this information or **Cancel** to exit without saving.

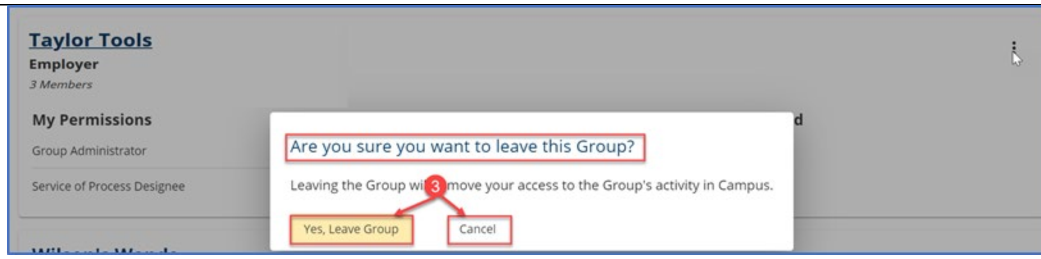


Leaving a group

1. To the right of the group information is a kebab menu. Click the kebab to manage information for that particular group.
2. Select **Leave Group**.



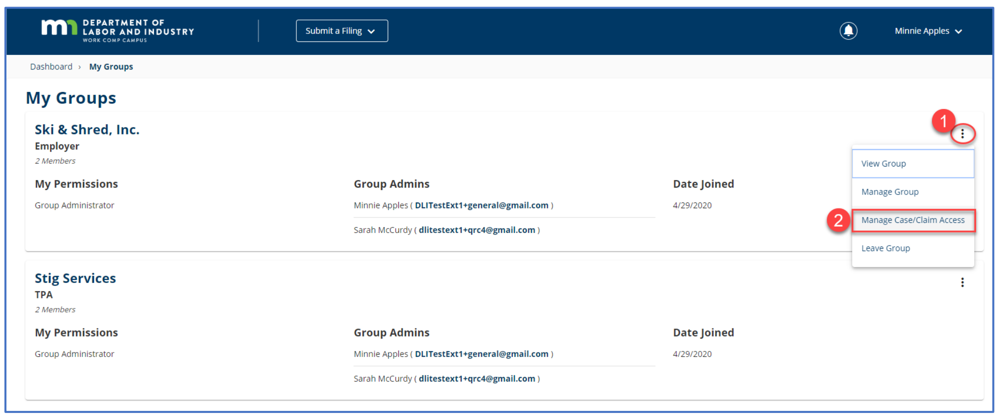
3. A notification window will appear confirming your request. Click **Yes, Leave Group** to confirm or **Cancel** to exit without leaving that group.



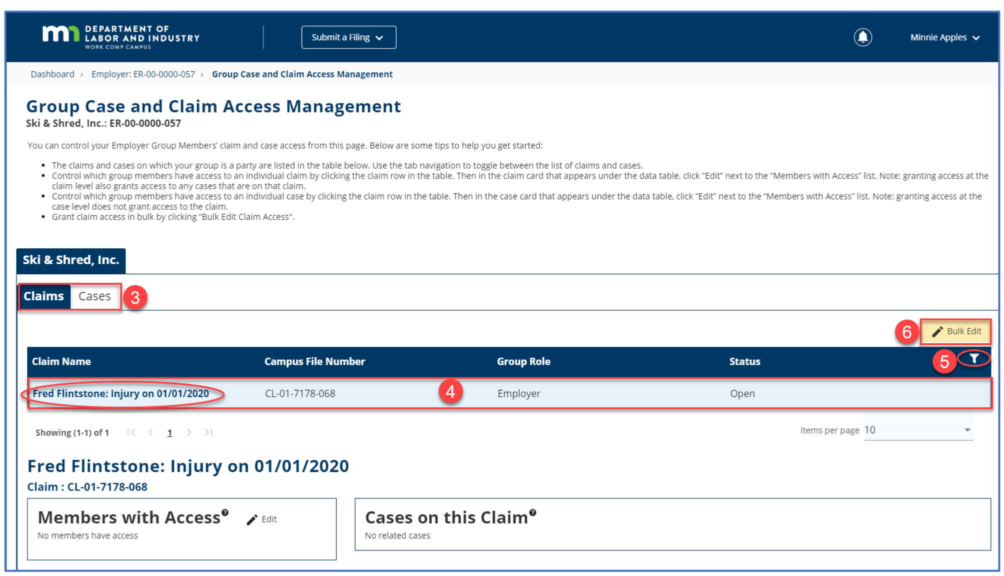
Managing case/claim access

You can control your employer group members' claim and case access from the **Manage Case/Claim Access** page.

1. Click the kebab menu to manage information for the particular group.
2. Select **Manage Case/Claim Access** from the drop-down menu.



3. Use the **Claims** and **Cases** tabs to toggle between the list of claims and cases.
4. All claims or cases associated with the group will display. Select the **Claim Name** or **Case Name** hyperlink to view further details.
5. Click the funnel icon to filter the list.
6. The **Bulk Edit** button allows you to grant or remove member access to claims for multiple members at one time.



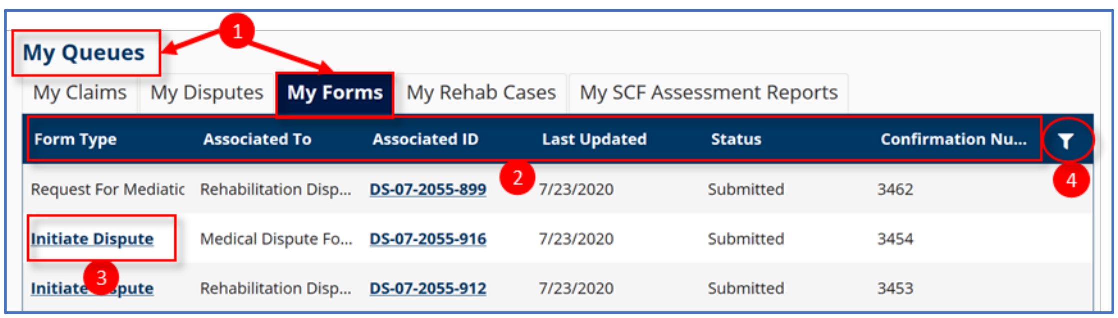
7. Select the option to either **Grant Access** or **Remove Access**.
8. Click on the box to **Select All Claims**.
9. Click on the plus sign to select the group member(s) you wish to grant or remove access from. Any members selected will appear in the **Selected Group Members** area.
10. Select **Save** to confirm your changes or **Cancel** to exit without saving the changes.

Forms queue

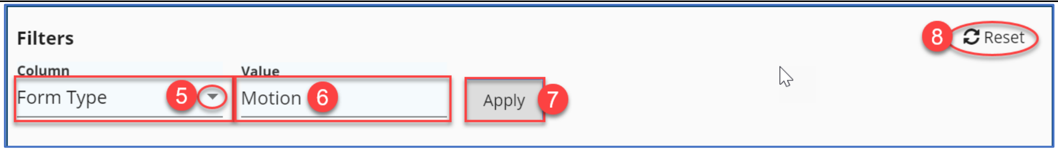
The forms queue shows all forms you have submitted related to any of the claims or cases you have access to. Forms in Campus are used to request or take action on a claim or case. Hardcopy forms are no longer required in relation to a workers' compensation claim because you submit information and see the status in Campus electronically.

Accessing forms

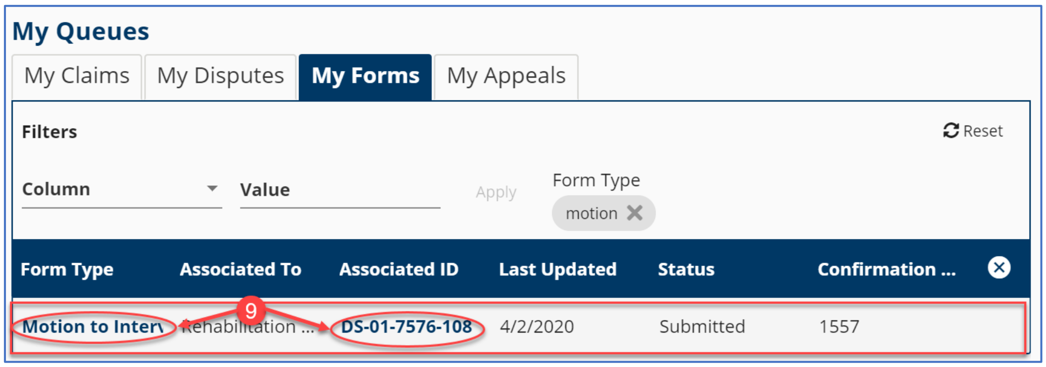
1. **My Queues** displays various tabs depending on your permission level in Campus. To access forms, click on the **My Forms** tab.
2. The screen displays summary information including **Form Type**, **Associated To**, **Associated ID**, **Last Updated**, **Status** and **Confirmation Number**.
3. Click on the **Form Type** or **Associated ID** hyperlinks to access the form and further details.
4. Click the funnel icon to filter your search.

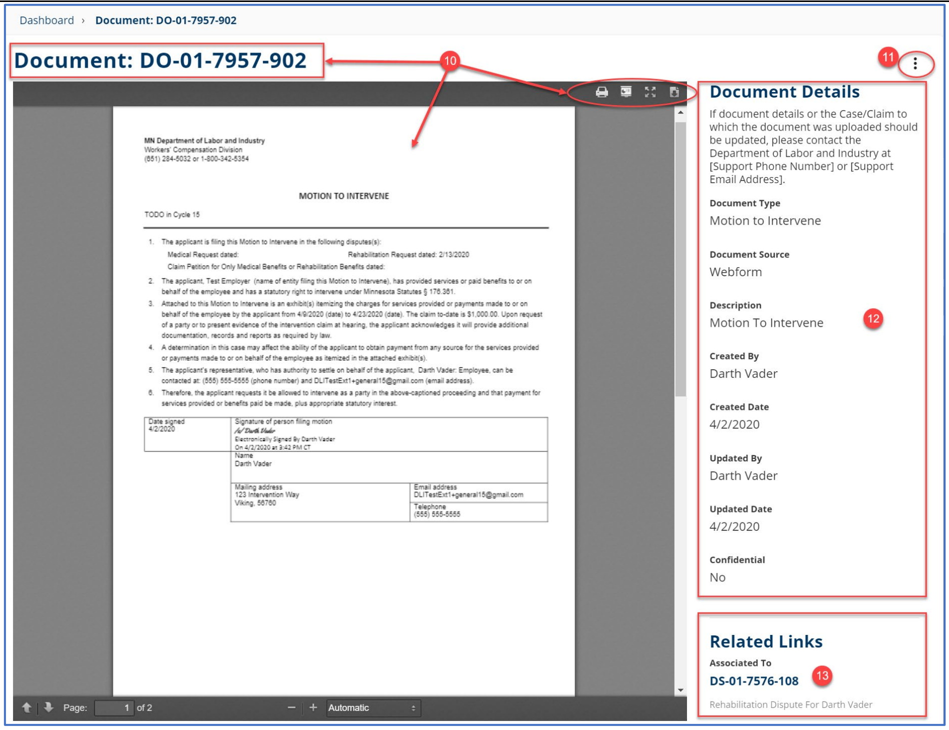


5. Click the **Column** drop-down menu and select your search type.
6. In the **Value** field, type the information to search.
7. Click the **Apply** button to complete the search.
8. Use the **Reset** button to clear all fields to start over.



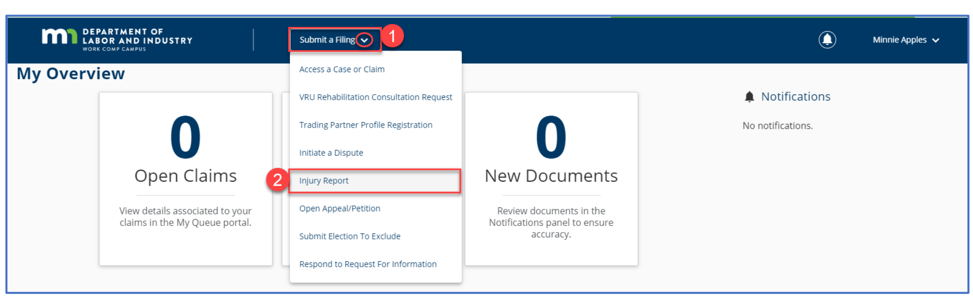
9. The screen now displays only the forms matching the filter criteria that was applied. In this example, you could click on **Motion to Intervene** or **Associated ID** to access the form and further details.



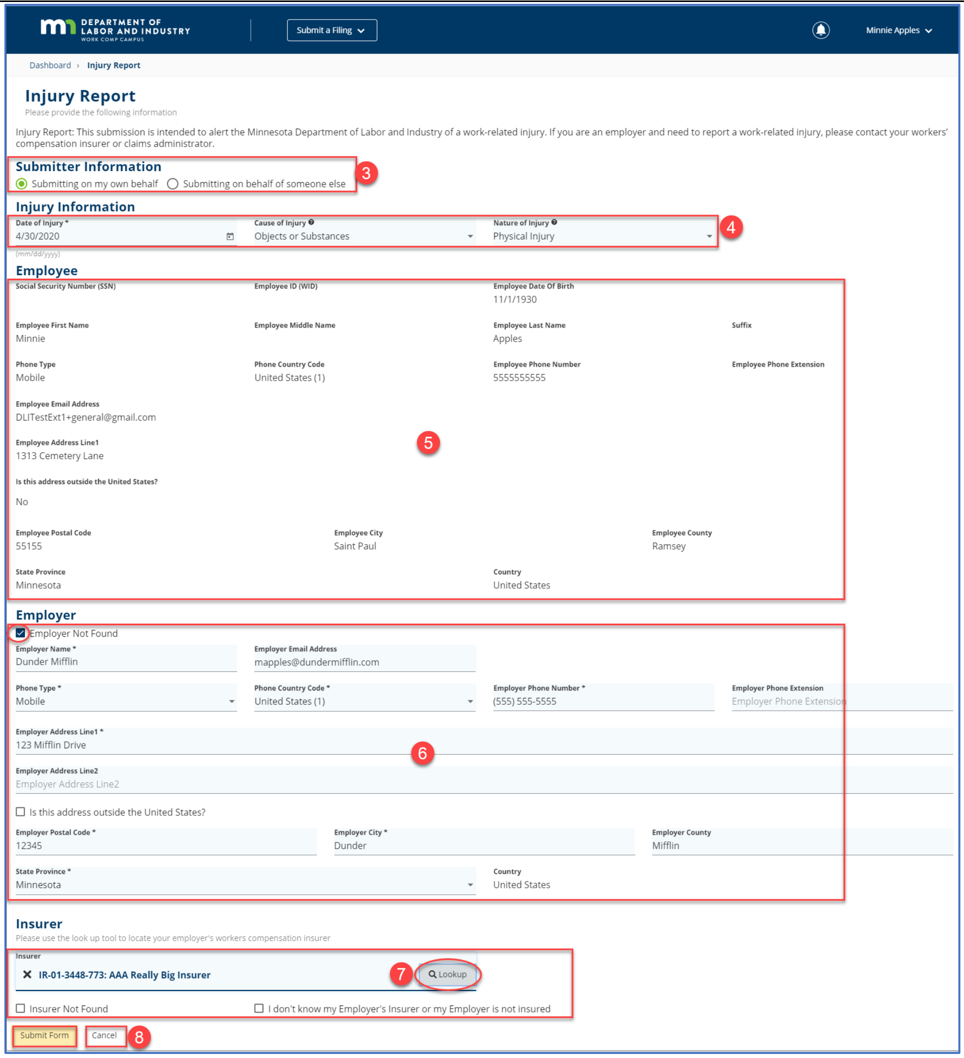
10. The document is now displayed as a preview. Further action can be taken by using the icons in the top right corner of the preview window, including **Print**, **Presentation View**, **Full Screen View** and **Download**. 11. You can also click on the kebab menu at the top right corner of the screen to **Download** the document as a PDF file. 12. Additional details about the form are in the **Document Details** section of the screen. 13. If the document is associated to other forms, a link will be displayed within the **Related Links** section on the bottom right side of the screen.	

Submitting an injury report as an injured worker

An employee is able to access Campus to submit an injury report and alert the Minnesota Department of Labor and Industry of a work-related injury. This functionality allows an injured worker to report they are injured in the event there is not a claim on file. That way, DLI can research to see if a claim needs to be filed. A First Report of Injury (FROI) is generated upon submission of this form **if** an insurer that exists in Campus is identified by the user. If the employee cannot find the insurer in the lookup tool, the FROI is **not** created.

1. Click the **Submit a Filing** drop-down menu. 2. Select **Injury Report**.	

3. Select **Submitting on my own behalf** or **Submitting on behalf of someone else**.
4. Enter all injury information in the fields for **Date of Injury**, **Cause of Injury** and **Nature of Injury**.
5. The **Employee** information will populate from your saved account information.
6. Add the **Employer** information by either using the lookup function or clicking the **Employer Not Found** box and manually entering the required information noted with an asterisk (*****).
7. Add the **Insurer** by either using the lookup function or clicking the **Insurer Not Found** or **I don't know my employer's insurer or my employer is not insured** box.
8. Click **Submit Form** to save and submit the information to DLI or **Cancel** to exit without saving.



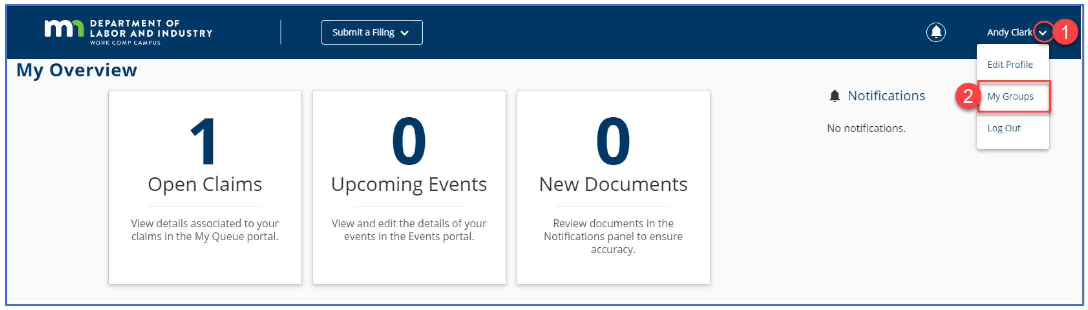
Group management

Groups in Campus allow for users to be associated to their firm or employer as necessary. For example, as an attorney, your group in Campus would be the law firm you work for. Access to claims and cases will be granted to the group as your group will be a party to the claim or case. Your membership to that group will allow you to view the information you need.

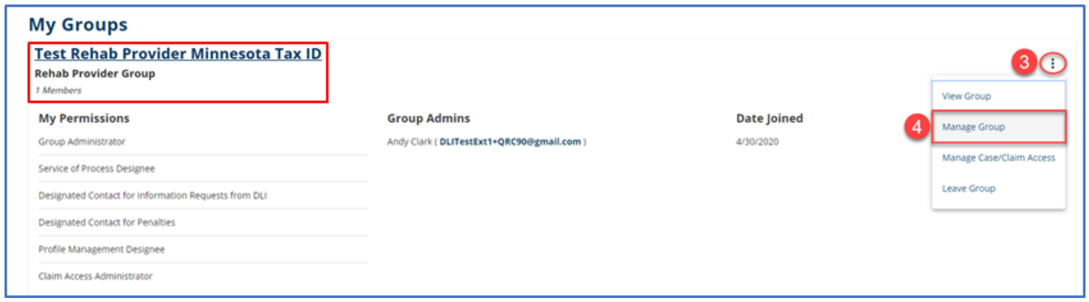
Group administration

Group administration tasks, such as adding members, changing permissions and updating addresses, can only be performed by a group administrator within Campus.

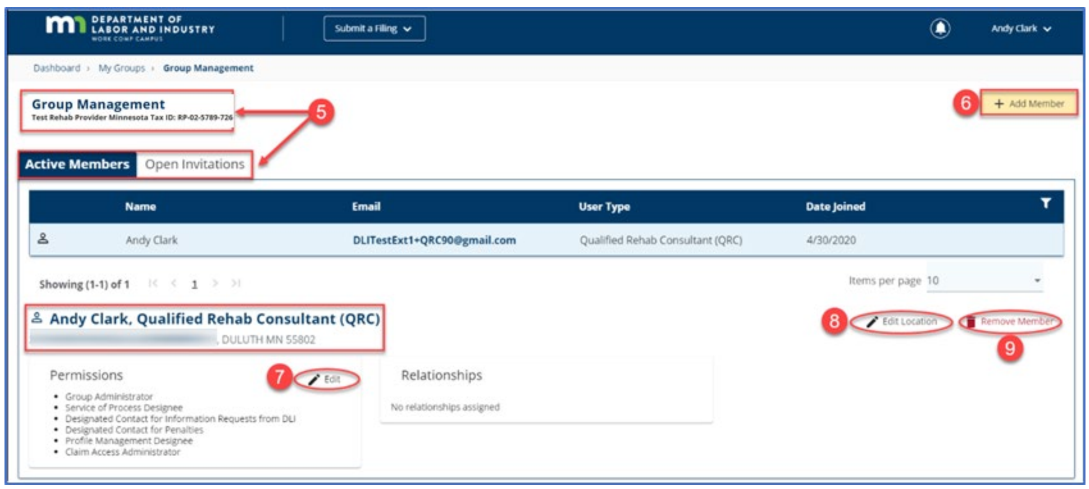
1. At the top right of your dashboard, click the drop-down menu.
2. Select **My Groups**.



3. The **My Groups** screen displays and lists the groups you are associated with. Click the kebab menu on the right.
4. Select **Manage Group**. This option is only available to group administrators.



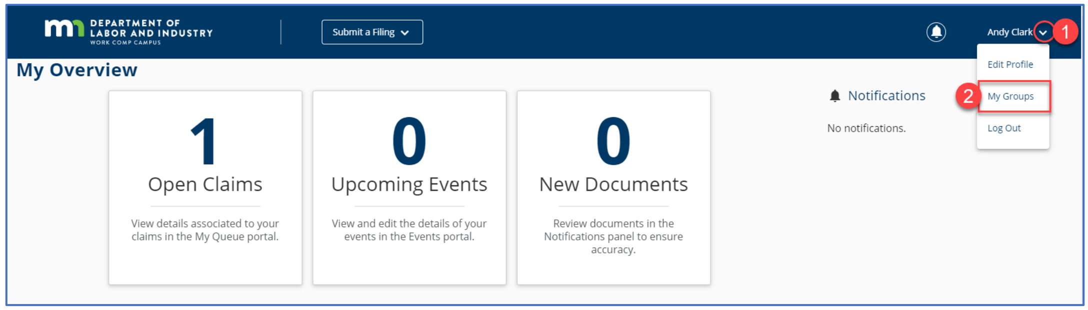
5. The **Group Management** page displays showing all **Active Members**. Click the **Open Invitations** tab to show any pending members.
6. Click the **+ Add Member** button to add members to the group.
7. Click the **Edit** button to change permissions and relationships.
8. Click the **Edit Location** button to update the business address the member is associated to.
9. Click the **Remove Member** button to remove the selected member from the group.



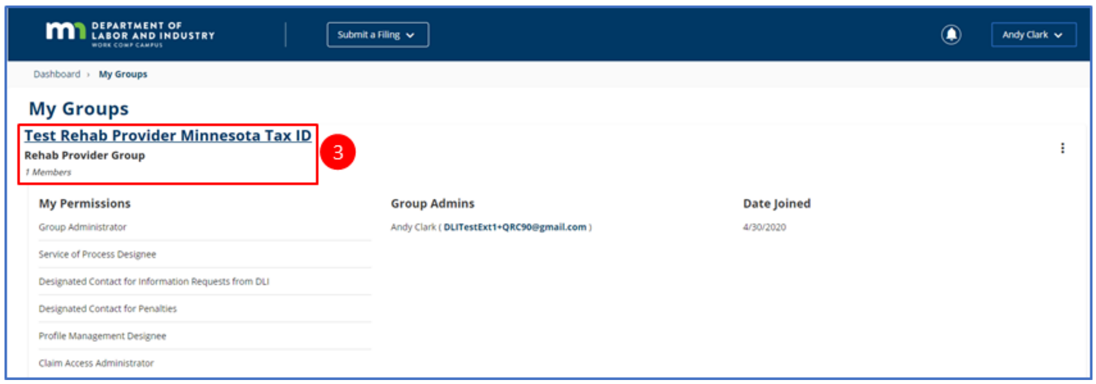
Viewing and editing entity details

All entities (except for employees and employers) can view and edit entity details. You must also be a group administrator or a profile management designee to perform these functions.

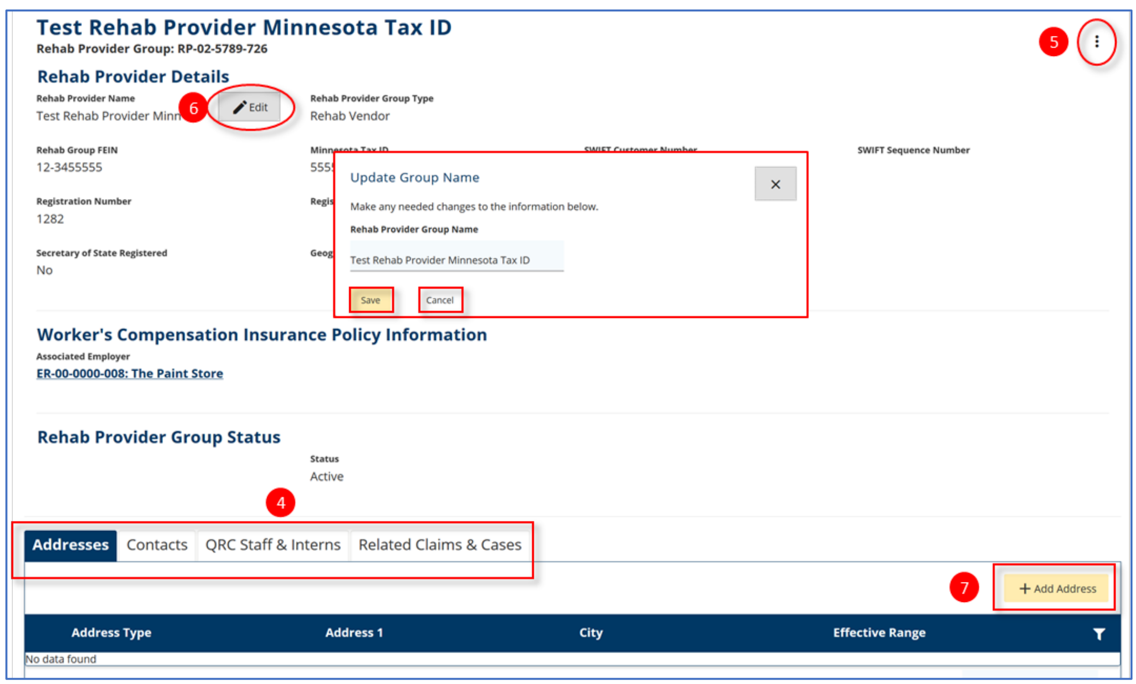
1. At the top right of your dashboard, click the drop-down menu.
2. Select **My Groups**.



3. The **My Groups** screen lists the groups you are associated with. Click on the hyperlink for the entity you wish to view or edit.

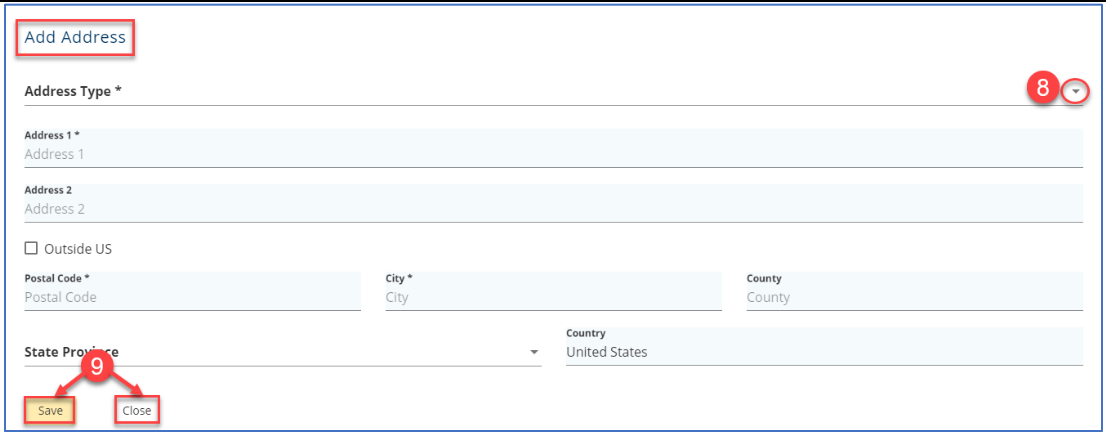


4. The **Entity Details** page displays the name of the entity at the top of the page and relevant information regarding the entity below.
5. Depending on your permissions, you may be able to make edits and take other actions through the kebab menu to the right.
6. Click the **Edit** button to revise the entity name.
7. Click the **+ Add Address** button to add addresses for the entity.



8. Click on the drop-down menu to select the **Address Type** and fill in all required information marked with an asterisk (*).
9. 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.



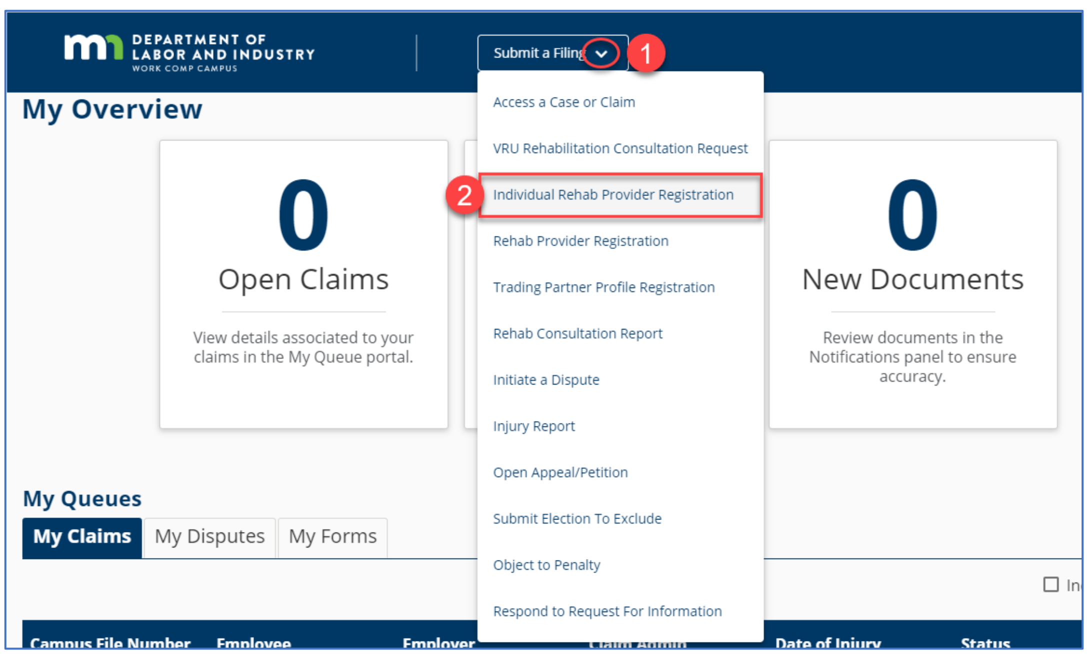
Rehabilitation provider registration

As a rehabilitation provider, you will need to register with the Minnesota Department of Labor and Industry to be a party to a claim and have access to claim information that will allow you to provide rehabilitation services on a workers' compensation case.

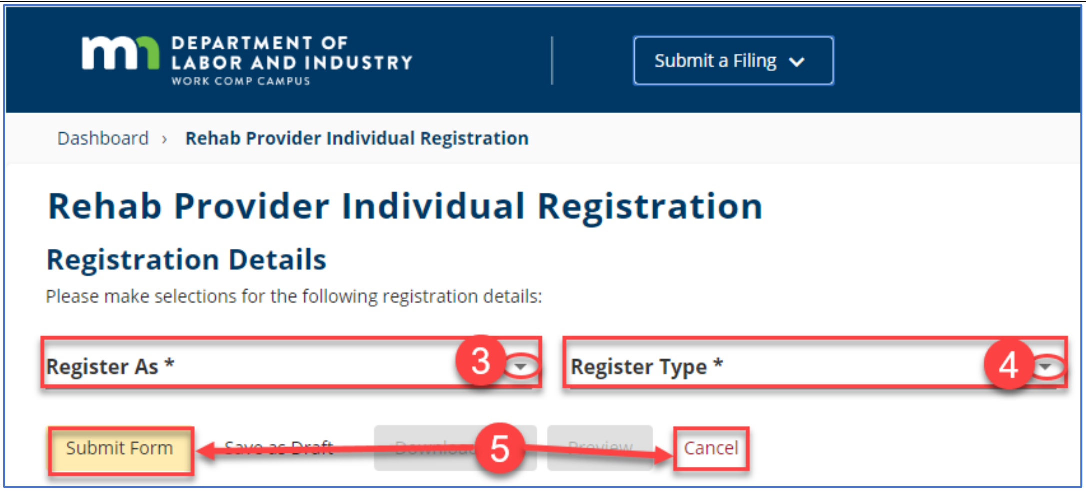
QRC registration and renewal

1. Click on the **Submit a Filing** drop-down menu.
2. Select **Individual Rehab Provider Registration**.

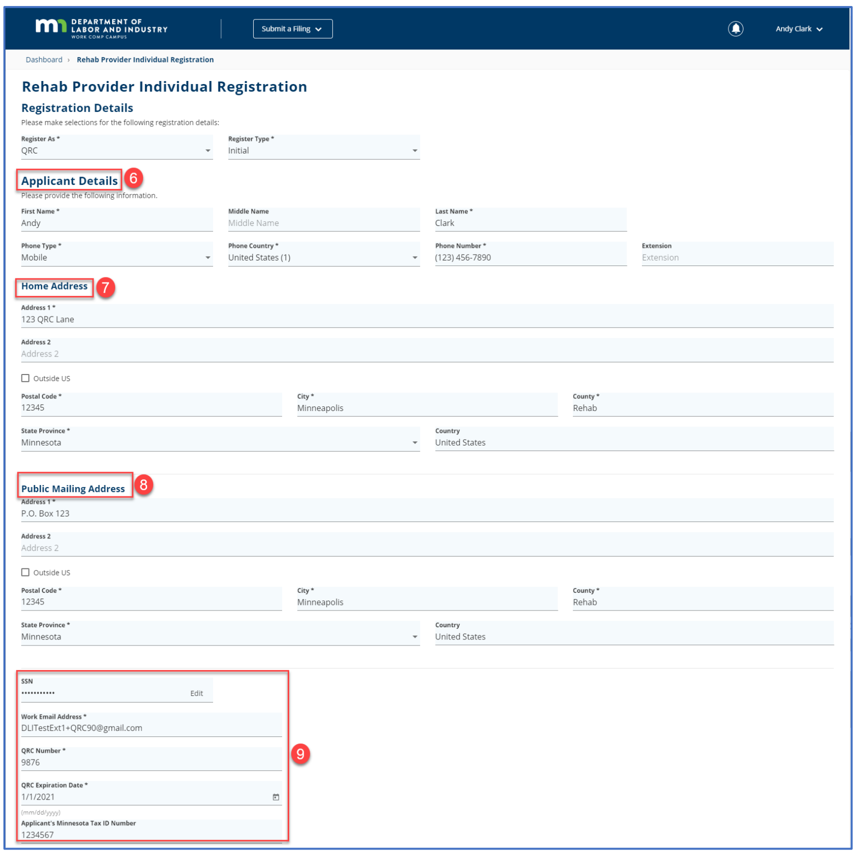
*This selection will only be available if you initially registered in Campus as a rehabilitation provider.



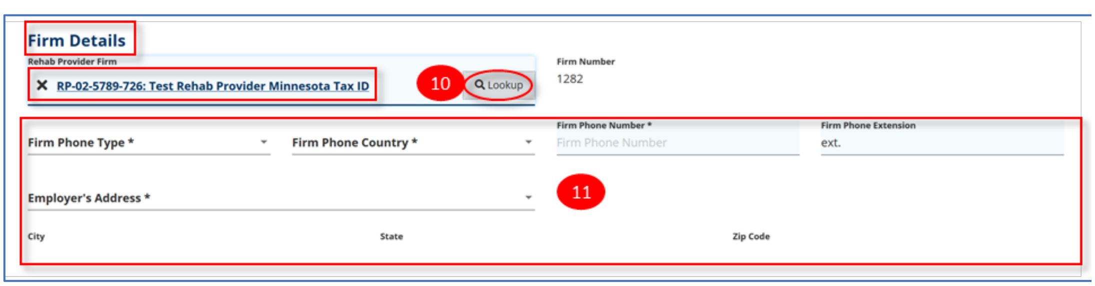
3. Click on the **Register As** drop-down menu to select either **QRC** or **QRC intern**.
4. Click on the **Register Type** drop-down menu and select the appropriate option: **Change of Employment**; **Change of Supervision**; **Initial**; **Reinstatement**; or **Renewal**.
5. Click on **Submit Form** to proceed to the next screen or **Cancel** to exit.



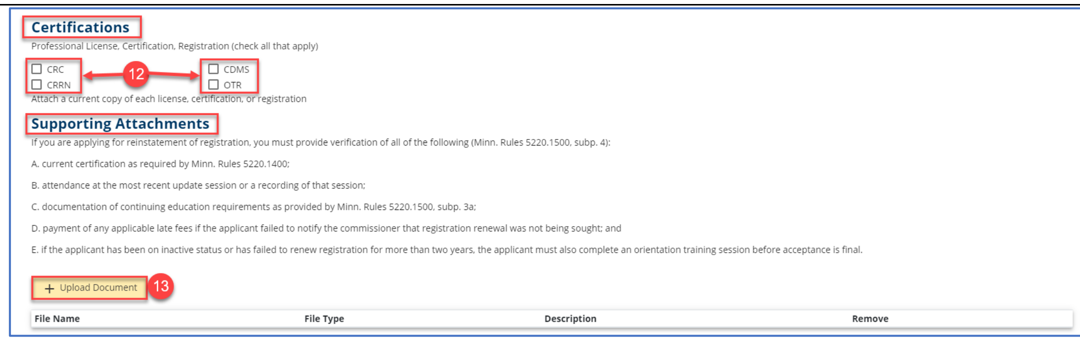
6. Enter all required information for **Applicant Details**.
7. Enter all required information for **Home Address**.
8. Enter all required information for **Public Mailing Address**.
9. Enter the informatin in the **SSN**, **Work Email Address**, **QRC Number**, **QRC Expiration Date** and **Minnesota Tax ID Number** fields.



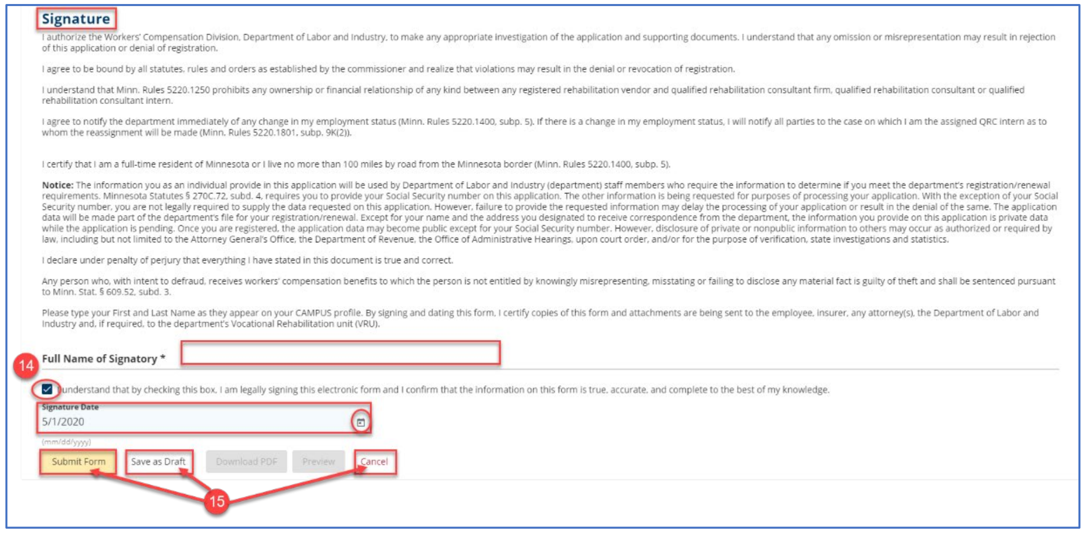
10. Click the **Lookup** button to find the rehabilitation provider firm.
11. Enter the required phone and address information for the rehabilitation provider firm.



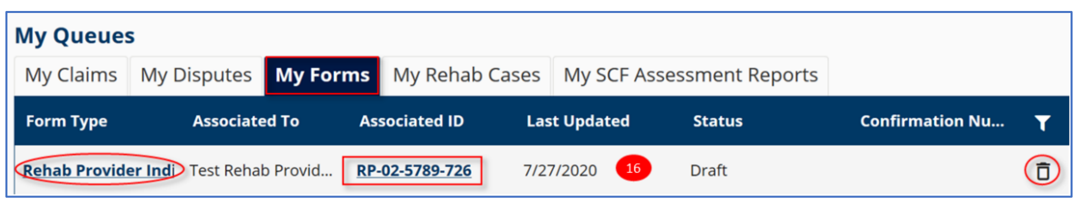
12. Click the box next to the applicable **Certifications** you currently have.
13. Click on the **+ Upload Document** button to select and upload any information to support your application registration.



14. Type your first and last name as it appears on your Campus profile in the **Full Name of Signatory** field. Click the checkbox to confirm you are legally signing the electronic form. You can change the default date by clicking on the calendar icon and selecting the appropriate date.
15. Select: **Submit Form** to save all information and submit it for review and approval; **Save as Draft** to save a copy to complete at a later date; or **Cancel** to exit without saving or submitting the form.



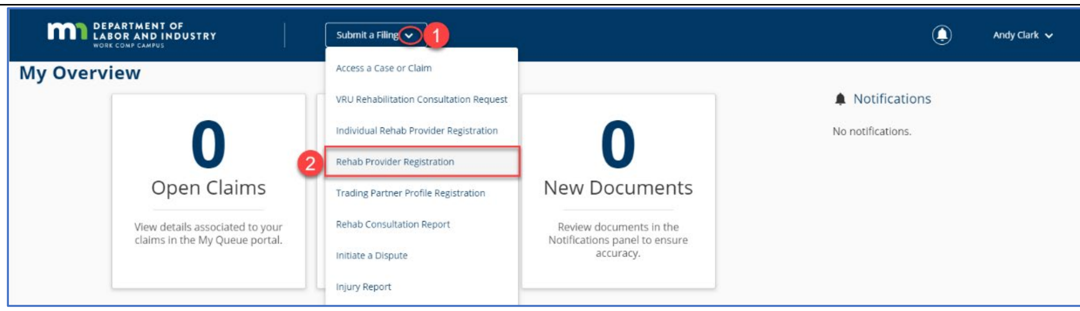
16. Saved drafts can be accessed in the **My Forms** tab on the dashboard by clicking on the **Form Type** or **Associated ID** hyperlinks. The draft form can be deleted by clicking on the trash can icon.



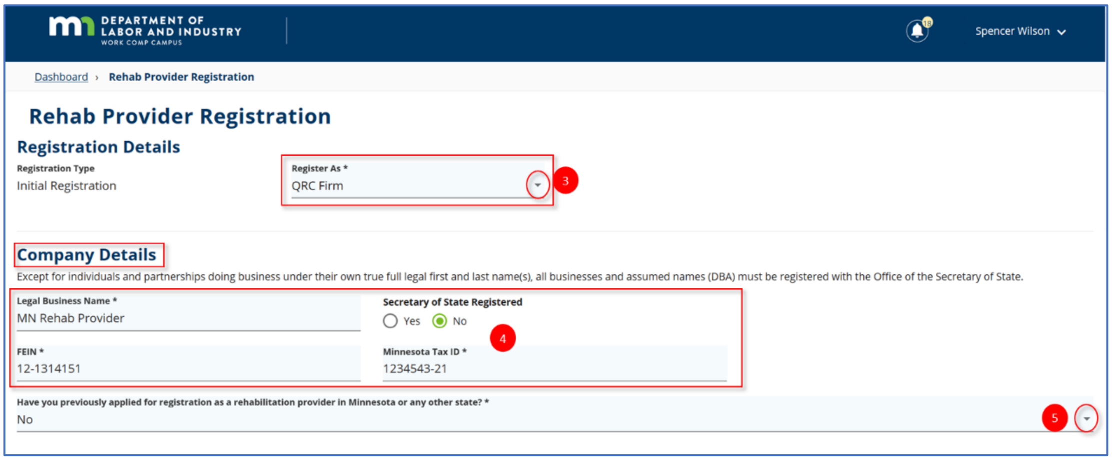
*Draft forms will automatically be removed after 21 days if they are not updated or submitted.

Rehabilitation provider firm registration and renewal

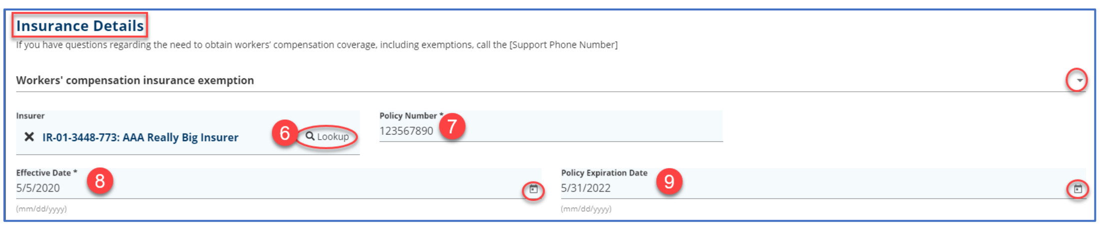
1. Click on the **Submit a Filing** drop-down menu.
2. Select **Rehab Provider Registration**.



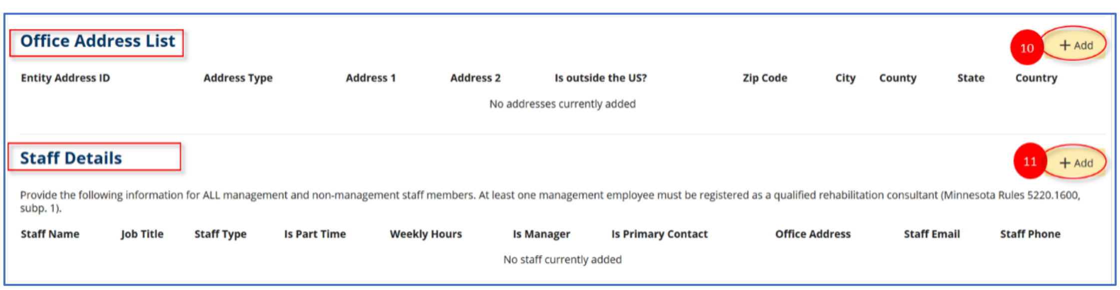
3. Click on the **Register As** drop-down menu to select either **QRC Firm** or **Rehab Vendor**.
4. Fill in the **Legal Business Name** and **FEIN**; select **Yes** or **No** to indicate if registered with the Secretary of State.
5. Click on the drop-down menu to indicate (Yes or No) if you have previously applied as a rehabilitation provider in Minnesota or any other state.



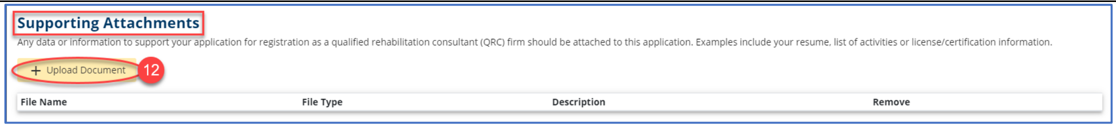
6. Click on **Lookup** to search for the insurer.
7. Enter the **Policy Number**.
8. Enter the **Effective Date** or click on the calendar icon to select a date.
9. Enter the **Policy Expiration Date** or click on the calendar icon to select a date.



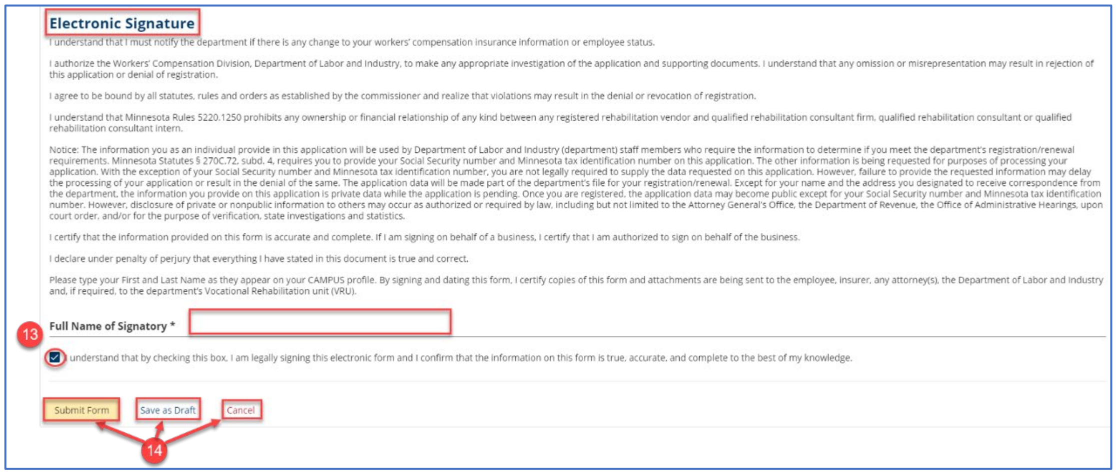
10. Click on the **+ Add** button and select the applicable office address.
11. Click on the **+ Add** button to add **all** staff members and their information.



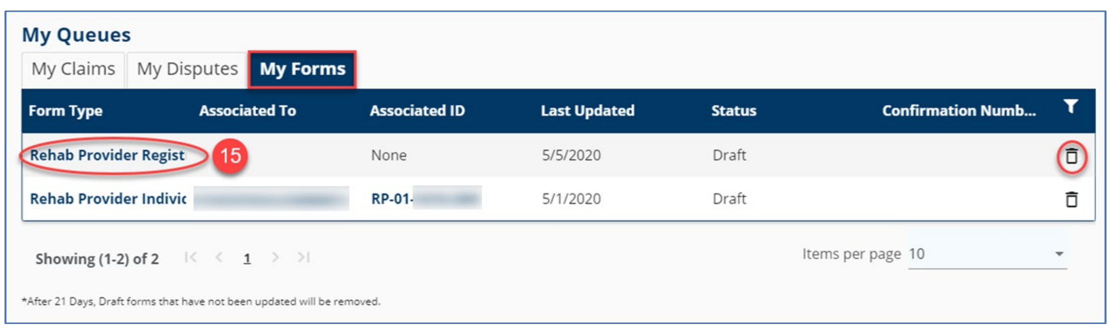
12. Click on the **+ Upload Document** button to select and upload any information to support your application registration.



13. Type your first and last name as they appear on your Campus profile in the **Full Name of Signatory** field. Click the checkbox to confirm you are legally signing the electronic form. You can change the default date by clicking on the calendar icon and selecting the appropriate date.
14. Select: **Submit Form** to save all information and submit for review/approval; **Save as Draft** to save a copy to complete at a later date; or **Cancel** to exit without saving or submitting the form.



15. Saved drafts can be accessed in the **My Forms** tab on the dashboard by clicking on the **Form Type** or **Associated ID** hyperlinks. The draft form can be deleted by clicking on the trash can icon.



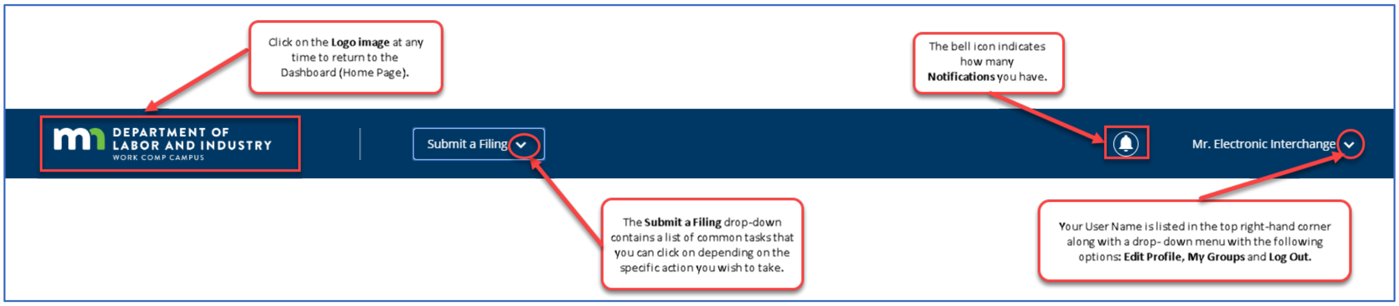
*Draft forms will automatically be removed after 21 days if they are not updated or submitted.

Trading partner portal

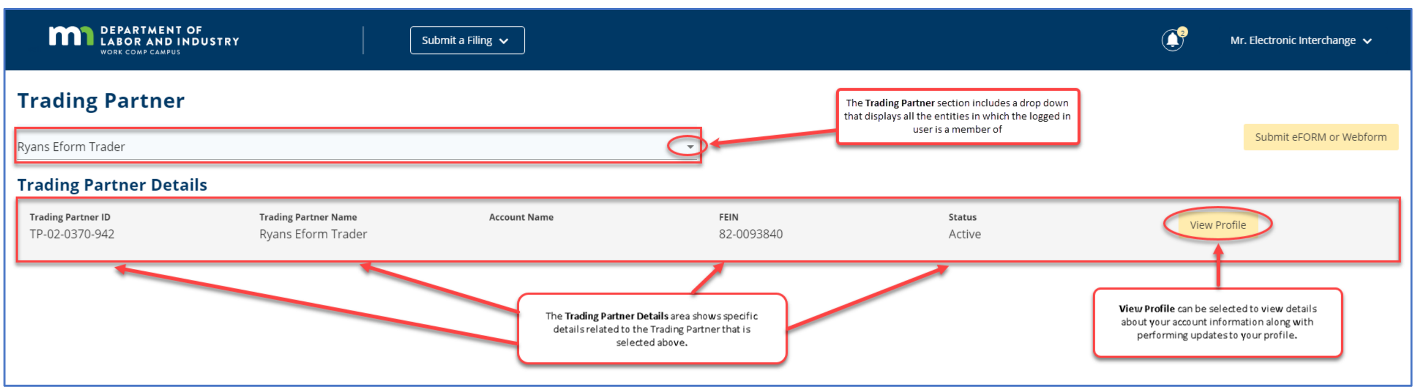
Trading partner dashboard

After registering and logging in as a trading partner, your customized **Dashboard** (homepage) will display, which shows various information about your profile and submitted transactions.

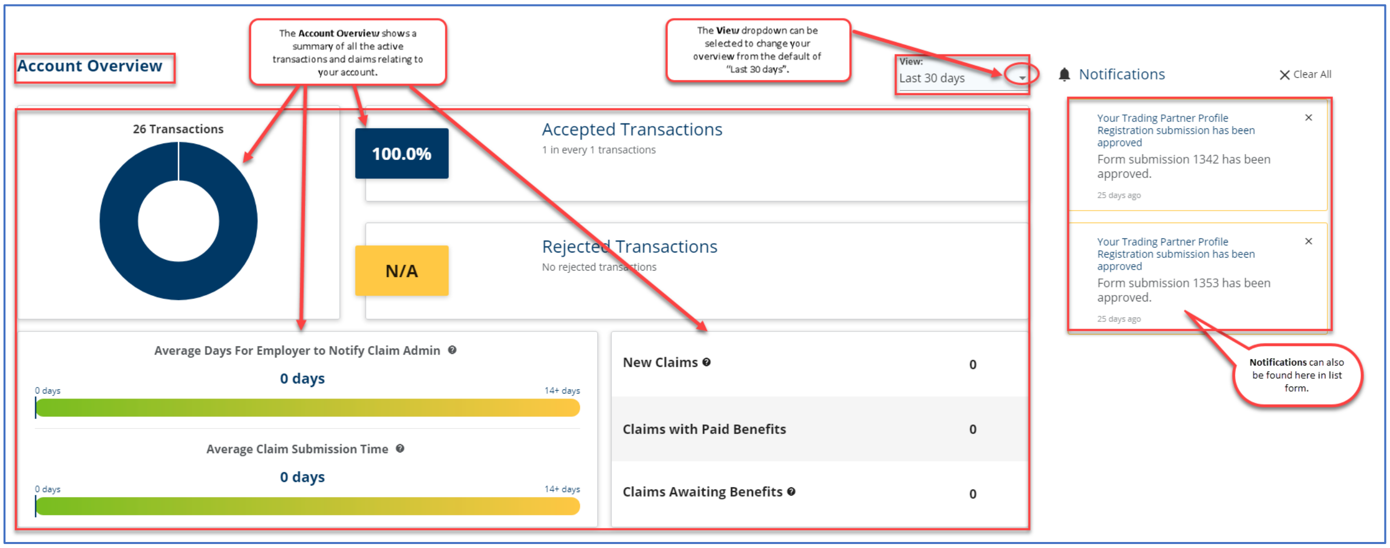
Dashboard header



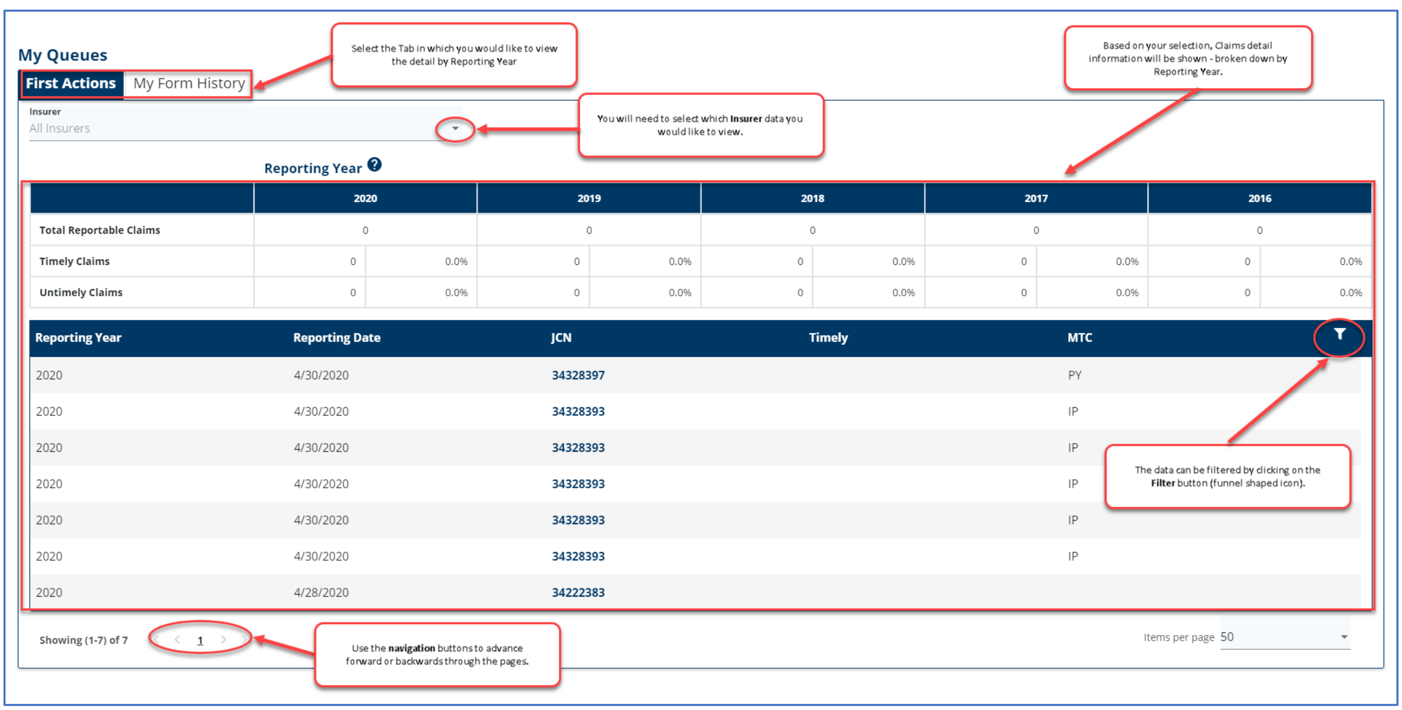
Trading partner details



Account overview



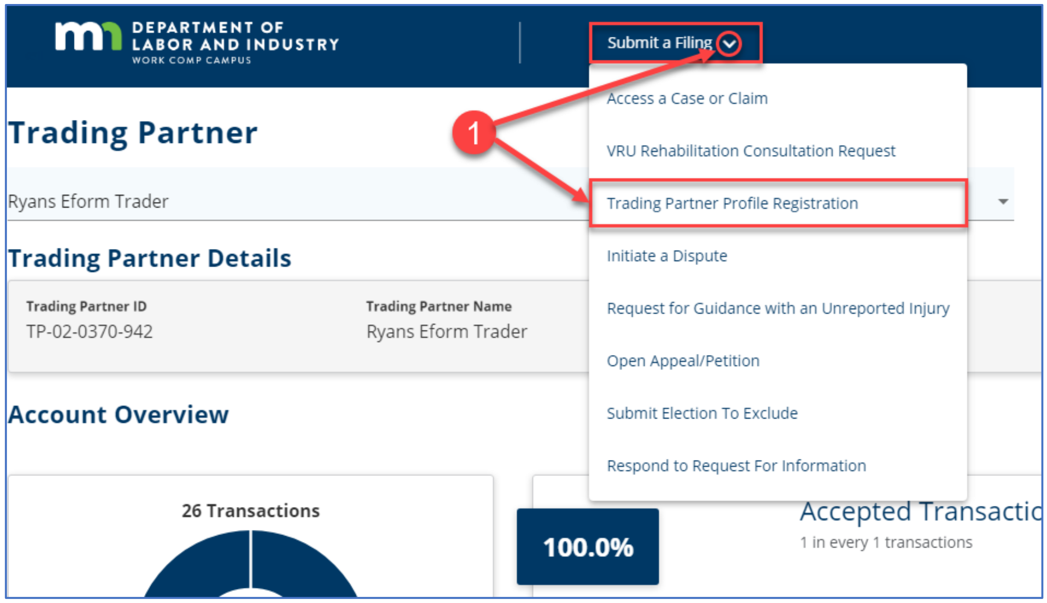
My Queues



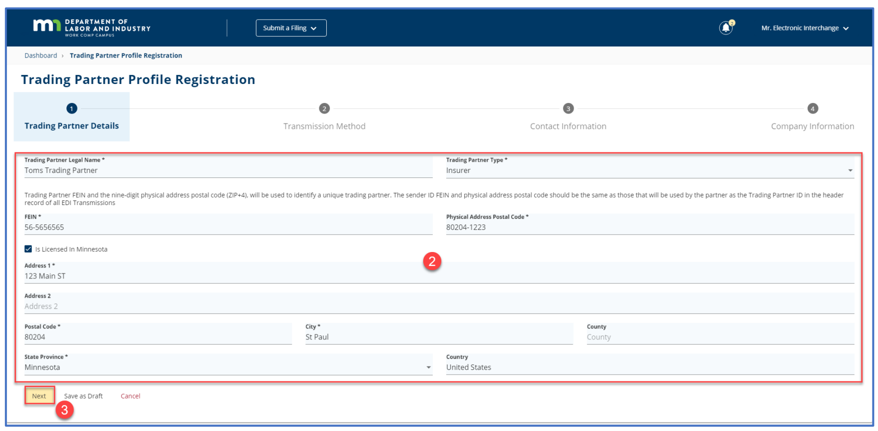
Trading partner registration webform

A user can submit a trading partner registration webform to register as a trading partner and submit transactions.

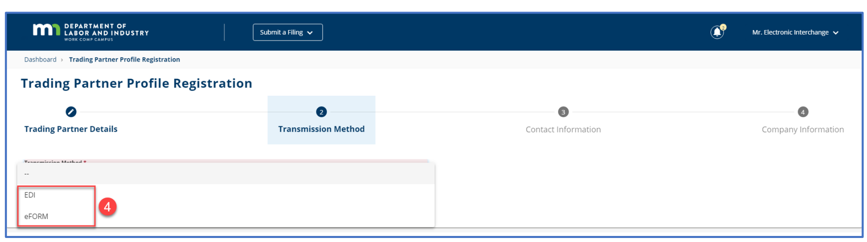
1. Click the **Submit a Filing** drop-down menu and select **Trading Partner Profile Registration**.



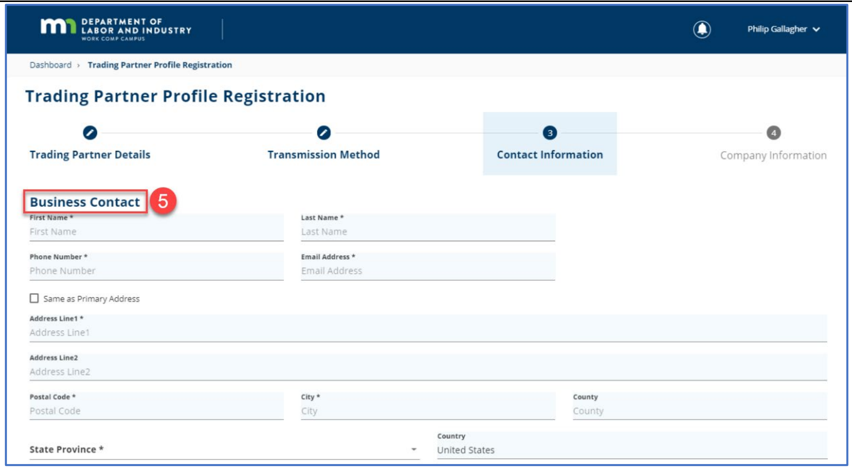
2. Enter the required information, including **Trading Partner Legal Name**, **FEIN and address**.
3. Click **Next**.

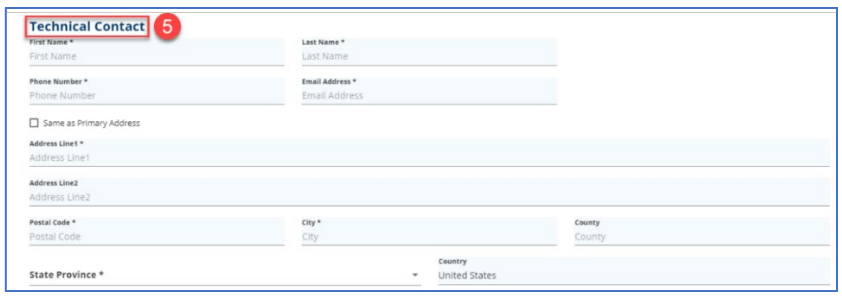


4. Select the **Transaction Method** the trading partner will use to submit transactions to DLI, either **EDI** or **eFORM**, and click **Next**.



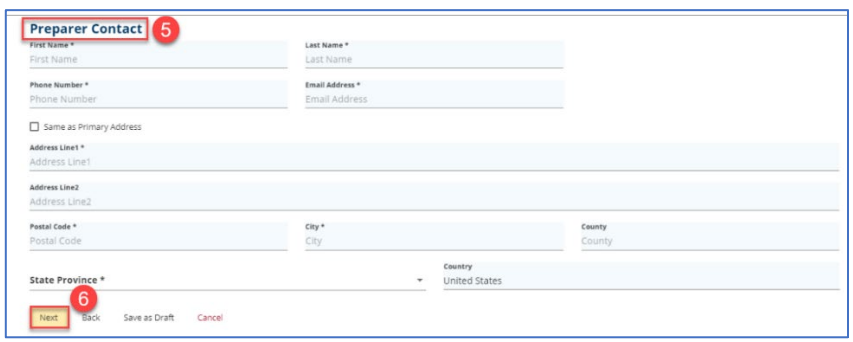
5. Enter the required information for **Business Contact**, **Technical Contact** and **Preparer Contact**.
6. Click **Next**.

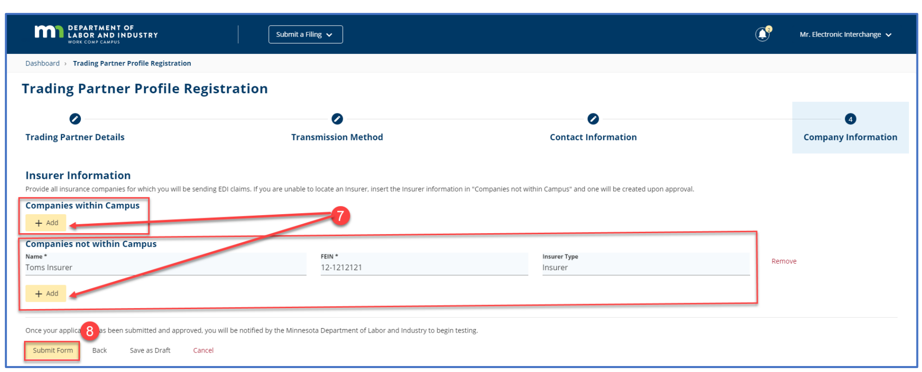




7. This step requires the user to list the insurers for which the trading partner will be submitting claims. Click **+ Add** under **Companies within Campus** to lookup an existing record or add the required information and click **+ Add** for **Companies not within Campus**.
8. Click **Submit Form** to transmit the registration form. You will be directed to a confirmation page and an email message will be sent to your registered email address in Campus.

*DLI will review the request. If it is approved, you will be able to submit transactions to DLI.

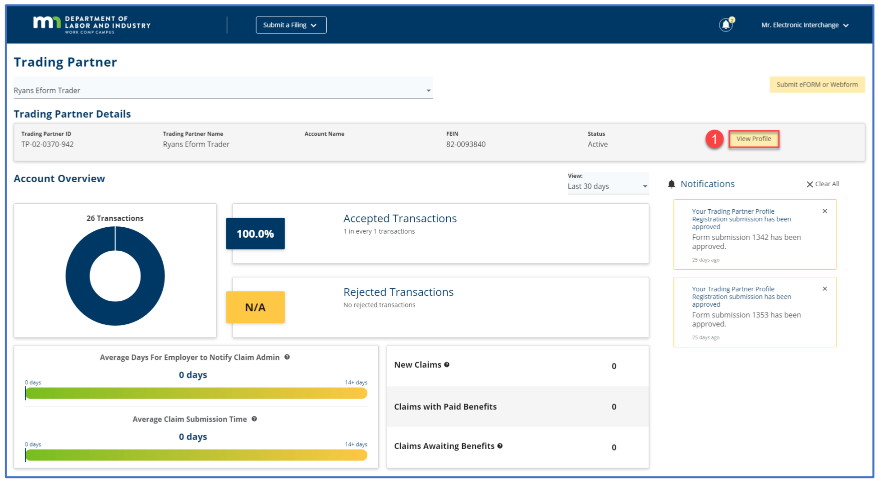




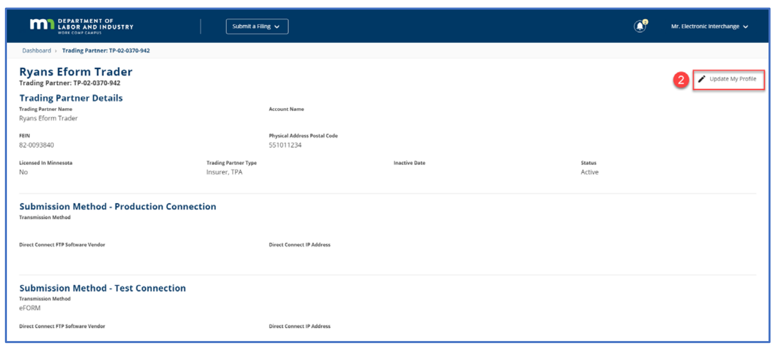
Profile updates

A user can update their existing profile information at any time from the **Trading Partner Dashboard**.

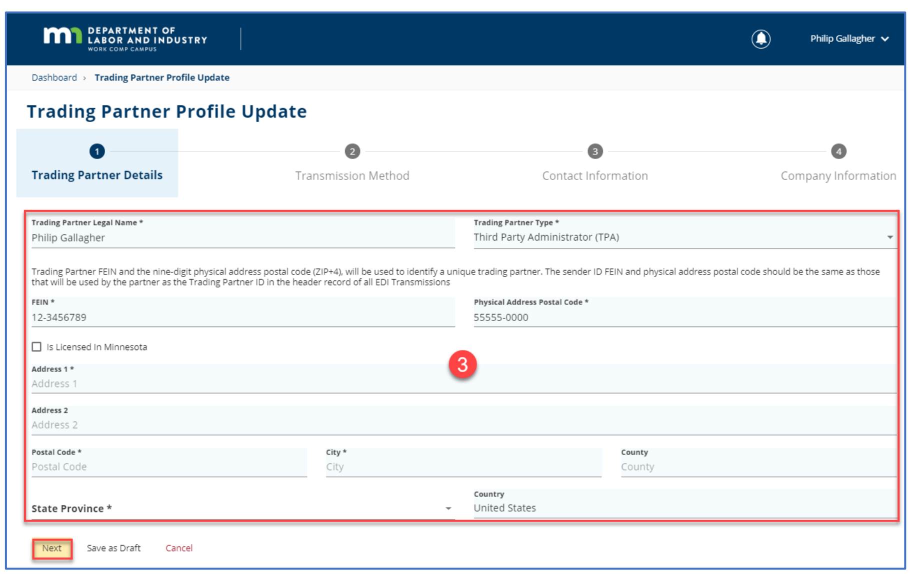
1. From the **Trading Partner Dashboard**, click the **View Profile** button.



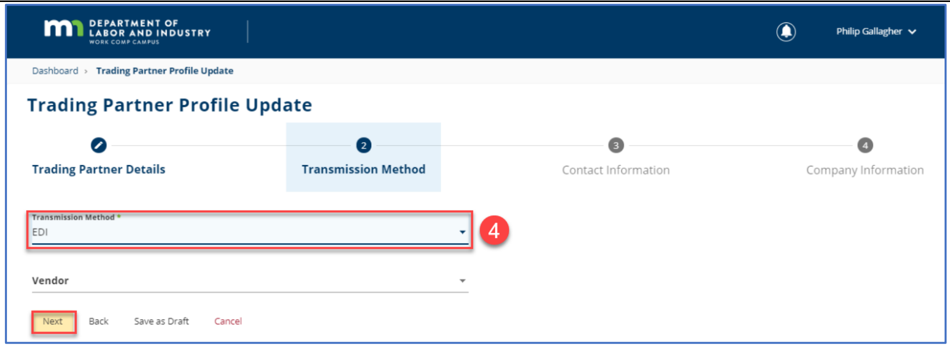
2. Your profile screen that shows existing information is displayed. Click the **Update My Profile** button.



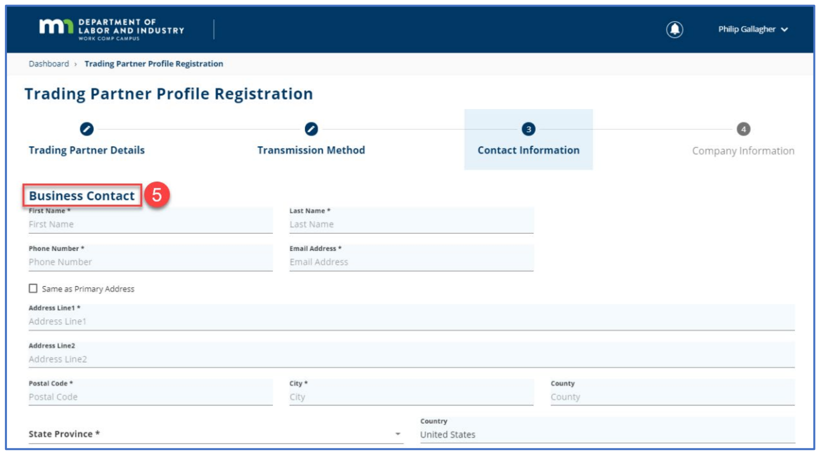
3. Update your profile as needed and click **Next**.

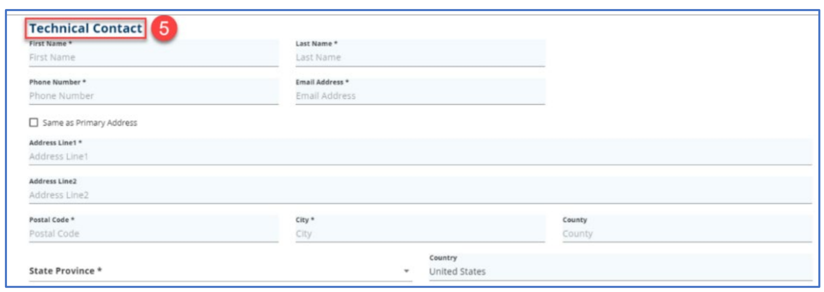


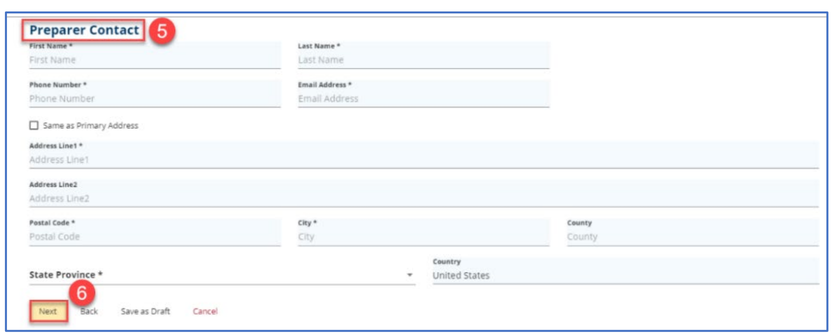
4. Select **EDI** or **eForm** from the **Transmission Method** drop-down menu and click **Next**.



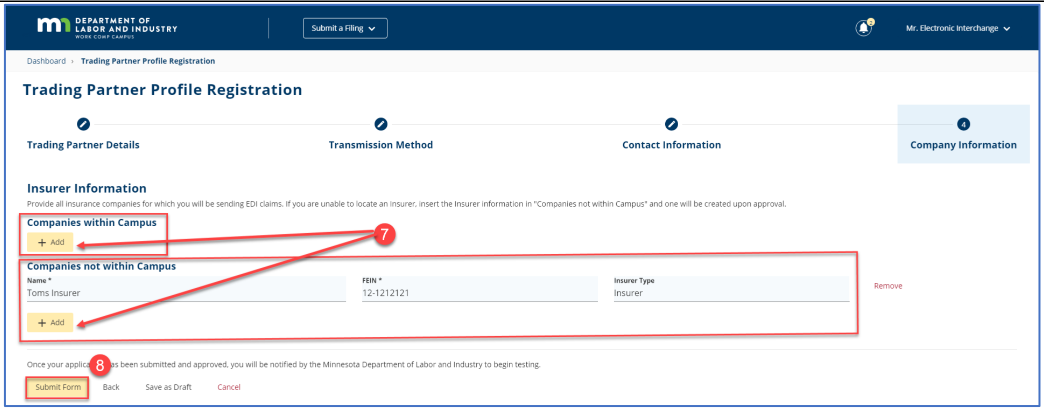
5. Update any information for **Business Contact**, **Technical Contact** and **Preparer Contact** as needed.
6. Click **Next**.







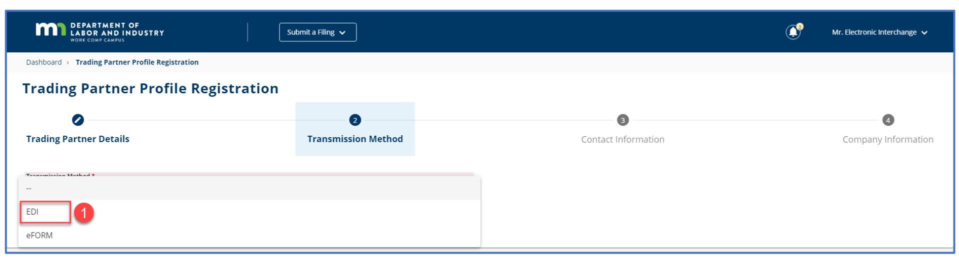
7. Update the information for the insurer for which the trading partner will be submitting claims. Click **+ Add** under **Companies within Campus** to lookup an existing record or add the required information and click the **+ Add** for **Companies not within Campus**.
8. Click **Submit Form** to transmit the updated registration form. You will be directed to a confirmation page and an email message will be sent to your registered email address in Campus.



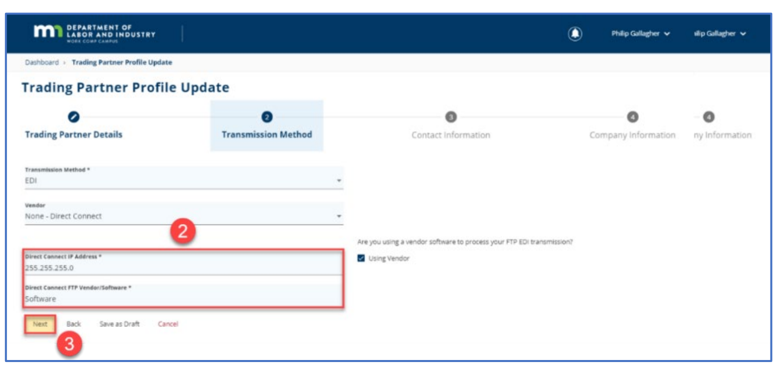
Signing up for EDI versus eForm

Trading partners will sign up for their submission method via the trading partner registration webform or the amended trading partner registration webform. If submitting via electronic data interchange (EDI), there are additional fields that are required.

1. During the registration process, under **Transmission Method**, select **EDI**.



2. Complete all the required fields shown with an asterisk (*).
3. Click **Next** to submit the information.

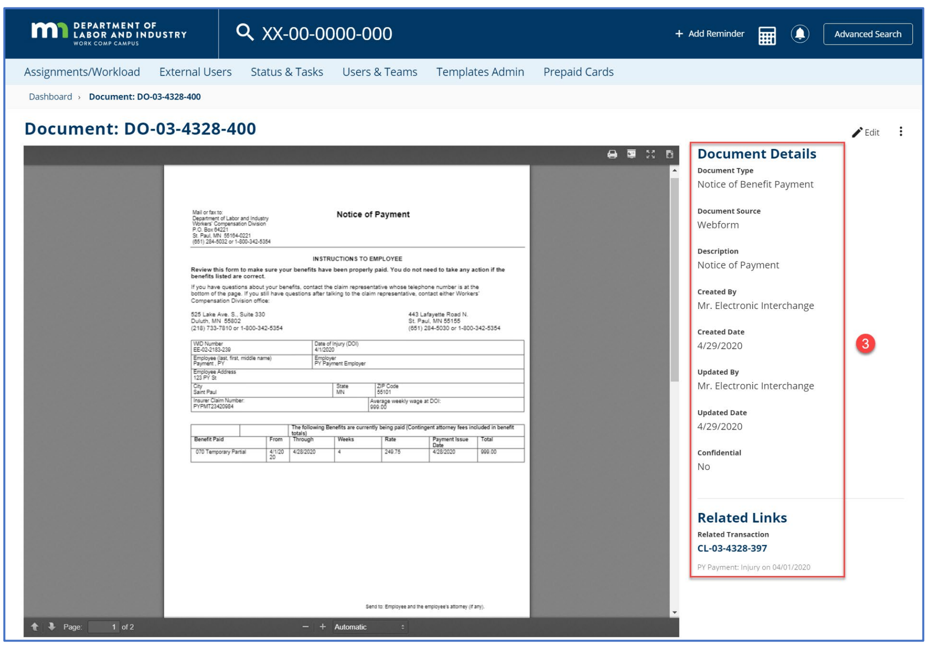


Transaction history, viewing transactions and viewing batch details

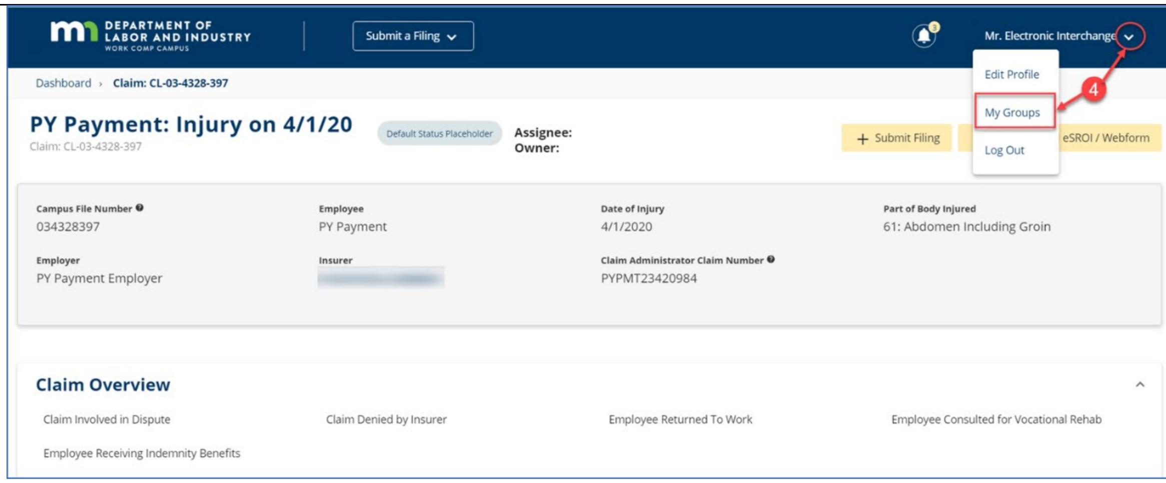
After navigating to a claim details page, you can see the transactions that have been submitted to the claim.

1. Click the **Reporting History** tab. Information such as the transaction type and how the transaction was submitted can be viewed on this screen.
2. Click on a description hyperlink of a transaction.
3. The transaction's **Document Details** page will display, where you can view the data submitted about that transaction.

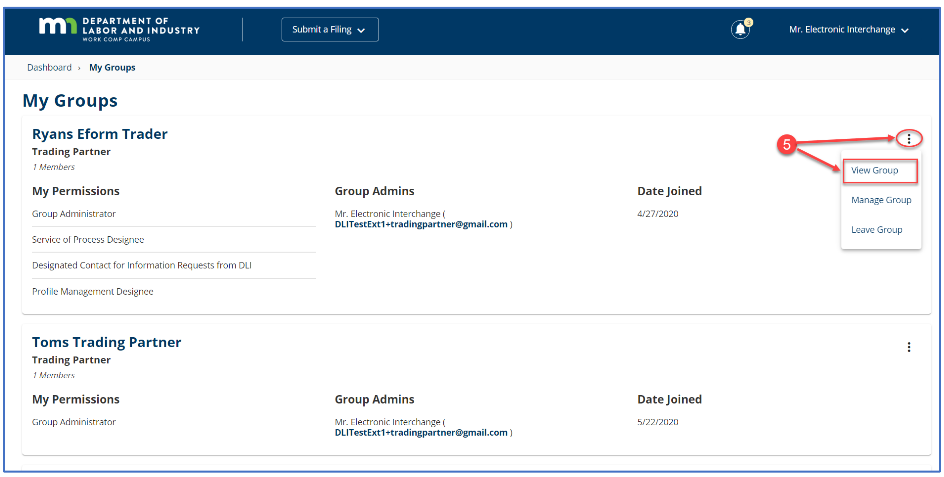
*Note: Not all transactions will have a transaction details page.



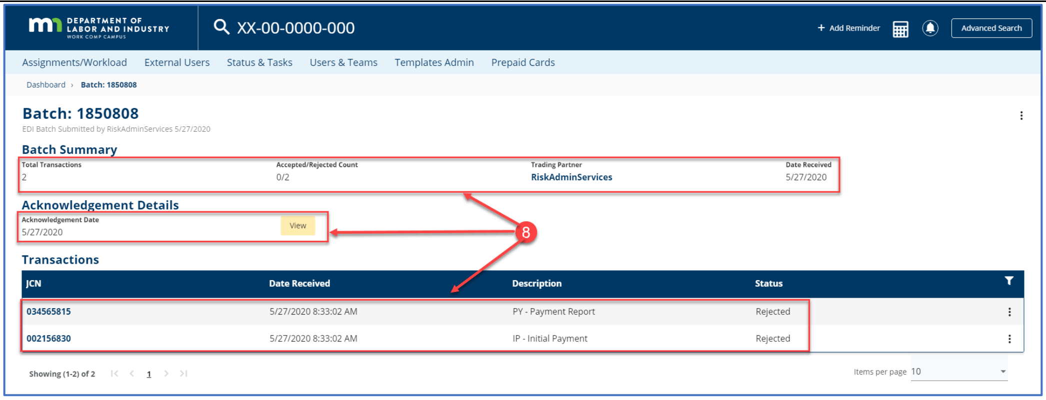
4. To view a batch details page, click on a hyperlinked batch ID, which is available in various places, such as in the **Reporting History** tab. To view this, click the drop-down menu on your username in the top right corner and select **My Groups**.



5. Click the kebab menu on the applicable group and click **View Group**.

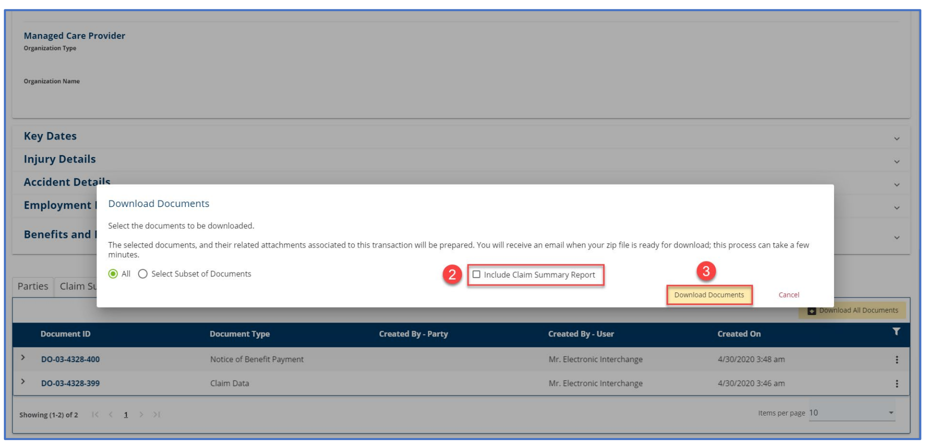


6. At the bottom of the screen, select the **Reporting History** tab.
7. Click the **Batch ID** hyperlink to navigate to the batch details page.

8. The batch details page displays showing **Batch Summary** information, **Acknowledgement Details** and **Transactions**.	

Reporting capabilities

Reporting capabilities within Campus include exportable claim-level reports a user can perform.

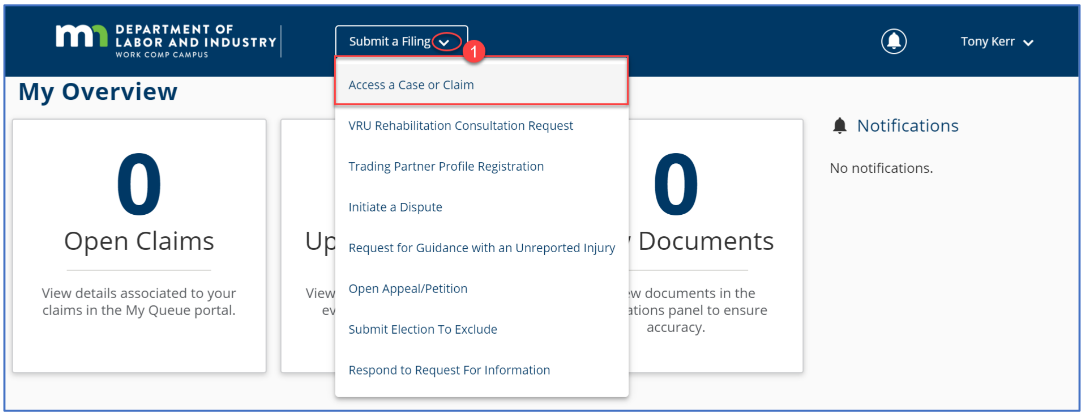
1. Navigate to the claim details page, scroll to the bottom and select the **Documents** tab. Click the **Download All Documents** button.	
2. The **Download Documents** window displays. Click the **Include Claim Summary Report** checkbox if you would like to download a printable version of the claim summary report. 3. Click the **Download Documents** button and a ZIP file will be prepared. You will be notified when it is ready to download to your computer.	

Claim access

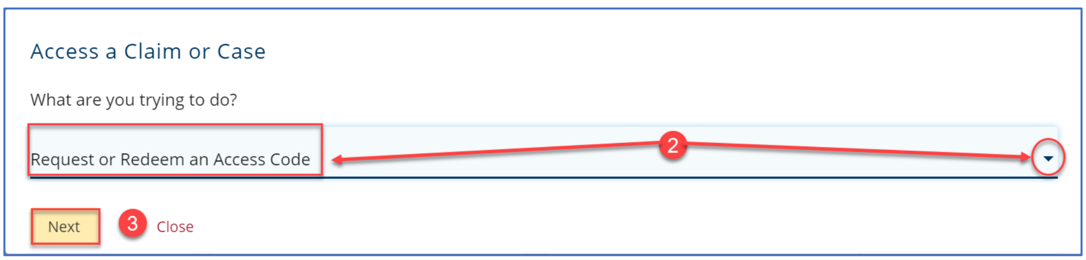
Requesting and redeeming a unique access code – employee

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.

1. From the **Dashboard** (homepage), click on the **Submit a Filing** drop-down menu and select **Access a Case or Claim**.

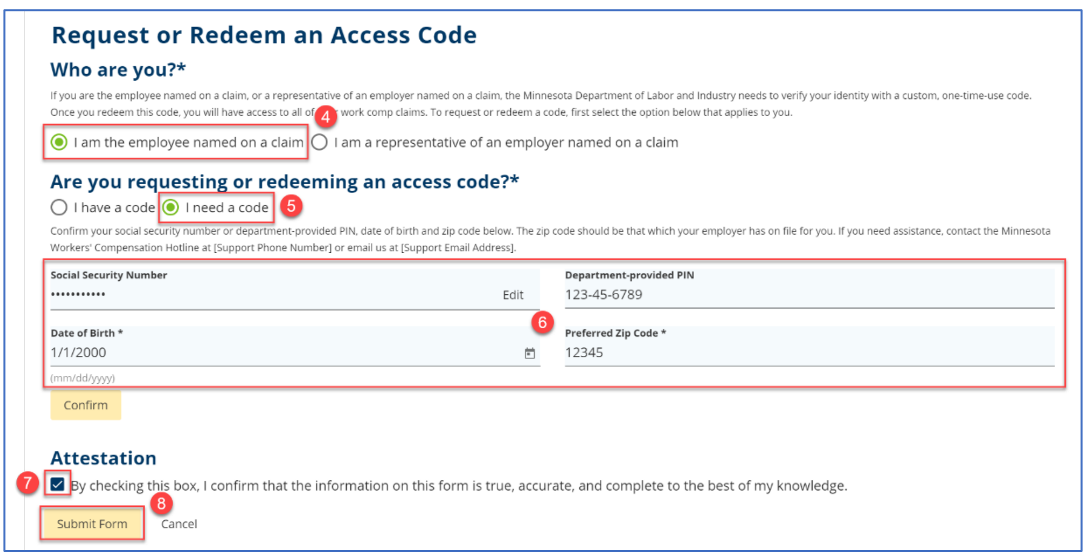


2. Click on the drop-down menu and select **Request or Redeem an Access Code**.
3. Click **Next** to continue or **Close** to exit.



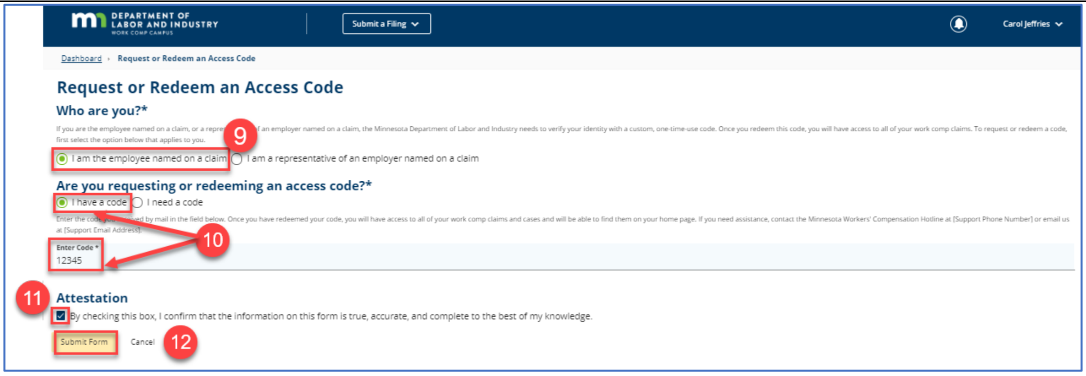
4. Select **I am the employee named on a claim**.
5. Select **I need a code**.
6. Fill in the required information.
7. Check the box to attest the information is accurate and complete.
8. Click **Submit Form** to send the request.

*A code will be sent via email. After receiving the code, log back in and navigate to the same webform (Submit a Filing>Access a Case or Claim>Request or Redeem an Access Code).

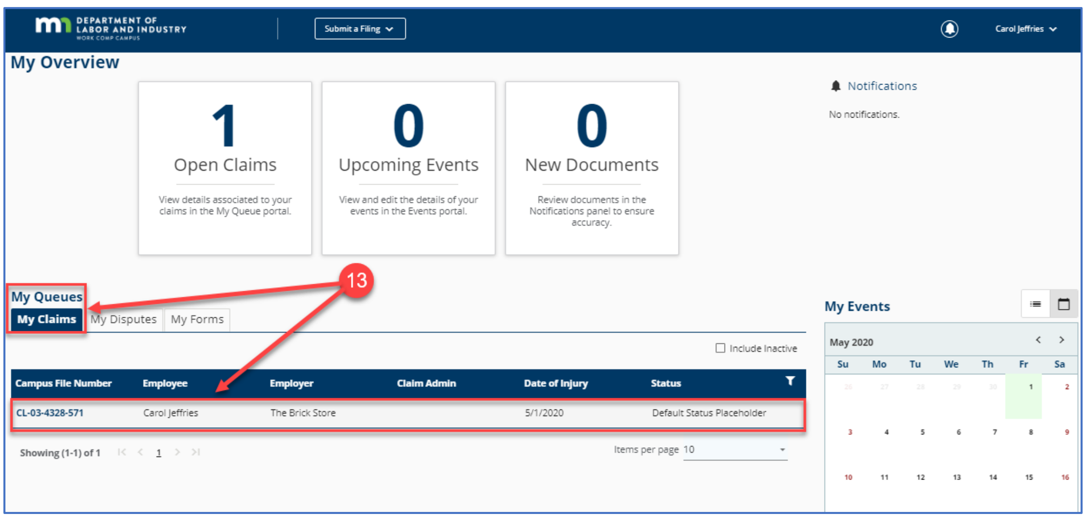


9. Select **I am the employee named on a claim**.
10. Select **I have a code** and type the code in the **Enter Code** box.
11. Check the box to attest the information is accurate and complete.
12. Click **Submit Form** to send the request.

*If submitted successfully, you will see a confirmation message and receive a confirmation email message. You should now be able to access the claim on your **Dashboard** under the **Claims** tab.



13. You can now see and access the claim on your **Dashboard** under the **My Queues**, **My Claims** tab.

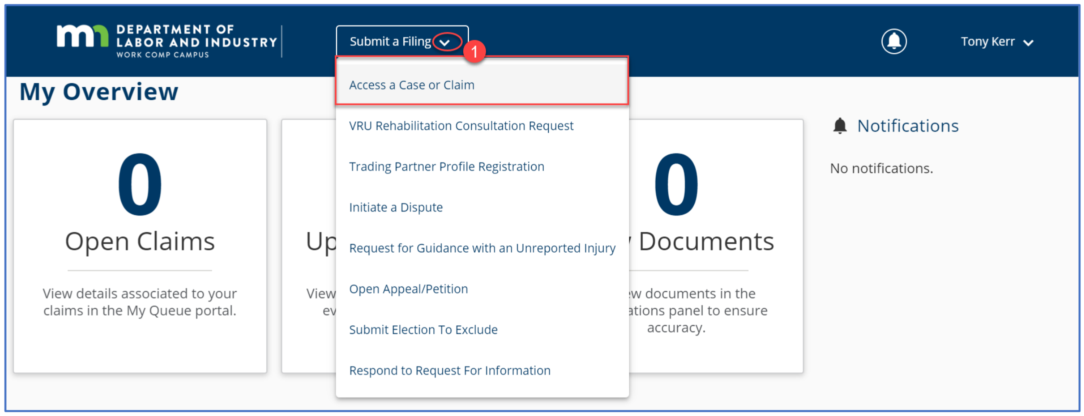


Requesting and redeeming a unique access code – employer

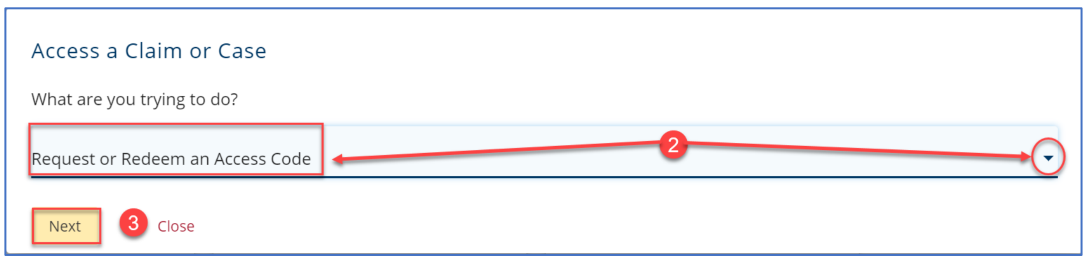
A member of an employer group must generate an access code to enable anyone in the employer group to get access to claims the employer is on (see the *Group management* section within this manual for instructions for setting this up). After redeeming the unique access code, the **Claim and Case Management** page will be unlocked (see the *Claim and case management* section).

*When your employer group is established, a member of the group must generate the access code.

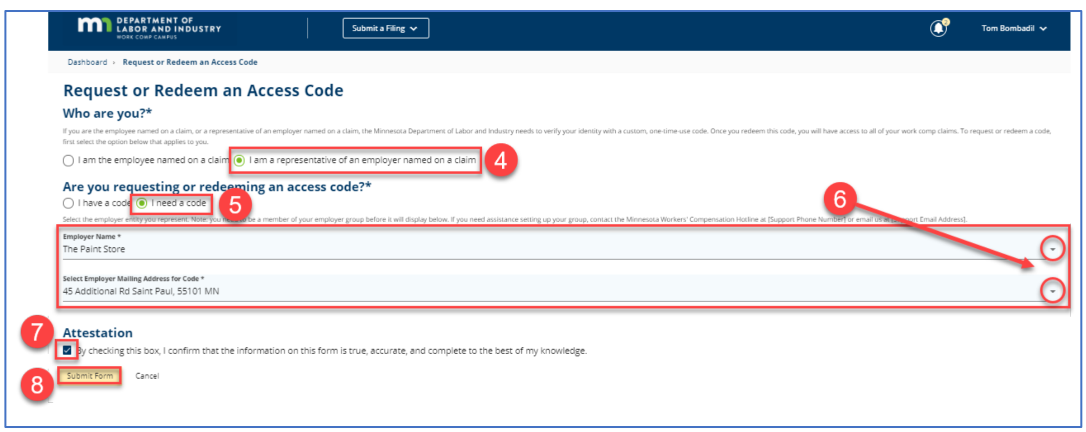
1. From the **Dashboard**, click on the **Submit a Filing** drop-down menu and select **Access a Case or Claim**.



2. Click on the drop-down menu and select **Request or Redeem an Access Code**.
3. Click **Next** to continue.



4. Select **I am a representative of an employer named on a claim**.
5. Select **I need a code**.
6. Select the **Employer Name** and **Mailing Address** from the drop-down menu.
7. Check the box to attest the information is accurate and complete.
8. Click **Submit Form** to send the request.



*A code will be mailed to the address that was submitted. After receiving the Code, log back in and navigate to the same webform (Submit a Filing>Access a Case or Claim>Request or Redeem an Access Code).

**Your group administrator will then be able to access the case/claim management page to assign case and claim access permissions (see the section below).	

Claim and case management page

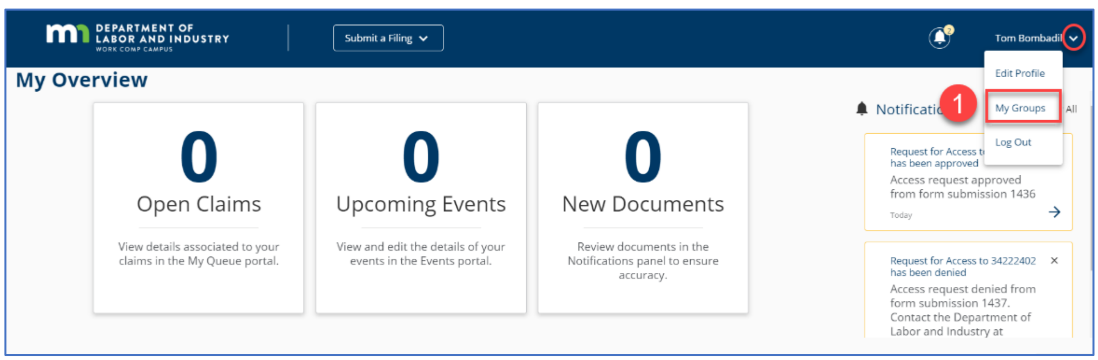
Employer, insurer and third-party administrator (TPA) groups will have a **Group Case and Claim Management** page where access can be granted or removed for members (users) of that group. For employer groups, the access PIN process needs to be completed to enable access to this page (see the *Requesting and redeeming a unique access code – employer* section).

The **Claim and Case Management** page is accessible only by users who have group administrator or claim access permissions (see the *Group management* section).

<table>
<tr>
<td>

1. Click on the drop-down menu next to your account name in the **Dashboard** and select **My Groups**.

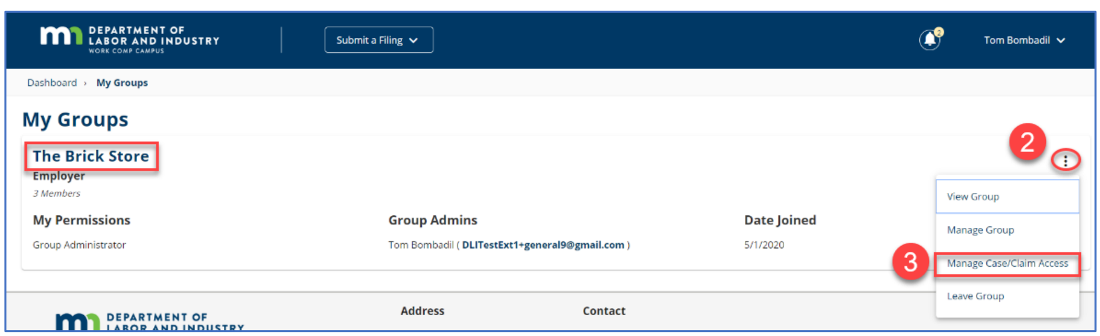
</td>
<td>



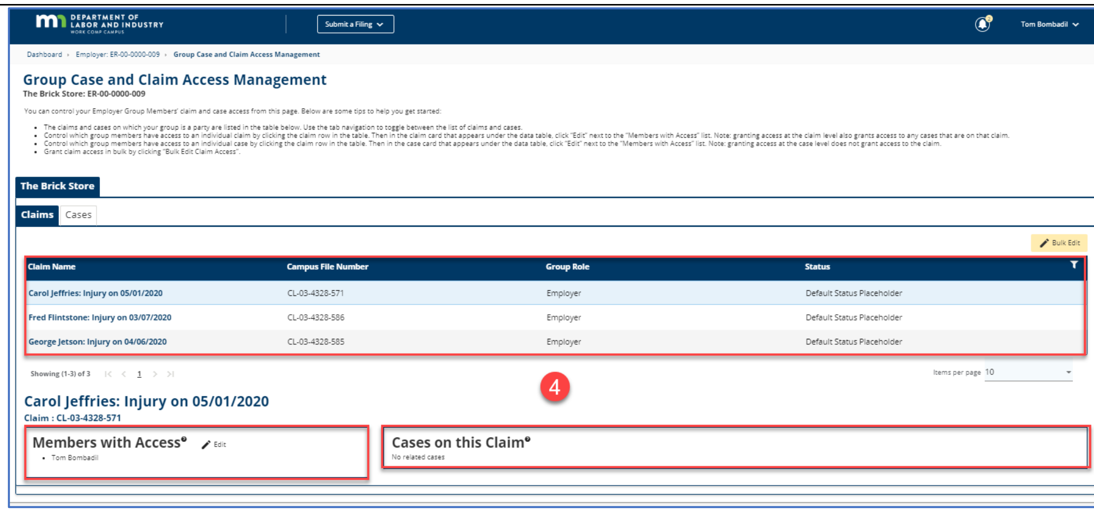
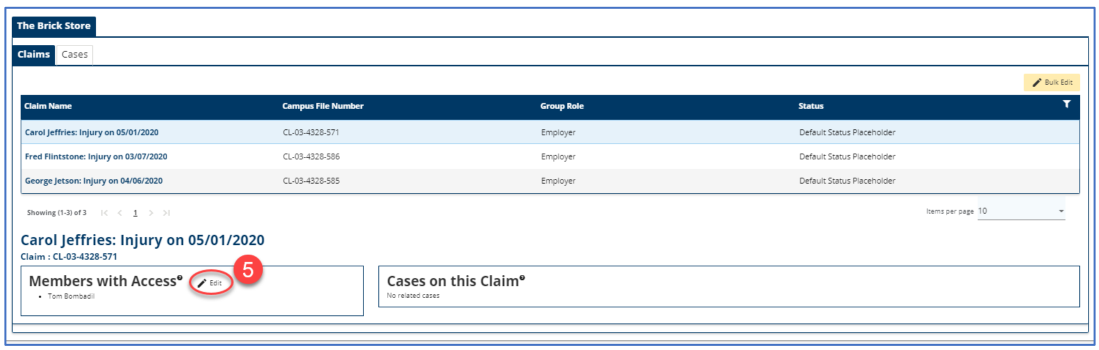
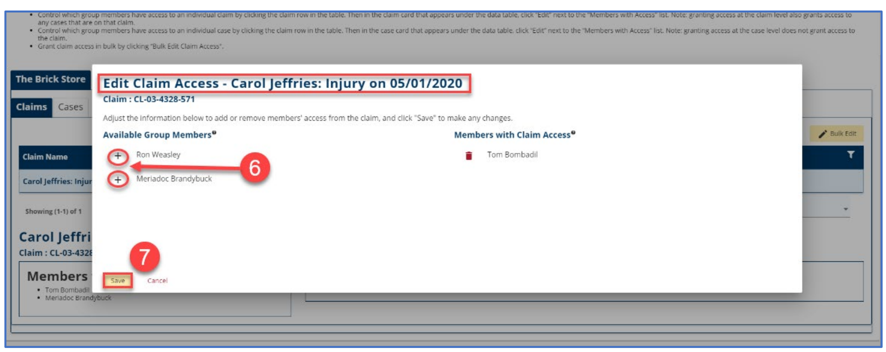
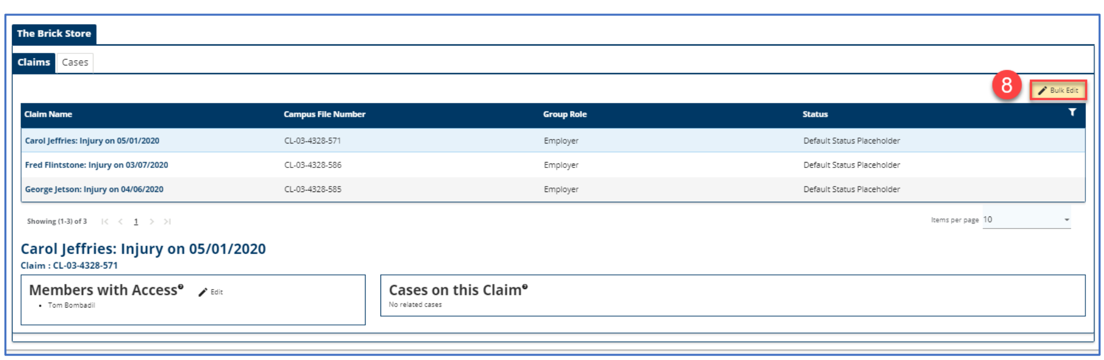
</td>
</tr>
<tr>
<td>

2. Locate the group for which you have the appropriate claim access or group management permissions and expand the kebab menu on the right.
3. Select **Manage Case/Claim Access**.

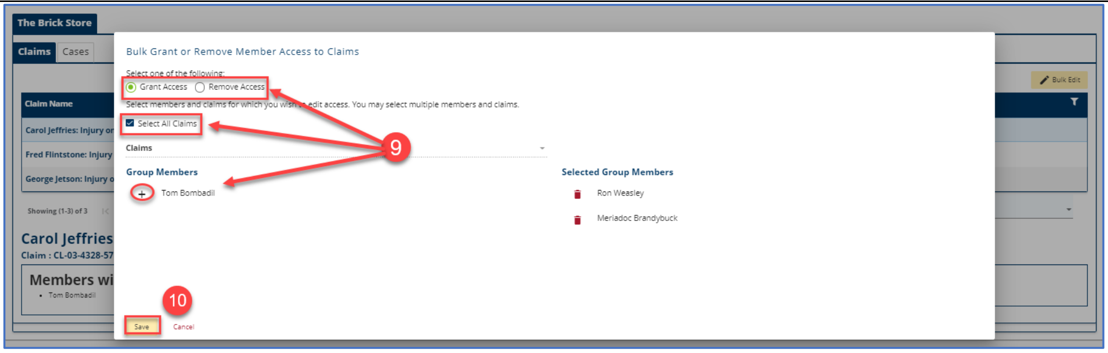
</td>
<td>



</td>
</tr>
</table>

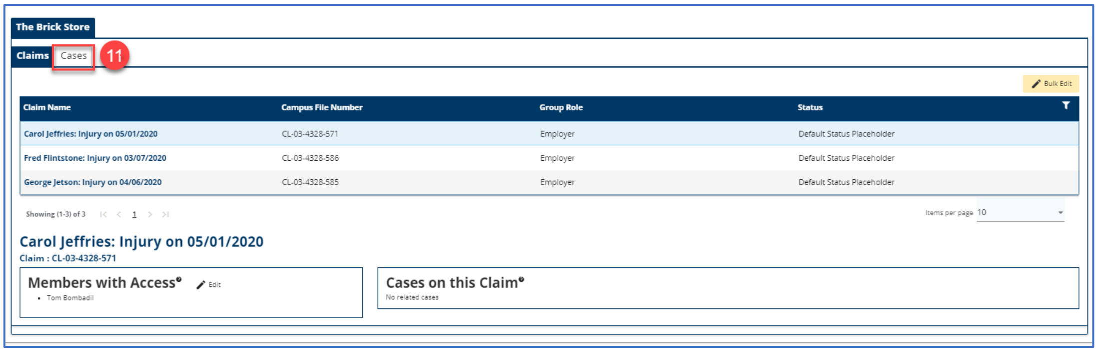
4. The **Group Case and Claim Access Management** page displays showing the associated **Claims**, **Members with Access** and **Cases**. *If you are associated to an employer group that has not yet been verified, you will see a page instructing you to complete the access code process (see the *Requesting and redeeming a unique access code – employer* section).	
5. On this page, you can grant or remove claim access to members of your group on an individual claim basis by clicking on the **Edit** button.	
6. The **Edit Claim Access** window displays allowing you to select from the **Available Group Members** list by clicking on the plus sign. 7. Click the **Save** button.	
8. You can also grant or remove access to all claims in bulk by clicking **Bulk Edit** above the claims list.	

9. Click on **Grant Access** or **Remove Access**, check the box for **Select All Claims** and select the plus sign to add **Group Members**.
10. Click **Save** to continue.

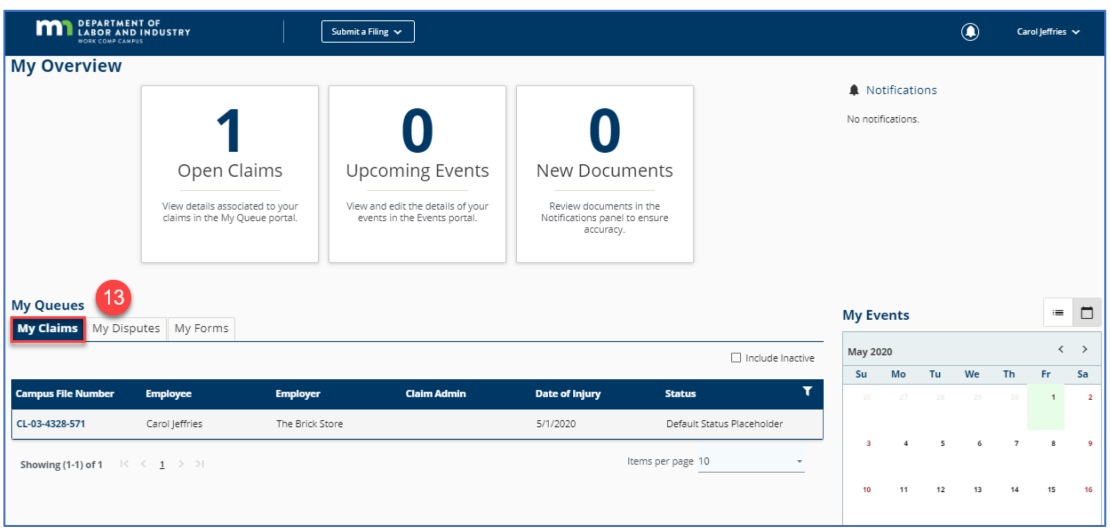


11. Members given access to a claim will automatically receive access to any case on that claim. You can see the cases associated to your group by toggling the **Cases** tab.

*This will display disputes, appeals and rehabilitation transactions your group is a party to.



12. When assigning access at the case level, you will see all members inheriting access from the claim. If you wish to assign case-only access to a member, you can do so on this screen.
13. After assigning access, members will be able to see the newly accessible claims and cases under the **My Queues** section of their **Dashboard**.

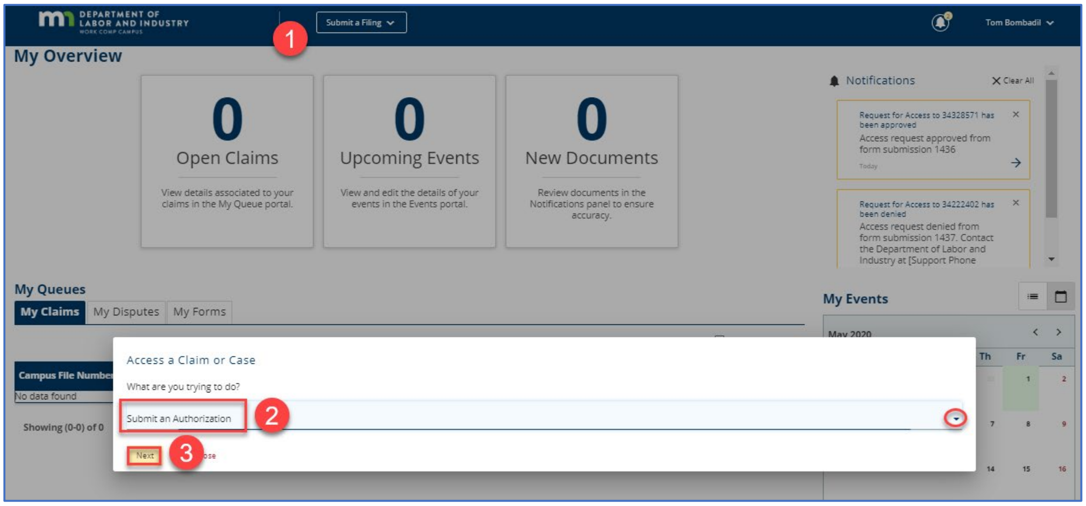


Claim access authorization webform

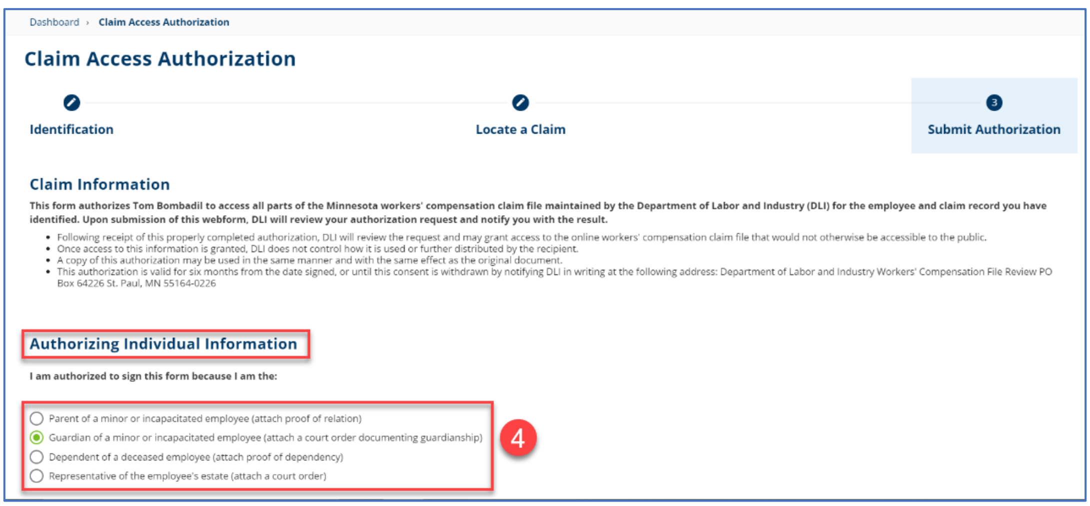
Campus users who are not foundational parties to the claim (for example the spouse of an injured worker, qualified rehabilitation consultants and representative of employee's estate) must submit the claim access authorization webform to DLI. DLI will then review the submission and determine whether claim access will be granted.

If the user has been authorized by the employee or other appropriate individual to access the claim, he or she must attach the authorization to the webform submission.

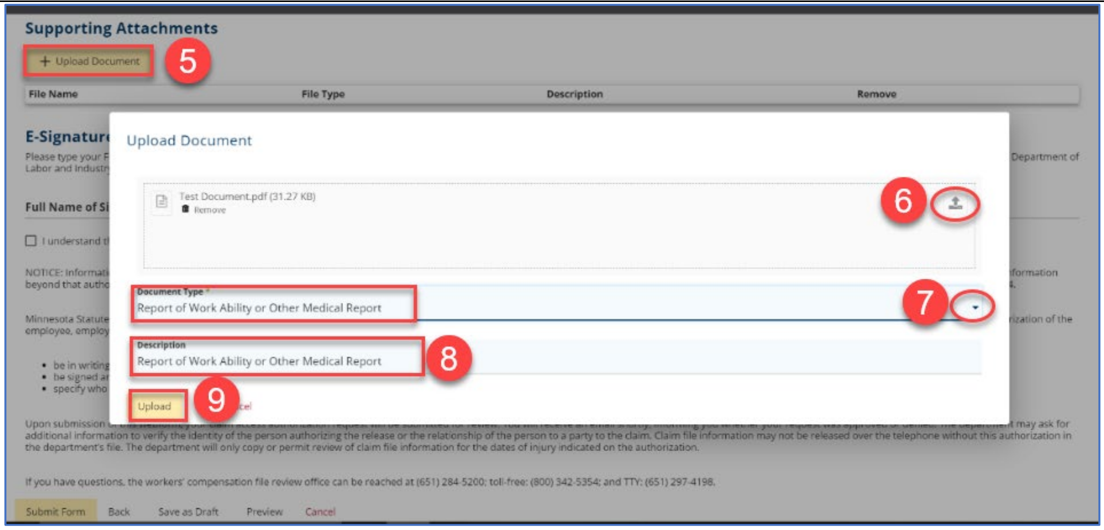
1. Click on the **Submit a Filing** drop-down menu and select **Access a Case or Claim**.
2. Click on **Submit an Authorization**.
3. Click **Next** to continue.



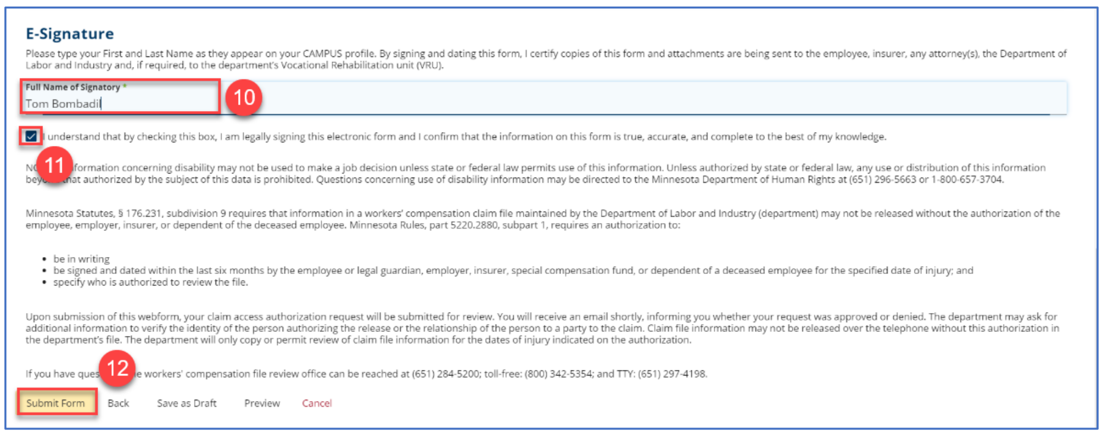
4. Carefully read the webform and select the options that apply to your submission.



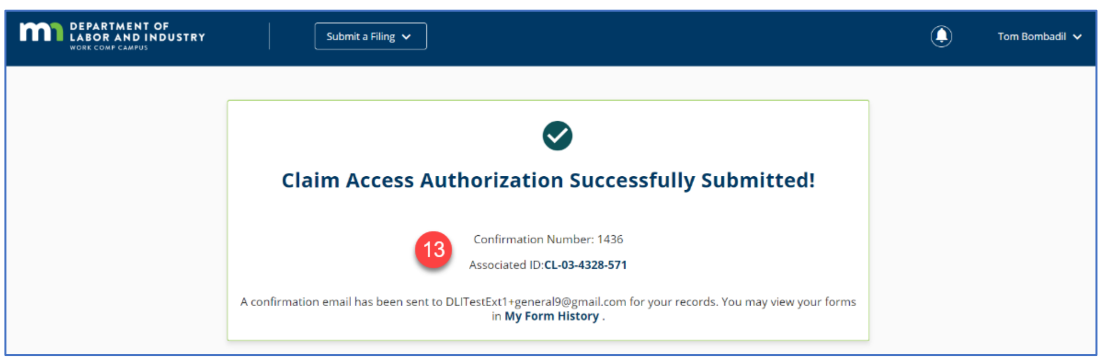
5. Upload the required supporting attachments and, if applicable, the physical authorization form by clicking on the **+ Upload Document** button.
6. Select the file(s) using the upload button.
7. Select the **Document Type** from the drop-down menu.
8. Enter a brief **Description**.
9. Click **Upload** to continue.



10. Type your full name in the **Full Name of Signatory** field (this must match your Campus user-profile name) to sign electronically.
11. Click the checkbox to attest you are legally signing and confirming the accuracy.
12. Click the **Submit Form** button to save and continue.



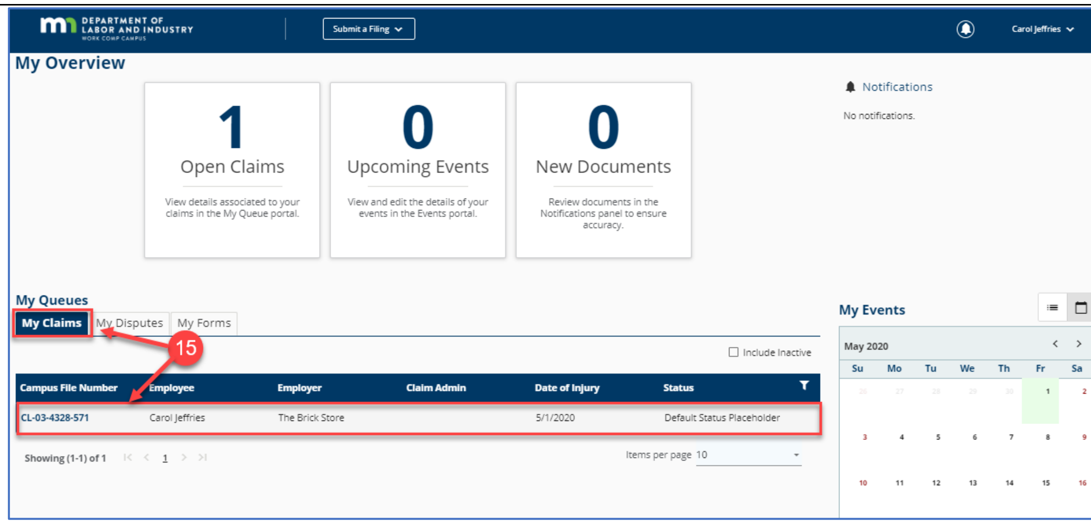
13. Upon submission you will see a confirmation screen showing the **Confirmation Number** and **Associated ID**. You will also receive a confirmation email message to the email address you have on file.



14. A DLI representative will then review your submission, and either accept or reject it.
15. If approved, you will receive an email message to the account on file informing you of access approval and you will now see the claim displayed on your **My Claims** tab.
16. If denied, you will receive an email message to the account on file informing you of the access denial and providing you with the Campus support help desk information.

*Access will be granted for a six-month period beginning on the approval date. When your access expires, you will receive an automated email message informing you of your access removal.

**If at any point during a claim's lifetime your access is removed, you will receive an email message indicating your removal.

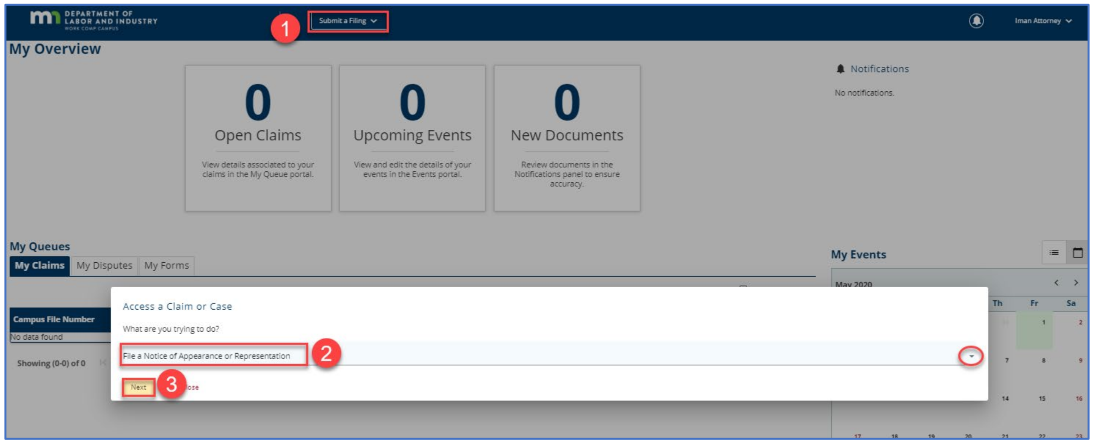


Filing a notice of representation

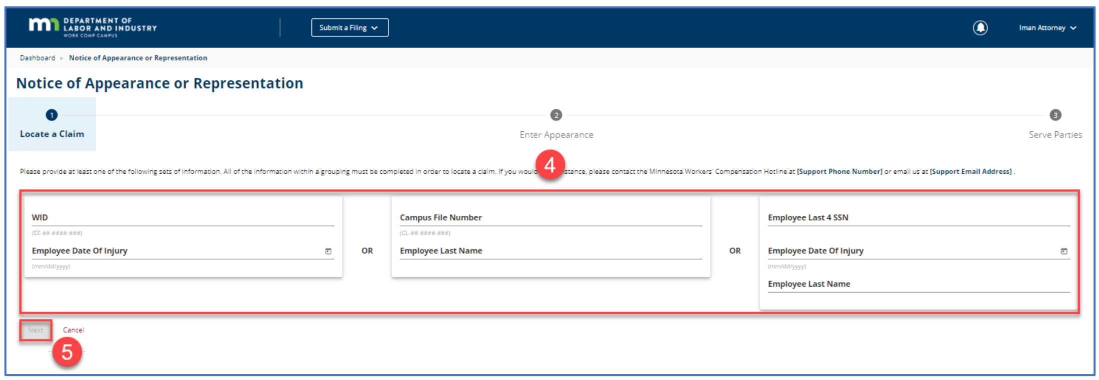
As an attorney trying to gain access to a claim, you will need to file a notice of representation.

1. Click on the **Submit a Filing** drop-down menu and select **Access a Case or Claim**
2. Select **File Notice of Appeal or Representation** from the drop-down menu.
3. Click **Next** to continue.

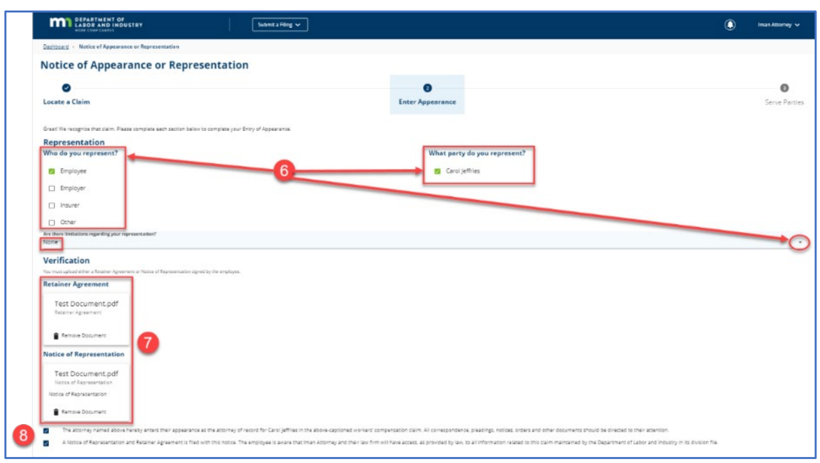
*You will need to be associated to a law firm group to proceed (see the *Group management* section).



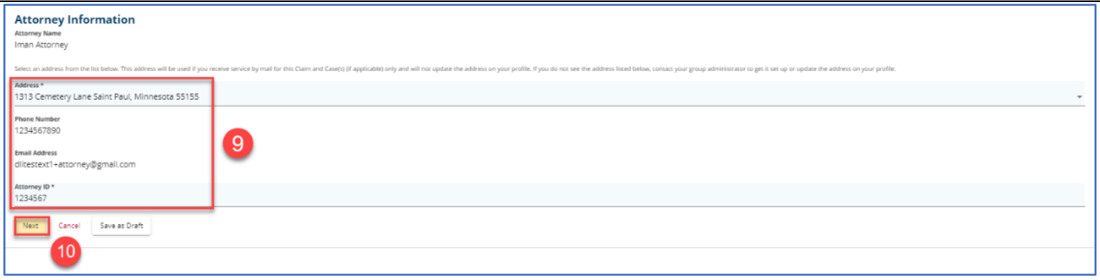
4. Enter claim-identifying information to access the claim.
5. Click **Next** to proceed to the webform.



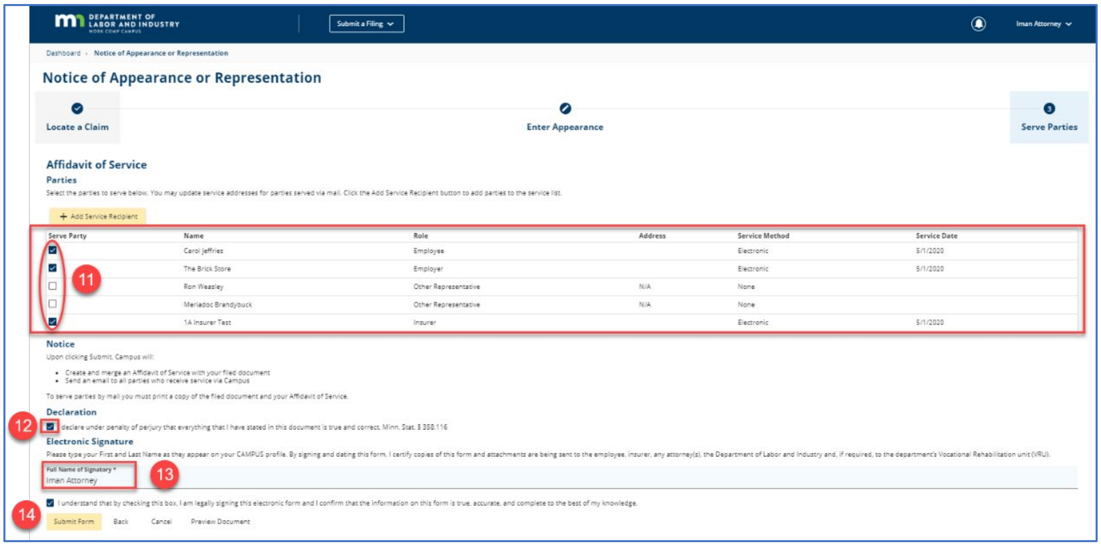
6. Select the party **Representation** information.
7. Attach either a **Retainer Agreement** or **Notice of Representation** signed by the employee.
8. Click both checkboxes to acknowledge and confirm representation.



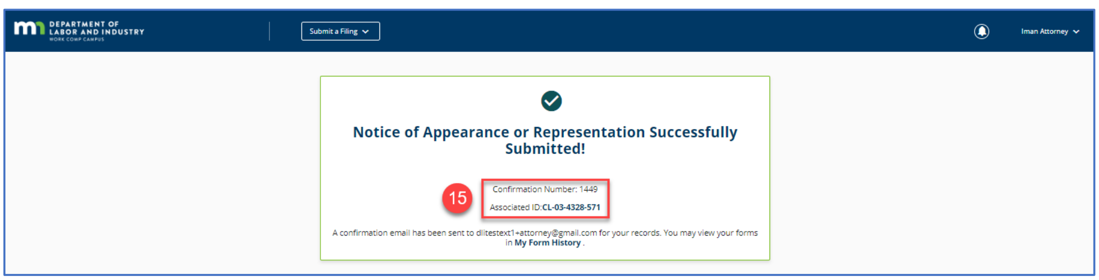
9. Enter the required **Attorney Information**.
10. Click **Next**.



11. Select the parties to serve by clicking on the applicable checkboxes in the **Serve Party** column.
12. Check the **Declaration** to confirm the accuracy.
13. Type your full name in the **Full Name of Signatory** field.
14. Click the checkbox to legally sign electronically and click **Submit Form**.



15. The parties selected will be served and you will see a submission confirmation page showing the **Confirmation Number** and **Associated ID**.



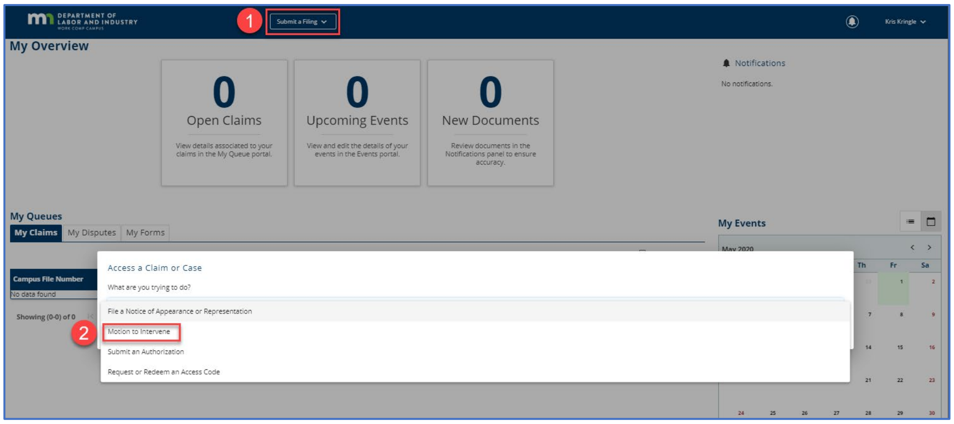
*If you answered "Yes/other" to the question "Are there limitations regarding your representation," you will need to wait for access approval or denial from DLI.

If approved, you will now have access to the claim and can access it from your **Dashboard>My Queues>My Claims.

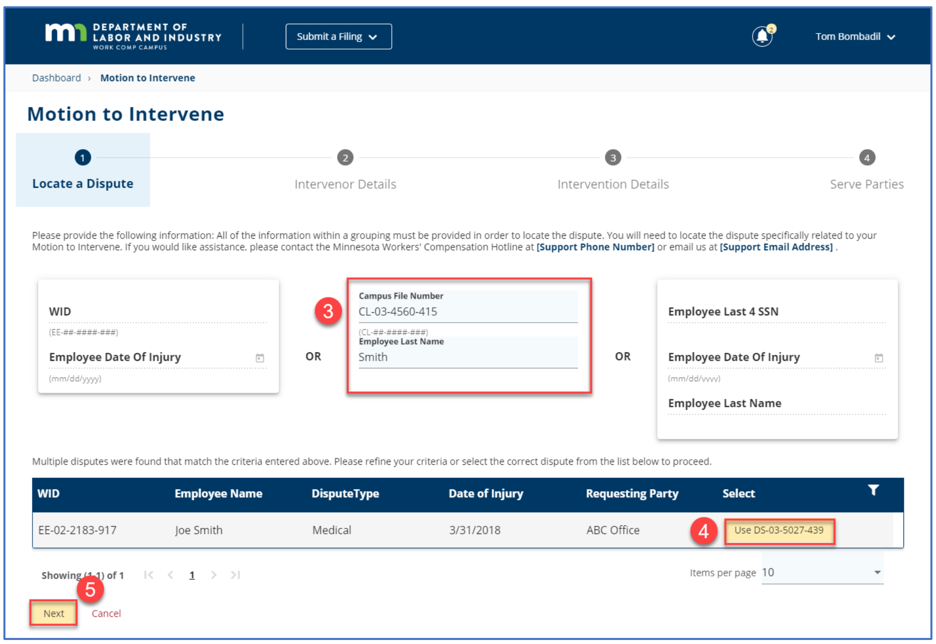
Filing a motion to intervene

As a potential intervenor needing to gain access to a dispute, you will need to file a motion to intervene.

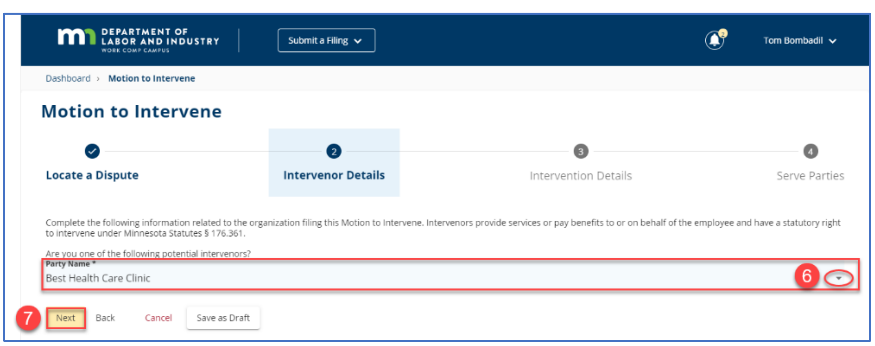
1. Click on the **Submit a Filing** drop-down menu and select **Access a Case or Claim**.
2. Select **Motion to Intervene** from the drop-down menu.



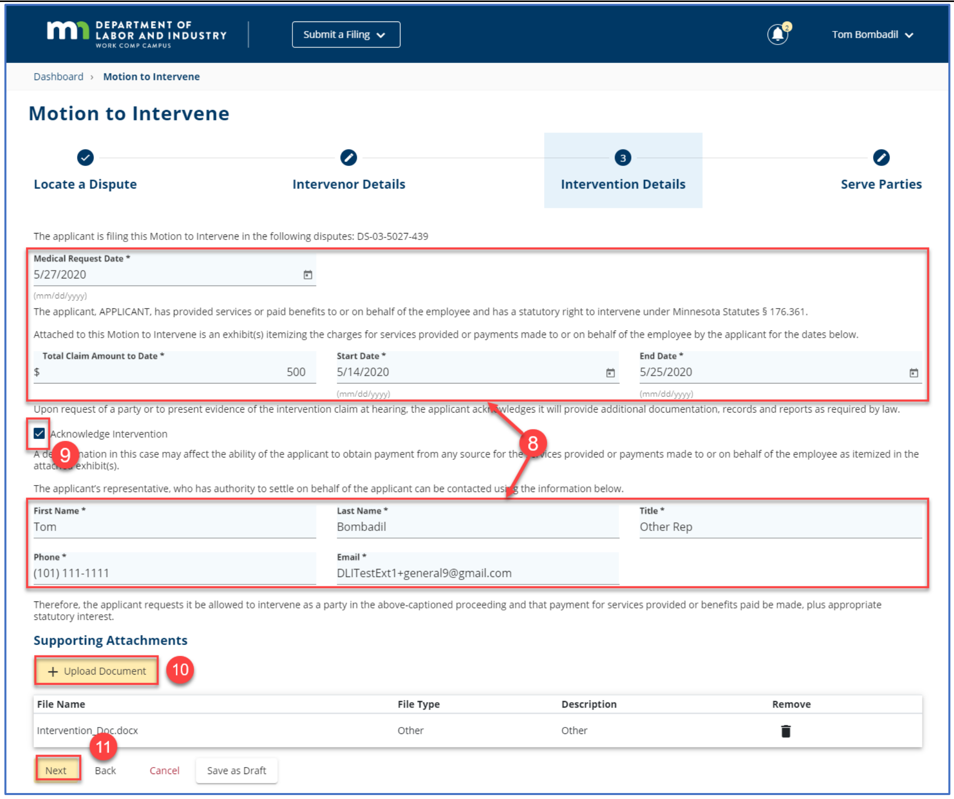
3. To locate a dispute, enter dispute-identifying information.
4. Select the applicable dispute.
5. Click **Next** to continue.



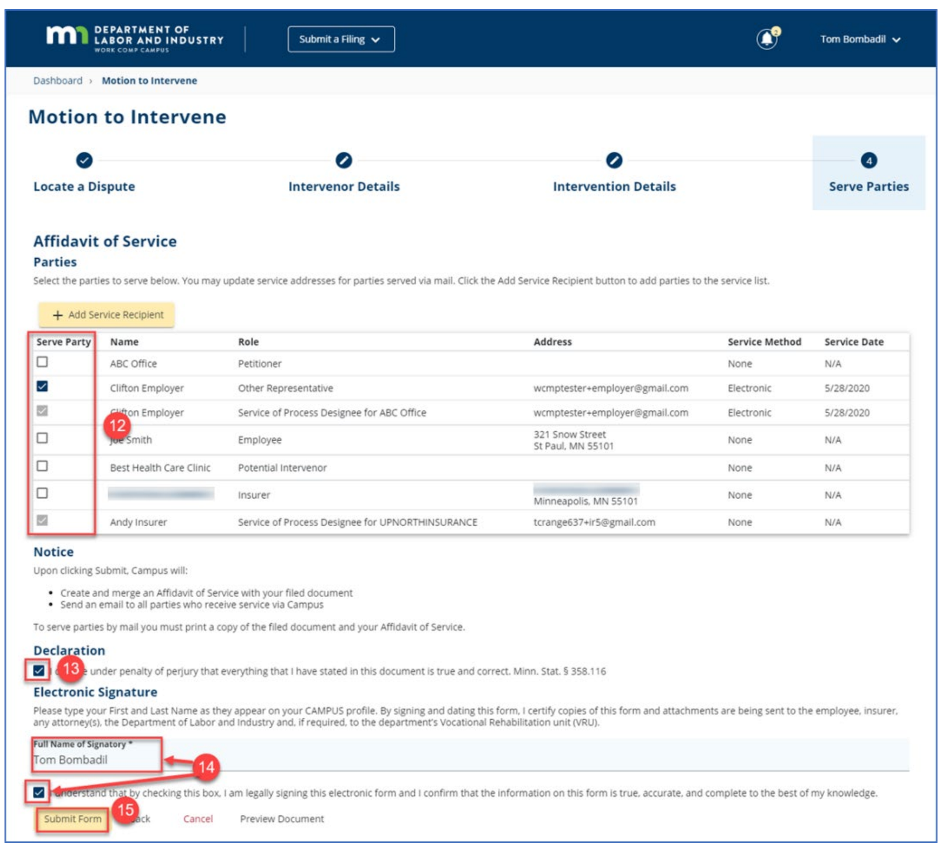
6. Under **Intervenor Details** select a **Party Name** in the drop-down menu.
7. Click **Next** to continue.



8. Under **Intervention Details**, fill in the required fields.
9. Select the **Acknowledge Intervention** checkbox.
10. Click the **+ Upload Document** button to attach supporting documentation.
11. Click **Next** to continue.

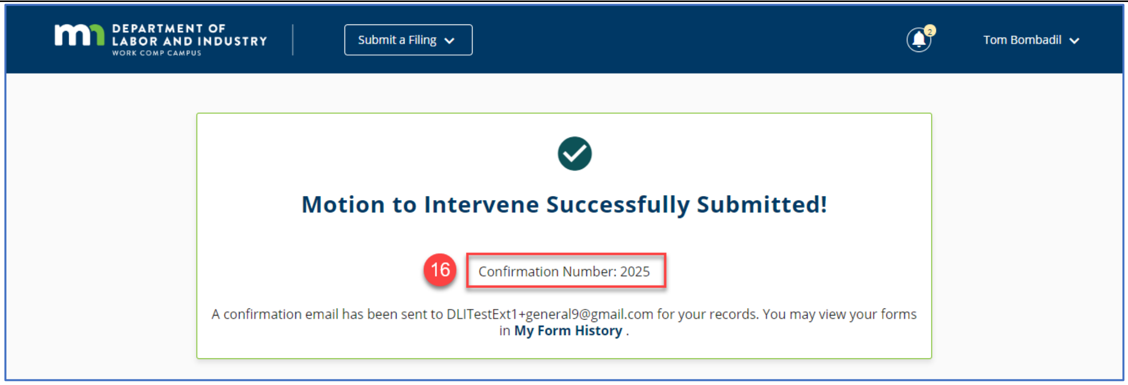


12. Under **Serve Parties**, select the parties to serve by clicking on the applicable checkboxes.
13. Check the **Declaration** box.
14. Type your full name and click the checkbox to confirm your electronic signature.
15. Click **Submit Form**.



16. The confirmation page displays indicating your request has been sent to DLI for processing. A **Confirmation Number** is shown and you will receive confirmation to your email address on file.

*Upon approval, it will appear in your dashboard **My Disputes** tab.

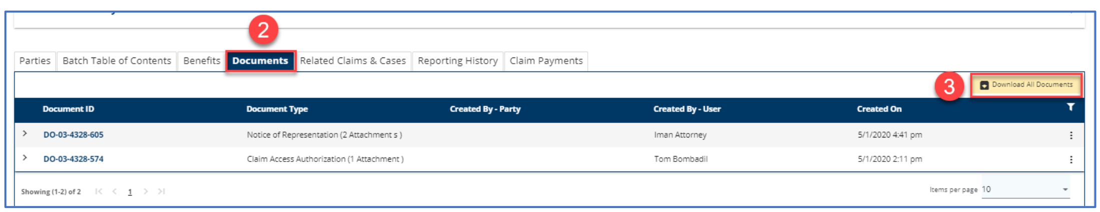


Exporting documents to a ZIP file

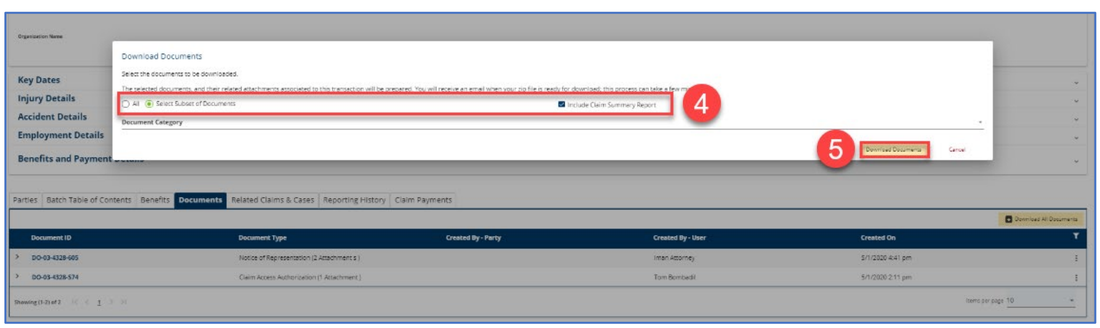
Documents relating to a claim or other case in Campus can be downloaded as a ZIP file that will contain all of the files.

1. Navigate to a claim (or case) details page for which you have access (**Dashboard**>**My Queues**>**My Claims**>**Claim Details Page**).

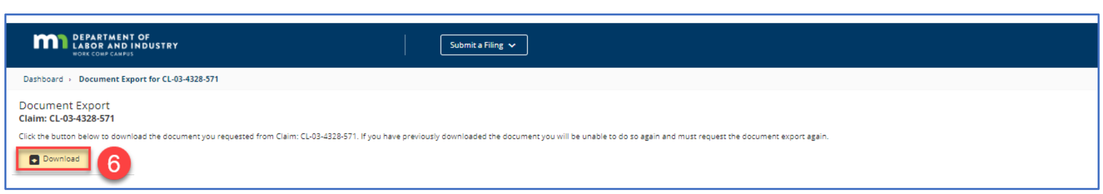
2. Select the **Documents** tab at the bottom of the page.
3. Click the **Download All Documents** button.



4. You can download **All** or **Select Subset of Documents**, and include the **Claim Summary Report**.
5. Click the **Download Documents** button to continue.



6. Next, you will see a notification that your documents are being prepared. Click the **Download** button to continue.



7. You will receive an email message from Campus when they are ready. Open the email message and select the **Download Documents** hyperlink.

*The ZIP file will begin downloading to your browser.

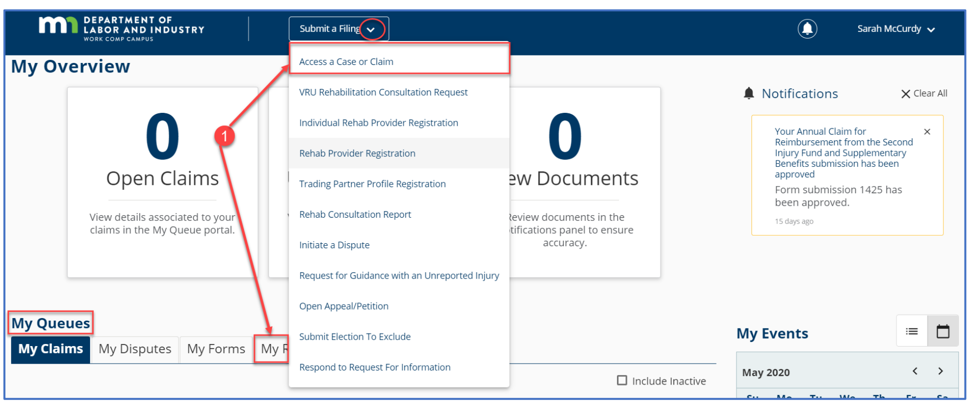
R-form submission

R-forms are submitted by qualified rehabilitation consultants (QRCs), QRC interns and their staff members at various stages throughout the rehabilitation process. They are used to both initiate rehabilitation plans and change various aspects of the rehabilitation plan. For example, these forms could be used to change the assigned QRC, adjust the rehabilitation timeline, change the rehabilitation activities, or indicate rehabilitation has been completed or is no longer needed. Each form has its own purpose and is submitted at different points in the rehabilitation process.

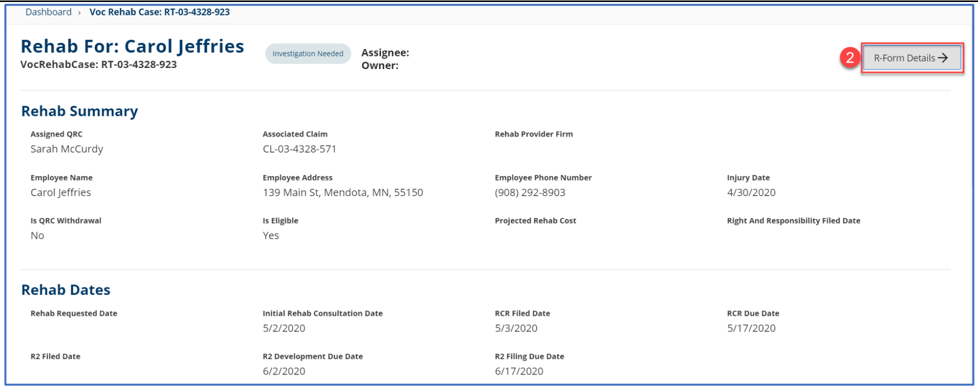
Navigating to R-forms

1. Access the rehabilitation case you would like to submit an R-form for by clicking the **Submit a Filing** drop-down menu and selecting **Access a Case or Claim**, then use the search parameters. You can also access these via the **My Queues** section of the dashboard by clicking on the **My Rehab Cases** tab and selecting from that list of cases.

*This step is only necessary if you don't already have access to the case or claim. If you do have access, there is no need to do this step because R-forms can either be submitted from the **Details** page or from the **Submit a Filing** drop-down menu.

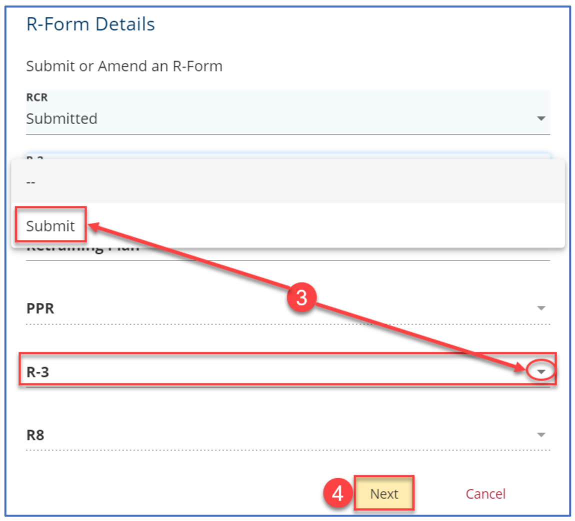


2. The **Vocational Rehab Details** page displays for the case you selected. Click on the **R-form Details** button to access the menu of R-forms.



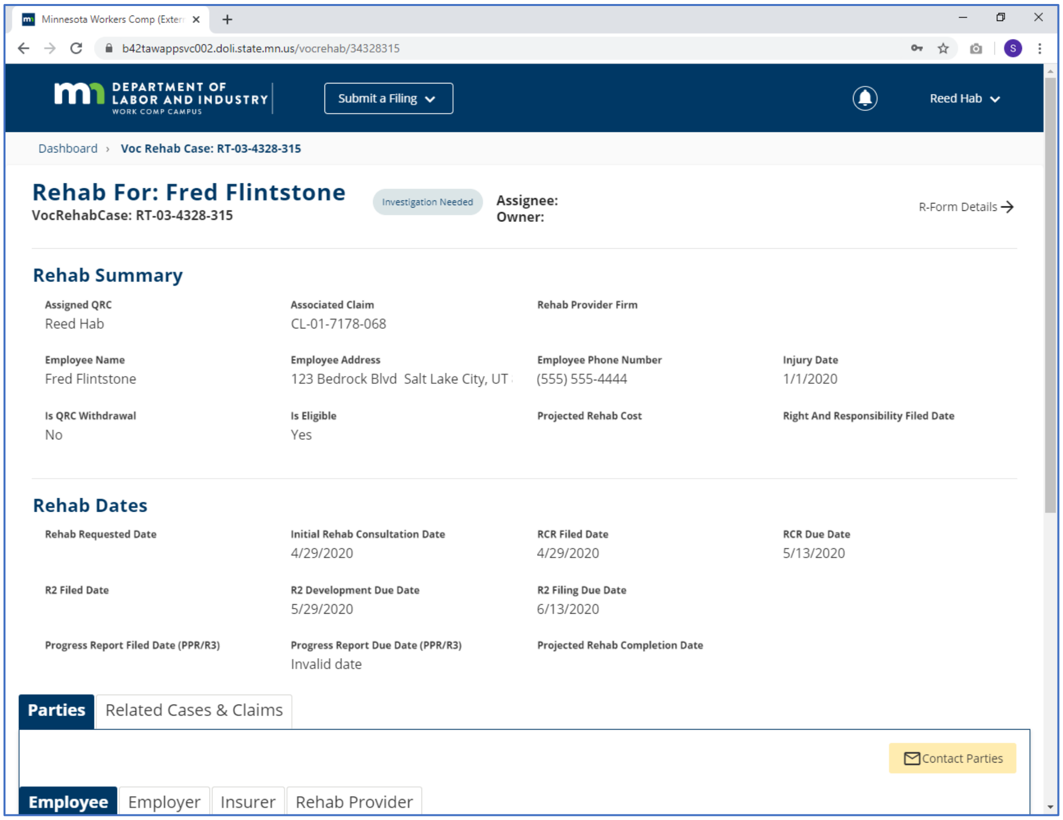
3. To submit, select the applicable **R-form** from the list and click **Submit**.
4. Clicking the **Next** button will take you into the steps for your selected form.

*Depending on the status of the rehabilitation case, different R-forms will be available for filing. Only those R-forms that can be filed at this time will present the option for submitting.



Vocational rehabilitation details page

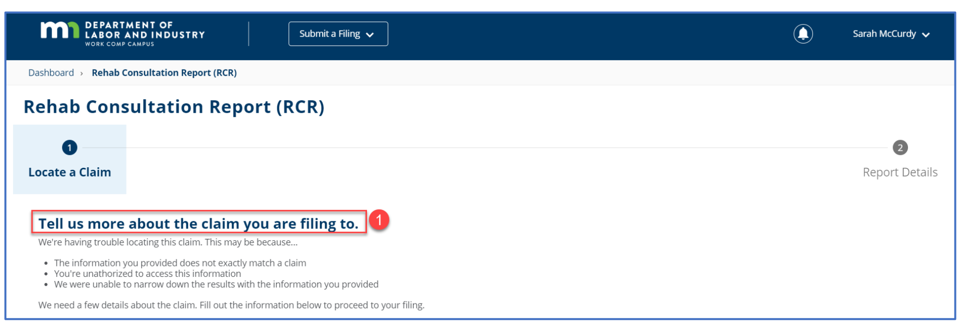
The vocational rehabilitation details page shows the **Rehab Summary**, **Rehab Dates**, **Parties** and **Related Cases and Claims** for the specific case selected. From here, you can navigate to R-forms and contact parties that are attached to the case.



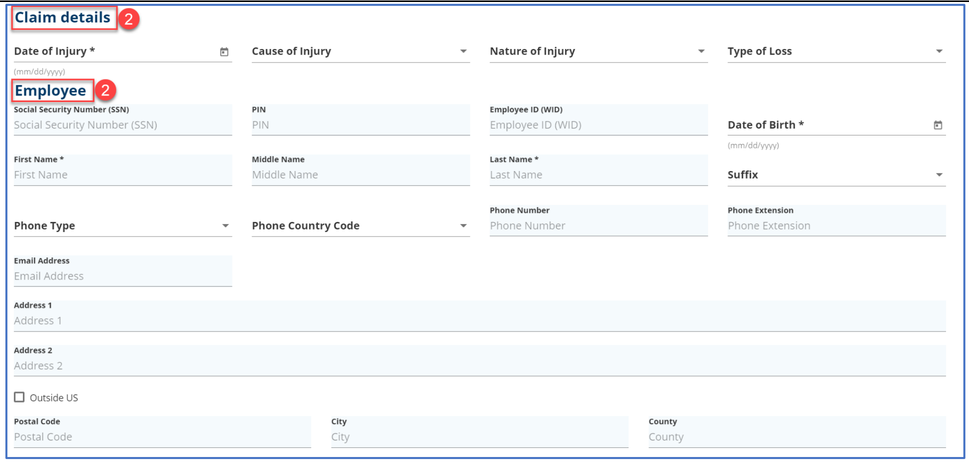
Claim shell webform step

The claim shell webform step allows you to create a claim shell based on the information entered. For example, if you are trying to submit a Rehabilitation Consultation Report and you are unable to locate a claim, this will allow you to file against the claim shell that was created by this step. It is important to note this is a step in the webform, not the webform itself.

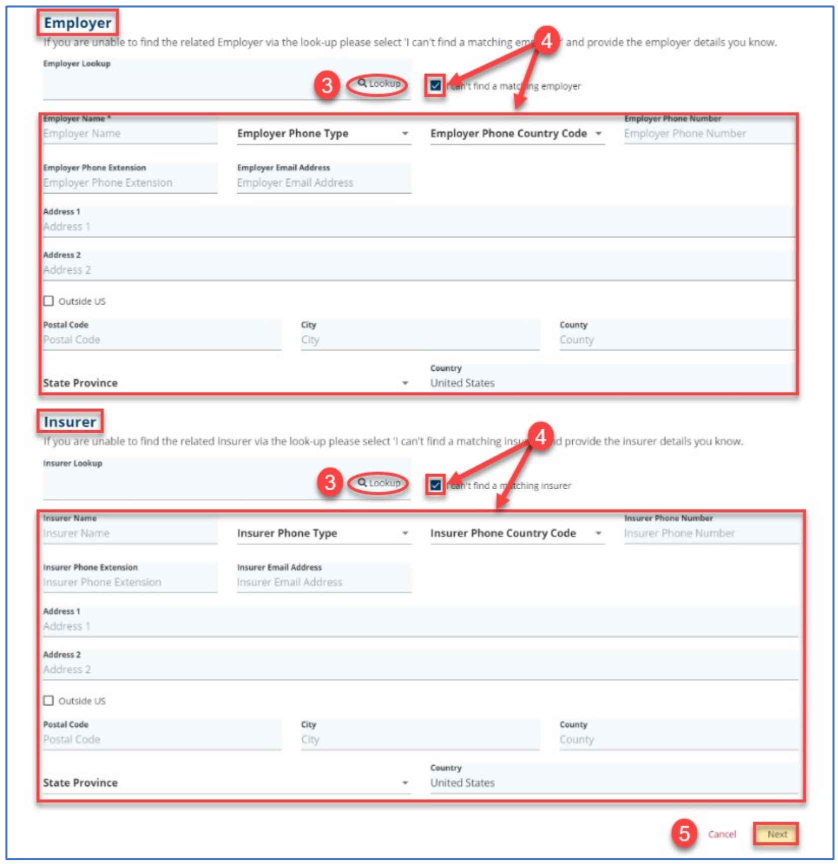
1. After attempting to locate the claim, you will see the statement **Tell us more about the claim you are filing to**, with additional fields to fill in.



2. Fill in all required fields marked with an asterisk (*****) and other known information for **Claim details** and **Employee**.

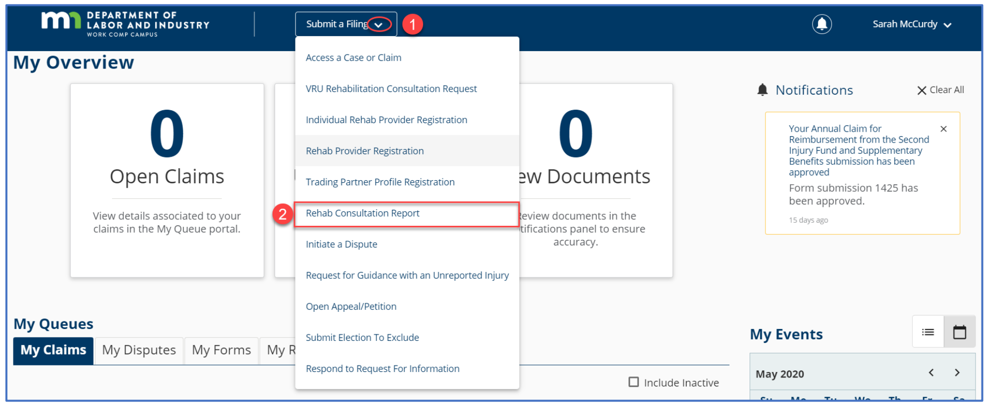


3. Enter the **Employer** and **Insurer** using the **Lookup** function.
4. If you are unable to find the employer or insurer, click on the **I can't find a matching employer/insurer** checkboxes and fill in the required information.
5. Click **Next** to continue or **Cancel** to exit without saving.

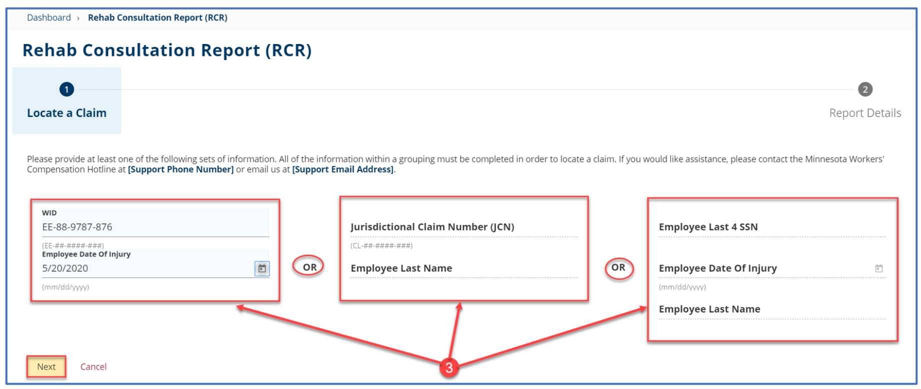


Rehabilitation Consultation Report (RCR)

1. Click on the **Submit a Filing** drop-down menu.
2. Select **Rehabilitation Consultation Report**.

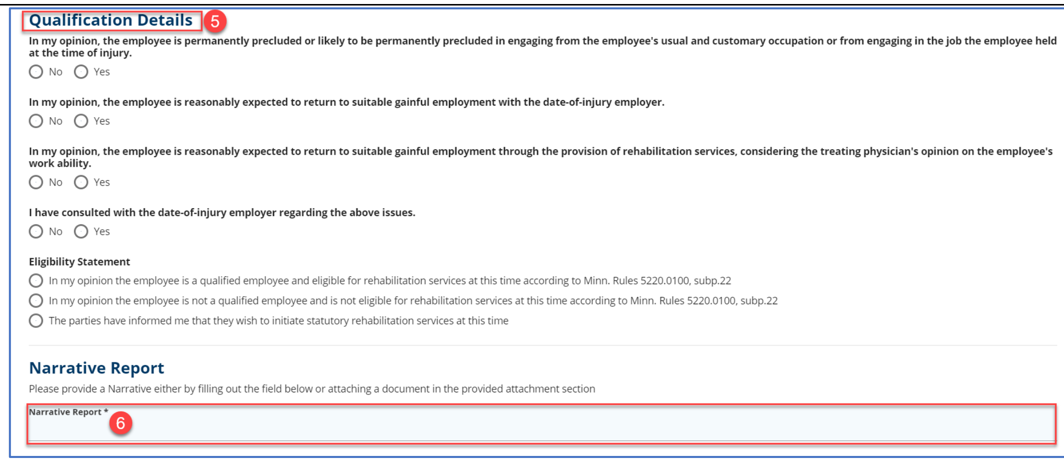


3. The **Rehabilitation Consultation Report** (RCR) page shows two steps that need to be completed. Under **Locate a Claim**, enter search information in one of the three boxes to find the claim. Click **Next** to continue or **Cancel** to exit.

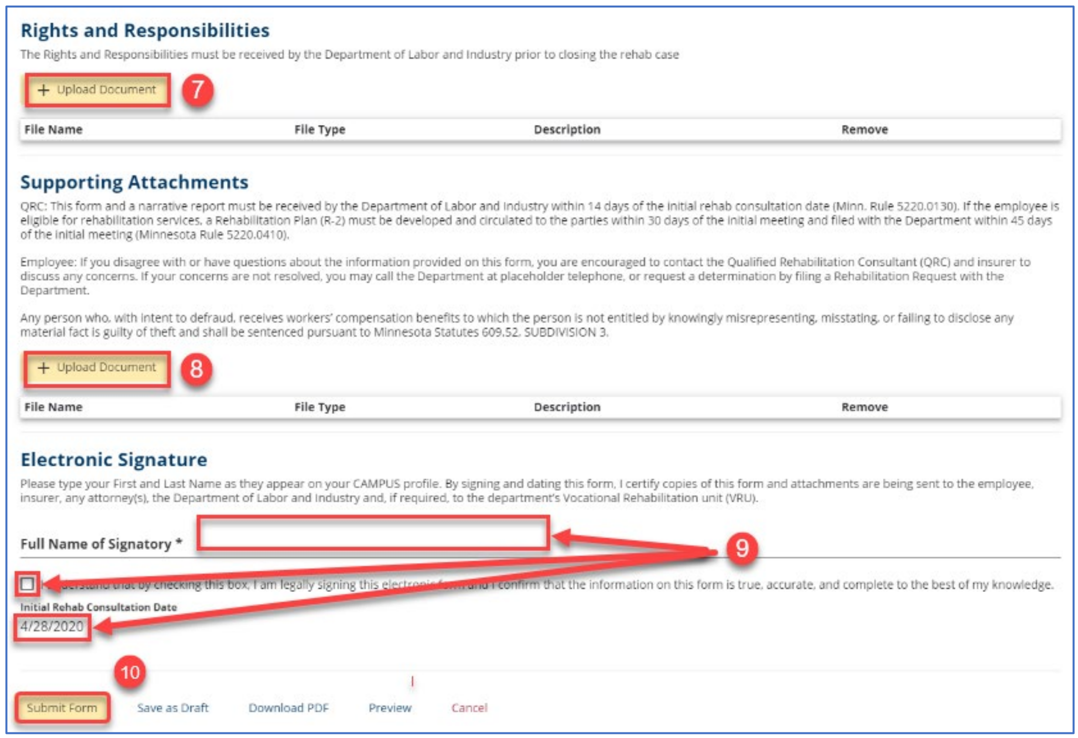


4. On the **Claim Details** page, some of the claim information will already be populated; however, you can also add new claim representative information.

5. Further down the page is the **Qualification Details** section. Answer the questions by clicking on the appropriate response.
6. Provide a narrative by either typing in the **Narrative Report** field or uploading an electronic version of the report.

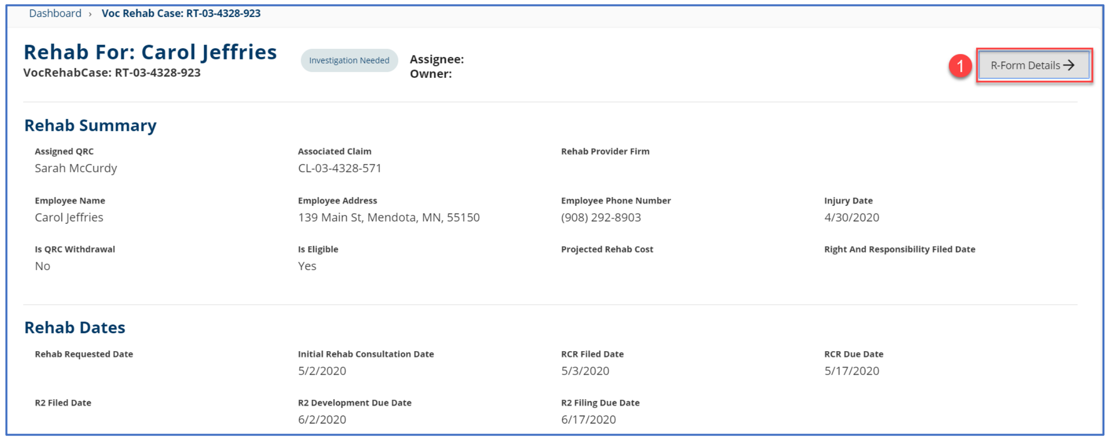


7. Click the **+ Upload Document** button to attach the *Rights and responsibilities* document. Note: This is optional and must be submitted prior to closing the rehabilitation case.
8. Click the **+ Upload Document** button to attach the required supporting attachments.
9. Enter your first and last names in the **Full Name of Signatory** field, check the box to confirm and legally sign electronically, and enter the **Initial Rehab Consultation Date** in the mm/dd/yyyy format.
10. Click **Submit Form**. You can also use other buttons: **Back** to go back one screen; **Save as Draft** to save a copy to return to; **Download PDF** to download a copy; **Preview** to view it on screen; or **Cancel** to exit without saving.

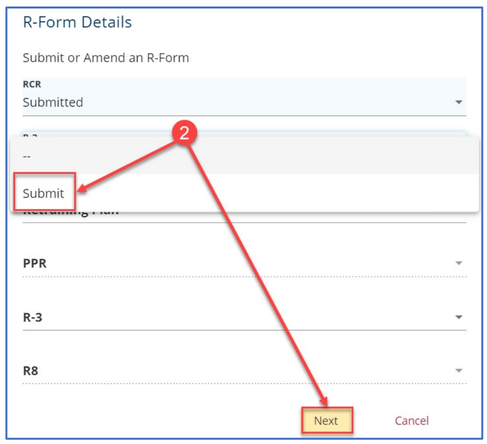


R-2 submission

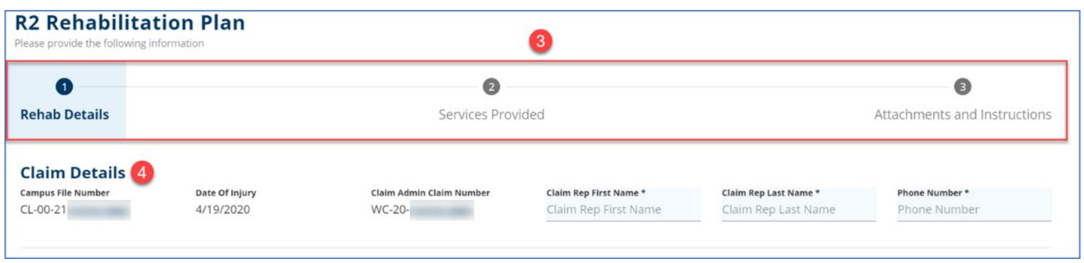
1. On the rehabilitation case details page, click on the **R-form Details** button to begin the R-2 form submission process.

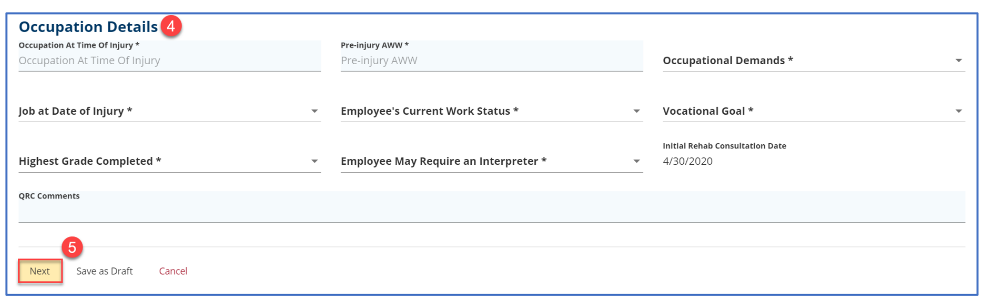


2. In the new window, select which type of R-form you wish to submit or amend. Select **R-2**, **Submit** and **Next** to continue.

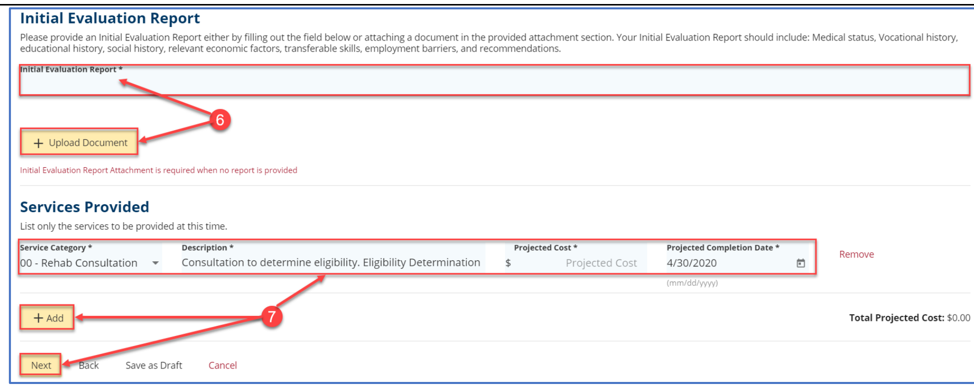


3. The **R-2 Rehabilitation Plan** page opens showing three main steps, **Rehab Details**, **Services Provided**, and **Attachments and Instructions**, that will need to be completed.
4. Fill in all required information denoted with an asterisk (*****) for the **Claim Details** and **Occupation Details.**
5. Click the **Next** button at the bottom of the screen. You can also choose **Save as Draft** to save a copy to return to or **Cancel** to exit without saving the information.

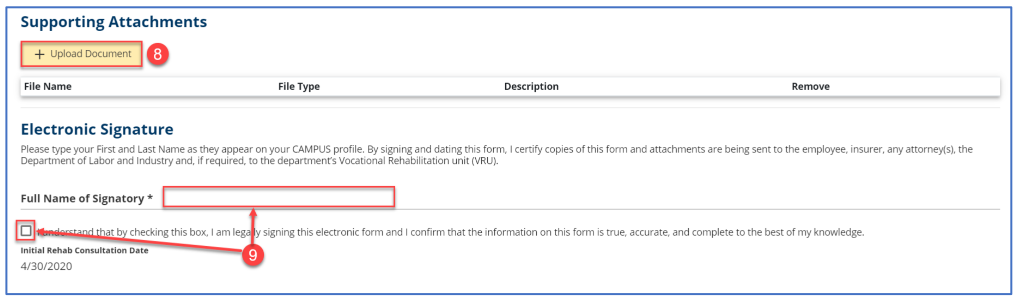




6. Complete the **Initial Evaluation Report** by either typing in the provided field or by using the **+ Upload Document** to upload a previously created report.
7. Fill in all **Services Provided** required fields marked with an asterisk (*****). Use the **+ Add button** for additional lines or **Next** to continue.

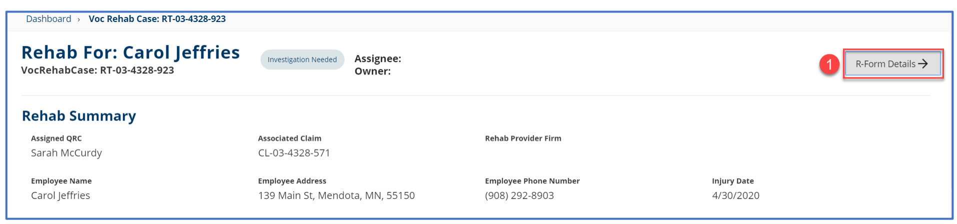


8. Upload **Supporting Attachments** by using the **+ Upload Document** button.
9. Enter your first and last names in the **Full Name of Signatory** field and check the box to confirm and legally sign electronically. Click the **Submit Form** button.

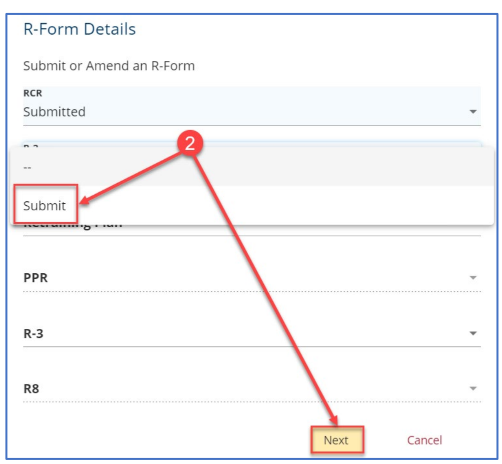


R-3 submission

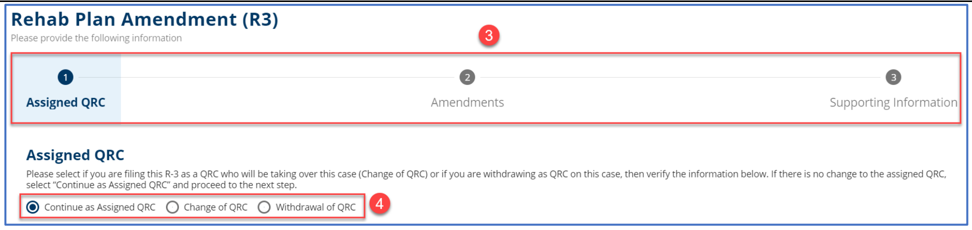
1. On the rehabilitation case details page, click on the **R-form Details** button to begin the R-3 form submission process.



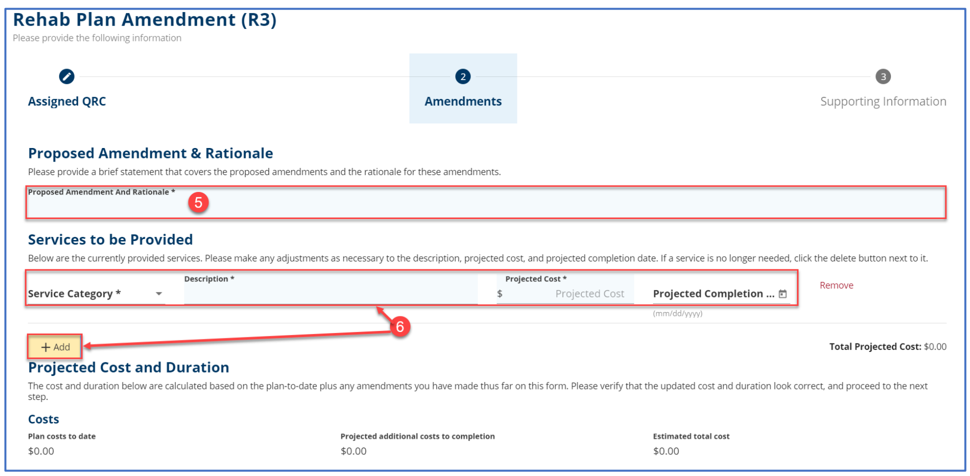
2. In the new window, select which type of R-form you wish to submit or amend. Select **R-3**, **Submit** and **Next** to continue.



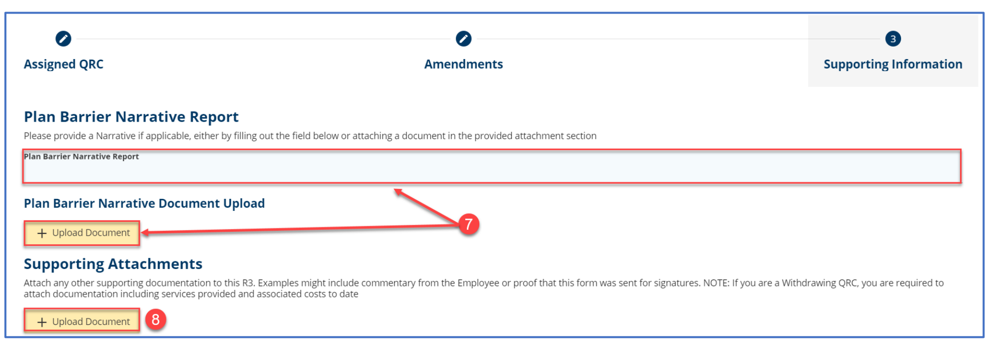
3. The **Rehab Plan Amendment (R-3)** page opens showing three main steps, **Assigned QRC**, **Amendments** and **Supporting Information**, that will need to be completed.
4. Select the appropriate bubble for the **Assigned QRC**: **Continue as Assigned QRC**, if there is no change; **Change of QRC**, if a new QRC is taking over this case; or **Withdrawal of QRC**, if the QRC is withdrawing on this case.



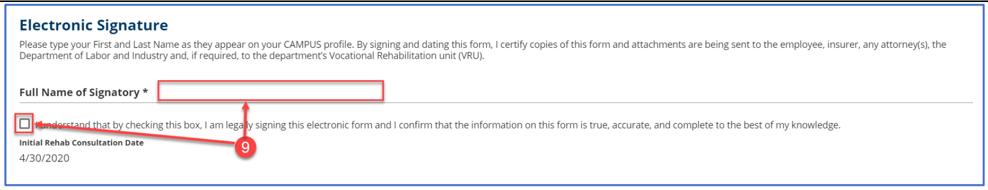
5. Fill in the **Proposed Amendment and Rationale** field with a brief explanatory statement.
6. Fill in all of the **Services to be Provided** required fields marked with an asterisk (*). Use the **+ Add** button to add additional lines or **Next** to continue.



7. Now, you may upload **Supporting Information**. Provide a narrative (if applicable) by typing in the **Plan Barrier Narrative Report** field or using the **+ Upload Document** button to upload a completed report.
8. Attach any other supporting documents to the R-3 using the **+ Upload Document** button.

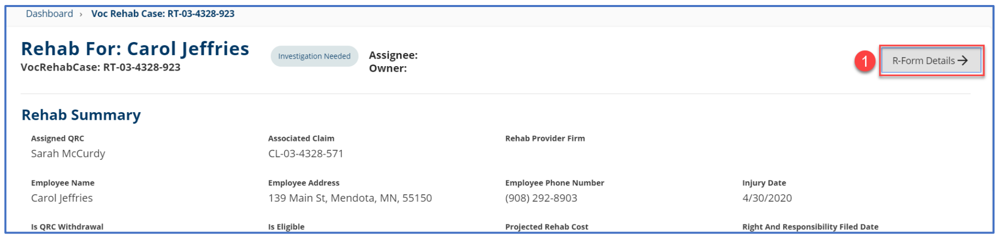


9. Enter your first and last names in the **Full Name of Signatory** field and check the box to confirm and legally sign electronically, then and click the **Submit Form** button.

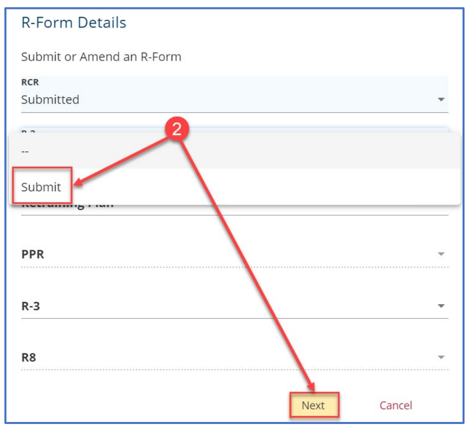


R-8 submission

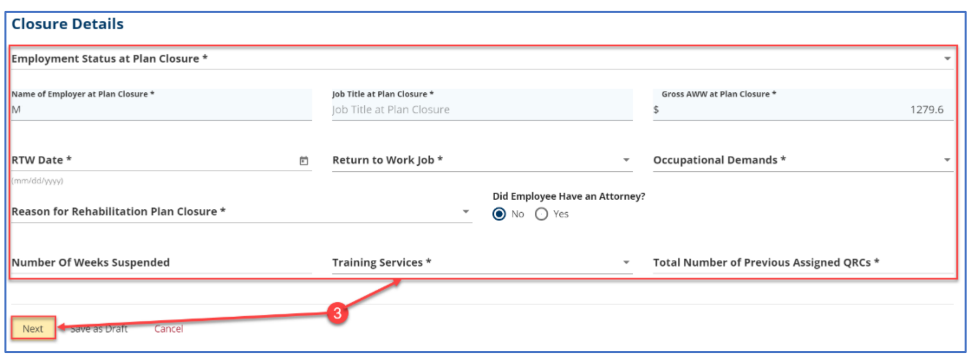
1. On the rehabilitation case details page, click on the **R-form Details** button to begin the R-8 form submission process.



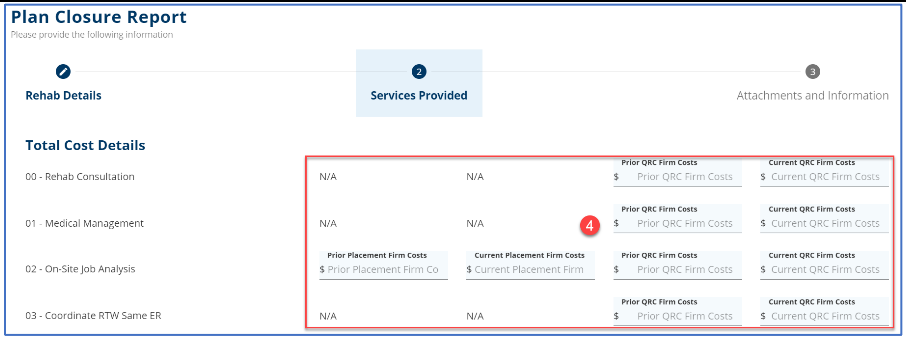
2. In the new window, select which type of R-form you wish to submit or amend. Select **R-8**, **Submit** and **Next** to continue.



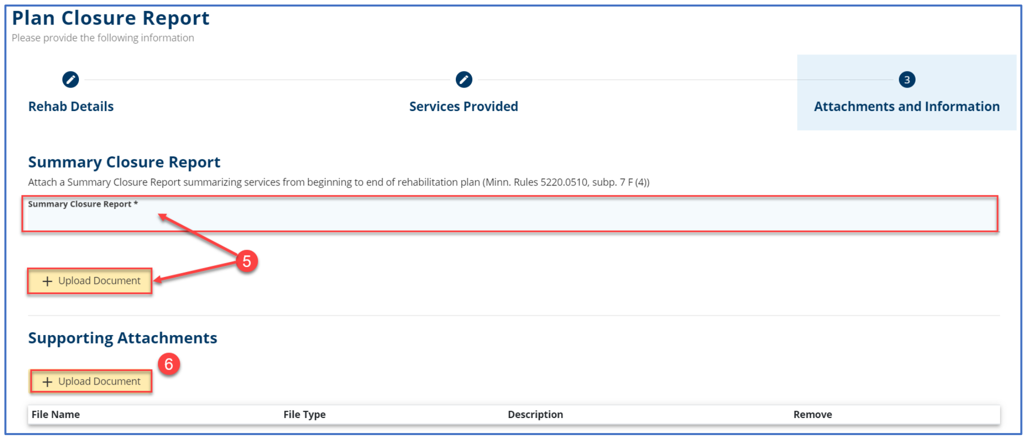
3. The **Plan Closure Report** page opens showing three steps, listed at the top of the screen – **Rehab Details**, **Services Provided** and **Attachments and Information** – that will need to be completed. On the first page, provide **Closure Details** by filling in all required fields marked with an asterisk (*****). Click **Next** to continue.



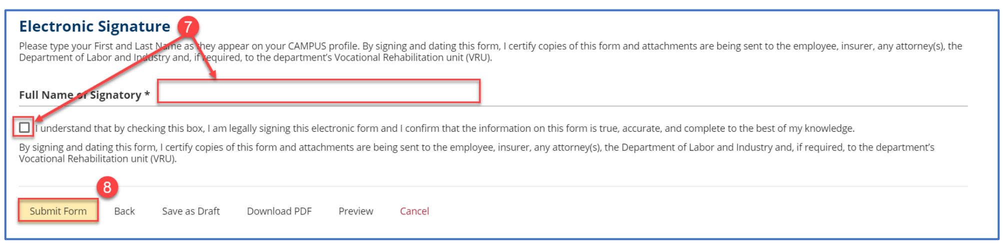
4. Next, fill in all numerical amounts for the **Total Cost Details**. Click the **Next** button at the bottom of the screen to continue.



5. Next, you may provide additional information for the **Plan Closure Report** by using the **Summary Closure Report** field to type in information summarizing the services provided or by clicking the **+ Upload Document** button to attach a previously completed report.
6. Attach any other **Supporting Attachments** to the R-8 using the **+ Upload Document** button.



7. Enter your first and last names in the **Full Name of Signatory** field and click the checkbox to confirm and legally sign electronically.
8. Click the **Submit Form** button to finalize. You can also use the other buttons: **Back** to go back one screen; **Save as Draft** to save a copy to return to; **Download PDF** to download a copy; **Preview** to view it on the screen; or **Cancel** to exit without saving.



*__Save as Draft__ forms will be in the **My Forms** tab and will automatically be removed after 21 days if not updated or submitted.

Electronic service

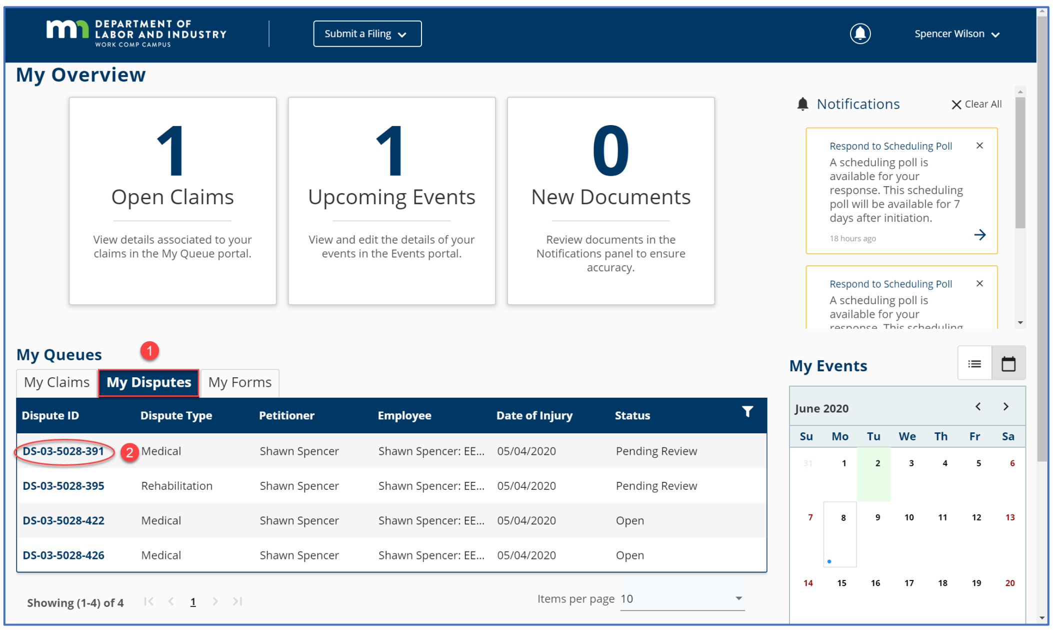
Standard practices of workers' compensation require a variety of documents to be served to different parties, both within and outside of DLI. Situations that require legal servicing of documents are outlined in Minnesota Statutes; Campus allows documents to be served both via paper and electronically.

External users will submit webforms that will require proof of service. Depending on the user profile, they will have the ability to submit filings from the dashboard, as well as from cases, claims, disputes and penalties. While not all filings will require legal service, this section shows an example of a submitted webform that requires legal service.

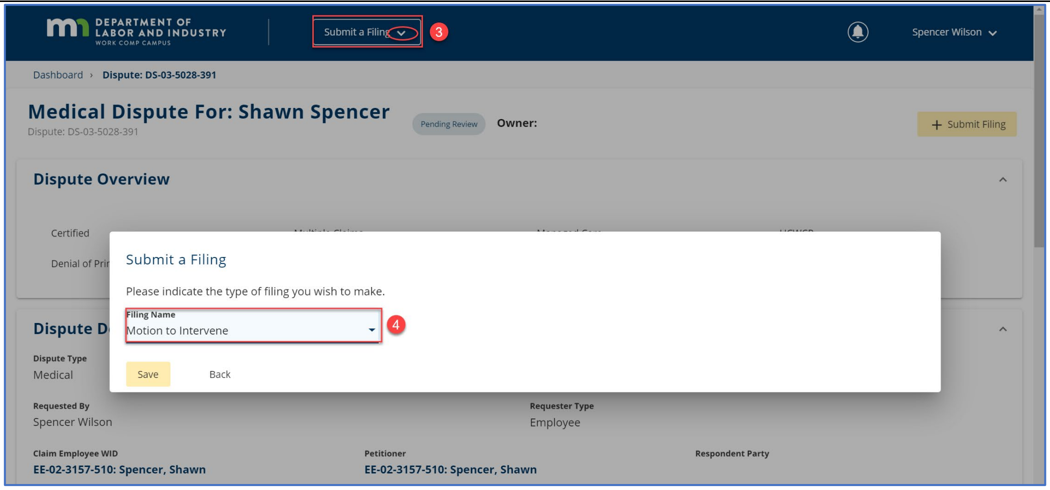
Filing a form with an affidavit of service

The following example shows an external user submitting a motion to intervene on a dispute, which requires legal service.

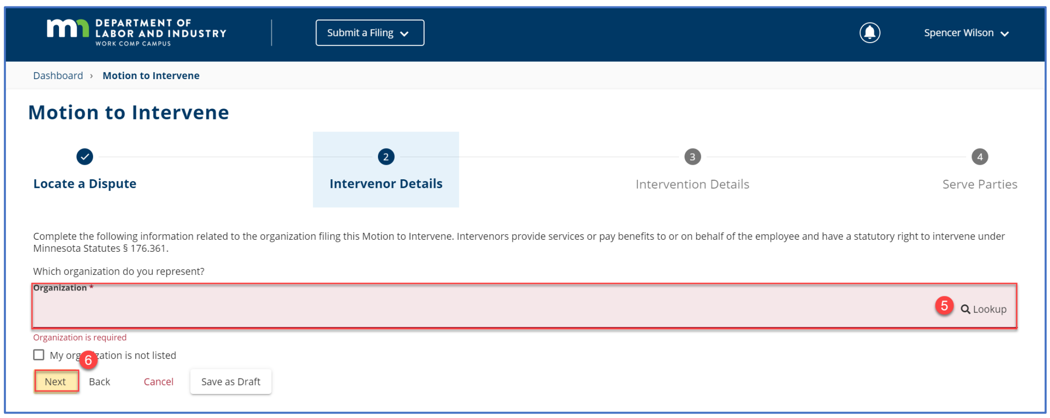
1. From the dashboard, click the **My Disputes** tab.
2. Click on the applicable **Dispute ID** hyperlink.



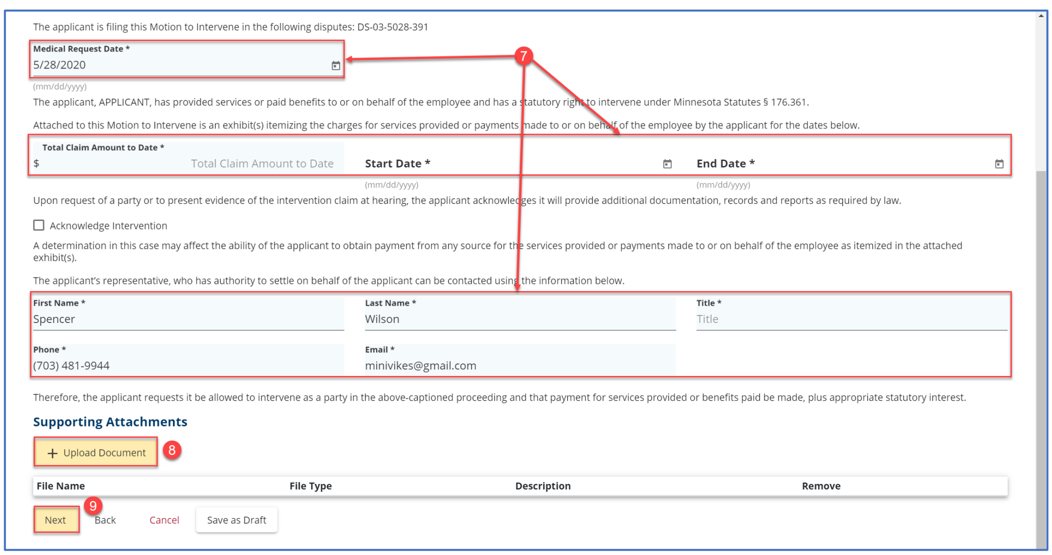
3. On the dispute details page, click the **Submit a Filing** drop-down menu to choose which type of filing you would like to submit.
4. Select **Motion to Intervene** from the drop-down menu.



5. You will now go through the steps of filing the motion. Choose the intervening **Organization**.
6. Click **Next** to continue.



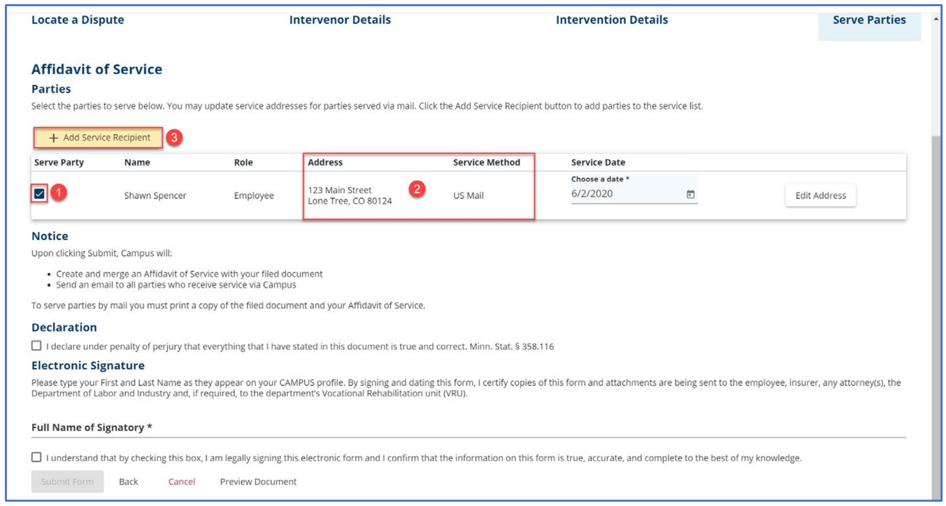
7. Fill in all of the **Intervenor Details**; anything with an asterisk (*****) is required.
8. Add any **Supporting Attachments** by clicking the **+ Upload Document** button.
9. Click **Next** to continue to the **Serve Parties** step.



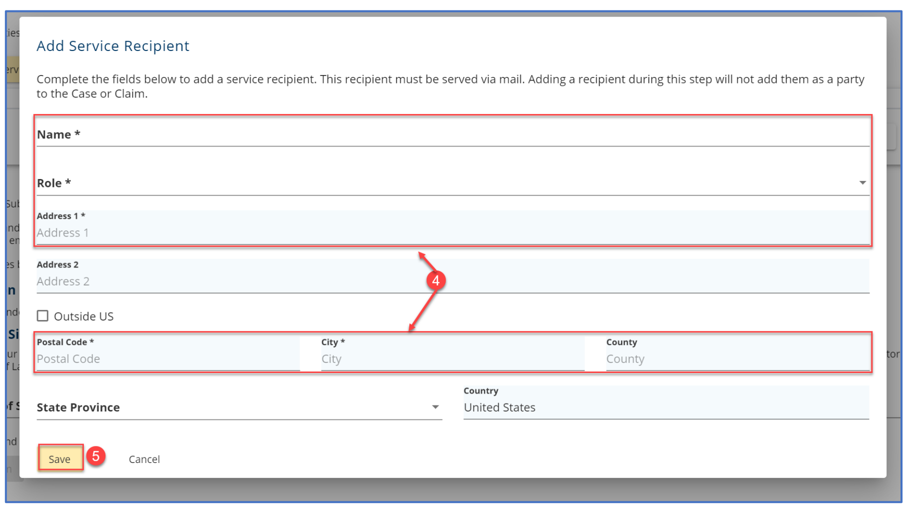
Affidavit of service

The next step in the process is to serve the intervention. Serving documents allows you to serve the intervention to select parties on the dispute.

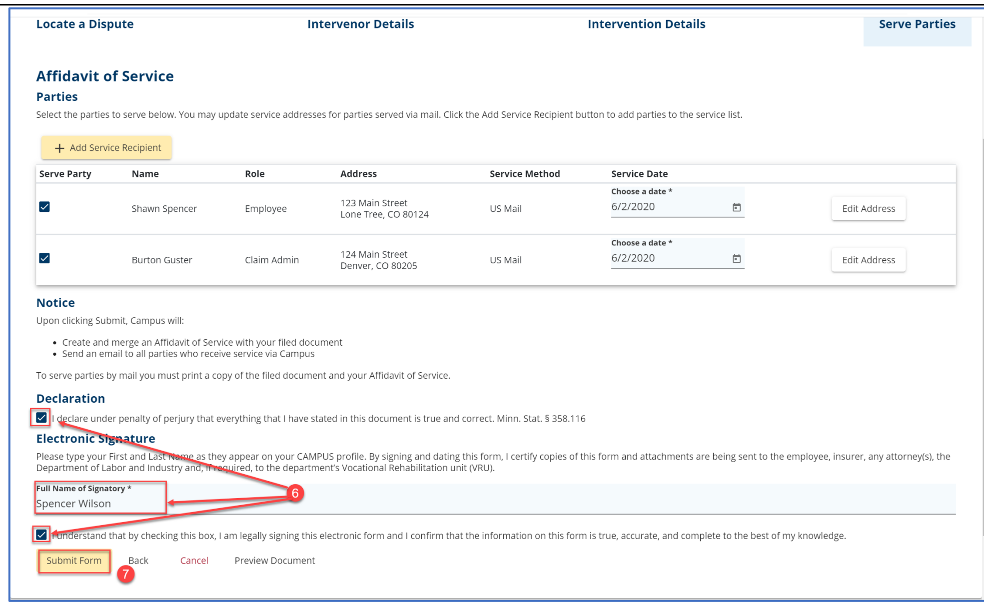
1. In the **Serve Parties** step, all parties on the dispute will be displayed. Click the checkbox in the **Serve Party** column to select who gets served.
2. Each party will set their own preferred **Service Method**, which is how the motion will be served. In this example, the party has chosen to be served via U.S. mail and their mailing address is displayed. (If the user has chosen electronic service, their email address will show in the address field.)
3. You can also manually add service recipients by clicking on the **+ Add Service Recipient** button.



4. Enter all required information indicated with an asterisk (*).
5. Click **Save** to add the recipient.

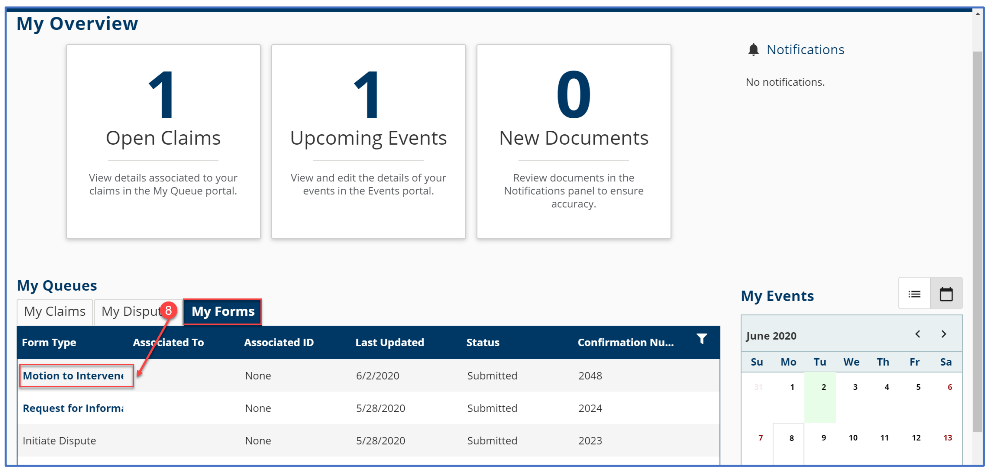


6. All boxes must then be checked to declare and confirm, and your **Electronic Signature** must be entered exactly as it is in your Campus profile.
7. Click **Submit Form**.

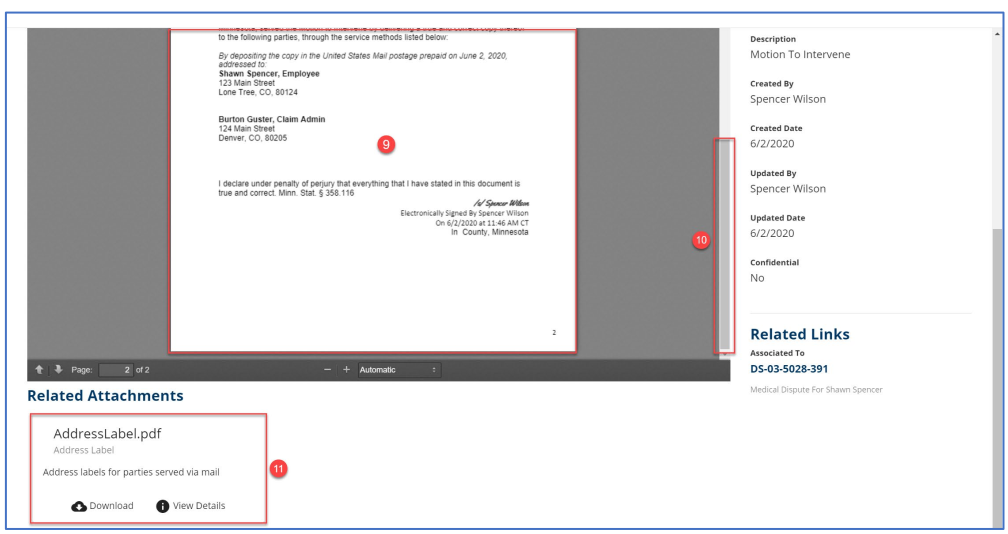


8. After the filing is submitted, you can find a record of it by going to the **My Forms** queue on the dashboard and clicking on the hyperlink under **Form Type**.

*Filings that do not result in documents do not have a hyperlink.



9. This will take you to a page to view a PDF version of the filing you submitted.
10. If you scroll to the last page of the document, you will see the **Affidavit of Service** included.
11. For any parties being served by U.S. mail, you can print this document and **Address Labels**, which can be found directly beneath the document.

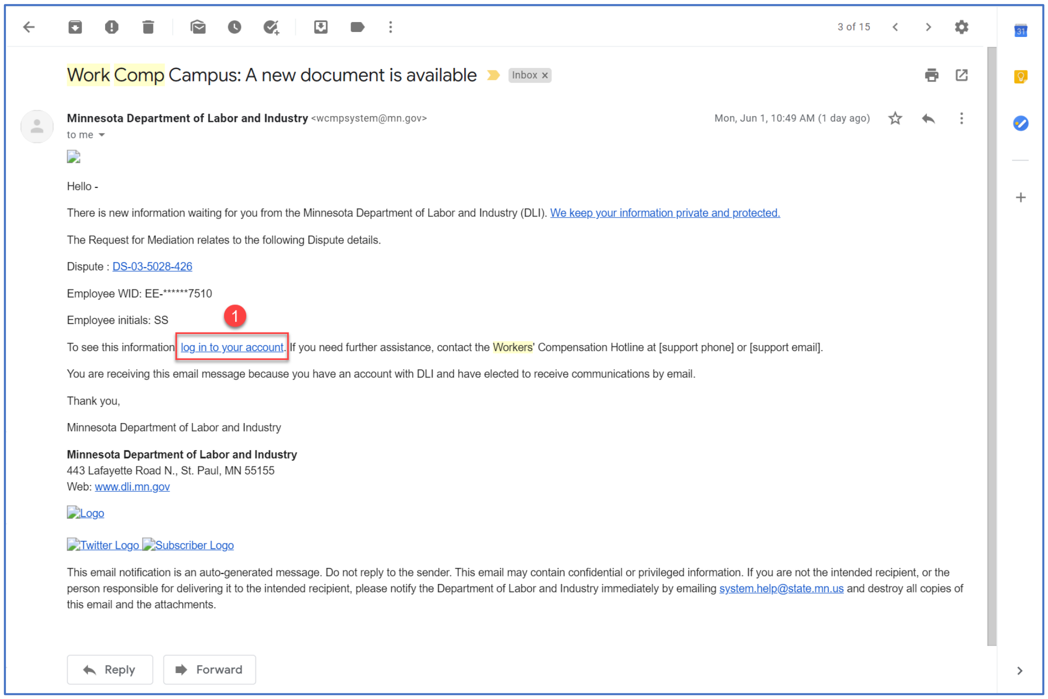


Receiving service email

When you are served a document electronically, you will receive an email message indicating there is a document available for you to view. This email message will only contain basic information about the document and associated transaction.

1. Access your email inbox and locate the email message sent from Campus. Click the hyperlink to login and enter your login credentials to get to the document details page.

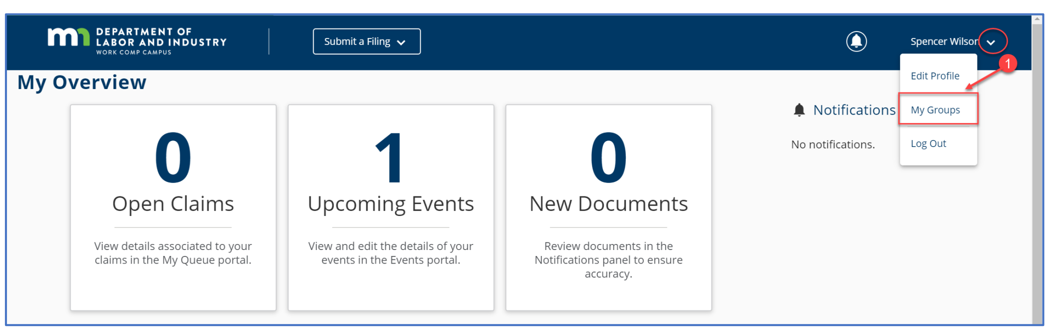
*See the *Document details page* section for further information.



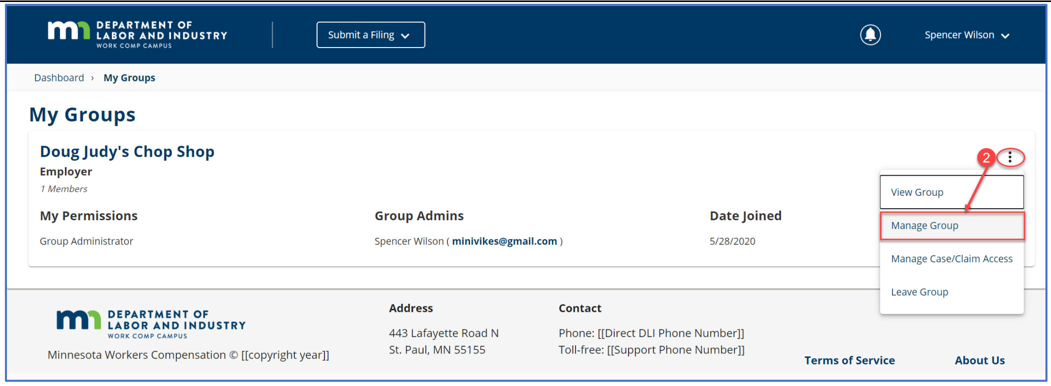
Setting up service of process designees

External users will also be served documents. Each external entity will have an assigned group administrator; the group administrator can assign another user or themselves as the service of process designee.

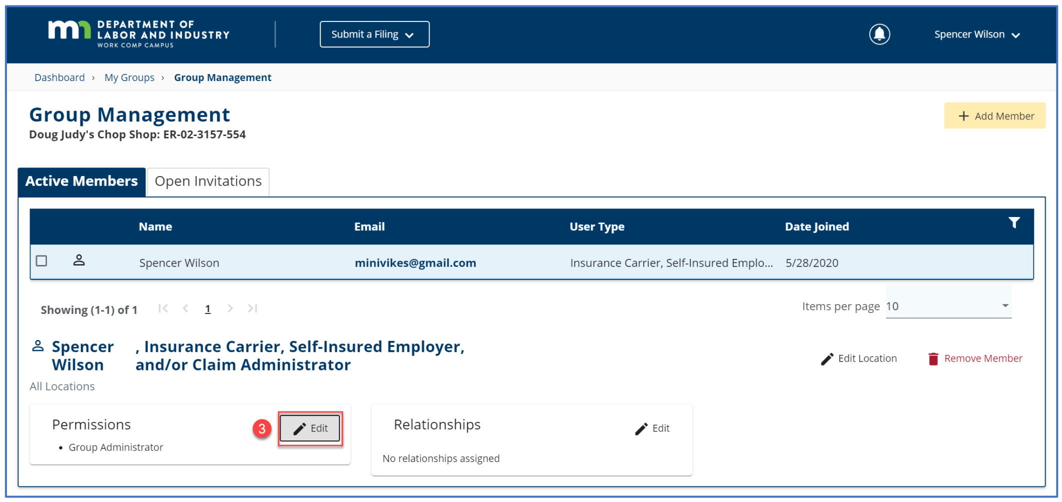
1. From the dashboard, click on your username at the top right and select **My Groups** from the drop-down menu.



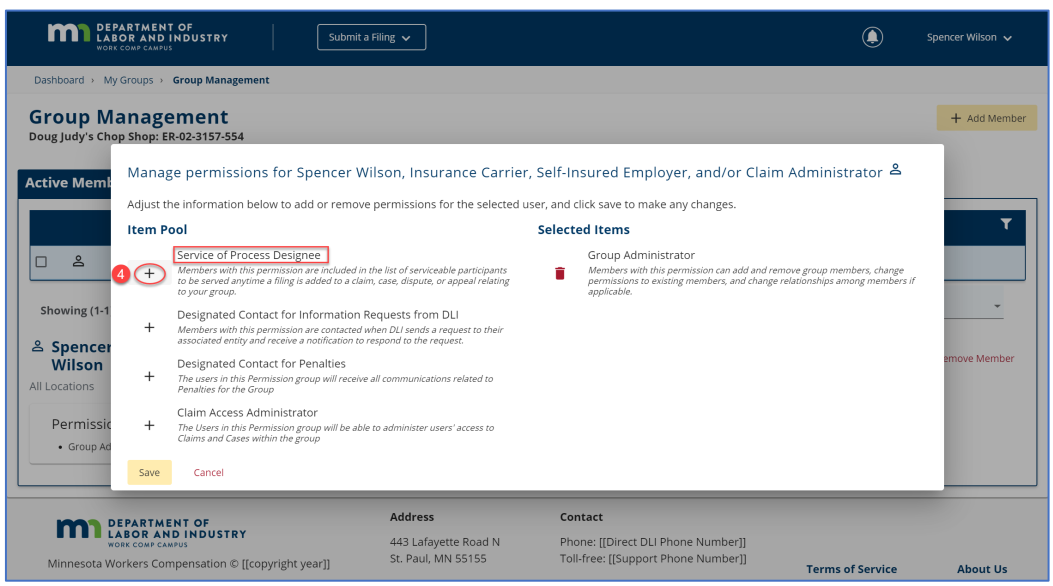
2. You will then see the groups you are associated with. To assign a service of process designee, click the kebab menu and choose **Manage Group**.



3. This page shows all **Active Members** and their roles. To assign a role to a user, click the **Edit** option in the **Permissions** box under their name.

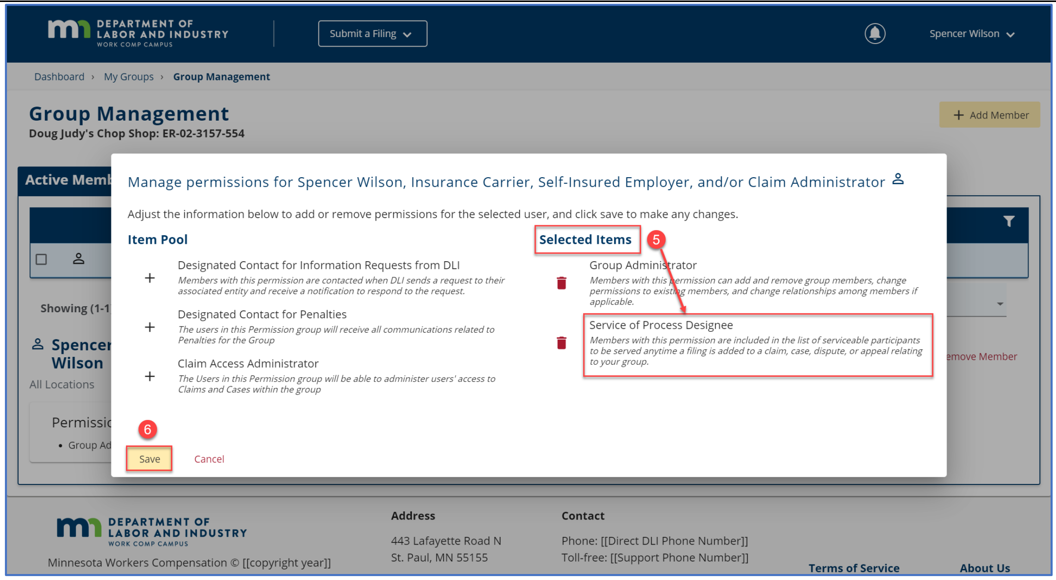


4. Click the plus sign next to the role you would like to assign.



5. The item you selected will display in the **Selected Items** column.
6. Click the **Save** button.

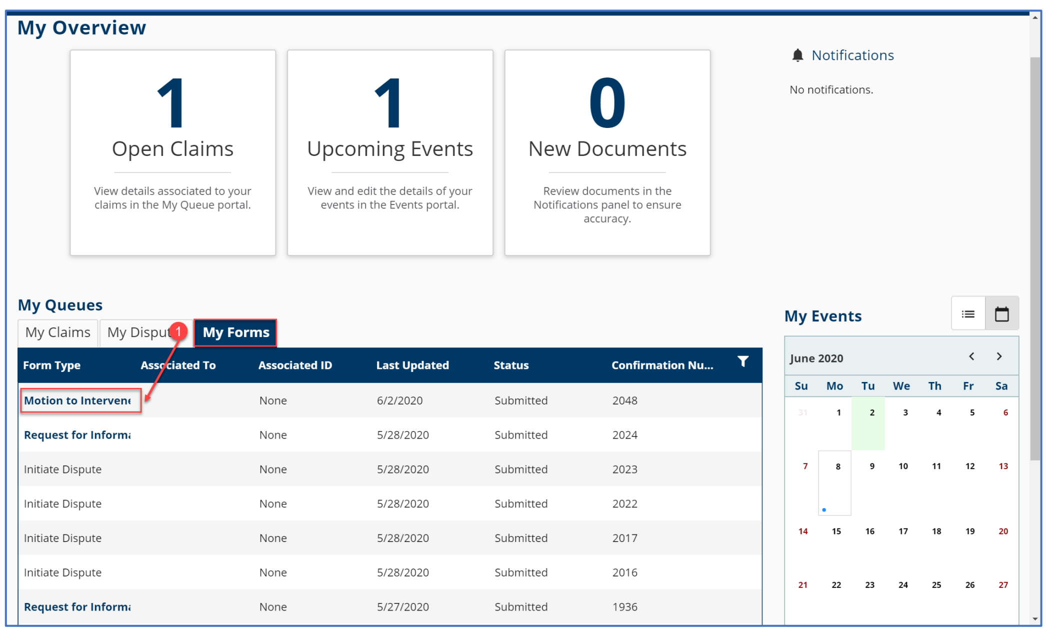
*After this is done, if a document needs to be served on the entity, the user assigned to this role will receive that document.



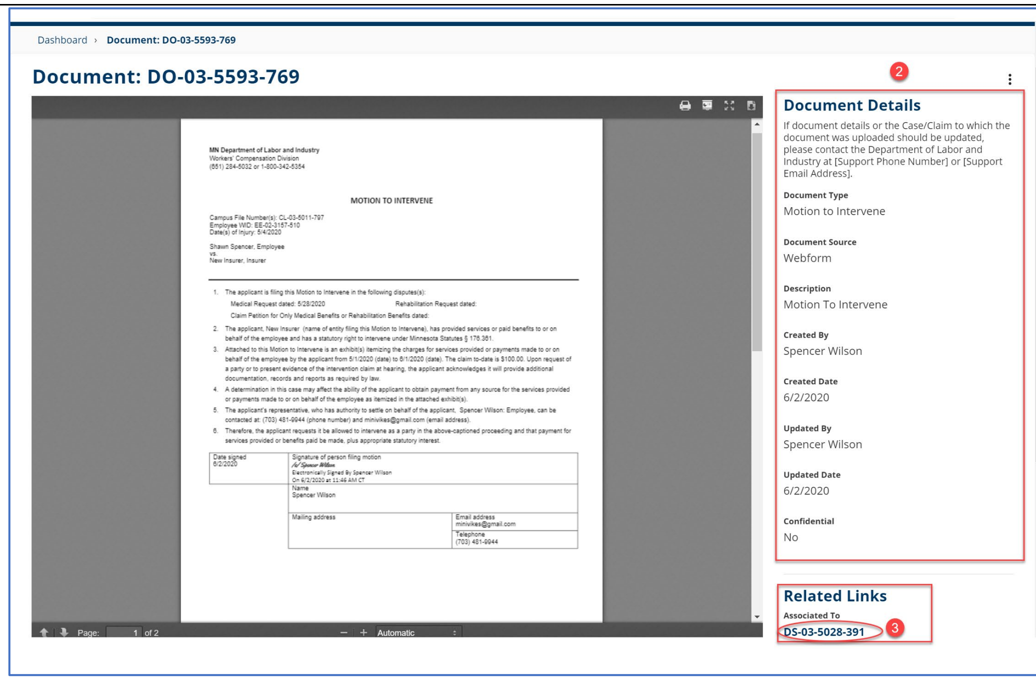
Document details page

The document details page shows additional information about a document, with related links to associated transactions that can be viewed.

1. From the dashboard, click the **My Forms** tab and click the hyperlink under **Form Type**.



2. A document preview window will open with the **Document Details**.
3. The **Related Links** section will show any additional transactions associated to the document and can be viewed by clicking on the hyperlink.



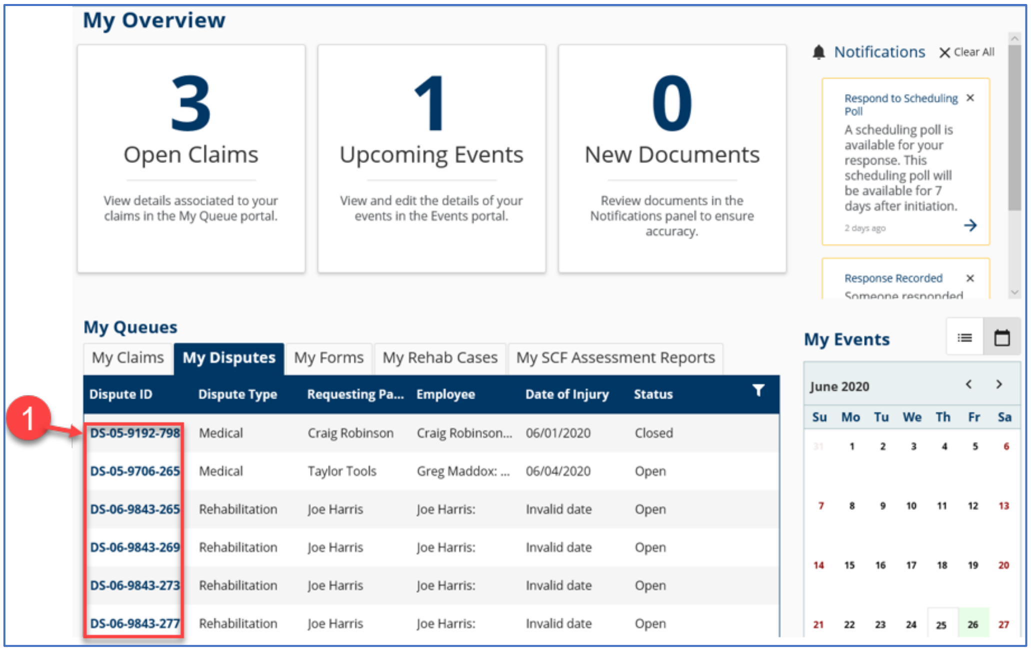
Disputes

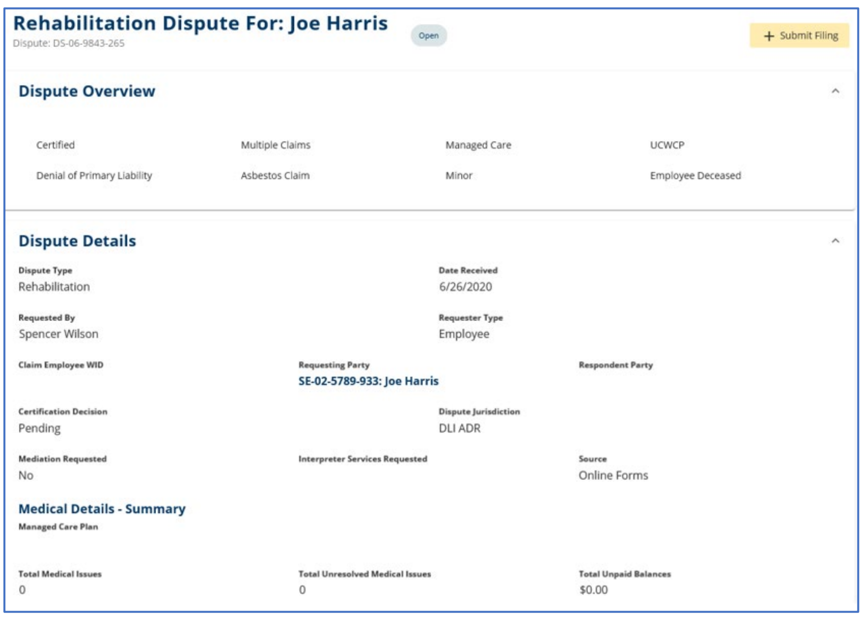
Reviewing a dispute

When an external user is a party on a dispute or an associated user to a party on a dispute the **My Disputes** tab will show on the external dashboard.

1. Click on the **Dispute ID** to view any relevant disputes.

*The **Dispute Details** page will display.

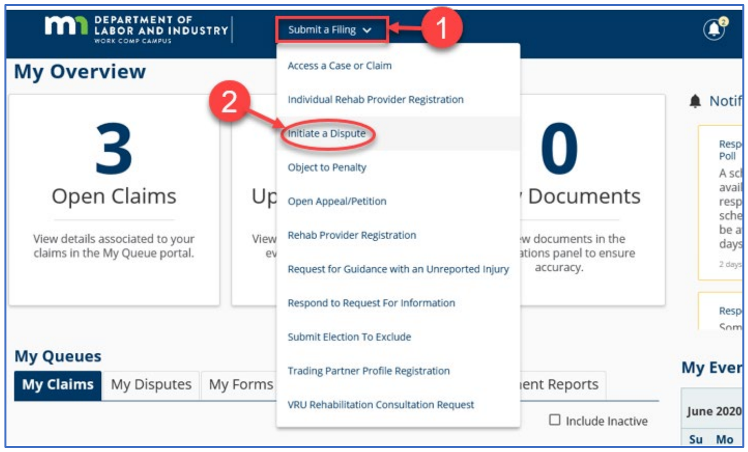




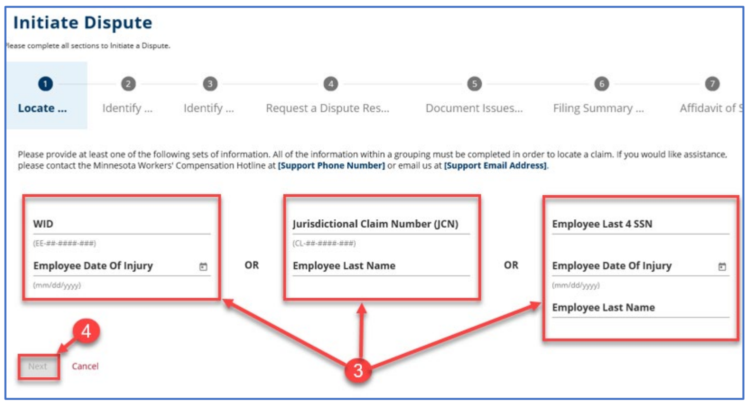
Initiating a dispute from the dashboard

External users will have the ability to initiate a dispute in Campus.

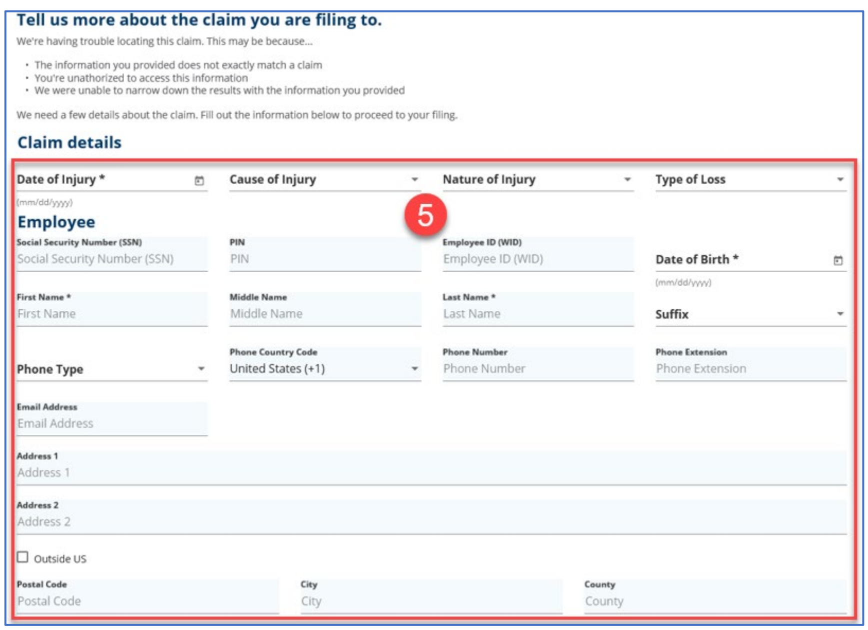
1. Click on the **Submit a Filing** drop-down menu.
2. Select **Initiate a Dispute**.



3. Enter the information for the related claim in one of the three boxes to activate the **Next** button to move forward.
4. Click **Next**. (The button will highlight after information is provided.)



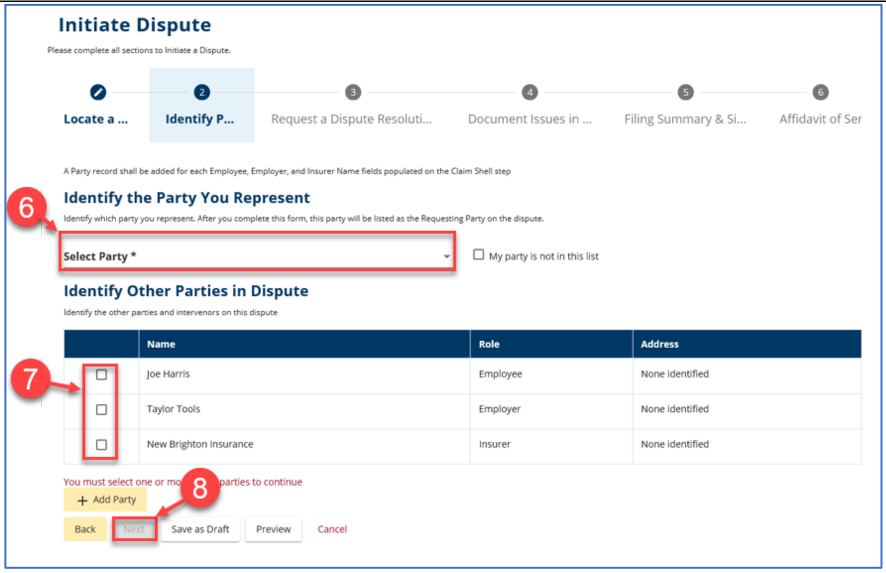
5. If the information does not match a claim on file, enter the relevant claim information to create a claim shell.



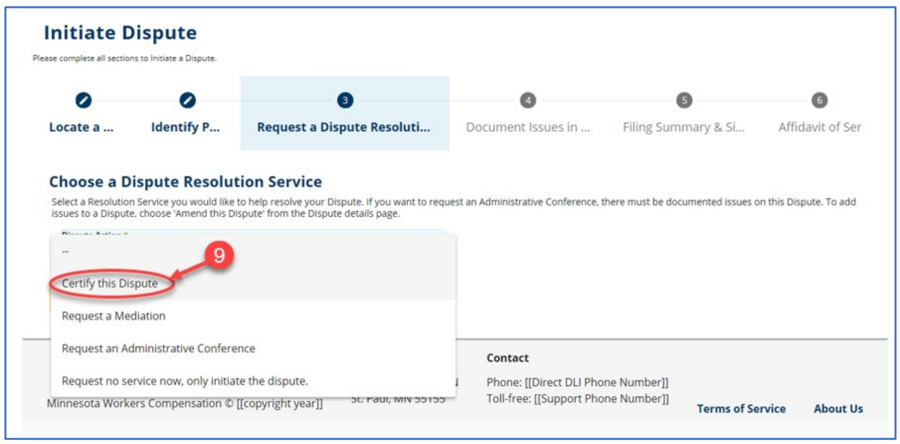
6. Choose the party you represent.
7. Select the other parties in the dispute.

*This step will automatically pull in the parties from the related claim and will give you the option to add others.

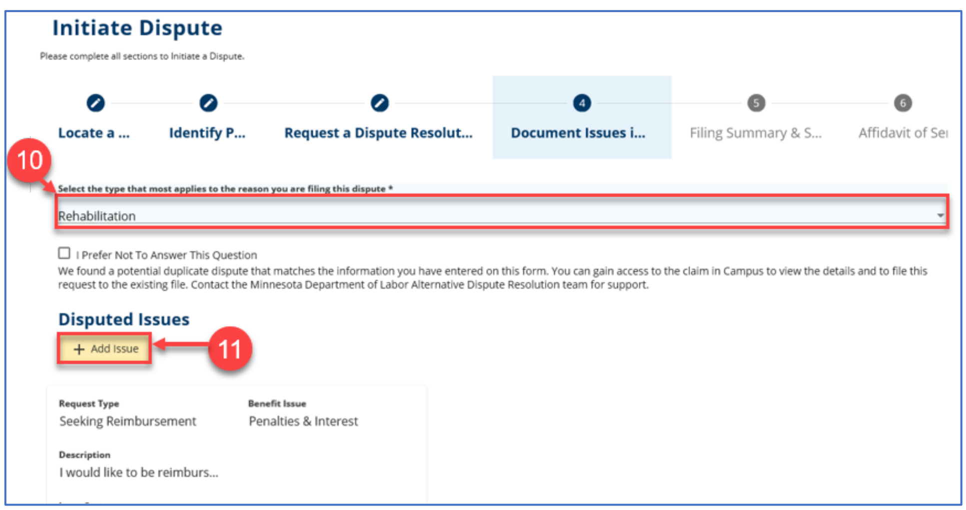
8. Click **Next**. (The button will highlight after information is provided.)



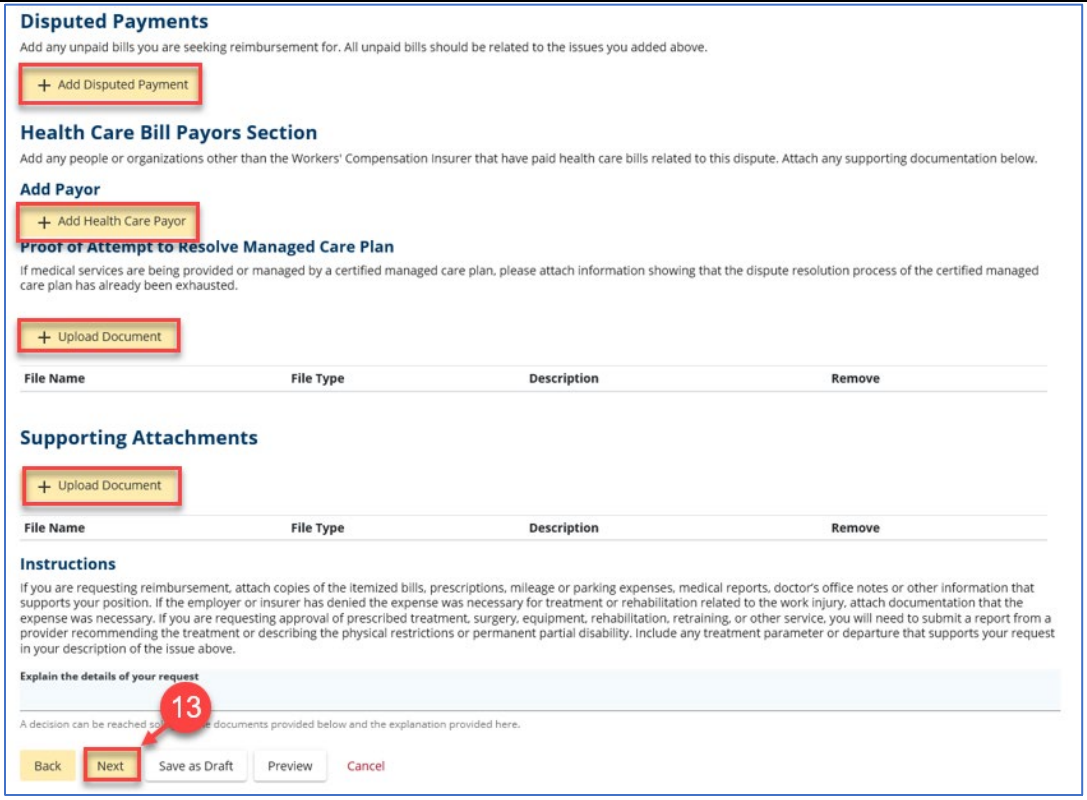
9. Choose a dispute action, for example, **Certify this Dispute**.



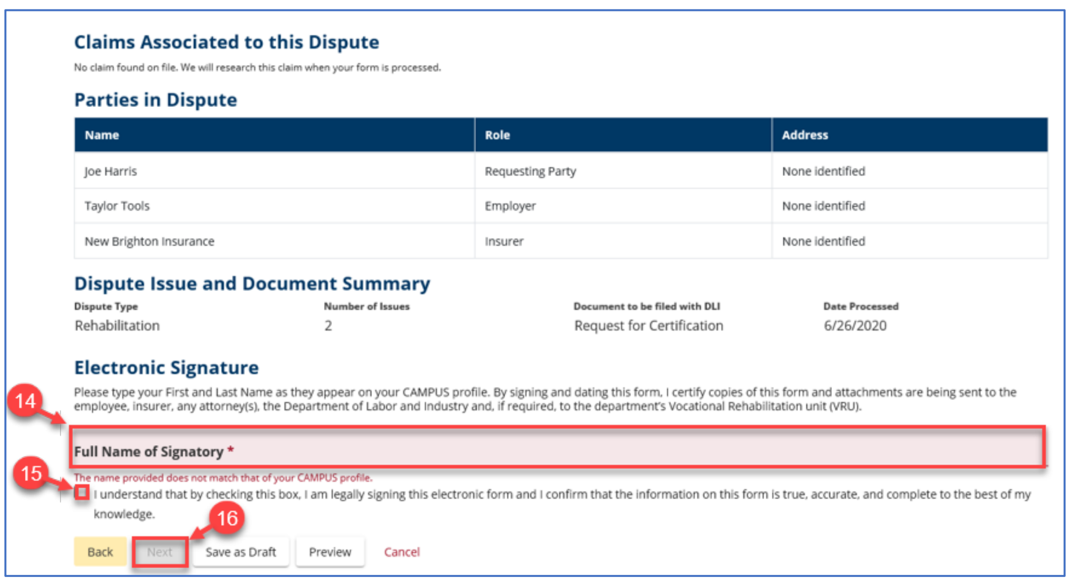
10. In the drop-down menu, select whether the dispute is medical or rehabilitation related.
11. Add any disputed issues.



12. Add any support attachments.
13. Click **Next**.

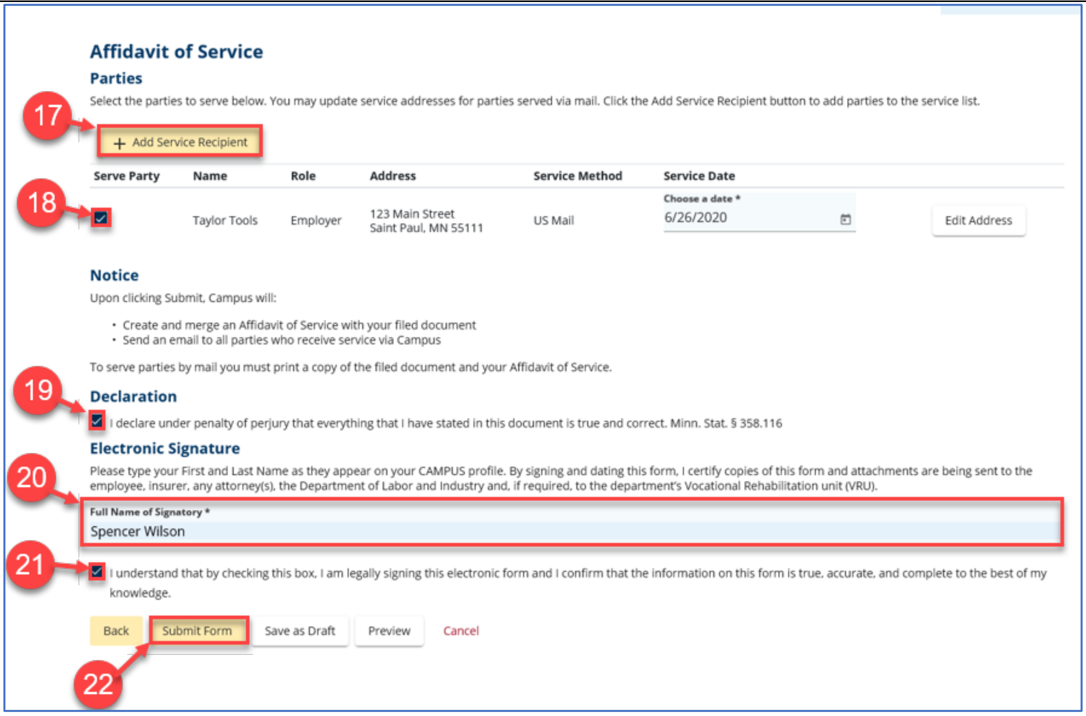


14. Provide an **Electronic Signature**.
15. Check the box.
16. Click **Next**. (The button will highlight after information is provided.)



17. Add **Service Recipients**.
18. Select any parties who require service.
19. Click the **Declaration** box.
20. Provide an **Electronic Signature**.
21. Check the box.
22. Click **Submit Form**.

*The webform is now completed and the dispute has been created. If you did not previously have any disputes, the **My Disputes** queue will now show on the dashboard. If you already had this, then a new dispute will be added to the queue.

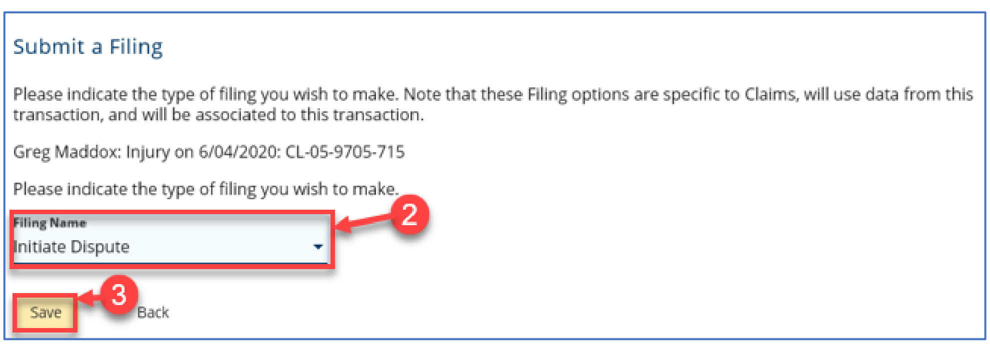


Initiating a dispute webform from the claim details page

1. Select the **Submit Filing** button.

2. Select the option **Initiate Dispute** from the drop-down menu.
3. Click **Save**.

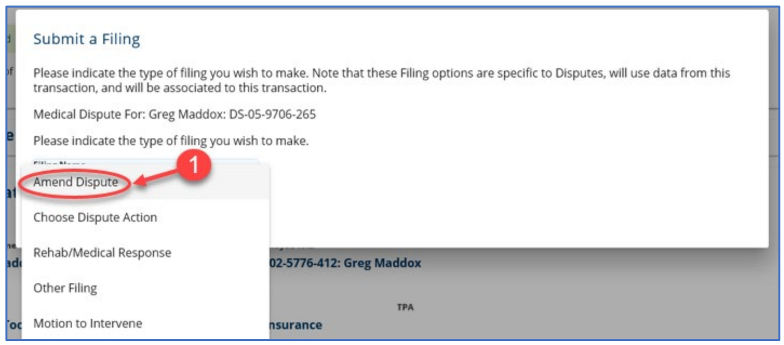
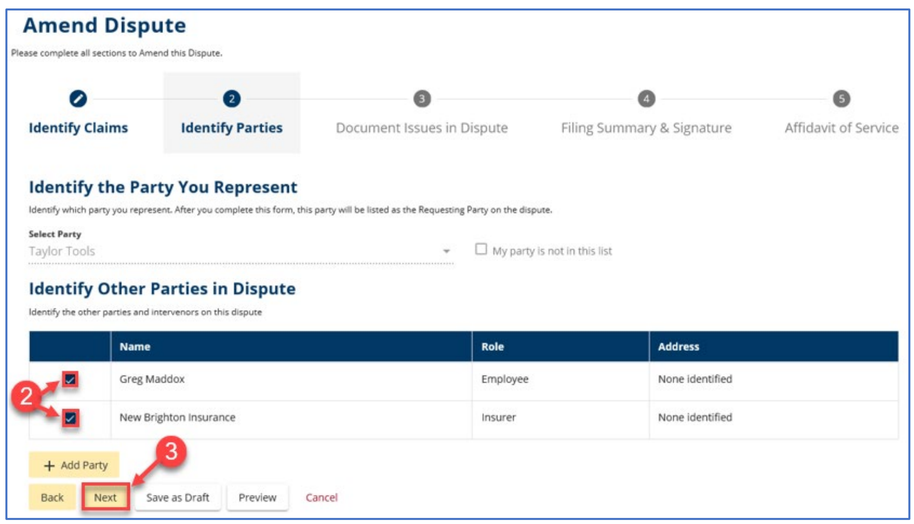
*The webform will open. The claim you navigated from will automatically be linked to the dispute.



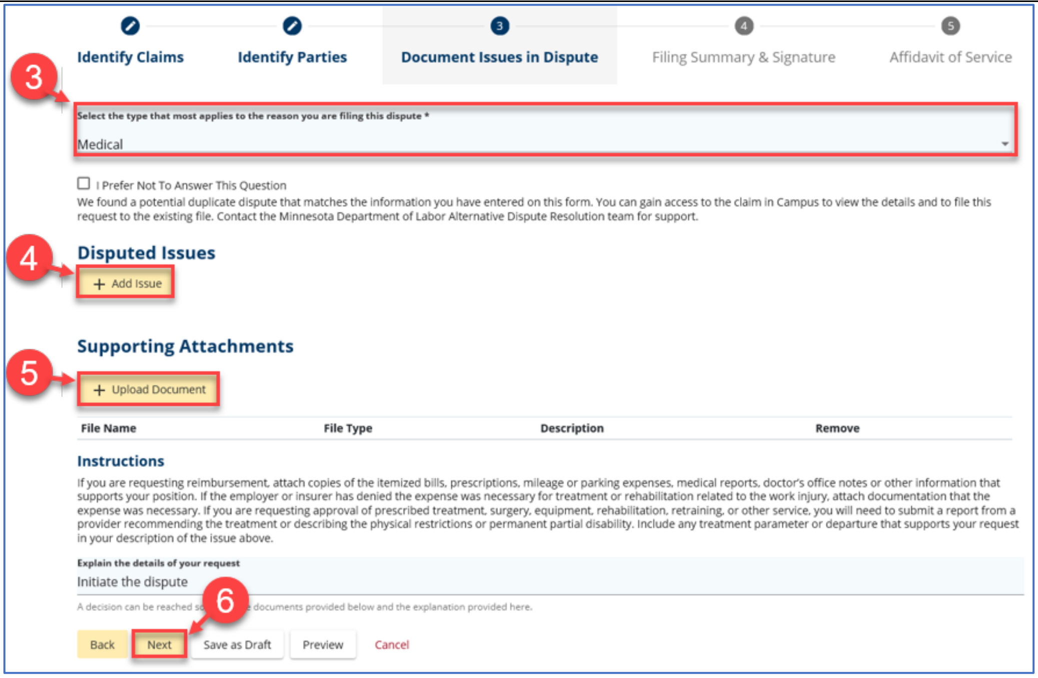
Editing a dispute

Through this process, you can add or remove parties, add or remove issues, and add documents to the dispute. Here are different amendments that can be made.

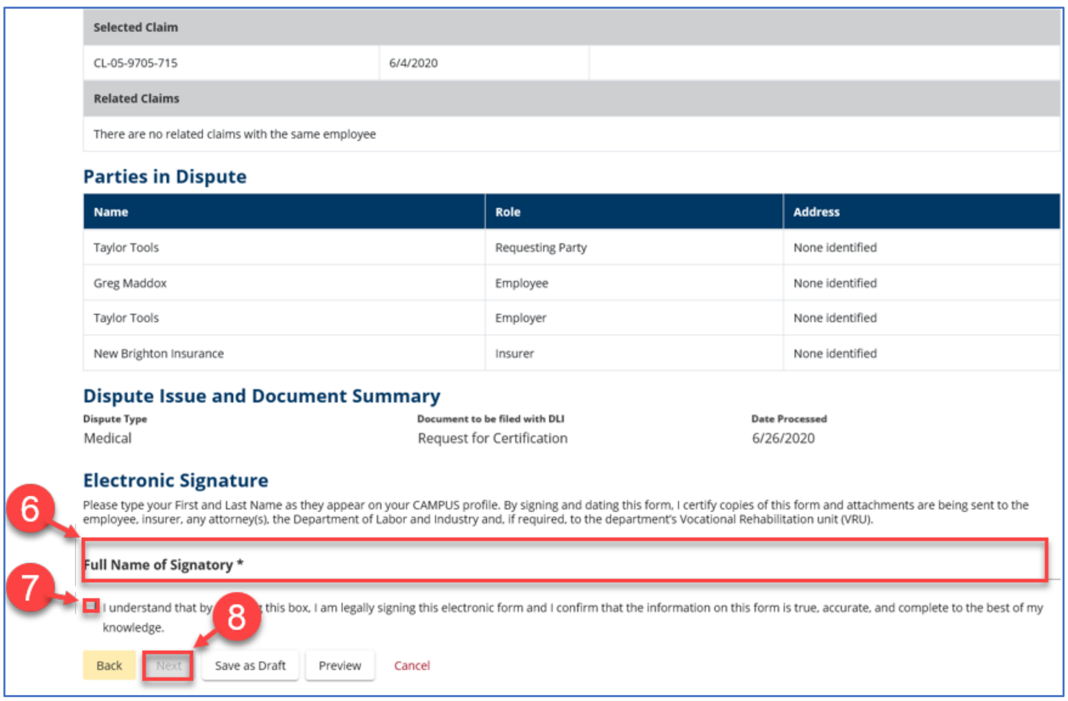
Amending a dispute

1. Select **Amend Dispute** to start the process.	
2. Add or remove any parties to the claim as necessary. 3. Click **Next**.	

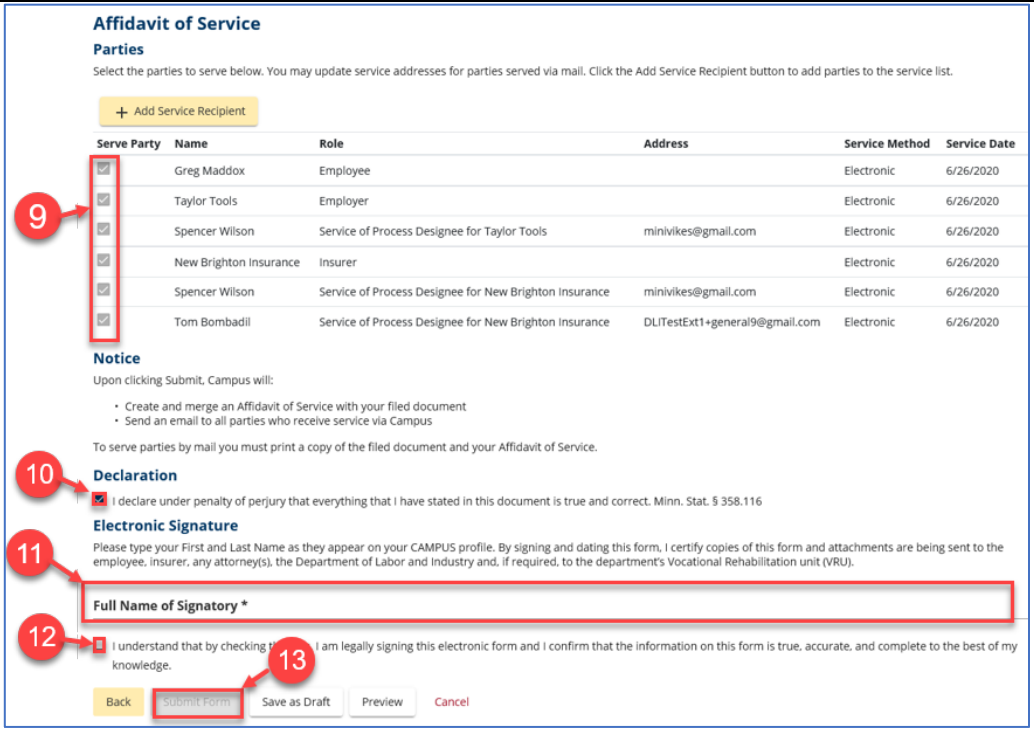
3. [Use of 3 repeated] Change the reason type for filing the dispute.
4. Add **Disputed Issues**.
5. Add **Supporting Attachments**.
6. Click **Next**.



6. [Use of 6 repeated] Provide your full name for the **Electronic Signature**.
7. Check the box.
8. Click **Next**. (The button will highlight after information is provided.)

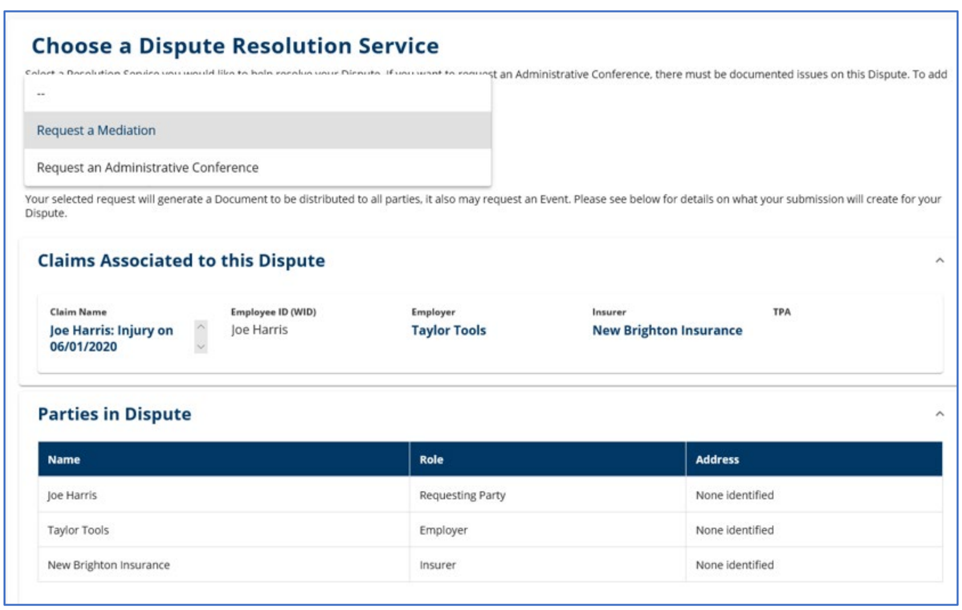


9. Issue the **Affidavit of Service** to required parties.
10. Click **Declaration** box.
11. Provide your full name for the **Electronic Signature**.
12. Check the box.
13. Click **Submit Form**.



Choosing a dispute action

Through this process, you can request a mediation or an administrative conference, or simply request certification of your dispute. Note that to request an administrative conference or certification, there must be at least one issue in dispute.

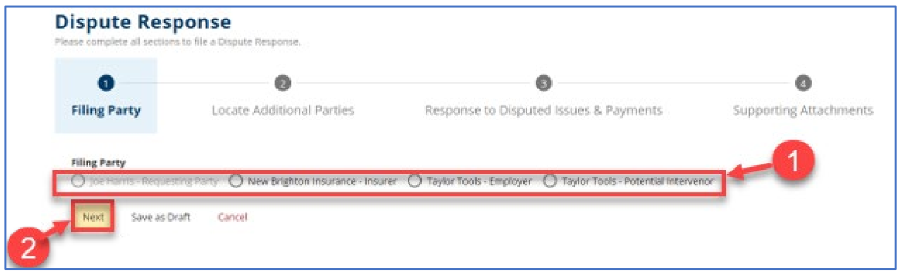


After this is submitted, and only if the user requested a mediation, a poll can be initiated or assigned to someone else to initiate. The poll will be used to see what days and times identified other parties for the event are available. *See the *External scheduling* section for more details about this process.

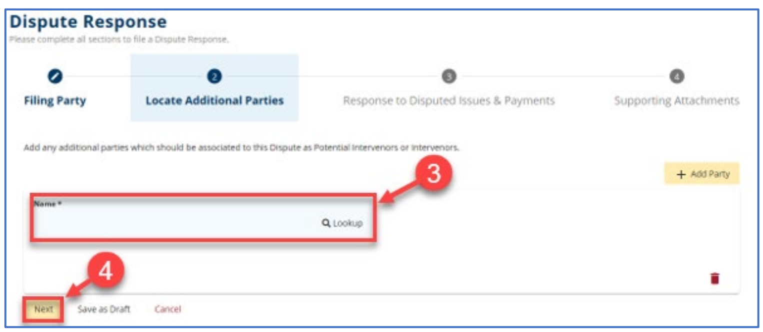
Rehabilitation, medical response

The **Rehab/Medical Response** can only be filed after an RFA has been filed and an administrative conference is scheduled but has not yet taken place. The form cannot be submitted by the user who initiated the dispute.

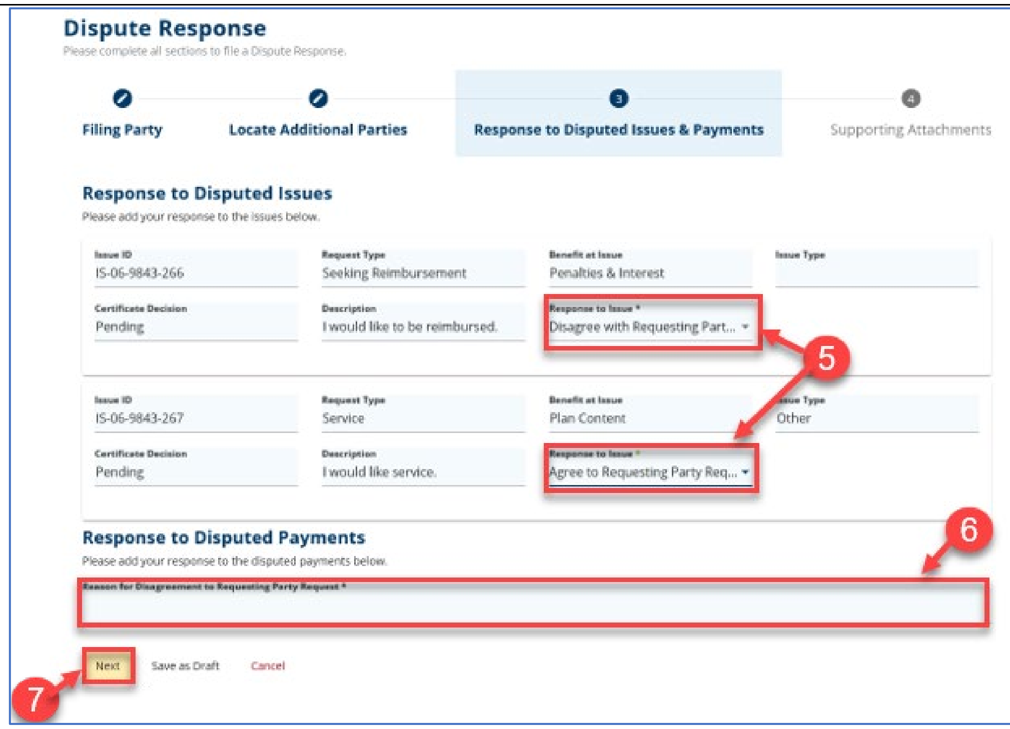
1. Choose the party you represent.
2. Click **Next**.



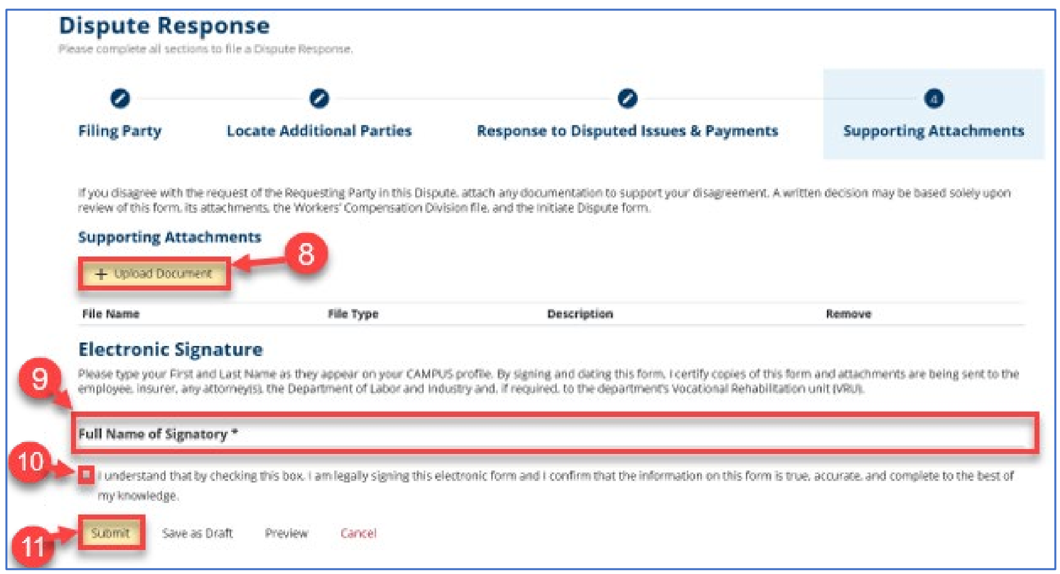
3. Add intervenors or potential intervenors as parties on the dispute.
4. Click **Next**.



5. Address each disputed issue.
6. If you disagree, enter a reason for disagreeing.
7. Click **Next**.



8. Upload any supporting attachments.
9. Sign the webform.
10. Check the box.
11. Click **Submit**.



Other filing

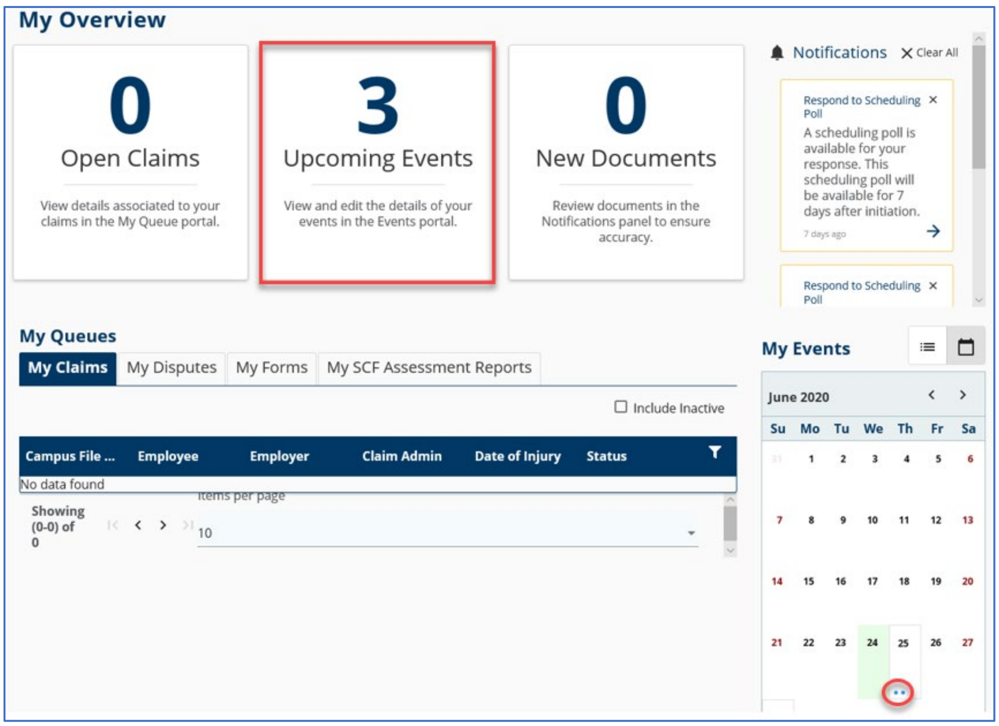
The **Other Filing** option should be chosen when you want to upload a document to the dispute that does not fit any of the filing options. There is no information to fill in other than to upload the necessary documents, provide an **Electronic Signature**, check the required boxes and click **Submit**.

Scheduling

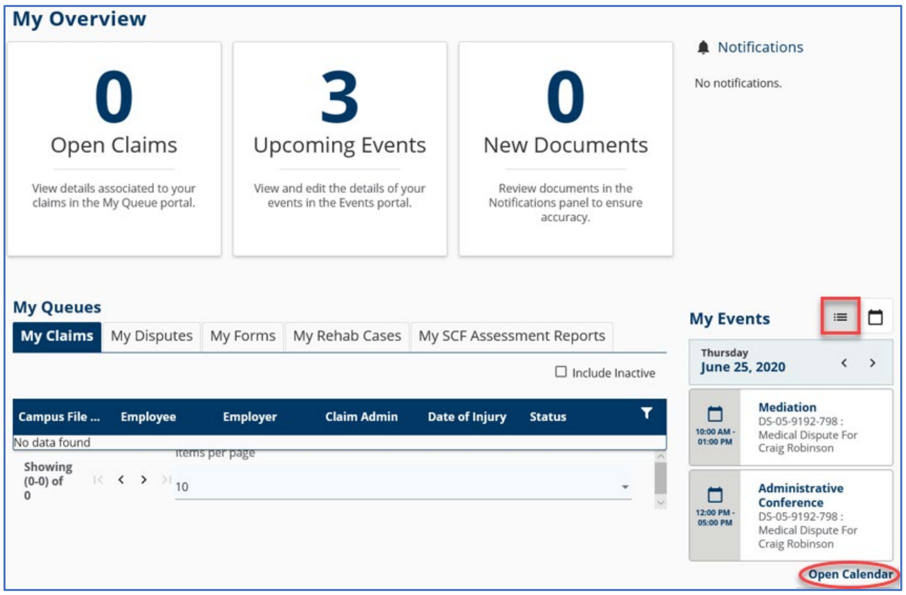
Scheduling an event in Campus

External users will be able to use Campus to organize and request the scheduling of events related to workers' compensation.

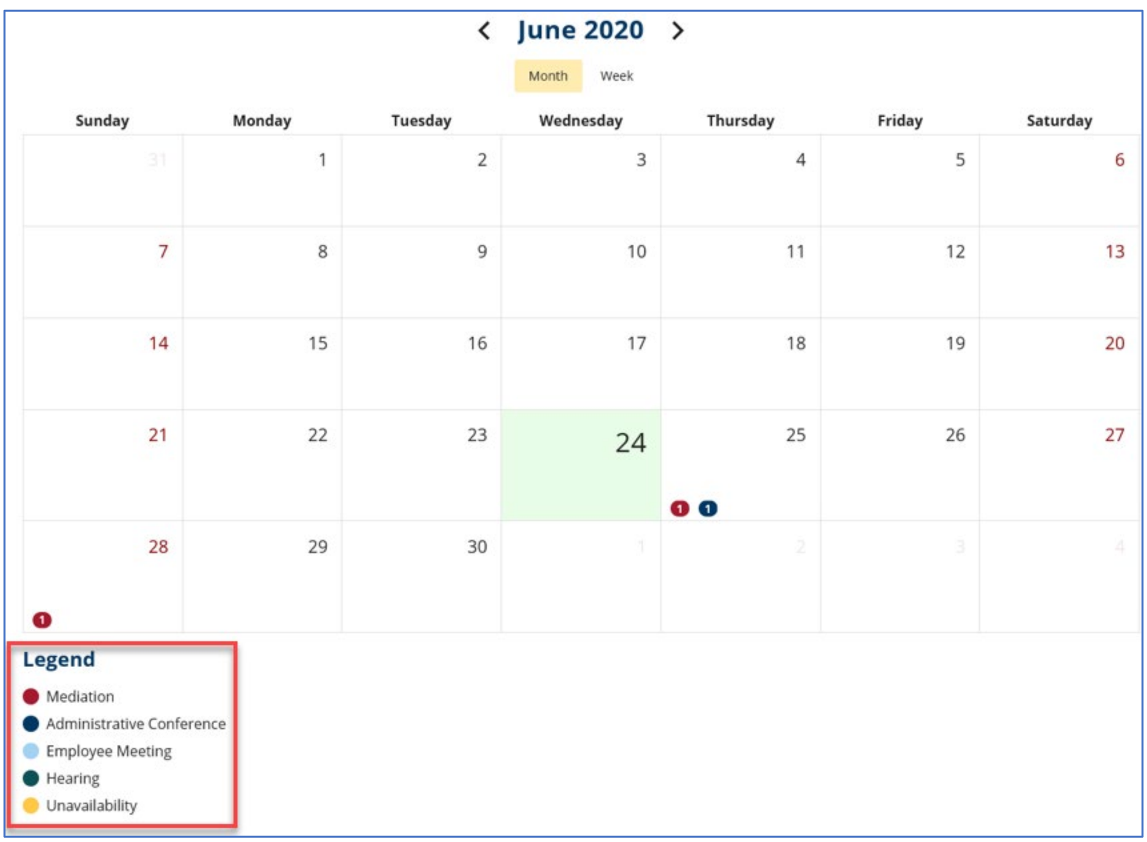
On the dashboard, there is a card that shows how many coming events you have. There is also a calendar in the bottom right that will show a colored dot to indicate you have an event that day.



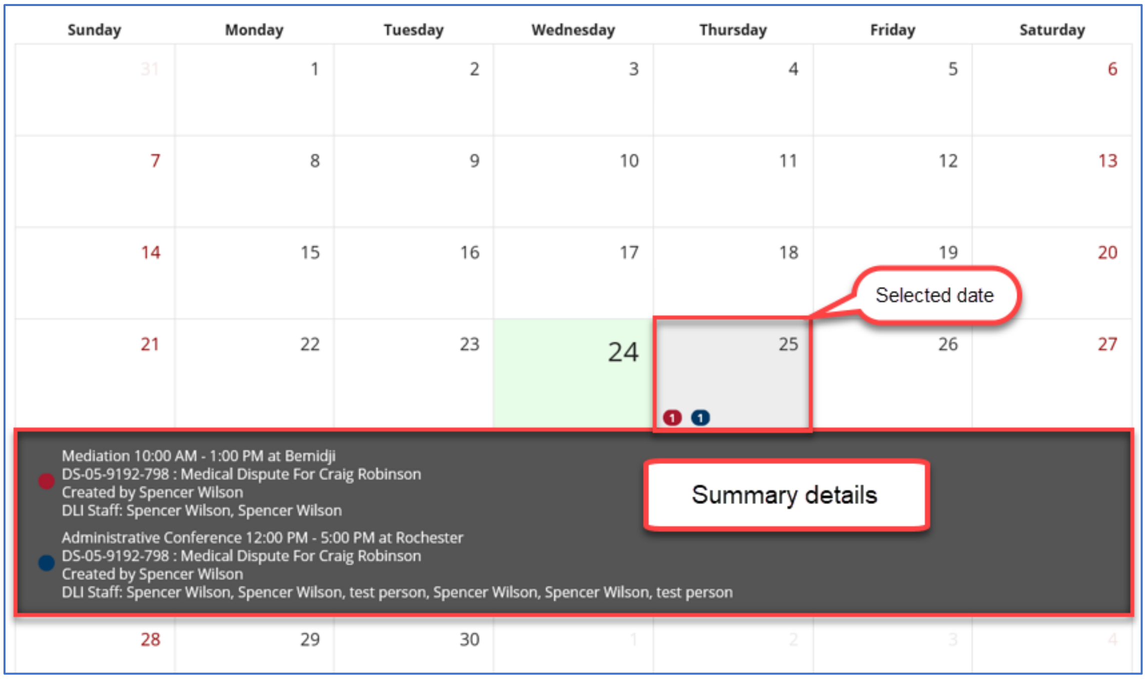
The dashboard calendar can be toggled to a daily view by clicking the list icon (three bulleted items) next to **My Events**. To open the full calendar, click on any day when you are in the calendar view or click the **Open Calendar** link in the bottom right.



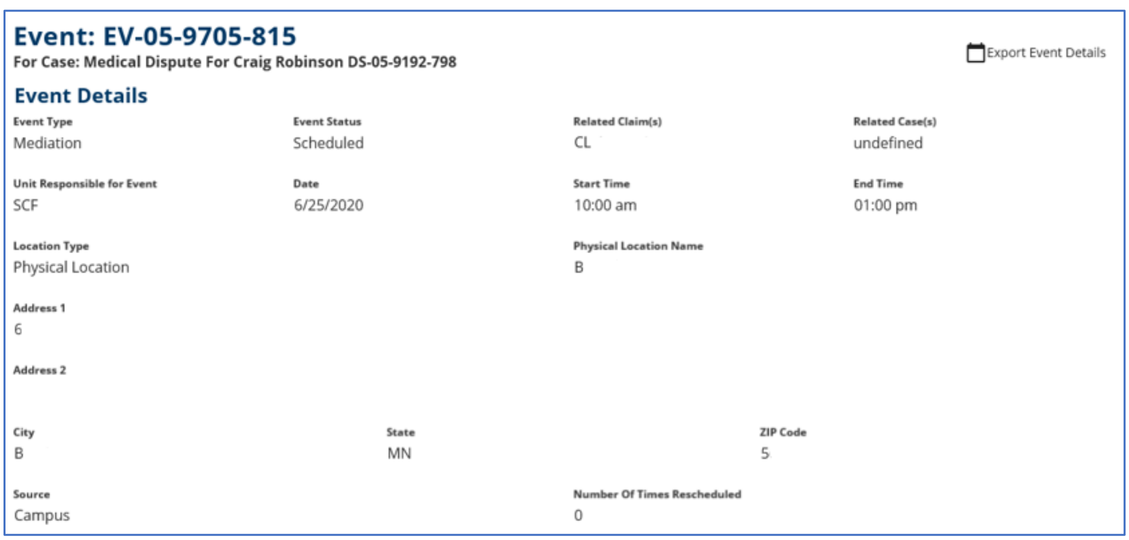
In the opened calendar, there is a legend that shows which types of events are scheduled each day.



External users are only able to view events from the calendar, not schedule them. If you click on a day with an event scheduled, it will show you the summary details of the event.

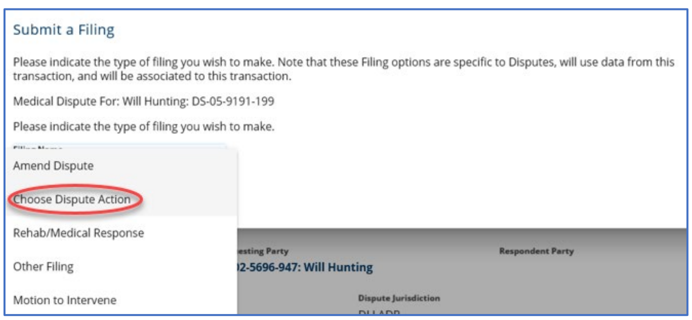


To view more information, click on one of the events to be taken to the event details page, which lists all relevant information for the scheduled event.

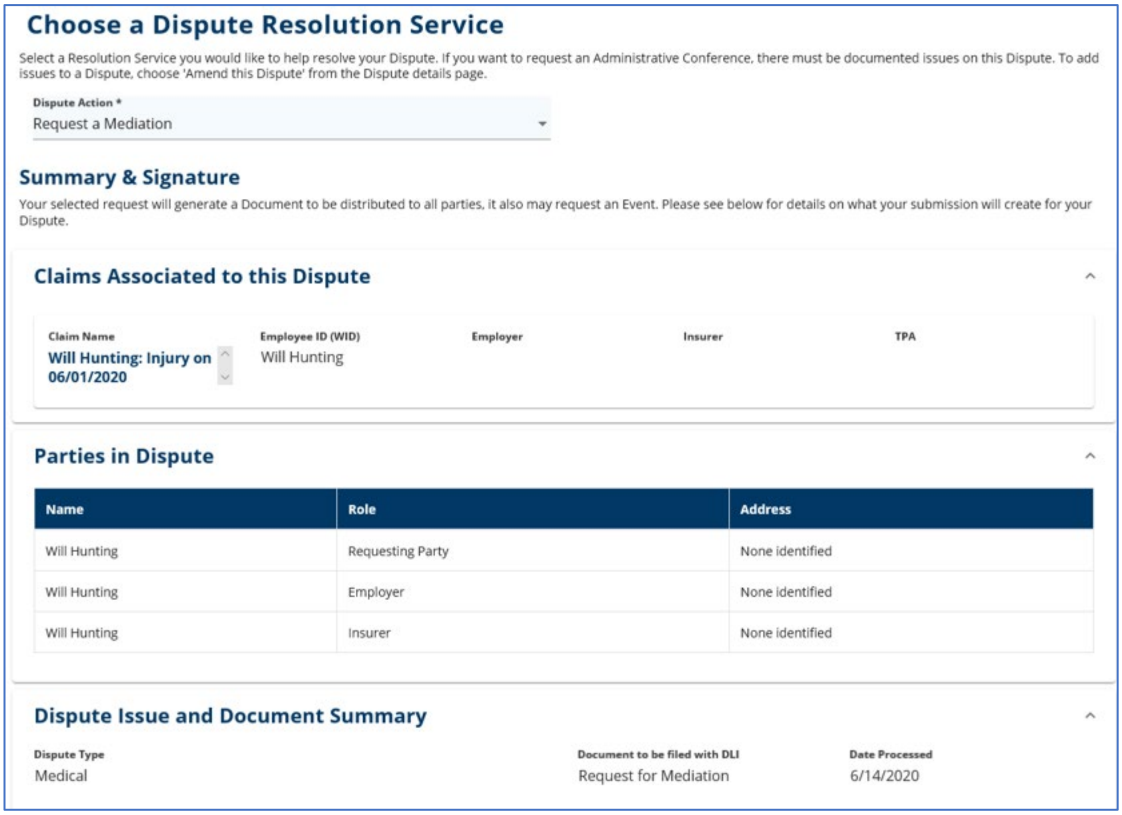


To add an event to a calendar outside of Campus, click the **Export Event Details** button in the top right. This will allow you to download an .ics file, which can be added to most other online calendars, including Microsoft Outlook, Google Calendar and Apple Calendar. **An external user cannot schedule events in Campus**. Events can be requested by the user and a poll can be sent to see what days and times work for people to attend an event. To do this for a dispute, click on the **Dispute ID** on the **My Disputes** queue on the external dashboard. Then, on the **Dispute Details** page, click the **Submit Filing** button in the top right.

The **Submit a Filing** pop-up will display with several filing options. Select **Choose Dispute Action** to request a mediation.



A page will display where you can select the dispute action and attendees.



Choose a Dispute Resolution Service

Select a Resolution Service you would like to help resolve your Dispute. If you want to request an Administrative Conference, there must be documented issues on this Dispute. To add issues to a Dispute, choose 'Amend this Dispute' from the Dispute details page.

Dispute Action *
Request a Mediation

Summary & Signature

Your selected request will generate a Document to be distributed to all parties, it also may request an Event. Please see below for details on what your submission will create for your Dispute.

Claims Associated to this Dispute

Claim Name	Employee ID (WID)	Employer	Insurer	TPA
Will Hunting: Injury on 06/01/2020	Will Hunting			

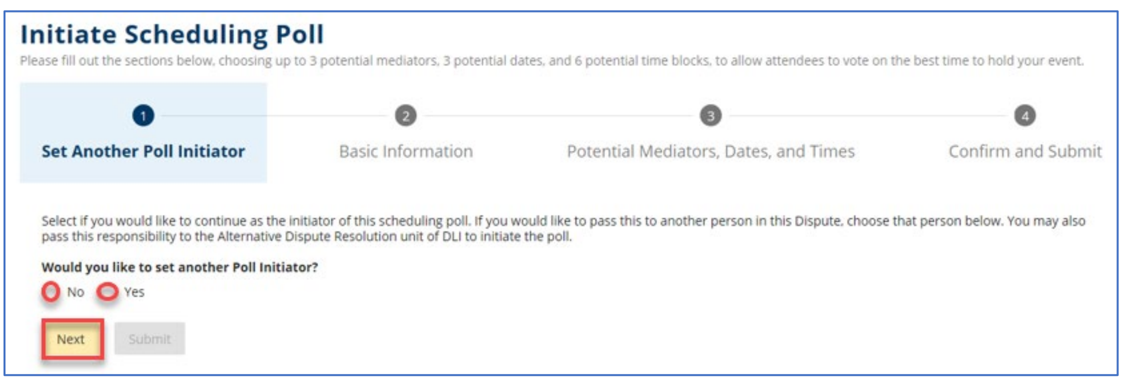
Parties in Dispute

Name	Role	Address
Will Hunting	Requesting Party	None identified
Will Hunting	Employer	None identified
Will Hunting	Insurer	None identified

Dispute Issue and Document Summary

Dispute Type	Document to be filed with DLI	Date Processed
Medical	Request for Mediation	6/14/2020

After submitting a request, a page will display to initiate a poll. If you would like someone else to initiate the poll, choose **Yes**; if you would like to initiate the poll, choose **No**. Then click **Next**.



Initiate Scheduling Poll

Please fill out the sections below, choosing up to 3 potential mediators, 3 potential dates, and 6 potential time blocks, to allow attendees to vote on the best time to hold your event.

1 Set Another Poll Initiator
2 Basic Information
3 Potential Mediators, Dates, and Times
4 Confirm and Submit

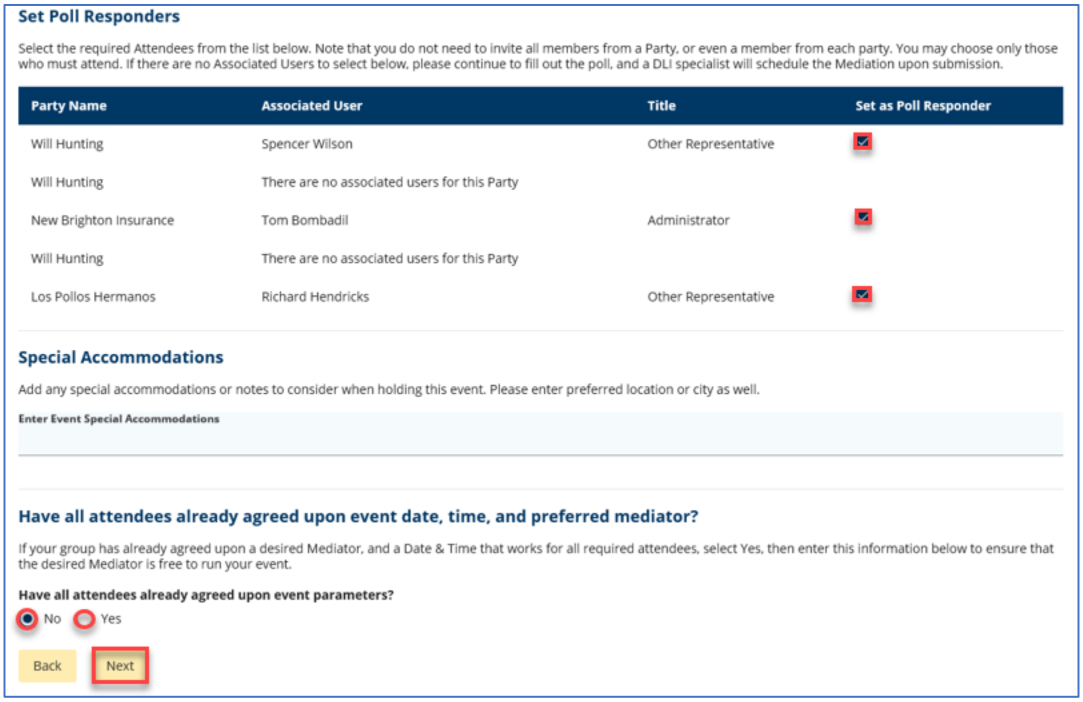
Select if you would like to continue as the initiator of this scheduling poll. If you would like to pass this to another person in this Dispute, choose that person below. You may also pass this responsibility to the Alternative Dispute Resolution unit of DLI to initiate the poll.

Would you like to set another Poll Initiator?

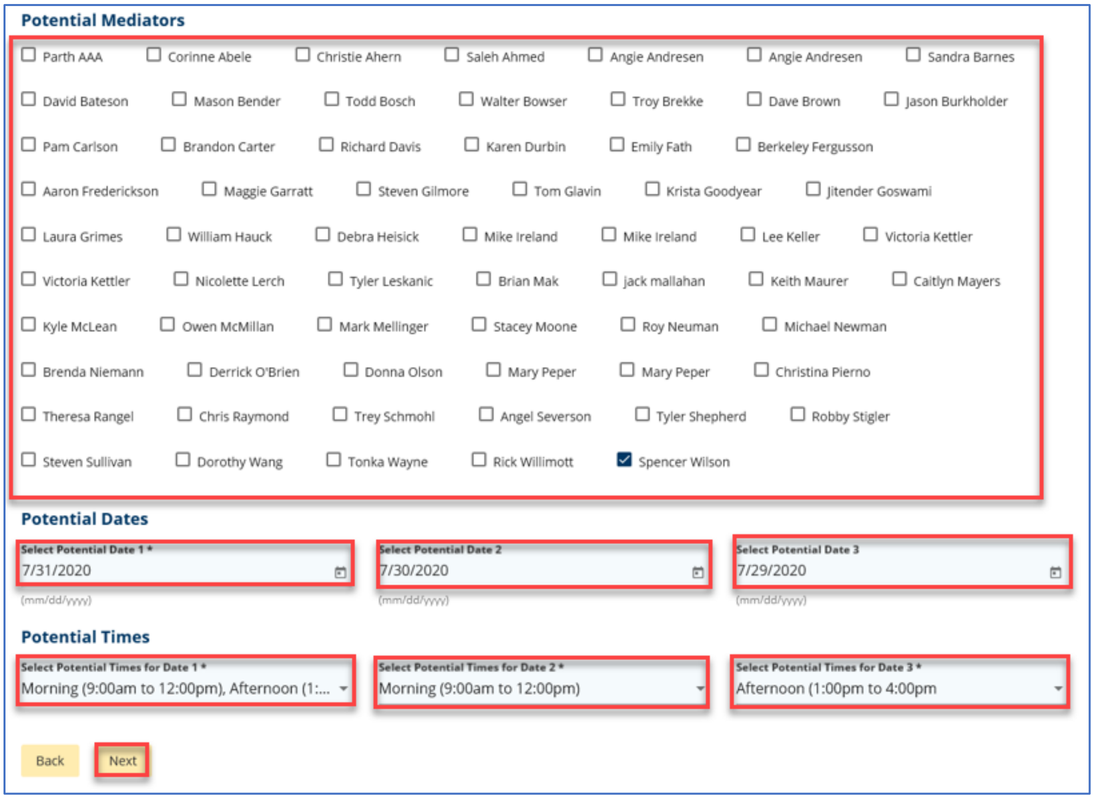
No Yes

Next Submit

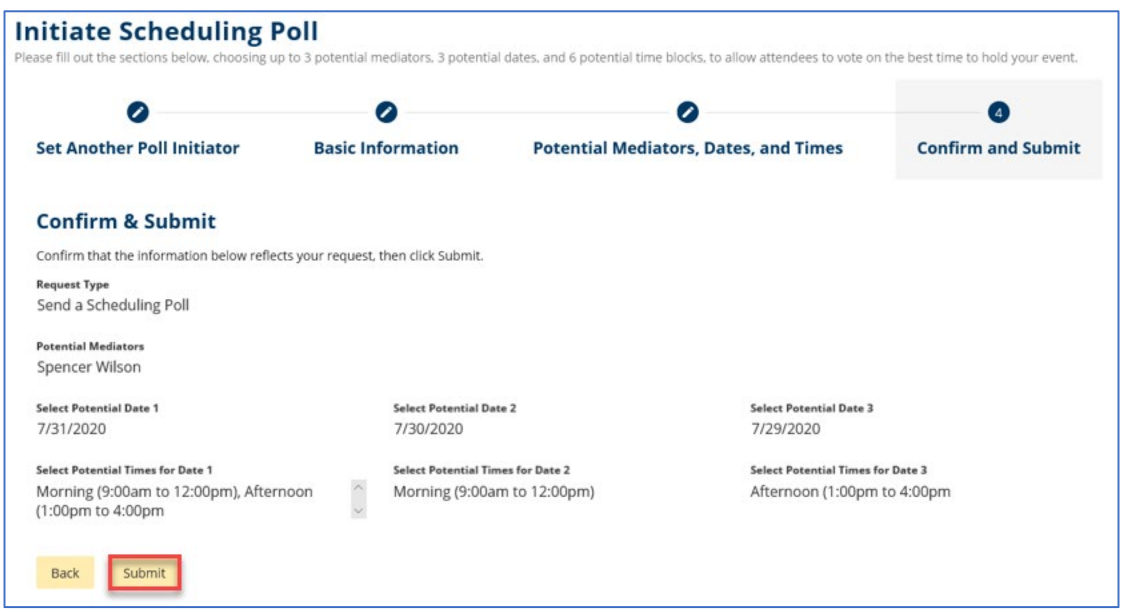
Choose the poll responders and note any special accommodations for the event. If the event time and location has already been agreed to, you can select **Yes** for the final question. If not, select **No**. Click **Next** when finished.



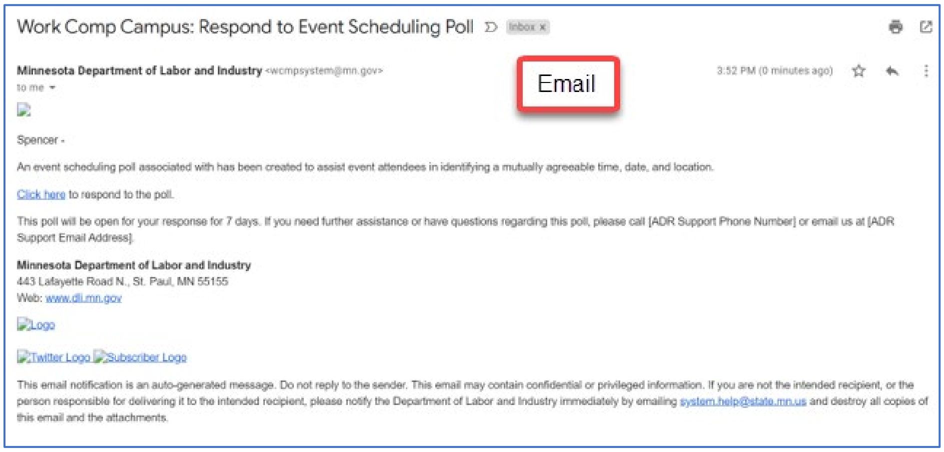
Select up to three potential mediators and up to three potential dates and times. Click **Next** when finished.

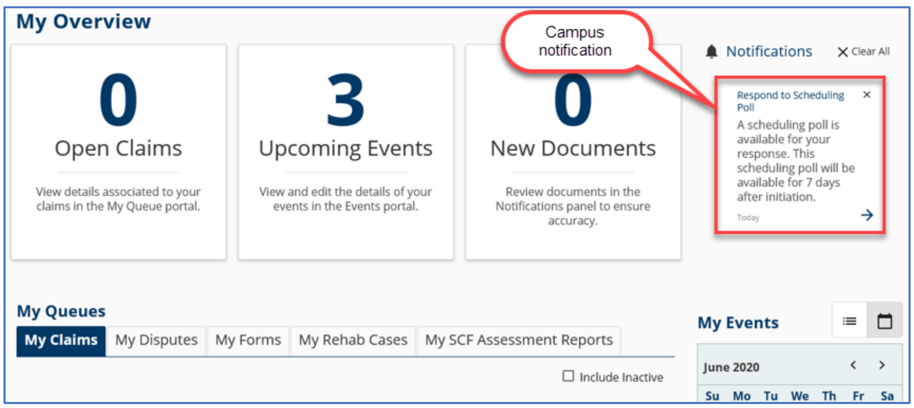


The **Initiate Scheduling Poll** page will display. After confirming the information, click **Submit**.



If you are sent a scheduling poll, you will receive both an email message and a Campus notification.



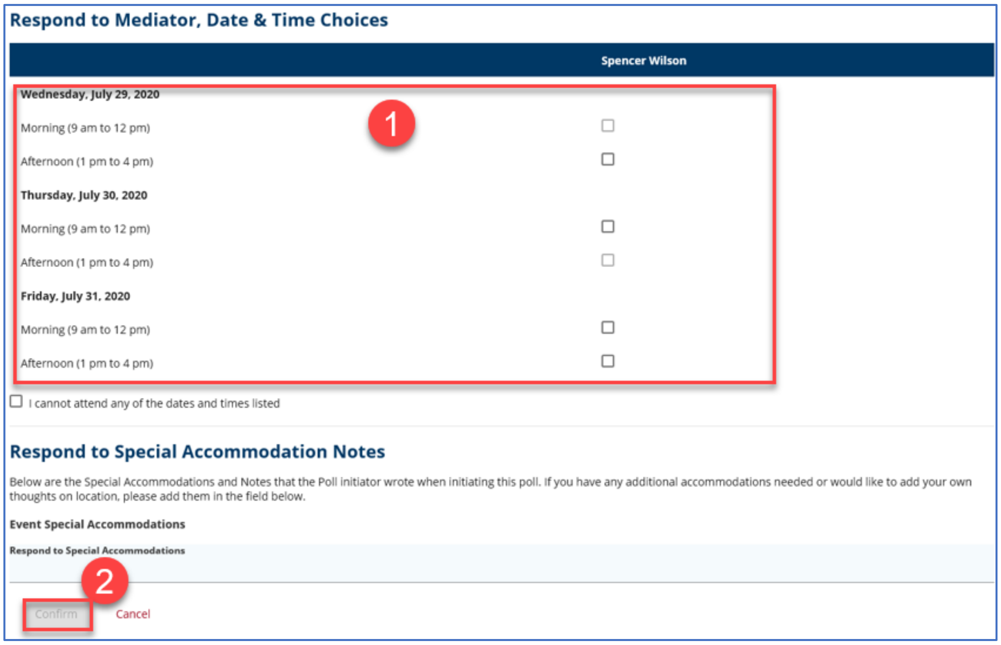


Responding to a poll

1. Select the dates and times in Campus that work for you.
2. Click **Confirm**.

*The **Confirm** button will highlight after the dates and times are selected.

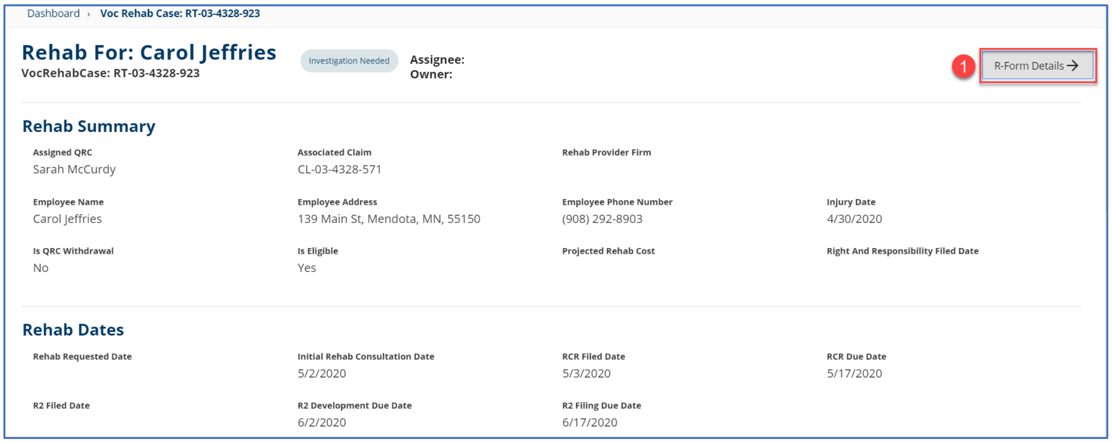
*The **Events Details** page will display.



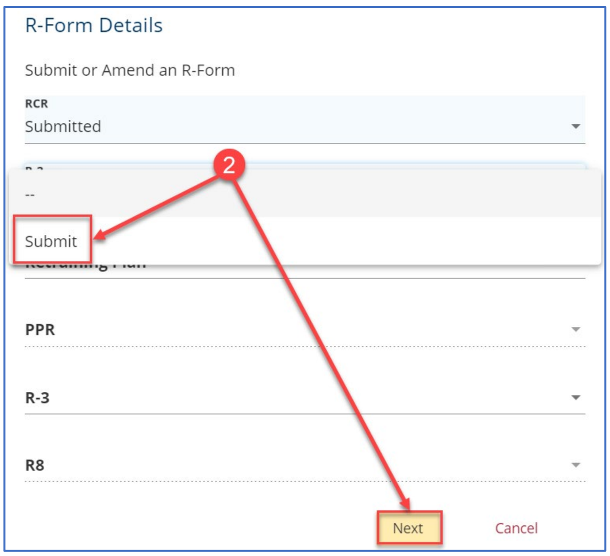
2. [Use of 2 repeated] Click the **Currently Polling** link under **Date**, **Start Time** and **End Time** to view the response to the poll.

PPR submission

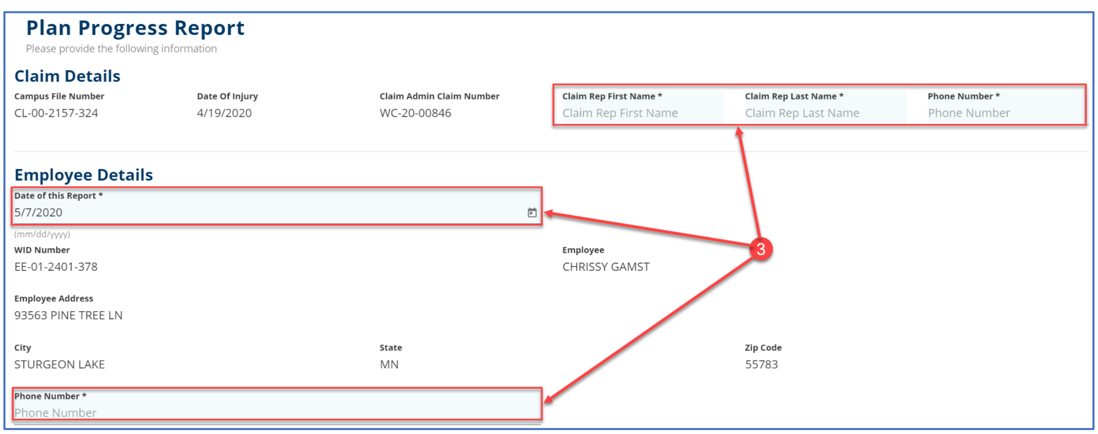
1. On the **Rehab Case Details** page, click on the **R-form Details** button to begin the PPR submission process.



2. A new window allows you to select which type of R-form to submit or amend. Select **PPR**, **Submit** and **Next** to continue.

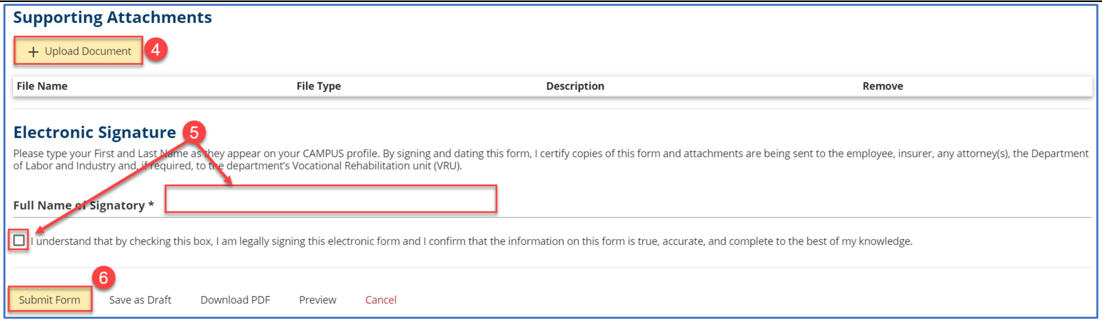


3. The **Plan Progress Report** page opens. You will need to complete all required fields marked with an asterisk (*) for the **Claim Details** and **Employee Details**.



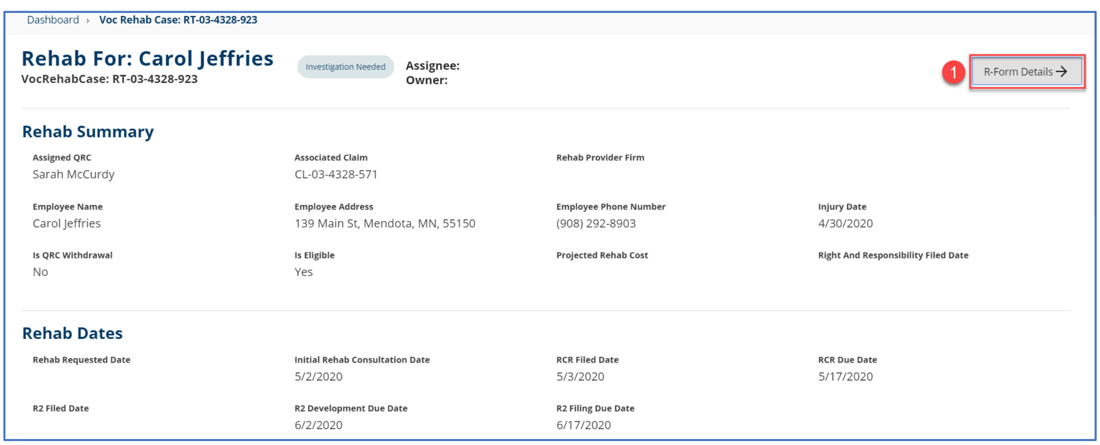
4. Attach any other **Supporting Attachments** to the Plan Progress Report using the **+ Upload Document** button.
5. Enter your first and last names in the **Full Name of Signatory** field and click the checkbox to confirm and legally sign electronically.
6. Click the **Submit Form** button to finalize. You can also use the **Back** button to go back one screen, **Save as Draft** to save a copy to return to, **Download PDF** to download a copy, **Preview** to view on the screen or **Cancel** to exit without saving.

***Save as Draft** forms will appear in your **My Forms** tab on the dashboard and will automatically be removed after 21 days if not updated or submitted.

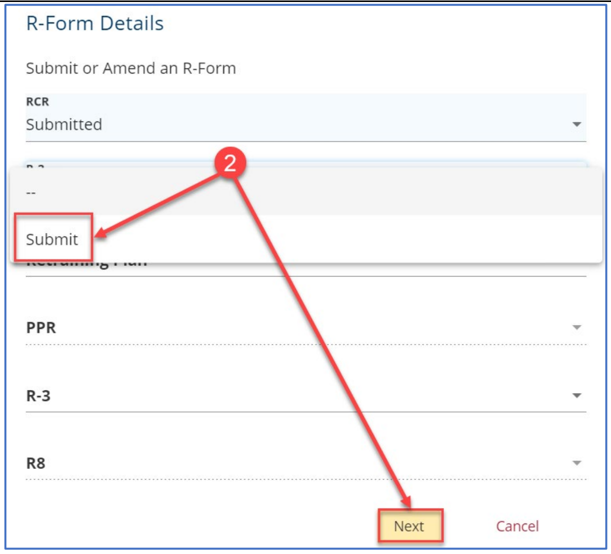


Retraining plan

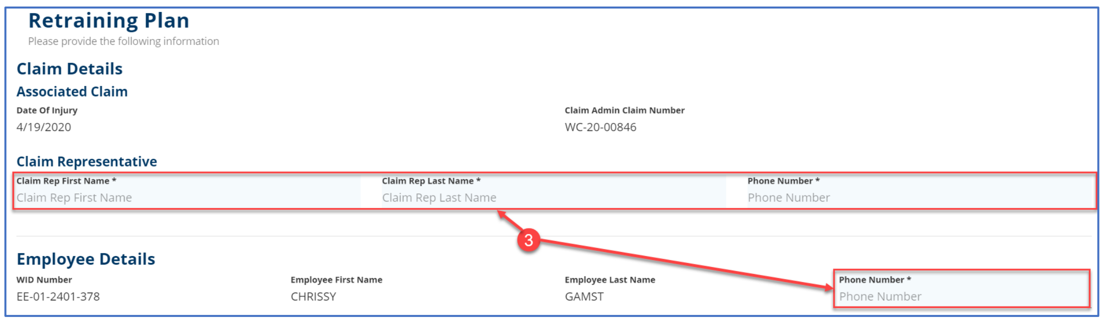
1. On the **Rehab Case Details** page, click on the **R-form Details** button to begin the retraining plan submission process.



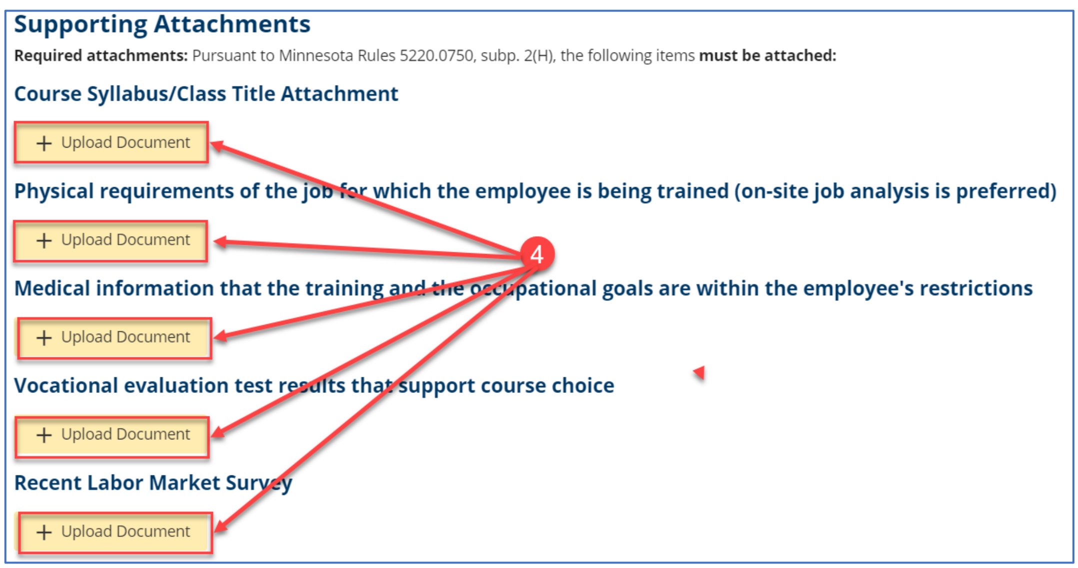
2. A new window allows you to select which type of R-form you wish to submit or amend. Select **Retraining Plan**, **Submit** and **Next** to continue.



3. The **Retraining Plan** page opens. You will need to complete all required fields marked with an asterisk (*) for the **Claim Details** and **Employee Details**.

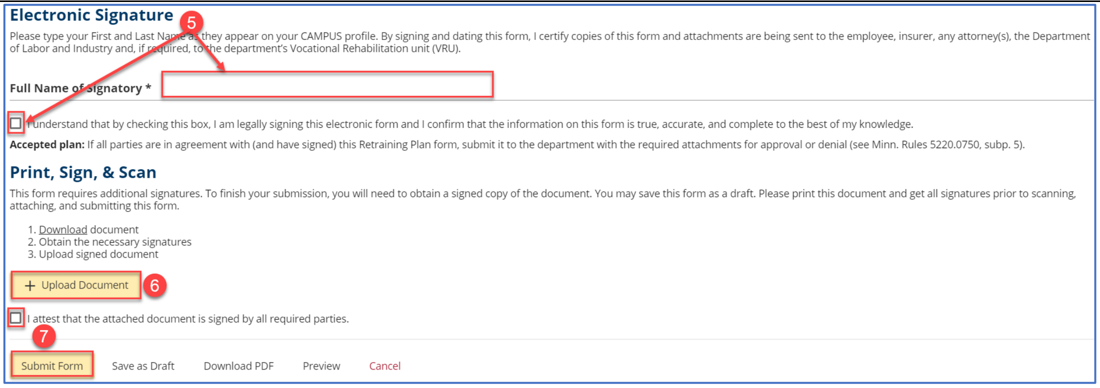


4. Use the **+ Upload Document** button to attach all required items according to Minnesota Rules.



5. Enter your first and last names in the **Full Name of Signatory** field and click the checkbox to confirm and legally sign electronically.
6. You will need to **Print, Sign and Scan** the form because it requires additional signatures. After you have the signed form scanned electronically, use the **+ Upload Document** button to upload to Campus.
7. Finally, click the checkbox to attest the document has been signed by all parties and click the **Submit Form** button. You can also use the **Back** button to go back one screen, **Save as Draft** to save a copy to return to, **Download PDF** to download a copy, **Preview** to view on the screen or **Cancel** to exit without saving.

***Save as Draft** forms will appear in your **My Forms** tab on the dashboard and will automatically be removed after 21 days if not updated or submitted.



WCCA cases

The Workers' Compensation Court of Appeals (WCCA) has statewide authority to review workers' compensation cases ruled or decided upon by judges within the Office of Administrative Hearings (OAH).The mission of WCCA is to provide high quality and consistent decisions in a timely manner to ensure efficient, expeditious delivery of workers' compensation benefits to injured workers at a reasonable cost to employers.

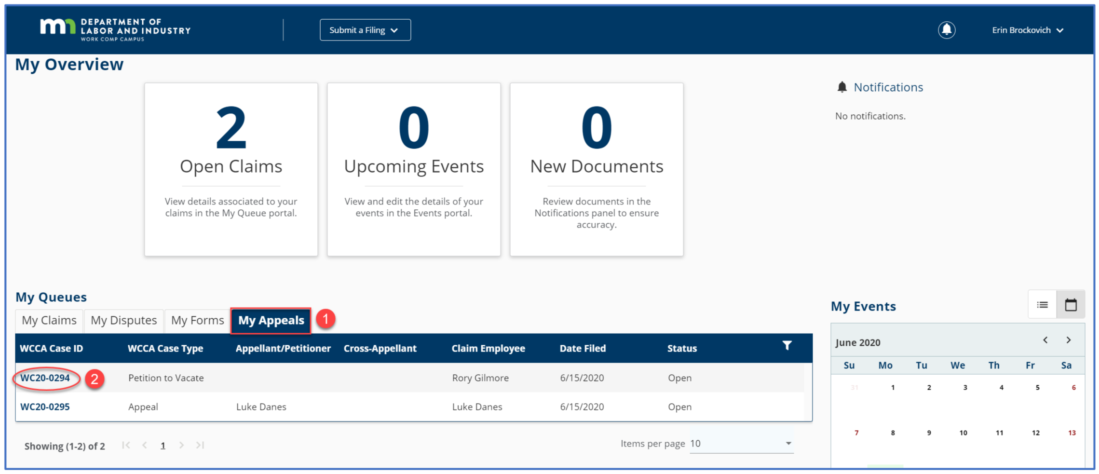
There are two type of WCCA cases – appeals and petitions to vacate – but both are contained on the same page in Campus.

WCCA case details page

When you are logged into Campus, you can view a WCCA case that you are involved with.

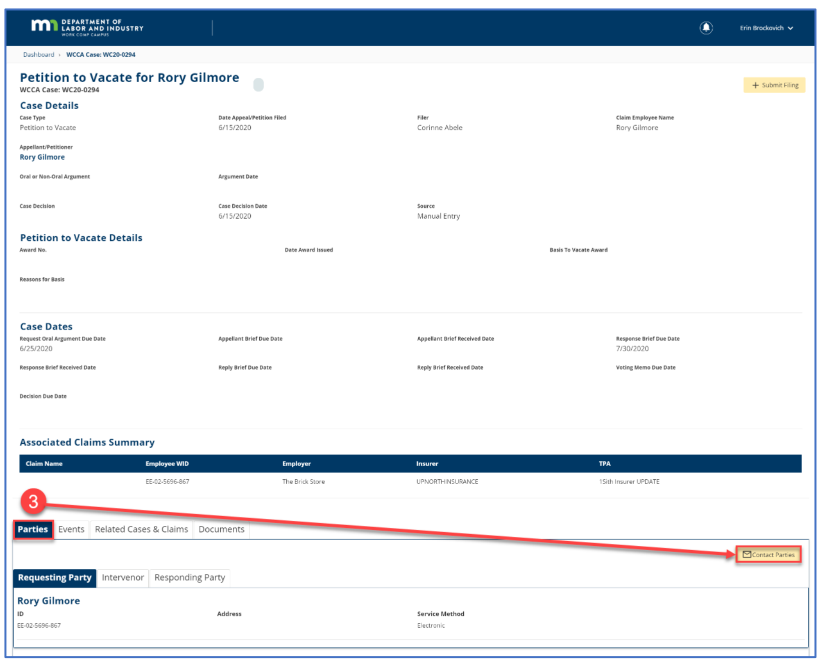
1. Click on the **My Appeals** tab on the dashboard to view your appeals or petition to vacate cases.
2. Click the **WCCA Case ID** hyperlink to view the WCCA case details page.

*WCCA cases have ID numbers that are shorter than others in Campus. They follow a different ID convention than every other transaction in Campus. This is to help integrate with other statewide systems.

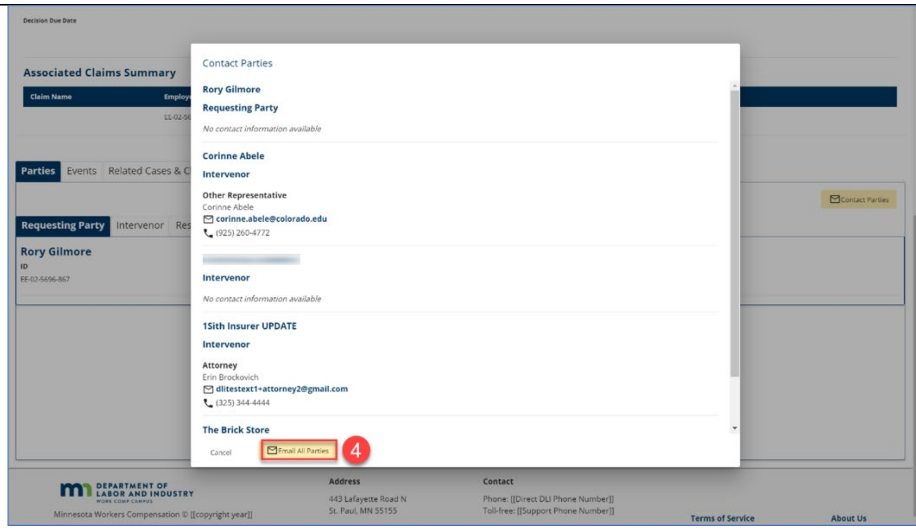


*This details page shows the **Petition to Vacate**.

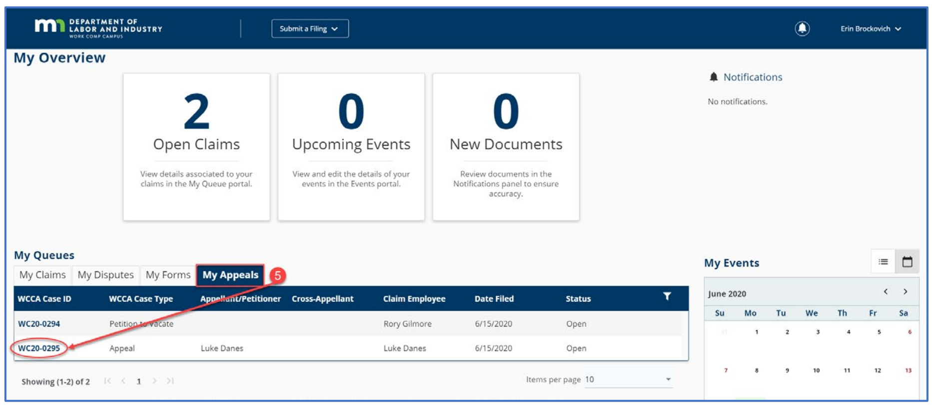
3. Select the **Parties** tab and click on the **Contact Parties** button to email selected contacts.



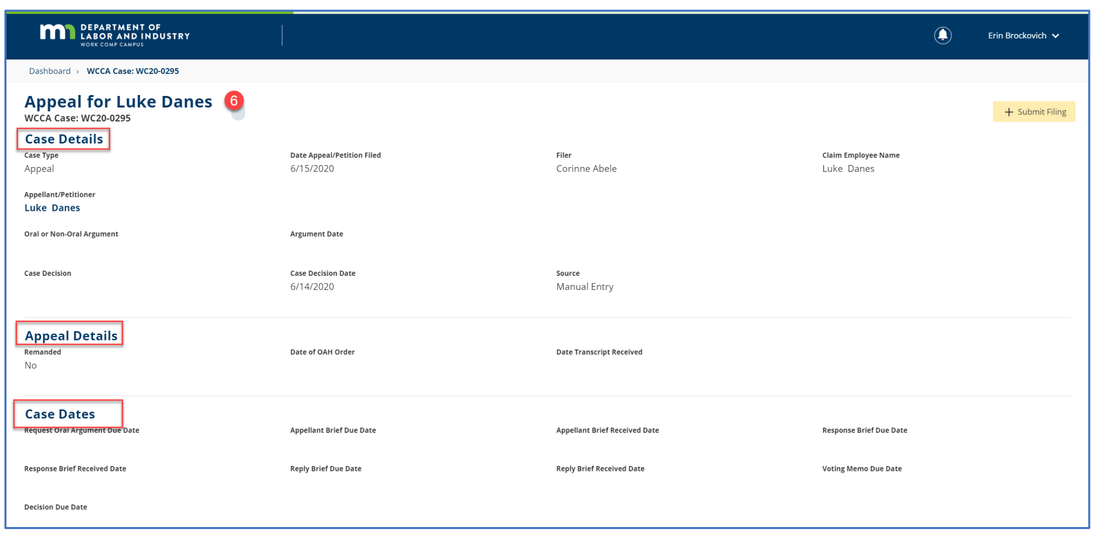
4. Click the **Email All Parties** button to email the parties listed on the WCCA case.



5. If you return to the **My Appeals** tab, you can click on the **WCCA Case ID** for Luke Danes (in this example), to see the appeals details page.



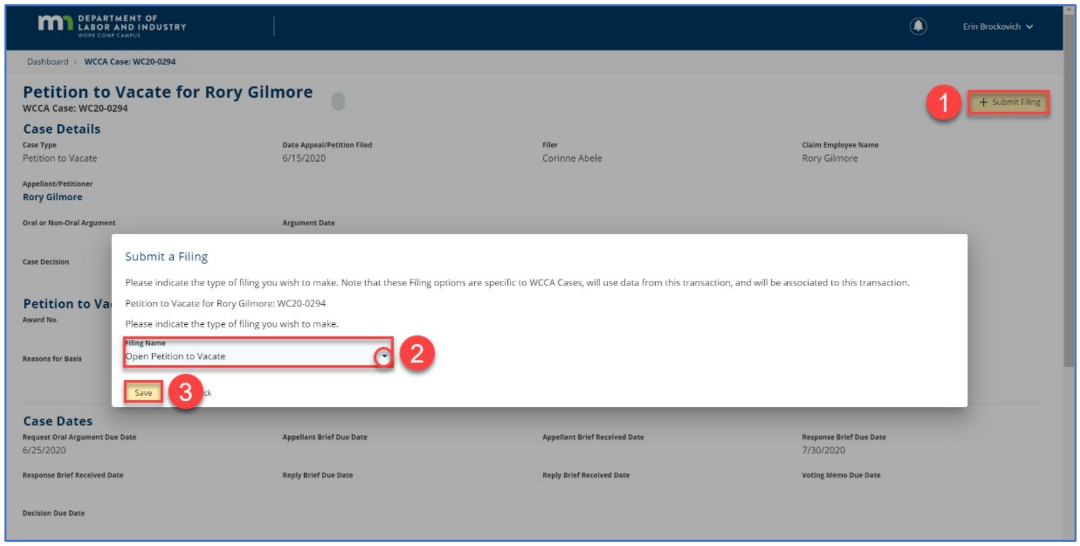
6. The appeals details page shows the **Case Details**, **Appeal Details** and **Case Dates**.



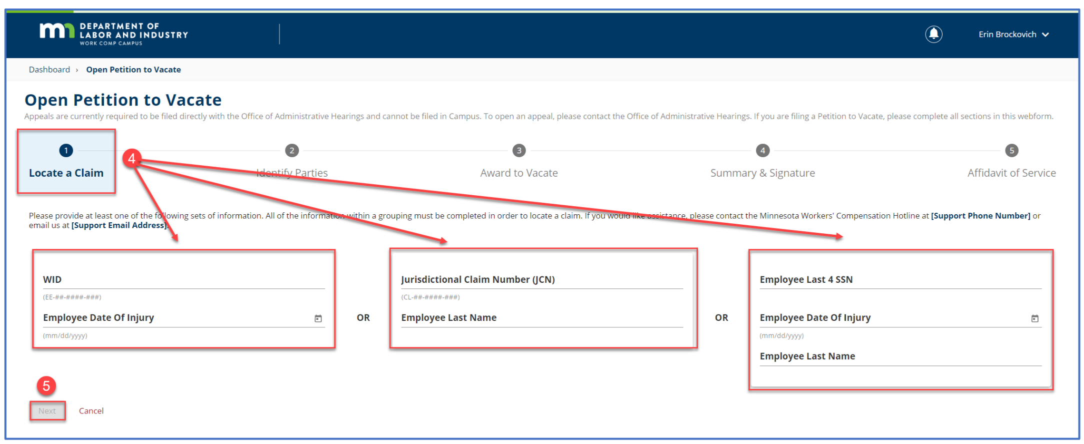
Petition to vacate webform

Within the WCCA case details page is the option to submit a filing. You can choose to open a petition to vacate a case or submit an other filing.

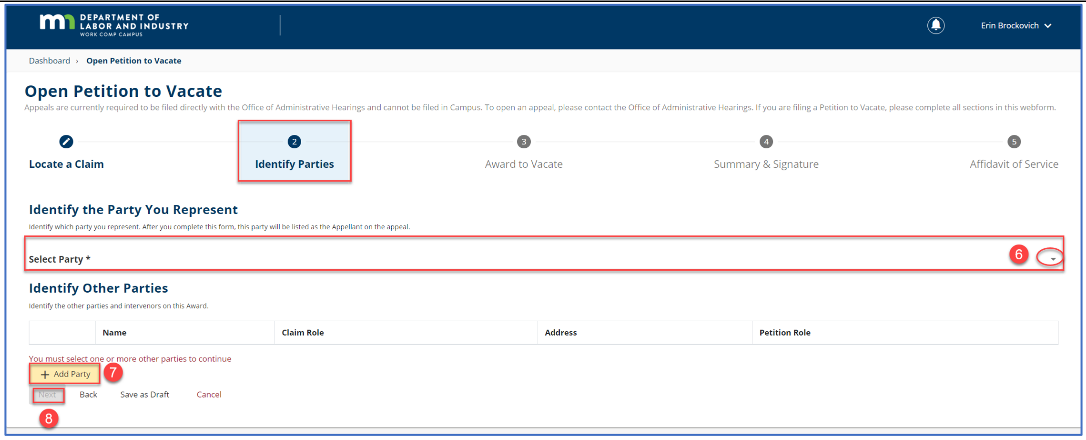
1. Click the **+ Submit Filing** button on the top right of the page.
2. Select **Open Petition to Vacate** from the drop-down menu.
3. Click the **Save** button to continue and access the open petition to vacate webform.



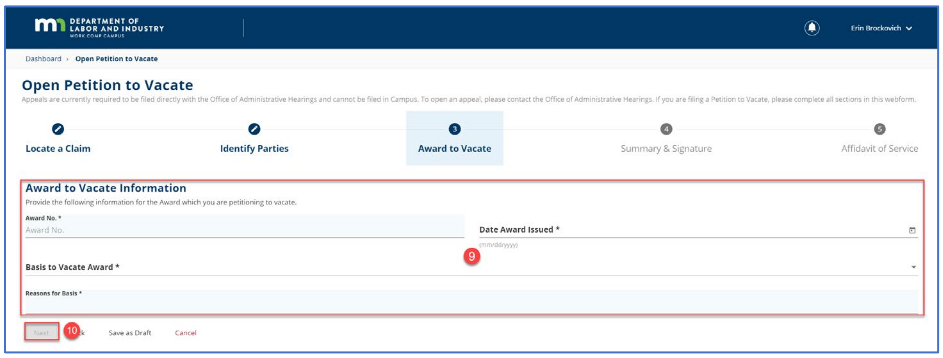
4. The first step of the webform is to **Locate a Claim**. Enter any known information about the claim.
5. Click **Next** to continue.



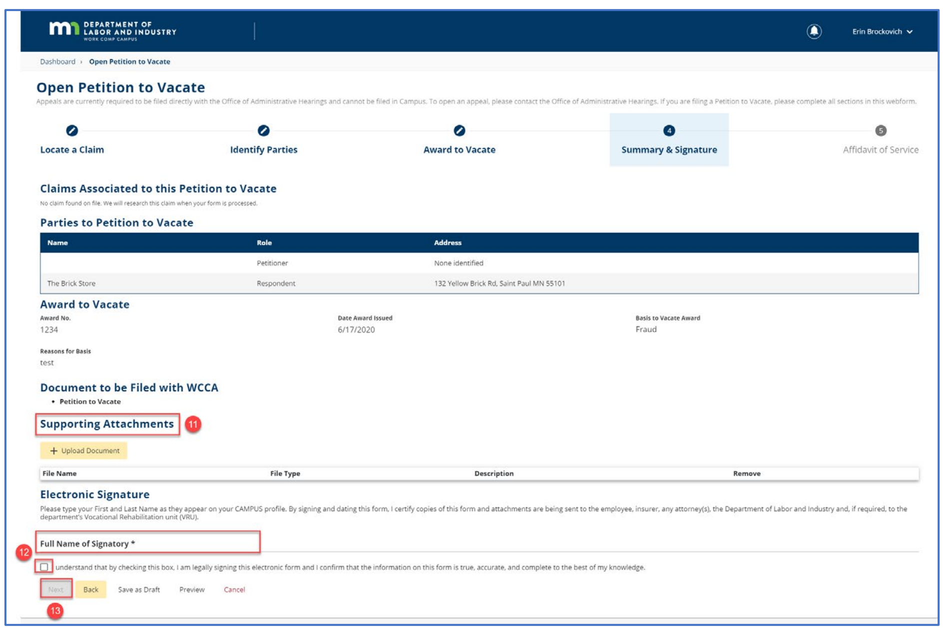
6. Next, fill in the information to **Identify Parties** on the claim you represent.
7. You can also click the **+ Add Party** button if a contact is not listed.
8. Click **Next** to continue.



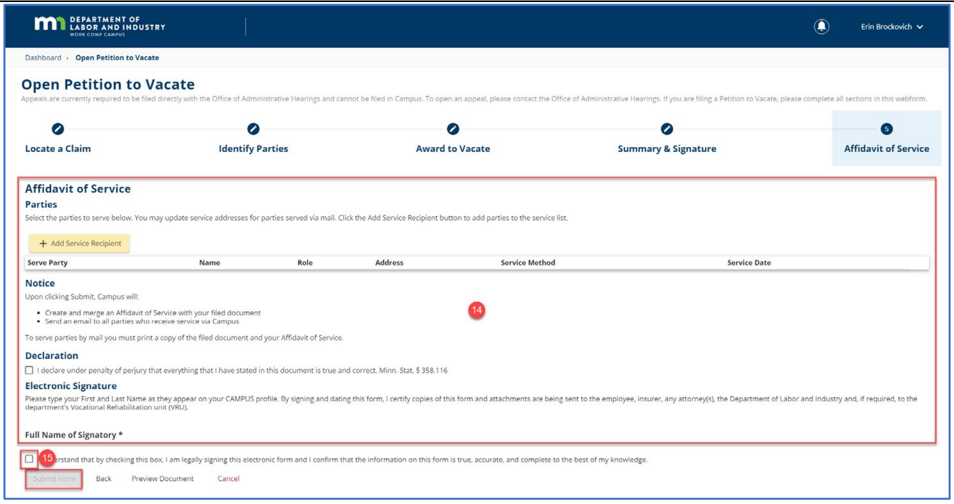
9. Add the **Award to Vacate** information marked with an asterisk (*****).
10. Click **Next** to continue.



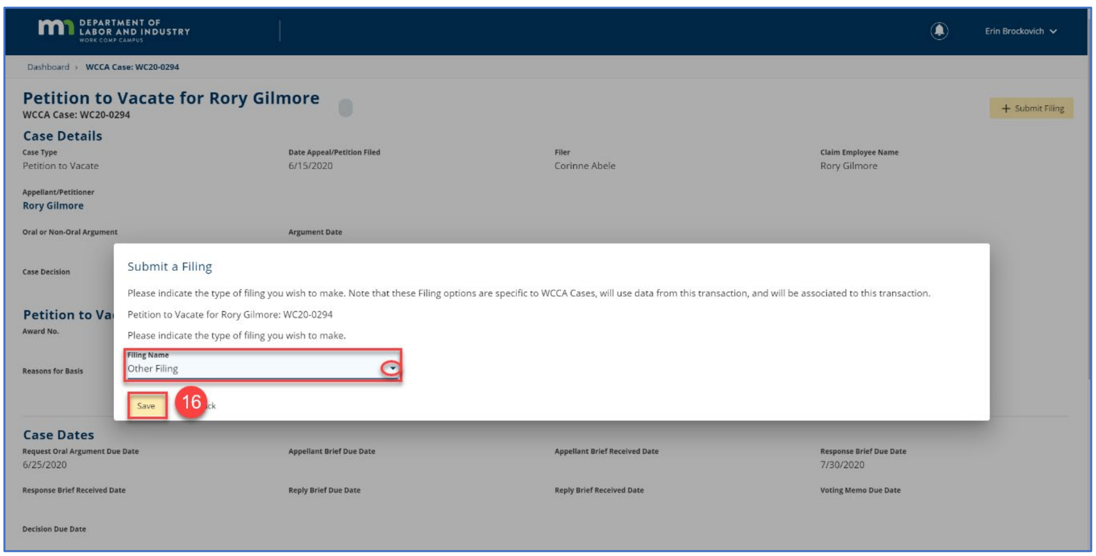
11. Add additional **Supporting Attachments**, if needed.
12. Add your **Electronic Signature** and click the checkbox to confirm accuracy.
13. Click **Next** to continue.



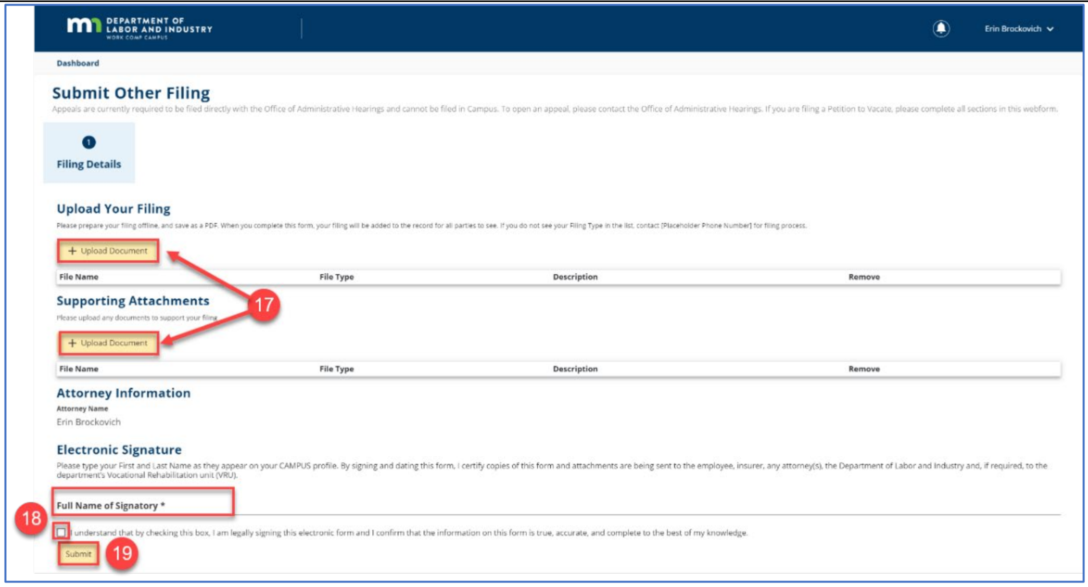
14. Add the **Affidavit of Service** information.
15. Click the checkbox to confirm the information and the **Submit Form** button to complete the steps.



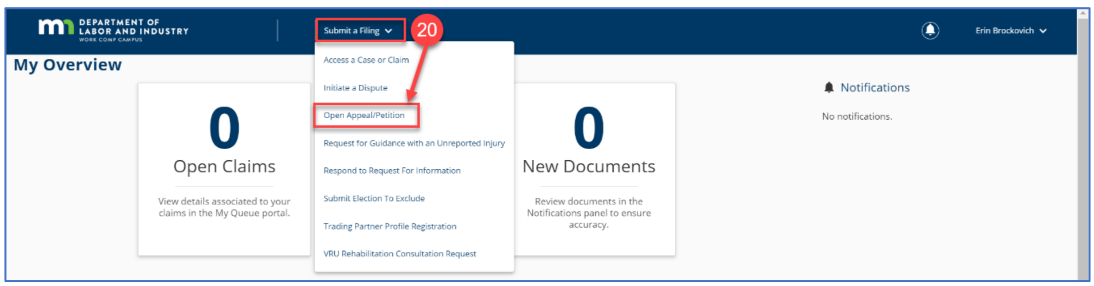
16. If you choose **Other Filing** and click the **Save** button, the **Submit Other Filing** webform opens.



17. Use the **+ Upload Document** button to upload a document to submit as a filing and add **Supporting Attachments** to the parent document.
18. Enter your full name as your **Electronic Signature** and click the checkbox to confirm.
19. Click the **Submit** button to finalize.



20. On the dashboard, you can also open the webform by selecting **Submit a Filing** at the top of the screen and choosing **Open Appeal/petition** from the drop-down menu.

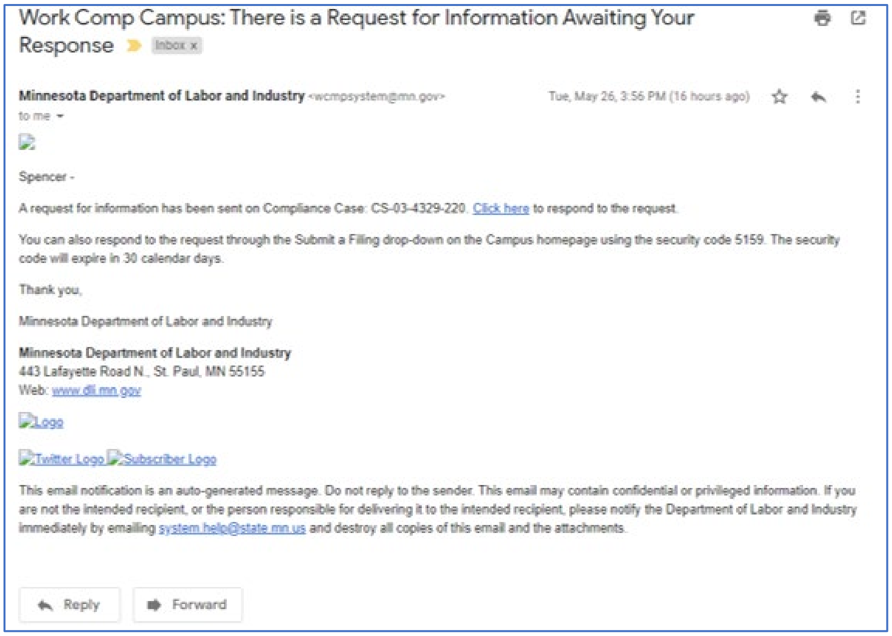


Request for information

“Request for information” covers a broad number of topics, but is used by DLI to formalize the process when it requires information or documentation from any individual or entity who is a part of the workers’ compensation ecosystem.

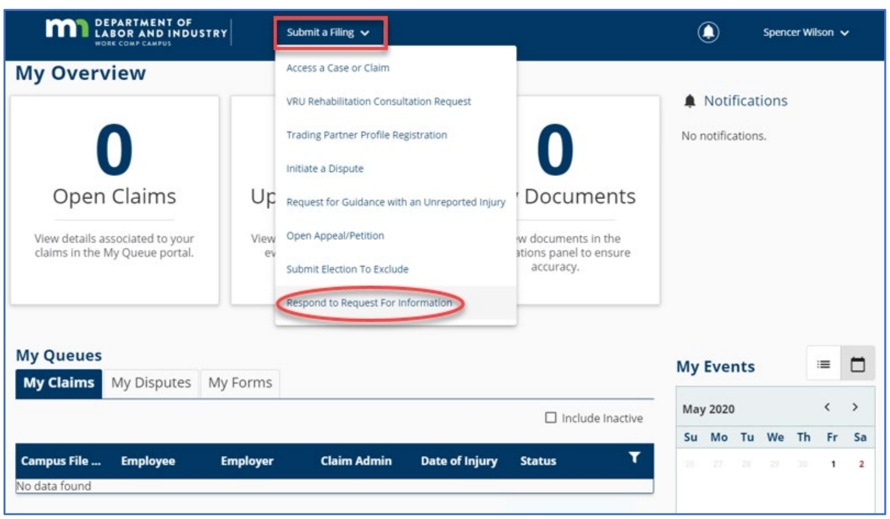
Requesting information by email or webform

When an internal user sends a request for information to an external user, they will receive an email message with instructions about how to respond, as well as the number of days they are expected to respond within.

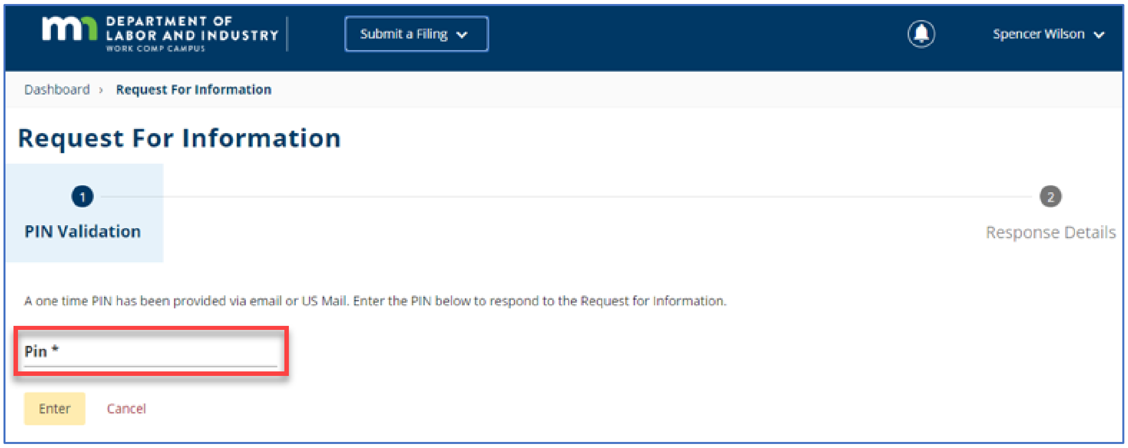


Navigation to the response is possible in two ways:

1. do not navigate from the email link and use the PIN, which was sent in the email message; or
2. navigate via the **Submit a Filing** drop-down menu in the dashboard (see screenshot below).



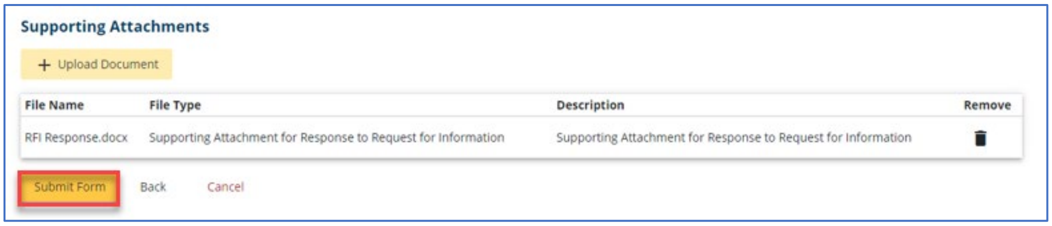
This will prompt you to enter a PIN, which will link responses to the correct request for information.



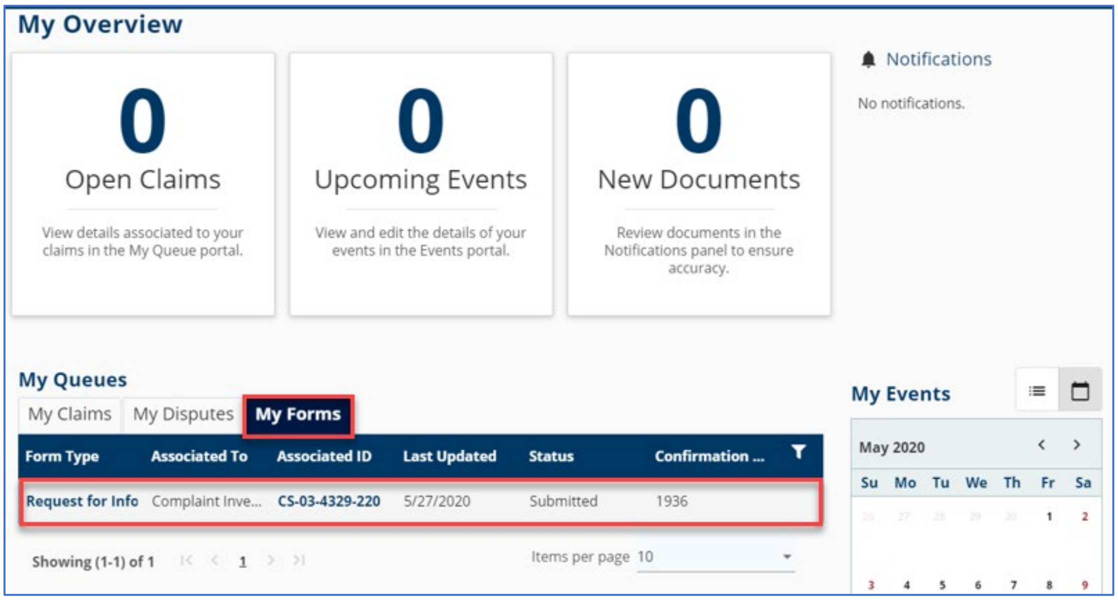
Clicking the link in the email message, will not require you to enter a PIN. The login page will display and, from there, the user will go directly to the webform submission. (If you are already logged into Campus, the webform will display.)

There are two buttons on the next page: **Download** and **View Document**. The **Download** button allows the download of the actual request for information; the **View Document** button 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 on their dashboard.

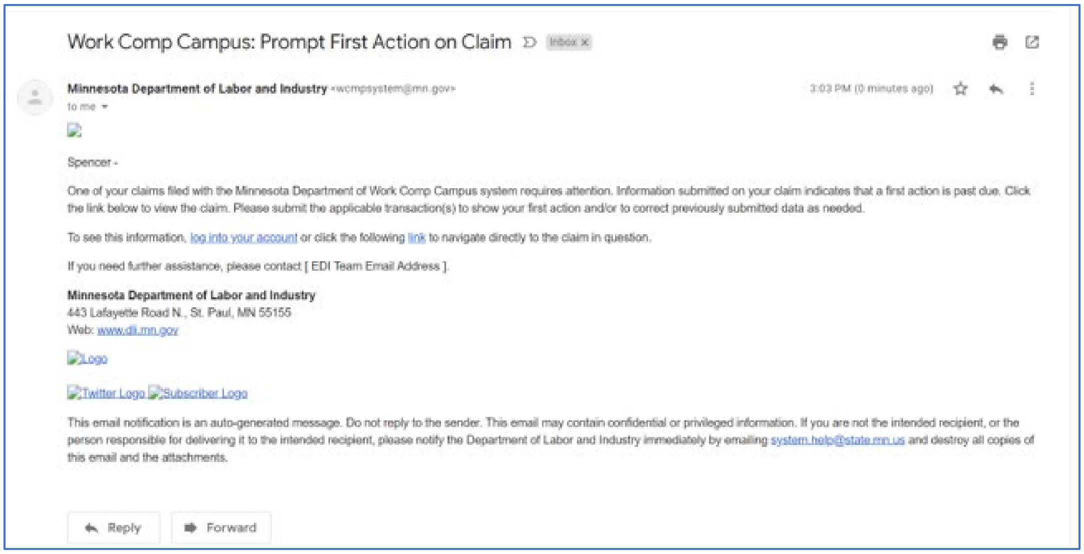


Specific requests

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

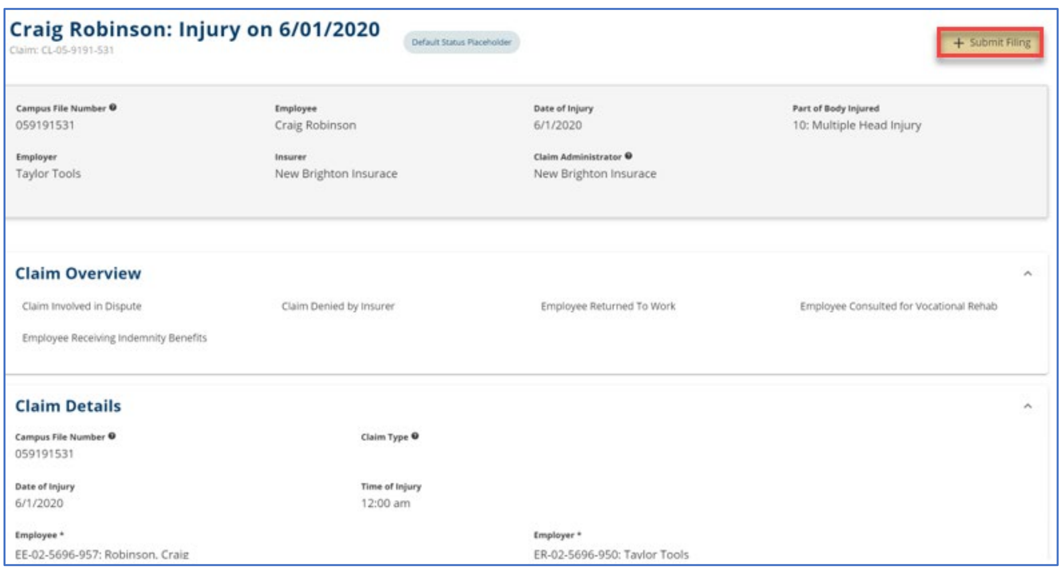
Prompt action

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 and with a link that will take them to the associated claim. 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.

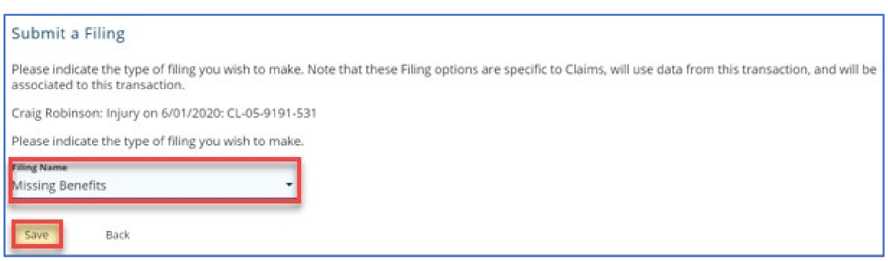


Missing benefits webform

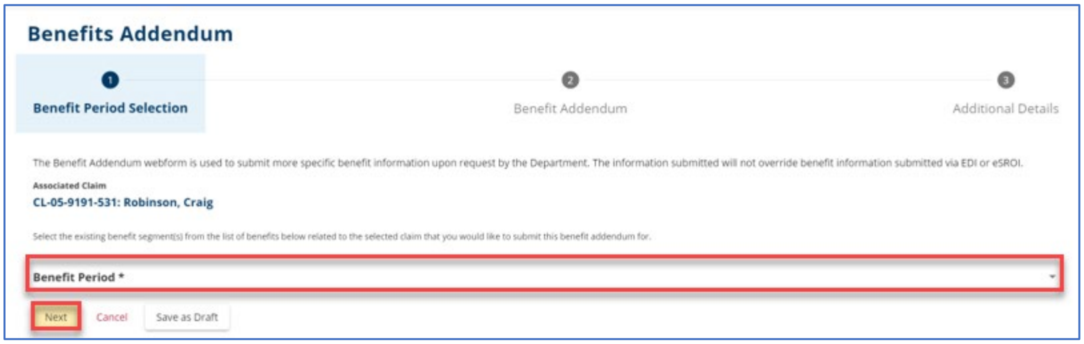
Campus can be used by external parties to submit missing benefits. To file, go to the **External Claim Details** page and click the **Submit a Filing** button.



In the **Filing Name** drop-down menu, select **Missing Benefits**. Click **Save** when complete.

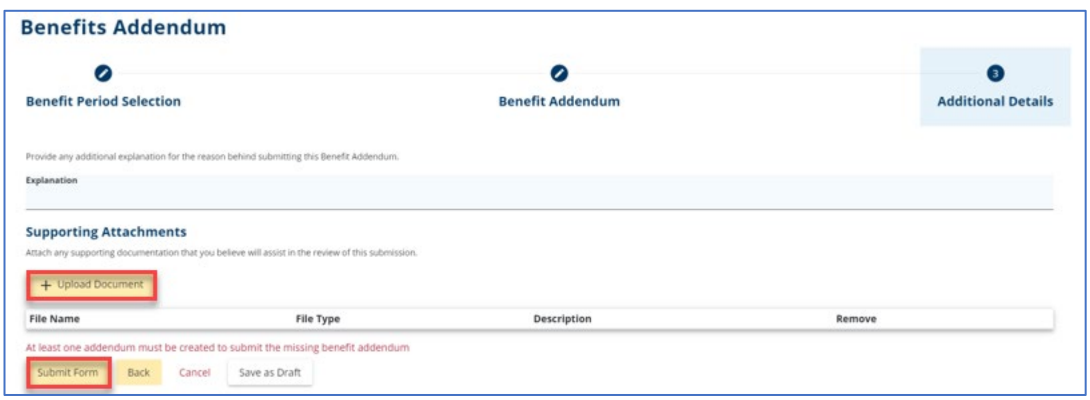


Select the **Benefit Period** for where to file missing benefits. Click **Next**.



After the benefits and benefits period are selected, input the changes that should be made by editing existing benefits or adding new benefits, and click **Next**.

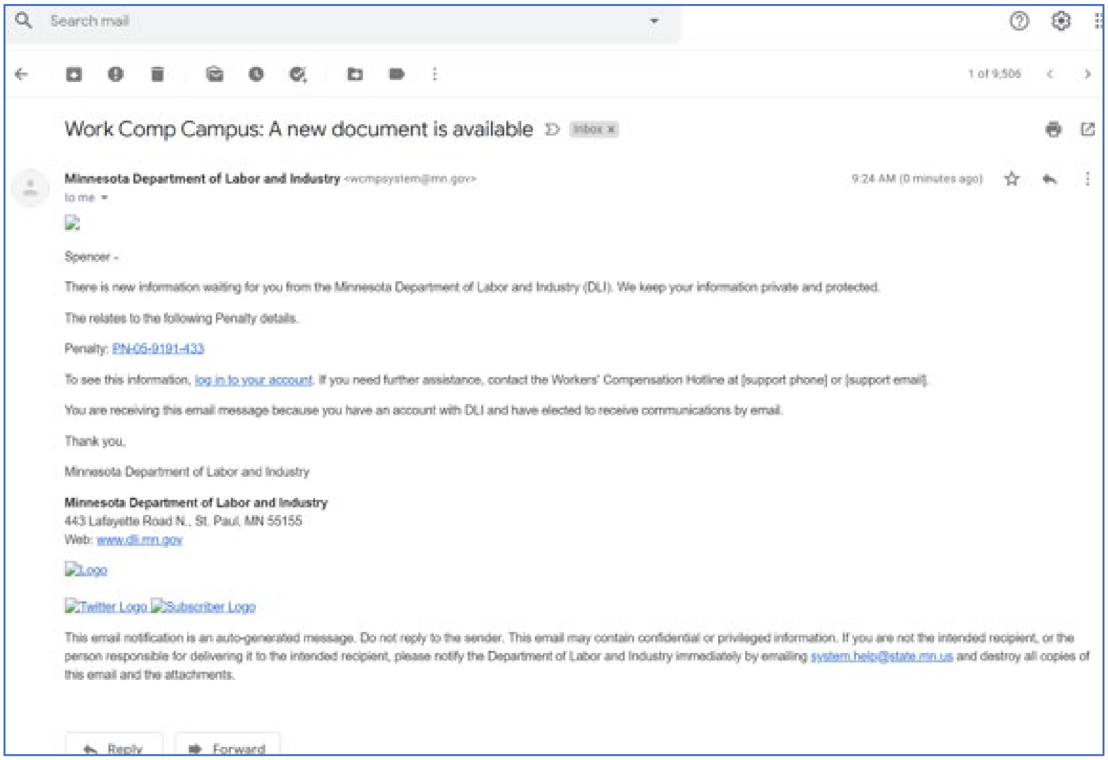
Provide any attachments or additional details and click **Submit Form**.



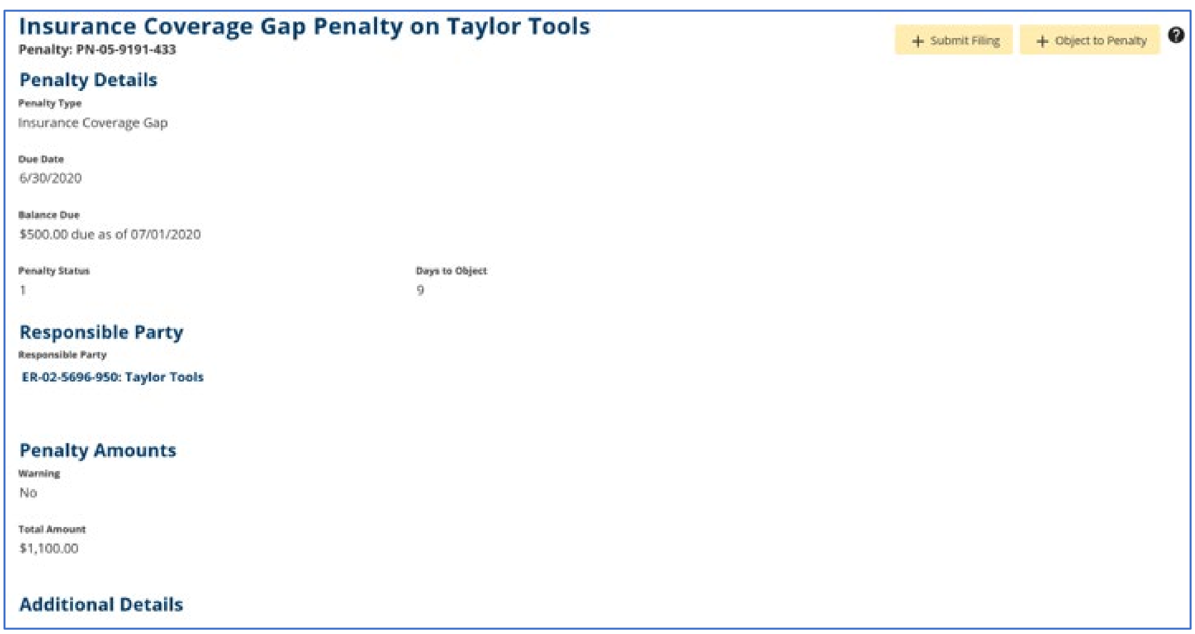
Penalties

In some ways penalties are similar to requests for information because users are able to object to penalties and can provide information to DLI to support why they believe they should not be penalized.

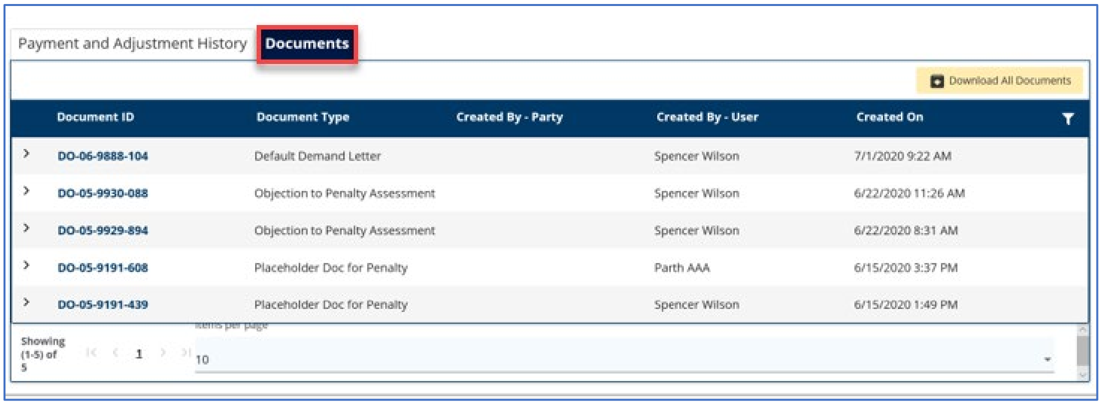
When a penalty is issued on a user with an email address in Campus, they will be sent an email message.



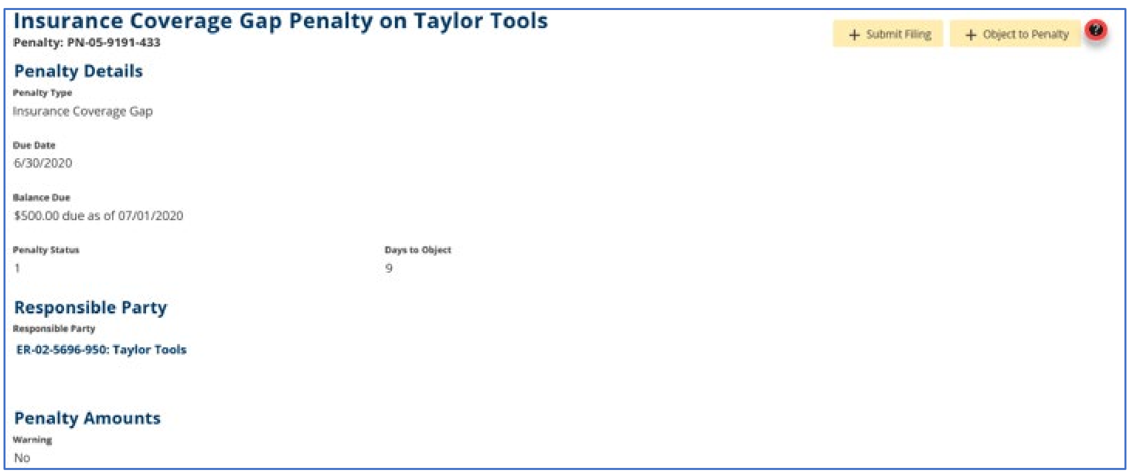
In the email message, clicking the penalty number hyperlink (PN-##-####-###) will open the **Penalty Details** page.



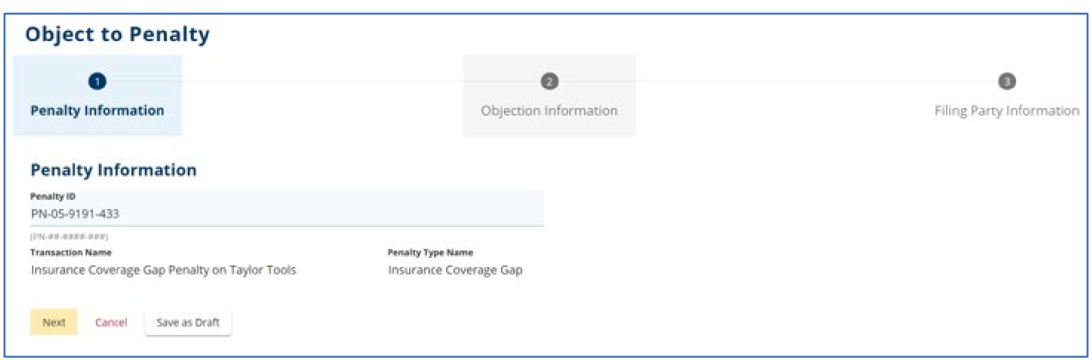
The actual document, which serves as the official penalty notice, will be in the **Documents** tab at the bottom of the page.



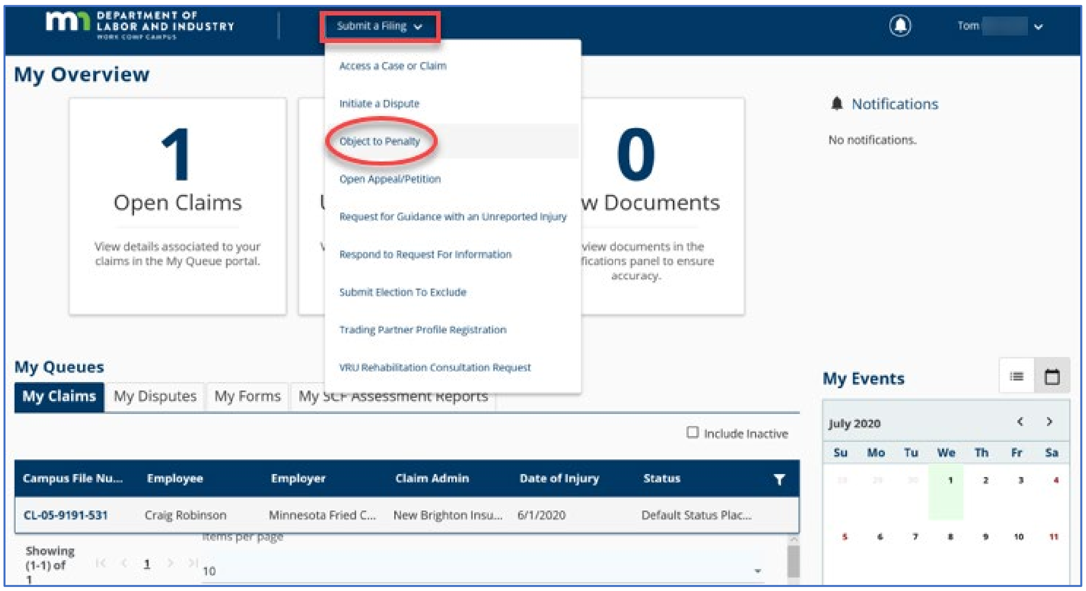
From the details page, you can either object to the penalty or submit an “other” filing. Depending on the penalty type, you must file the penalty objection within either 10 or 30 calendar days of being issued the penalty notice. If you hover over the **?** next to **Object to Penalty**, you will see how many more days you are able to object to the penalty. After this period passes, you are unable to object and the penalty becomes final.



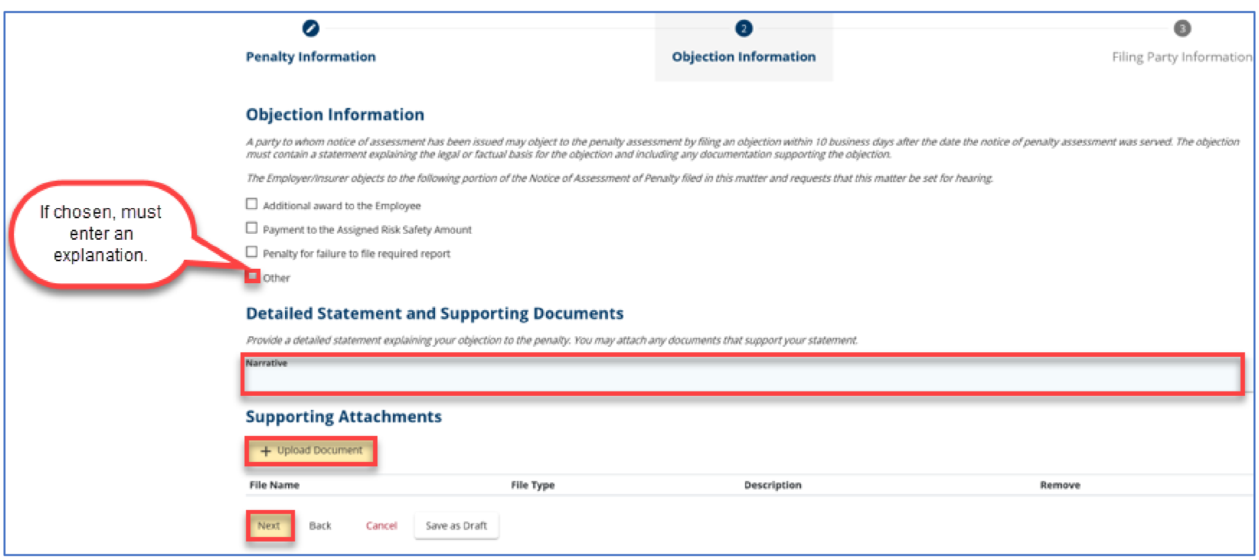
When objecting to the penalty, the first part of the form will populate with information from the penalty page you navigated from.



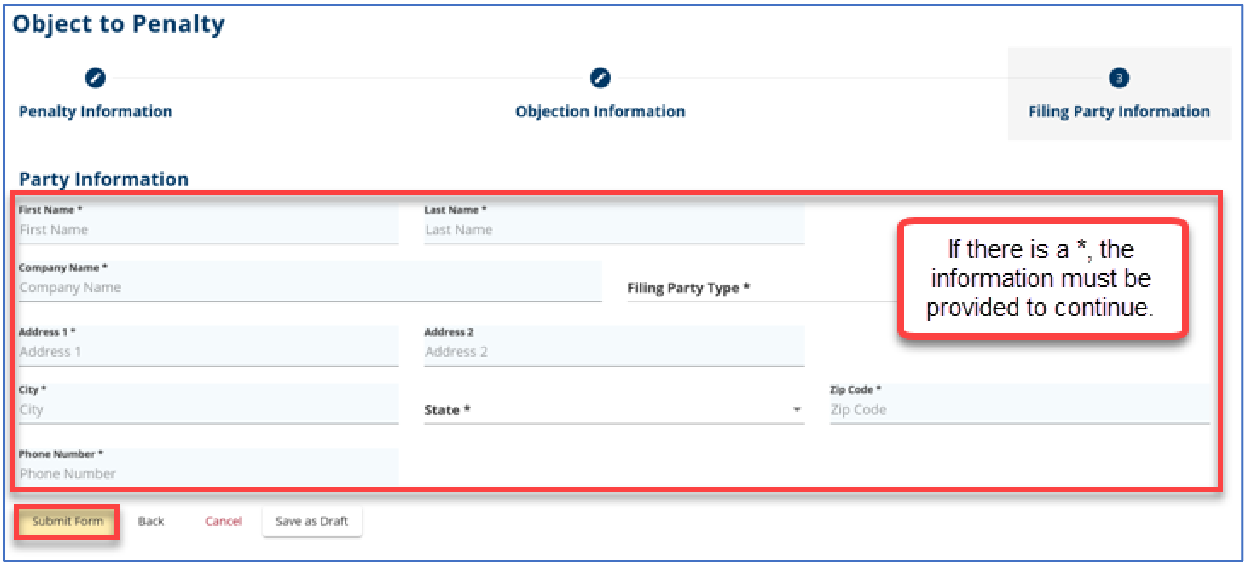
Filing penalty objections from the **Submit a Filing** drop-down menu on the dashboard is also available. When navigating from the dashboard, the penalty information will not populate, so you will have to know the penalty number.



The next step of the penalty objection webform is to provide the reason for why you are objecting. If you choose **Other** as the objection reason, you must enter an explanation. To submit the objection, you also must either attach documents or provide additional information in the narrative section and click **Next**.



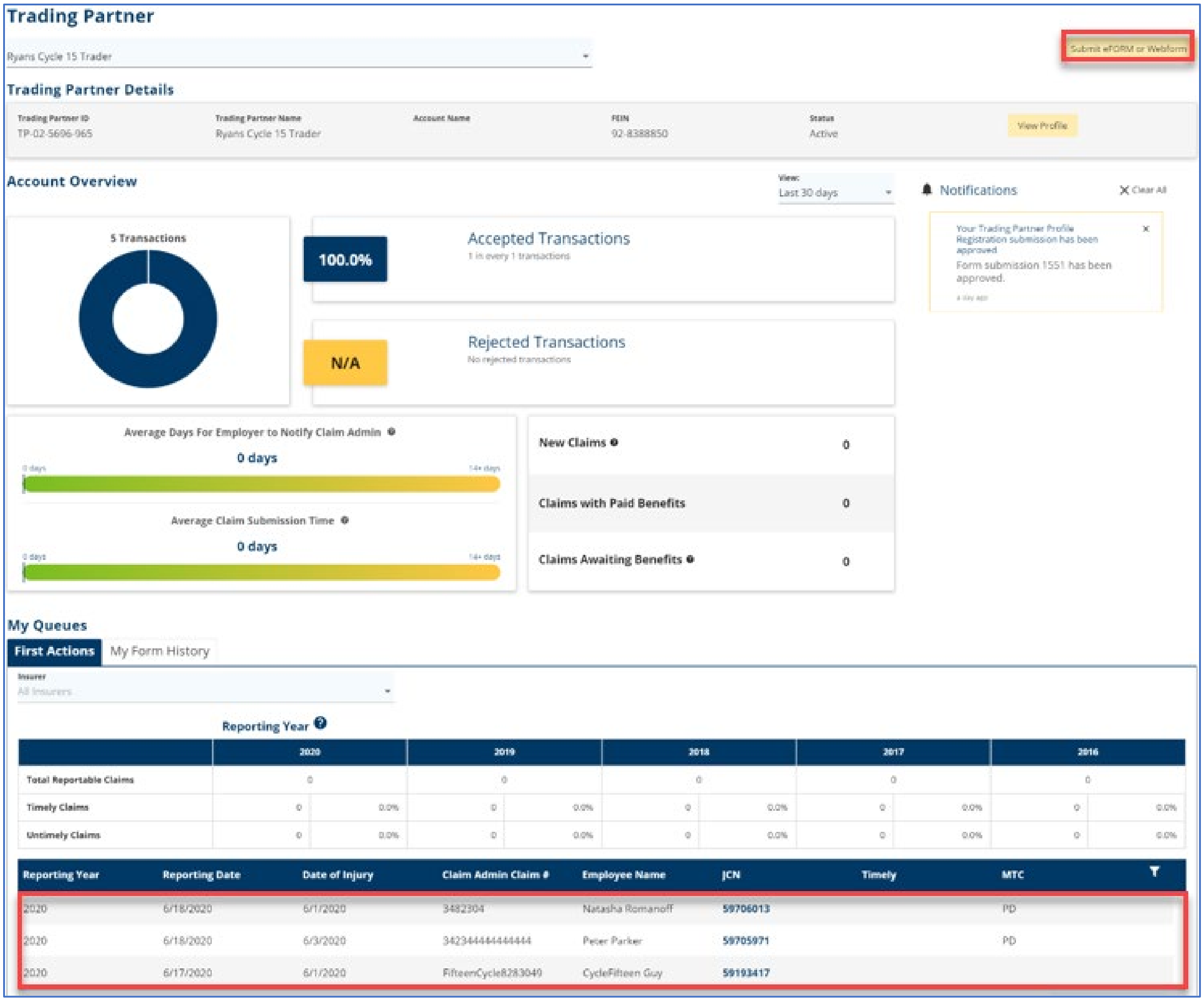
After entering the required information, click **Submit Form**.



Claim reporting eForms

Navigating to claim reporting eForms

Login to Campus with the appropriate external user account, such as a trading partner account that is configured for eForm submission. You will see the **Submit eForm or Webform** button in the top right corner of the screen. You can choose to use this button for submitting an eForm or you can choose a specific claim from your **My Queues** tab and submit an eForm from the **Claim Details** page.

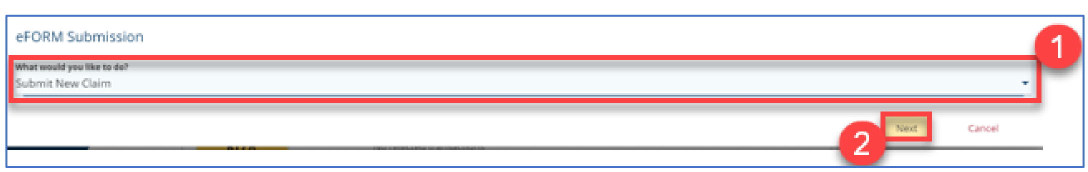


Submitting eForms

After clicking the **Submit eForm or Webform** button the **eForm Submission** modal opens.

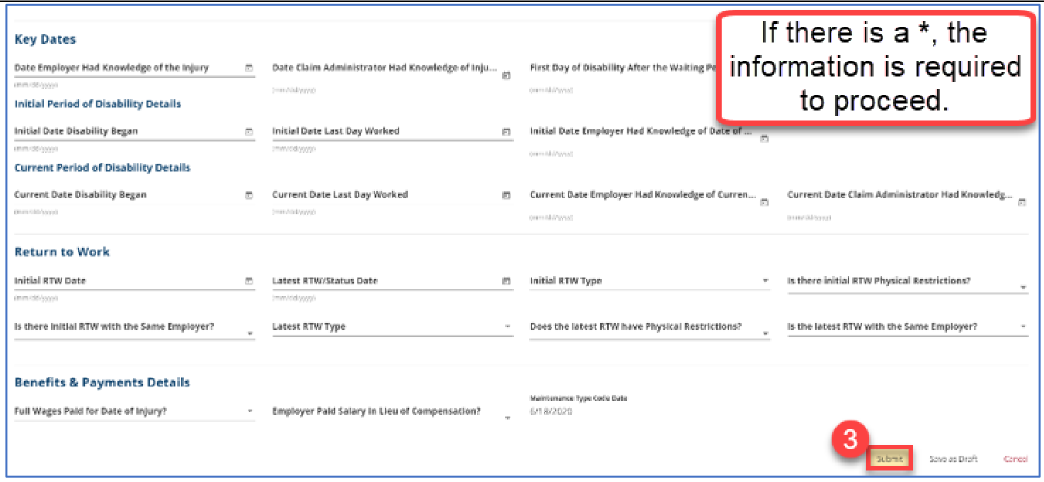
1. Choose an action from the drop-down menu.
2. Click **Next** to open the webform.

*The eFROI webform will display.



3. Populate all required fields before clicking **Submit**.

*The FROI form has now been filed electronically, generating a new workers' compensation claim.

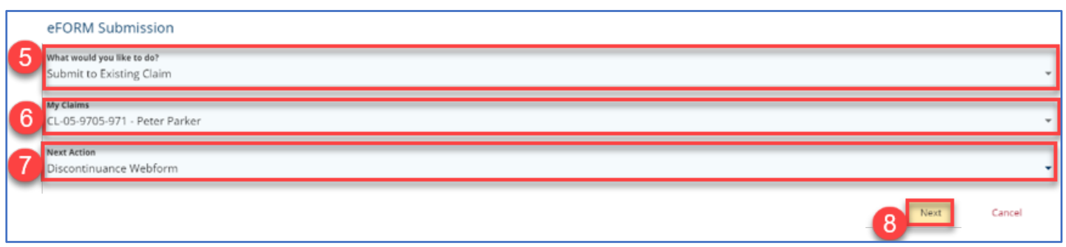


How to submit to an existing claim

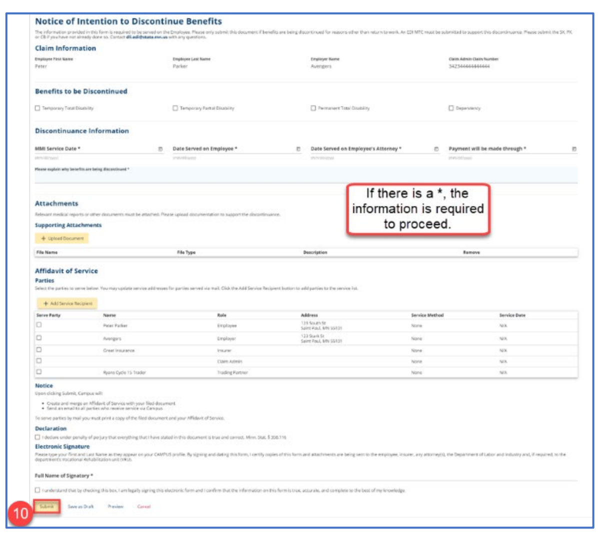
4. Returning to the dashboard, click **Submit an eForm or Webform**.

Using a discontinuance webform to submit an existing claim

5. Select **Submit to Existing Claim** for the action item.
6. Select the claim to associate with this webform submission.
7. Choose the **Discontinue** webform from the action list.
8. Click **Next**.



9. Fill in all required fields within the **Notice of Intention to Discontinue Benefits** webform.
10. Click **Submit**.

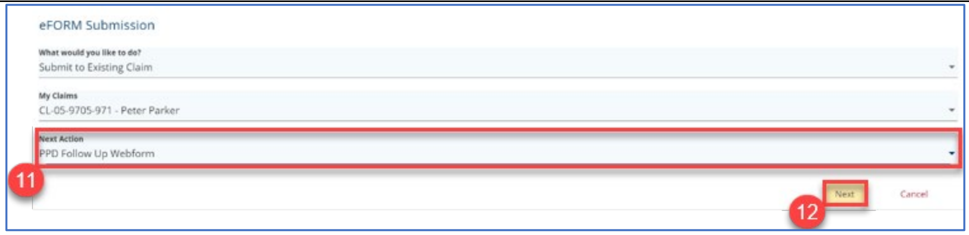


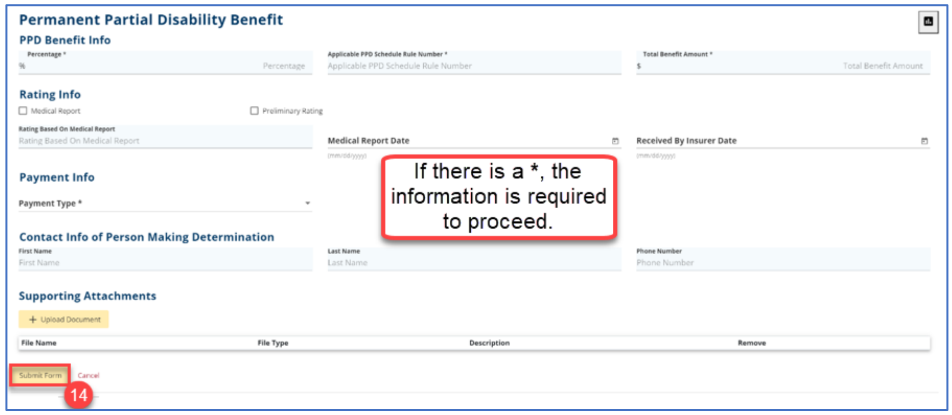
Using a PPD follow-up webform to submit an existing claim

11. Choose **PPD Follow Up Webform** from the action list.
12. Click **Next**.

*The **Permanent Partial Disability Benefit** webform will display.

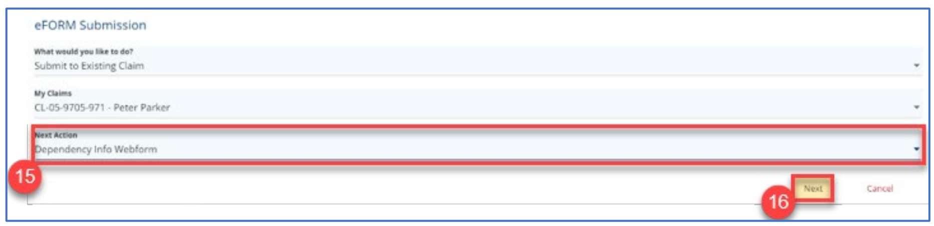
13. Populate all required fields.
14. Click **Submit Form**.

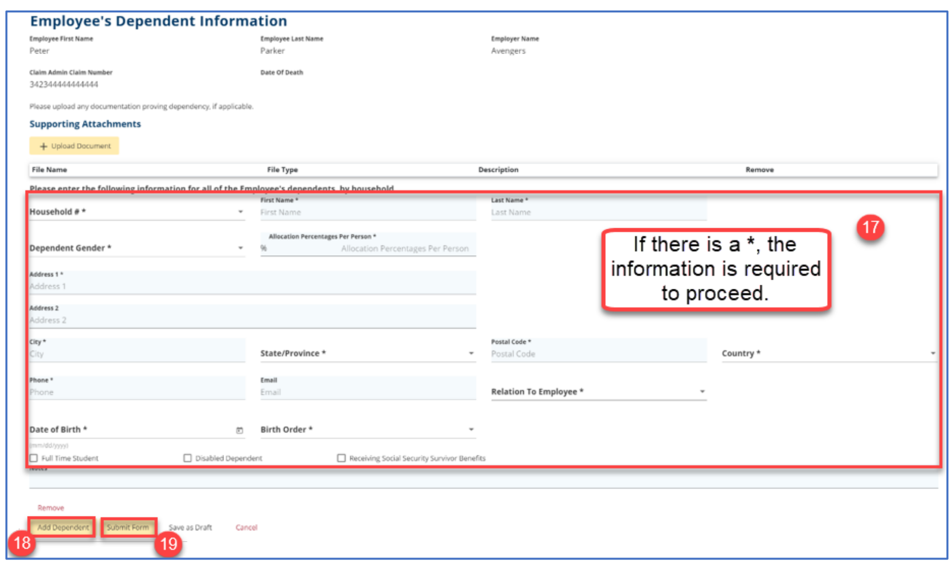




Using a dependency information webform to submit an existing claim

15. Choose the **Dependency Info** webform from the action list.
16. Click **Next**.
17. Enter information regarding the employee's dependent(s).
18. Click **Add Dependent** to add another dependent to the form.
19. Click **Submit Form** when complete.





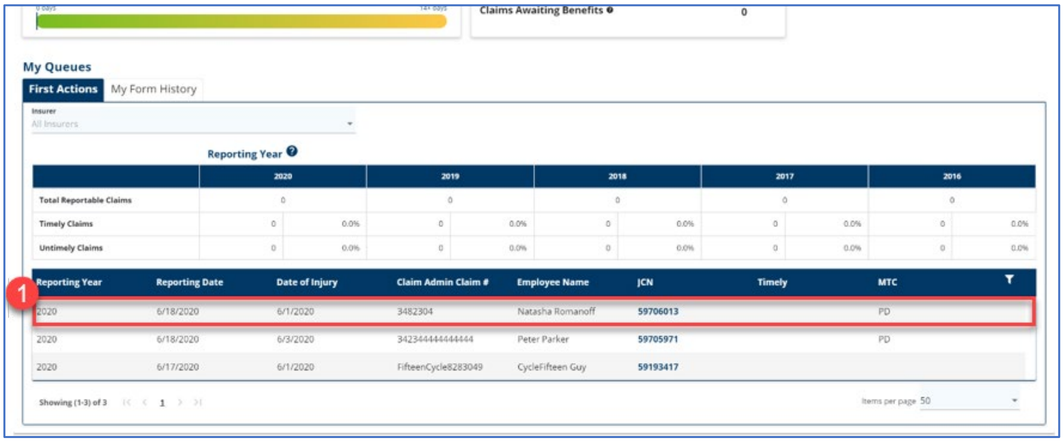
Submitting a webform via the external claim details page

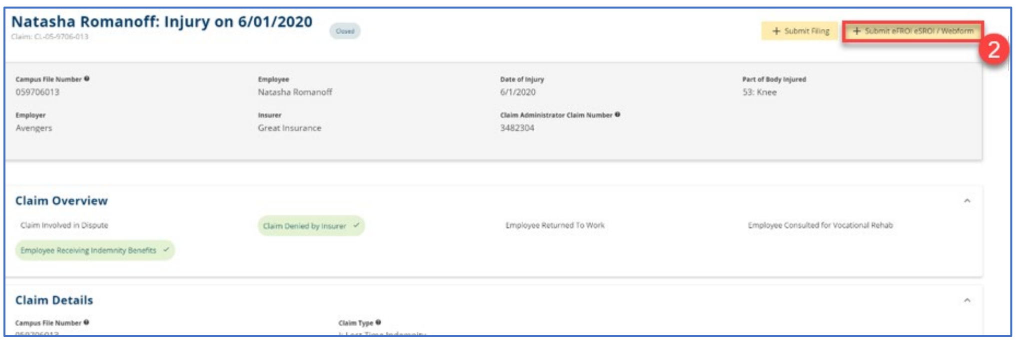
1. On the trading partner dashboard, in the **My Queues** section, click on one specific claim from the list to view the **Claim Details** page (this example uses employee Natasha Romanoff).

*By clicking the hashtage (#) in the **JCN** column, the user will be hyperlinked to the **Claim Details** page.

*The **Claim Details** page for Natasha Romanoff will display.

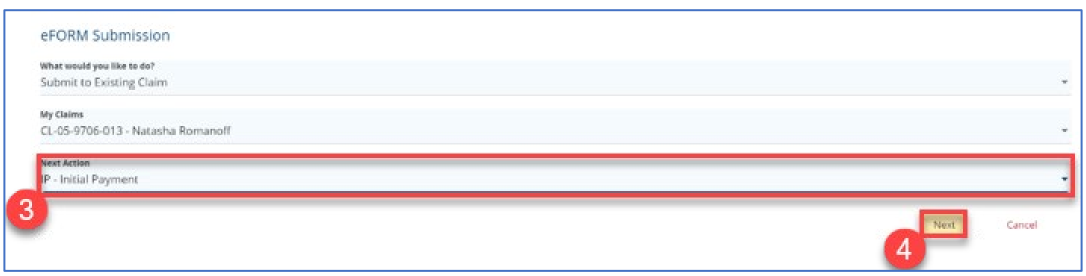
2. Click the **Submit eFROI/Webform** button in the top right corner of the screen to submit an eFROI or webform to this specific claim.





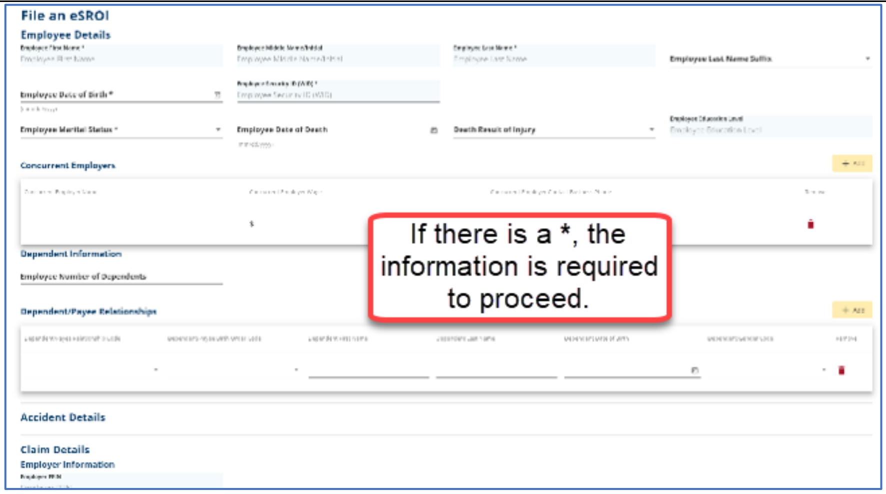
Submitting an eSROI webform to an existing claim

3. Select the initial payment (IP) action from the drop-down menu.
4. Click **Next.**



*The **eSROI** webform will display.

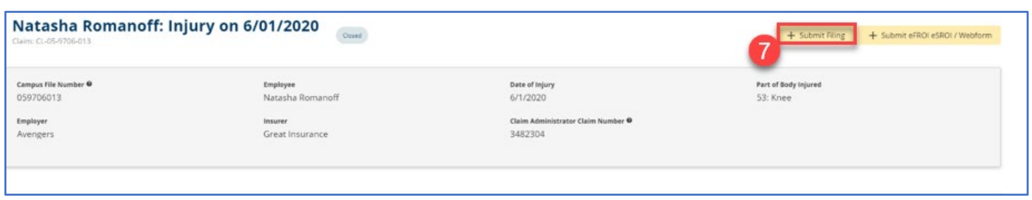
5. Populate all required fields.



6. Click the **Submit** button this specific claim.

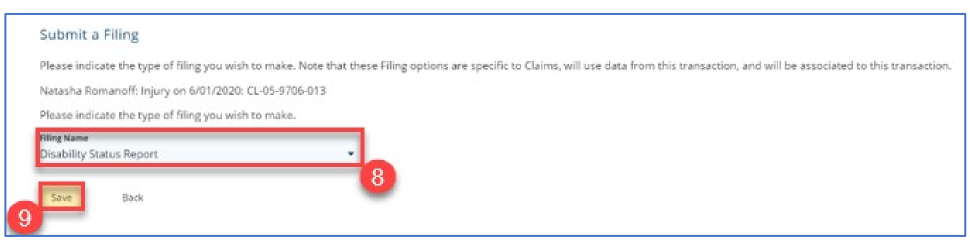
Submit a disability status report

7. Returning to the **Claim Details** page for Natasha Romanoff, click **Submit Filing** to see a different list of webforms to submit.

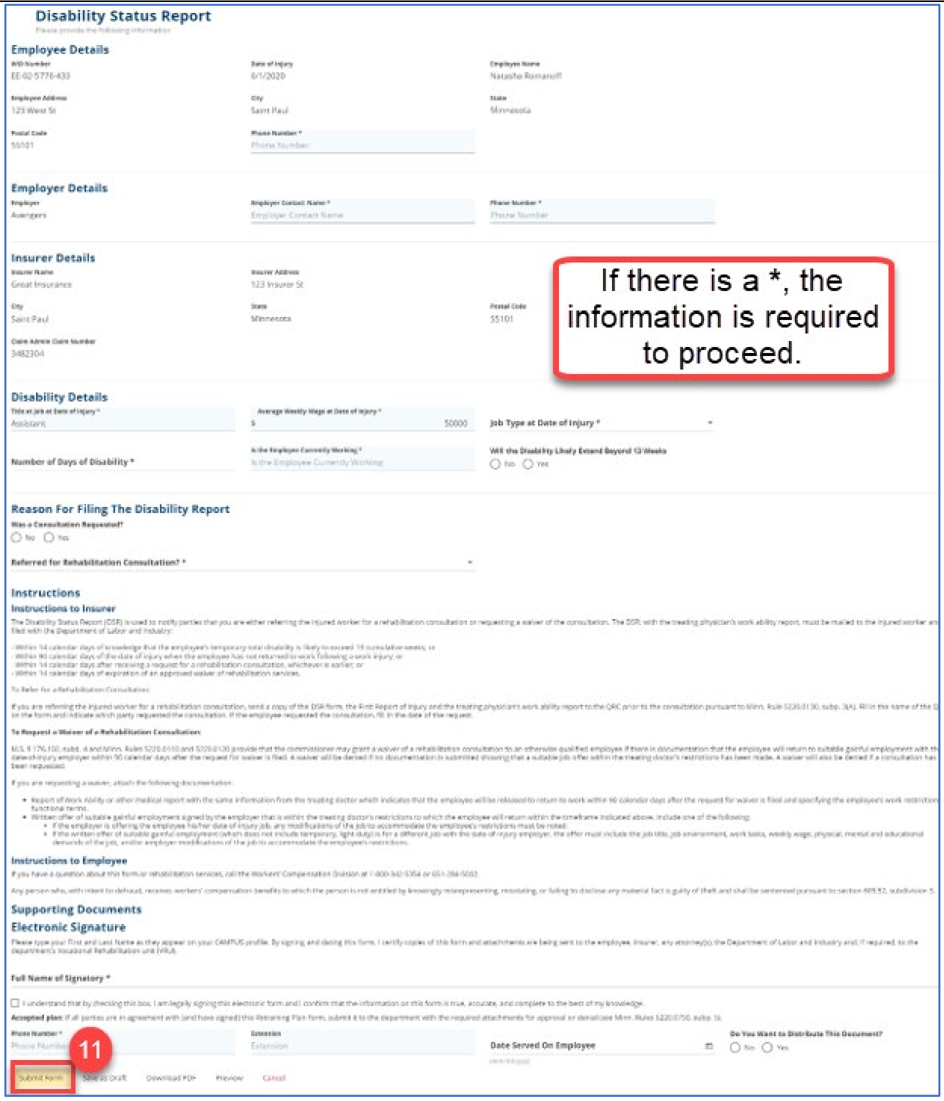


8. Choose the filing name **Disability Status Report** from the drop-down menu.
9. Click **Save**.

*The **Disability Status Report** webform will display.



10. Populate all required fields.
11. Click **Submit Form**.

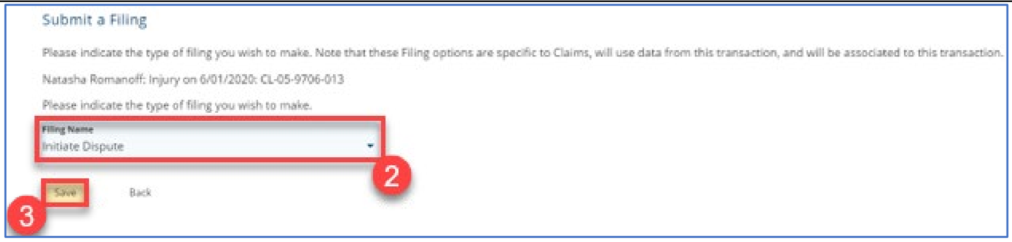


Affidavit of service and serving documents

Some of the webforms in Campus allow you to serve documents to all parties on the claim through the affidavit of service. Using the **Initiate Dispute** webform, you can see the **Affidavit of Service** webform page.

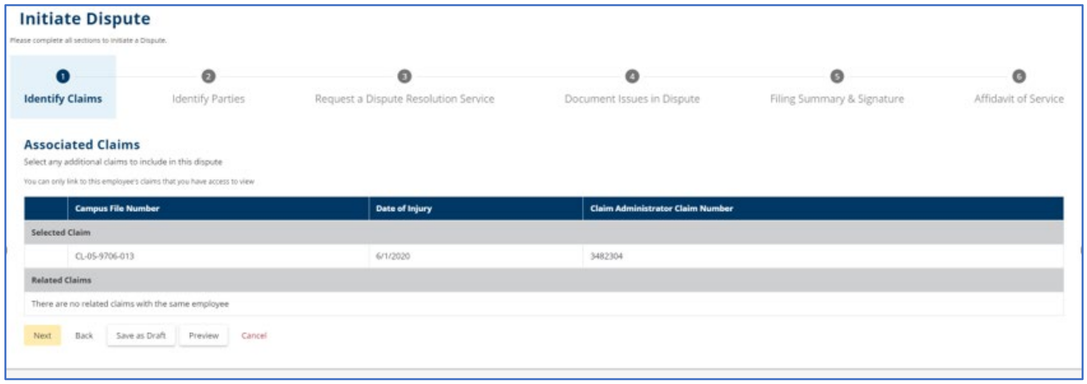
1. From the claim details page, select **Submit Filing**.

2. In the **Filing Name** drop-down menu, select **Initiate Dispute**.
3. Click **Save**.

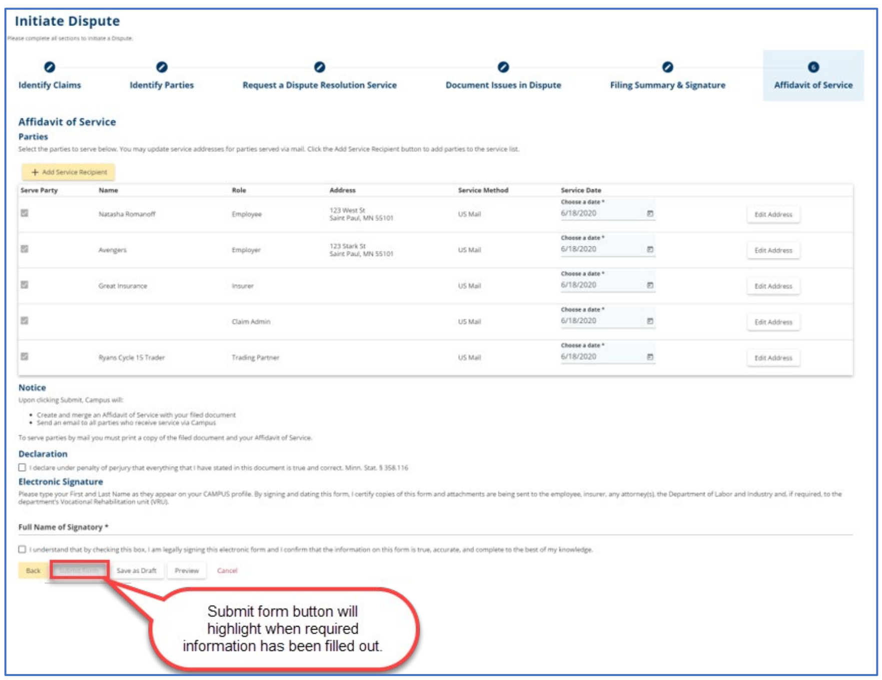


Affidavit of service via the initiate dispute webform

*The **Initiate Dispute** webform will display, showing the last step of the webform is the affidavit of service page.



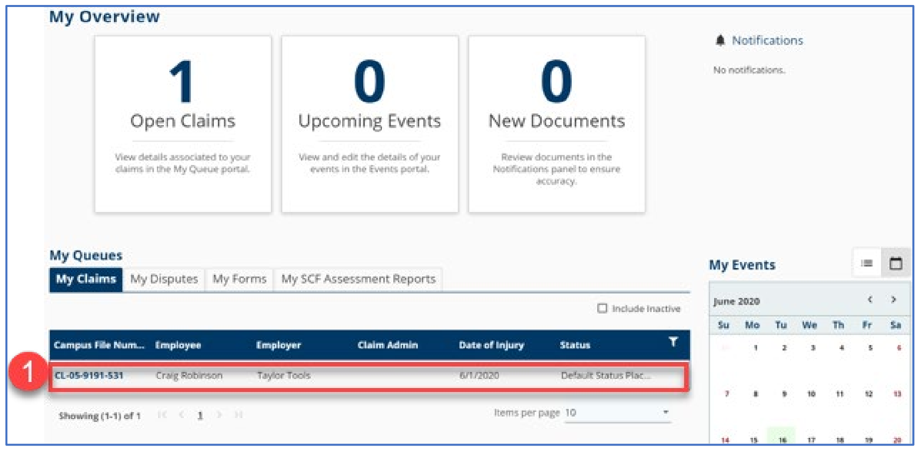
1. The Affidavit of Service screen and the required information needed to serve parties on the claim are shown.
2. Choose one or more parties to serve or use the **+ Add Service Recipient** button.
3. Click **Submit form** for the parties to be served.



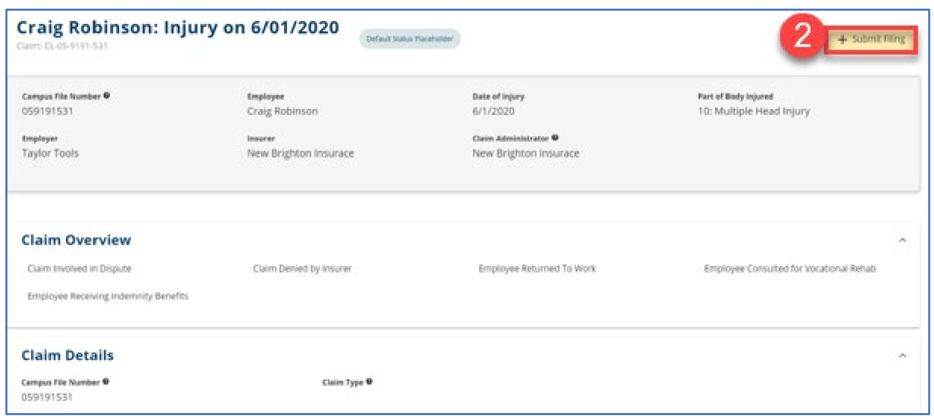
Annual claim submissions

External users can submit requests for reimbursement for either supplementary or second-injury benefits.

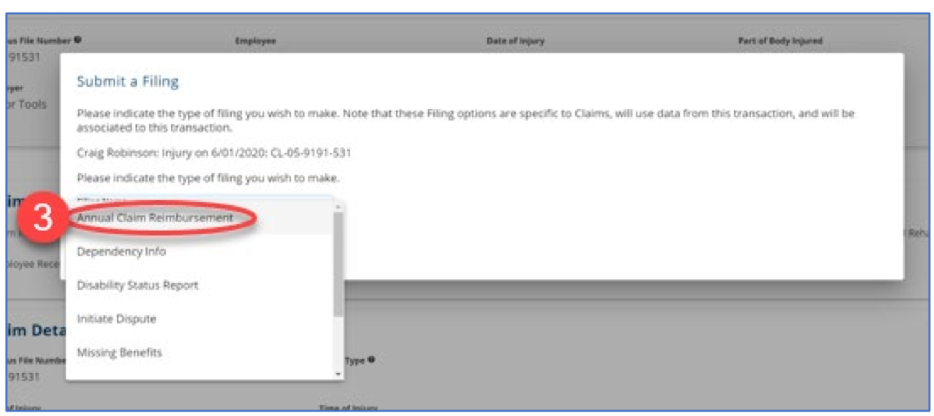
1. Click on any claim from the **My Claims** queue on your dashboard.



2. Click the **Submit a Filing** button in the top right.

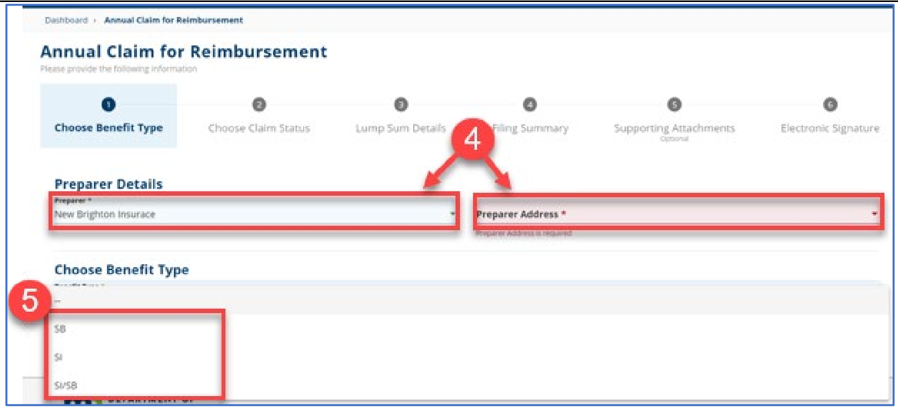


3. In the drop-down menu, select **Annual Claim Reimbursement**.

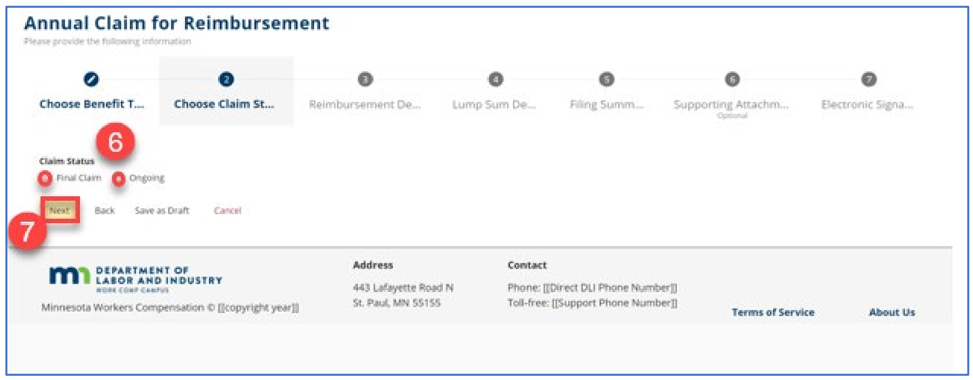


4. Select a **Preparer** and **Preparer Address**.
5. Choose whether you would like reimbursements for **SI, SB** or **both**.

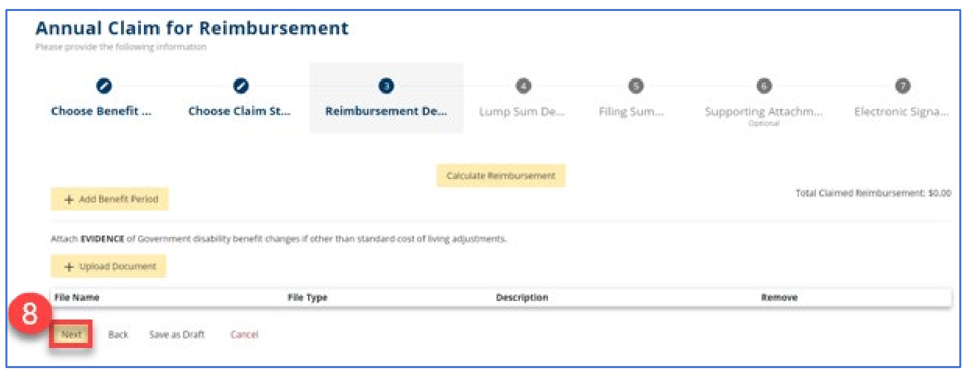
*The webform sections will be different depending on what is selected here.



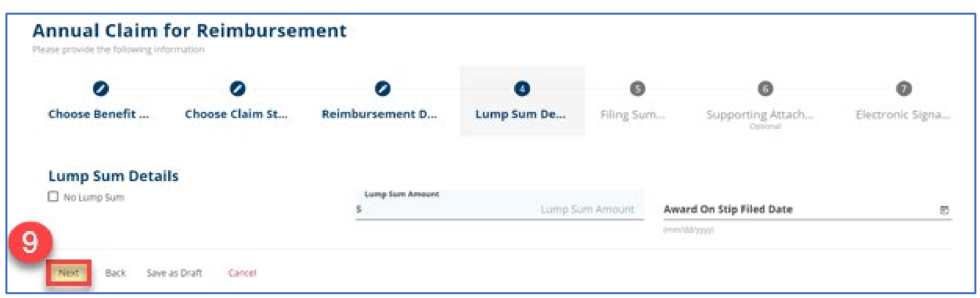
6. Select a **Claim Status**. By choosing **Final Claim**, you must choose a reason. If you select **Ongoing**, you can upload attachments to support the eligibility of the benefits claimed.
7. Click **Next.**



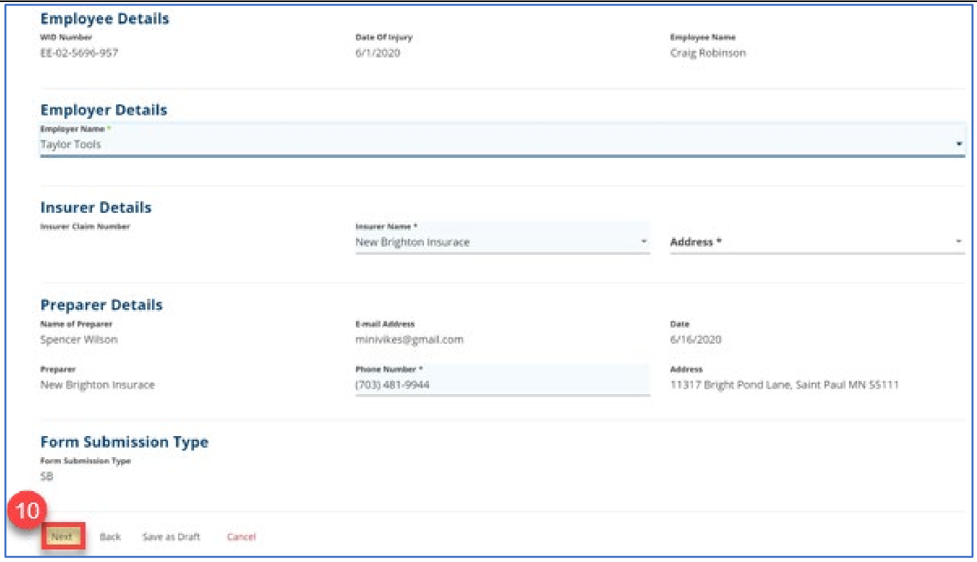
8. Fill out the reimbursement details and click **Next**.



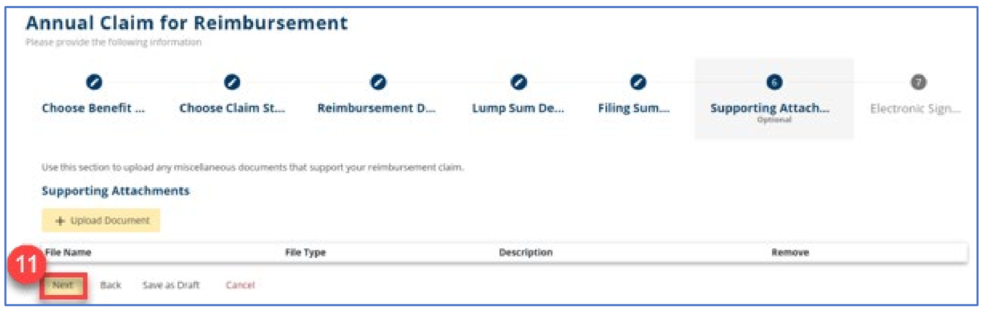
9. Indicate whether there was a lump sum and, if there was, the amount, and click **Next**.



10. Fill in the filing summary and click **Next**.

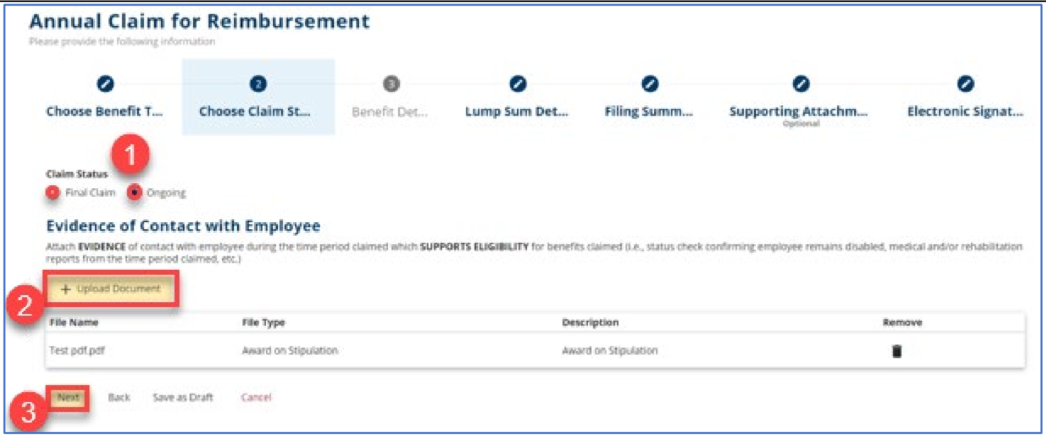


11. Add any supporting attachments and click **Next**.

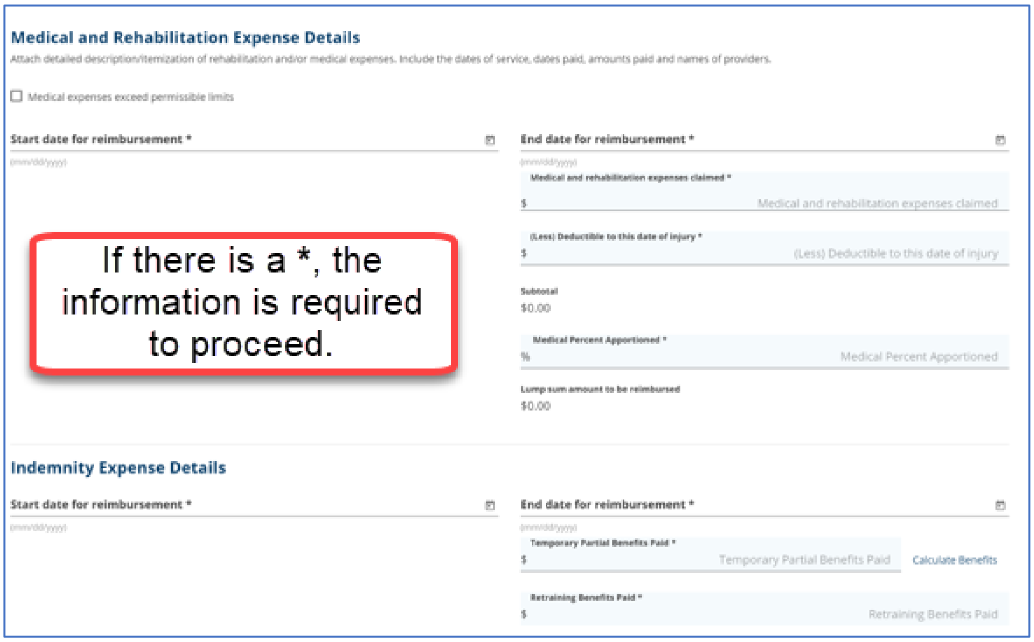


12. Electronically sign the webform.
13. Check the box.
14. Add the date.
15. Click **Submit**.

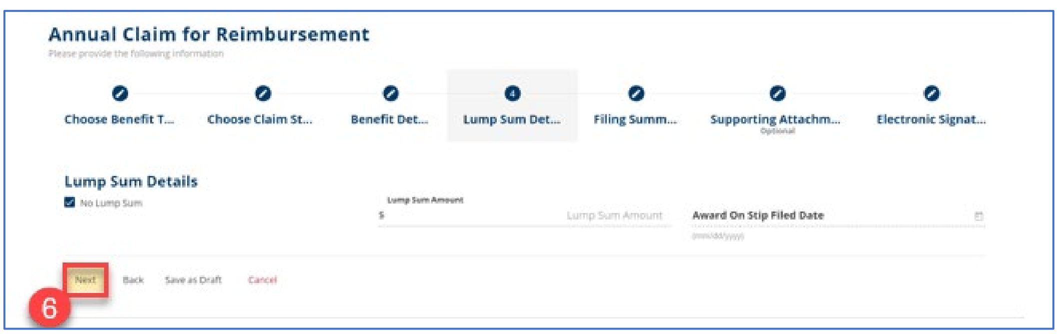
1. If second-injury is selected, choose the **Claim Status**.
2. Upload documents, as needed.
3. Click **Next**.

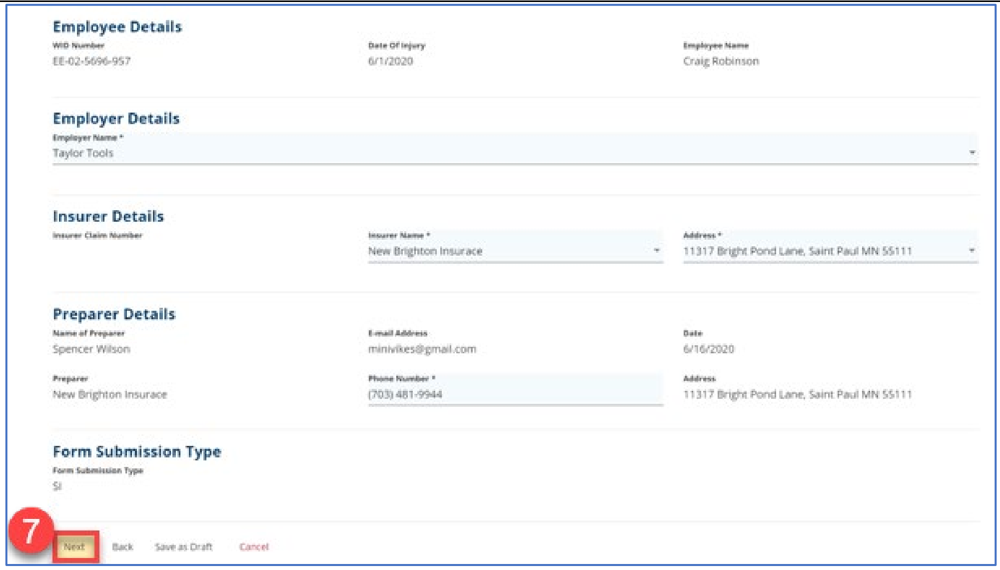


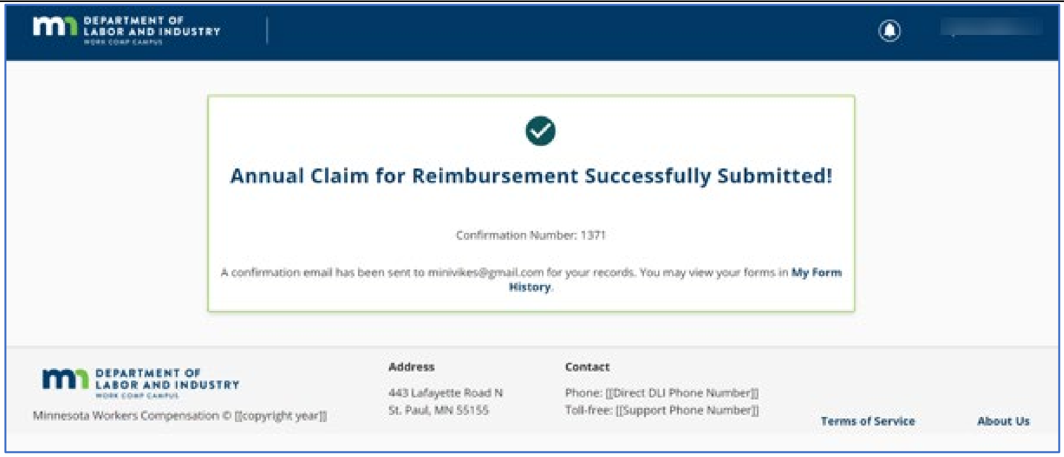
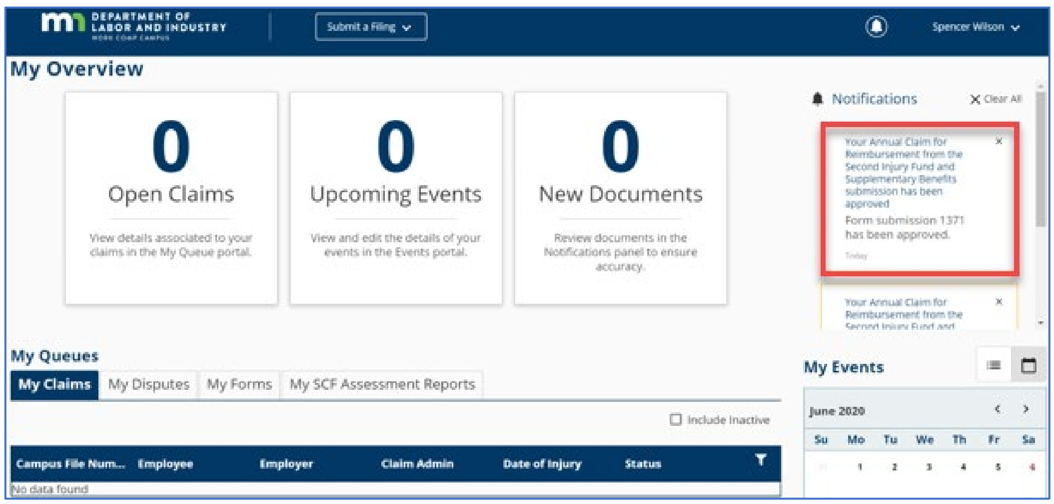
4. Fill in the medical and indemnity benefits.



5. Enter the **Lump-sum Details**.
6. Click **Next**.



7. Fill in the filing summary and click **Next**.	
8. Upload supporting attachments, as needed. 9. Click **Next**.	
10. Electronically sign the webform. 11. Check the box. 12. Add the date. 13. Click **Submit**.	

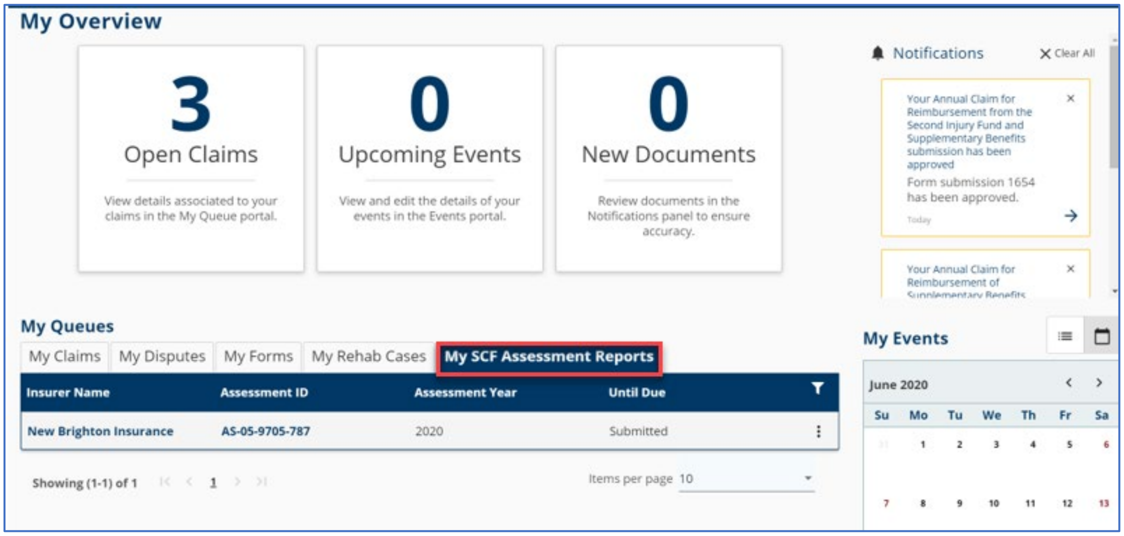
*If SI/SB is selected, both steps will appear and are the same as detailed above. *It then goes to DLI for approval.	
*When the webform has been approved or denied, you will get a notification in Campus.	

Assessments

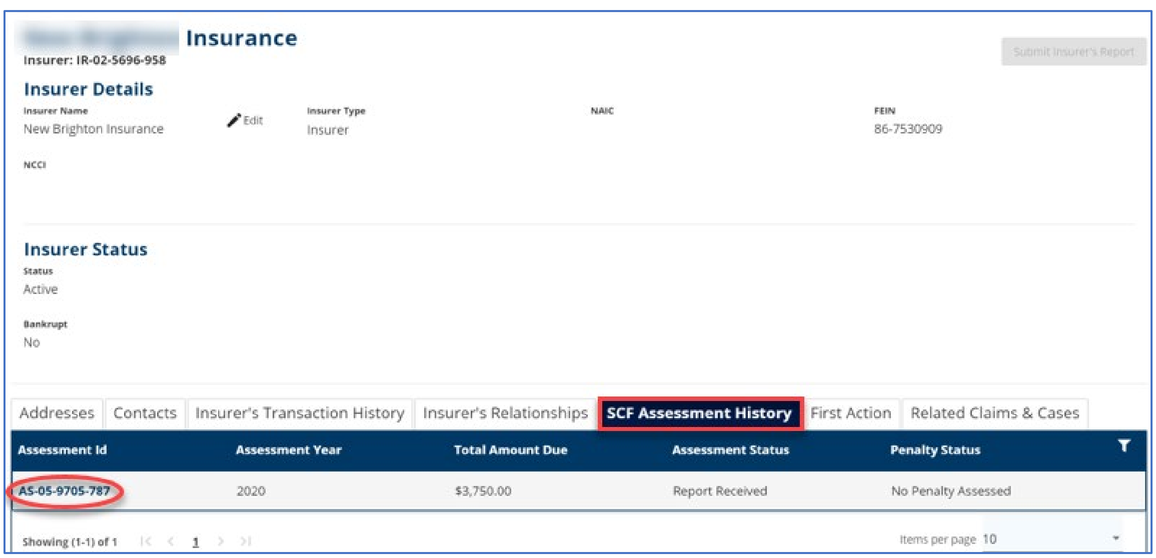
The annual Special Compensation Fund assessment is for all insurers with reported benefits in the previous year. The Special Compensation Fund receives money from insurers each year, which goes toward funding supplementary and second-injury benefit programs. Each year, insurers and self-insured employers are required to report indemnity benefits paid in the previous year and are invoiced according to the reported benefits and the rate of that year's Special Compensation Fund assessment. Each insurer and self-insured employer has a group administrator and the ability to designate a contact for assessments. Each Feb. 14, these individuals are contacted via email to inform them they are now able to report benefits from the previous year, which must be done by April 1.

On each Feb. 14, Campus will automatically generate the insurer report details page for all insurers and self-insured employers that paid indemnity benefits in the previous year. This Campus page is accessible only to the insurer's group administrator and designated contact for assessments. Users will navigate to the page in two primary ways.

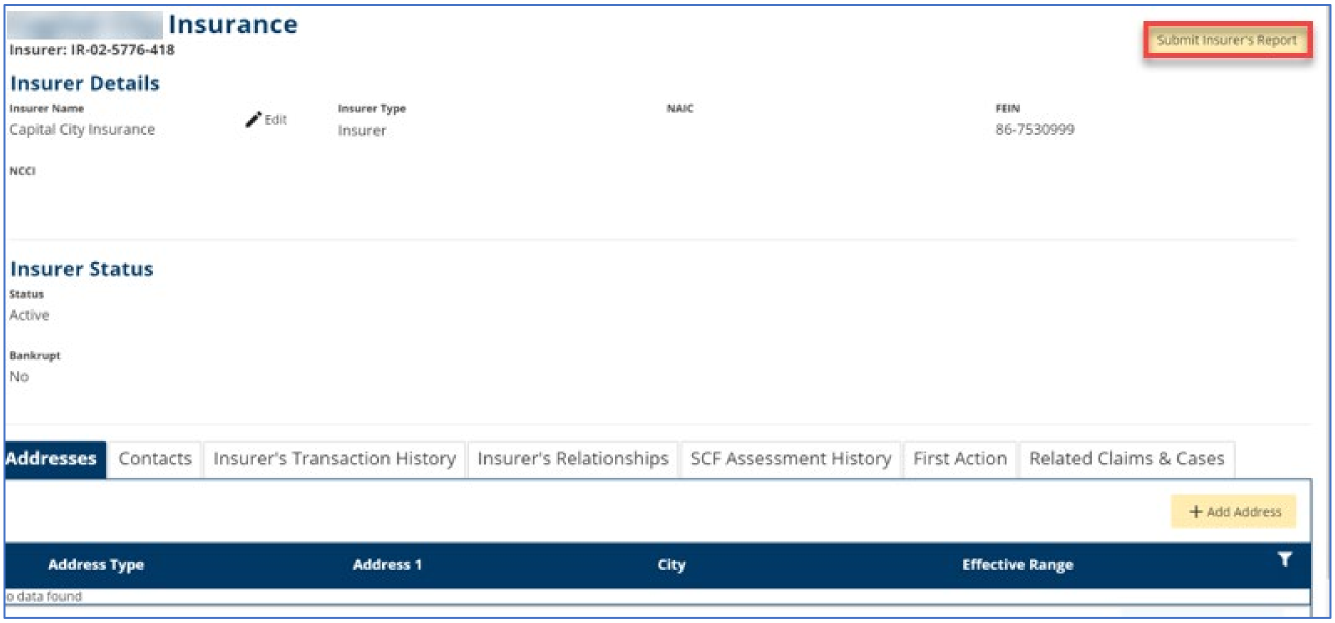
1. Users will have a **My SCF Assessments** tab in their **My Queues** dashboard that shows all assessments for insurers if they are either the group administrator or designated contact for assessments. In the queue, will be a hyperlink to the details page and some summary information about the assessment.



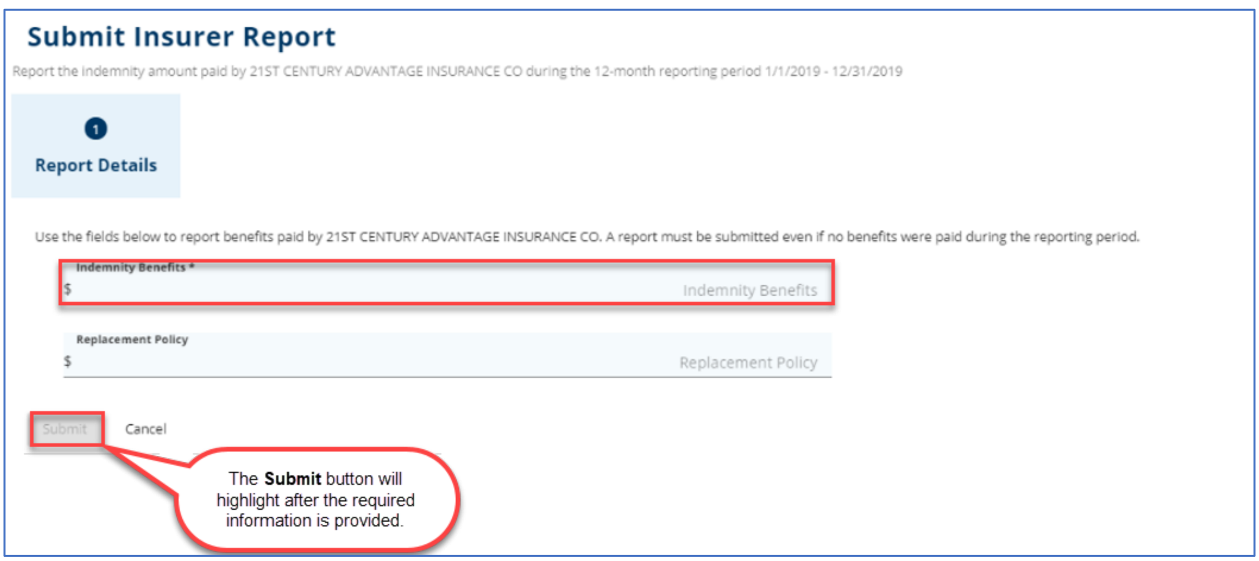
2. Users can also navigate to the insurer report details page from the **Insurer Details** page. The **Insurer Details** page has a **SCF Assessment History** tab that will show past and present assessments for that insurer. There will be a hyperlink to the details page and some summary information about the assessment.



The insurer report details page starts out sparsely populated outside of the insurer's information, which is pulled in from the **Insurer Details** page. The only action an external user can take from this page is to click the **Submit Insurer's Report** button in the top right, which allows them to report benefits from the previous year.

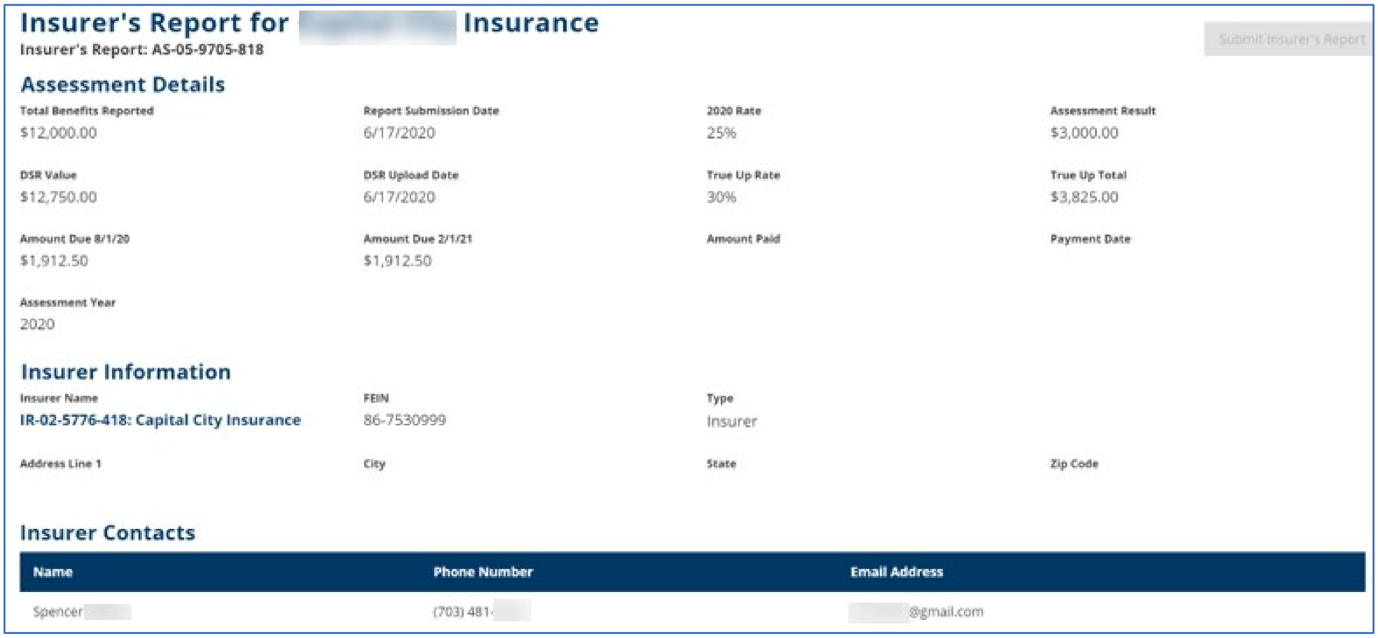


The webform is used to report benefits and replacement policies, which are then used to populate the insurer report details page. **Indemnity Benefits** is a required field, but **Replacement Policy** is not. All insurers are required to file this form by each March 31, even if they are reporting zero benefits.



An insurer can only have one webform submitted each year. After the webform is submitted, the insurer will not be able to make any edits to the page in Campus. The rest of the information on the details page is handled within the Special Compensation Fund or by the application itself. For insurers, the Special Compensation Fund enters a designated statistical reporting (DSR) value and DSR upload date. For self-insurers, these fields will not show and neither will the fields **True-up Total** or **True-up Rate**. The current year rate is maintained by the Special Compensation Fund in the database and will have one value for all insurers and one value for all self-insured employers.

Based on the results of the assessment, most insurers will be required to pay two different invoices of equal amounts. The first invoice is due by Aug. 1 of the year the assessment was started; the second invoice is due by Feb. 1 of the following year. The amounts, once calculated, can be found on the insurer report details page.



Insurer's Report for Insurance

Insurer's Report: AS-05-9705-818

Submit Insurer's Report

Assessment Details

Total Benefits Reported	Report Submission Date	2020 Rate	Assessment Result
$12,000.00	6/17/2020	25%	$3,000.00
DSR Value	DSR Upload Date	True Up Rate	True Up Total
$12,750.00	6/17/2020	30%	$3,825.00
Amount Due 8/1/20	Amount Due 2/1/21	Amount Paid	Payment Date
$1,912.50	$1,912.50		
Assessment Year			
2020			

Insurer Information

Insurer Name	FEIN	Type	
IR-02-5776-418: Capital City Insurance	86-7530999	Insurer	
Address Line 1	City	State	Zip Code

Insurer Contacts

Name	Phone Number	Email Address
Spencer	(703) 481-	@gmail.com

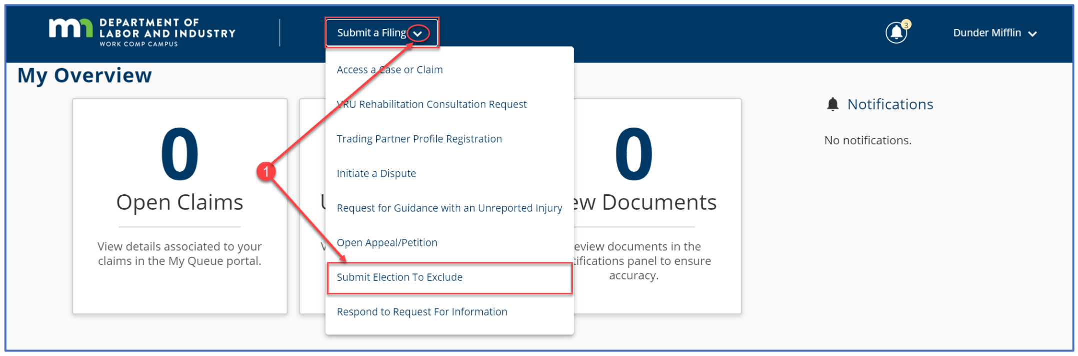
Elections

Employers, including corporations and limited liability companies (LLCs), are required to provide workers' compensation coverage for their employees, unless there is a specific exception in the law. The workers' compensation law states certain categories of workers are excluded from coverage or can be excluded from coverage. Minnesota workers' compensation law dictates employers are able to submit elections to exclude coverage for employees with certain relationships to executive officers of a corporation's or LLC's managers.

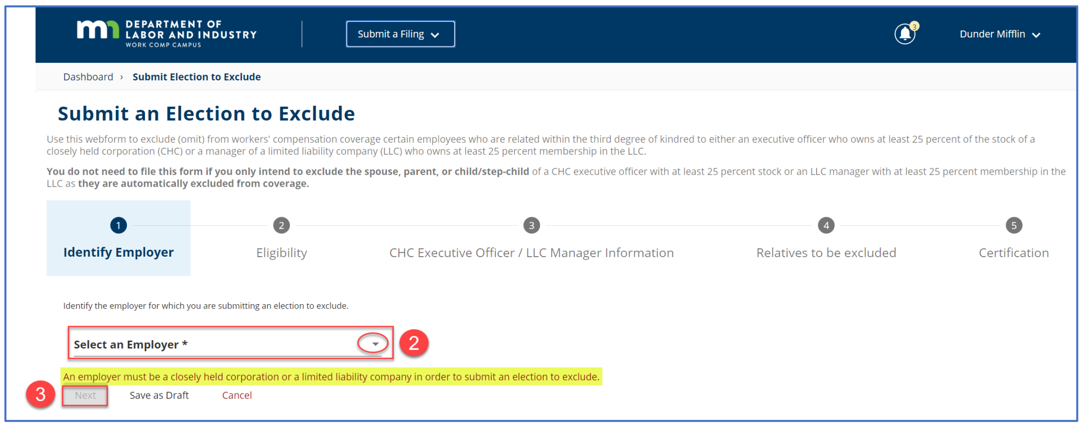
Election to exclude coverage webform

The **Election to Exclude Coverage** webform in Campus is used to enter the required information for exclusion and submit for approval.

1. From the dashboard, click on the **Submit a Filing** drop-down menu and select **Submit Election To Exclude**.

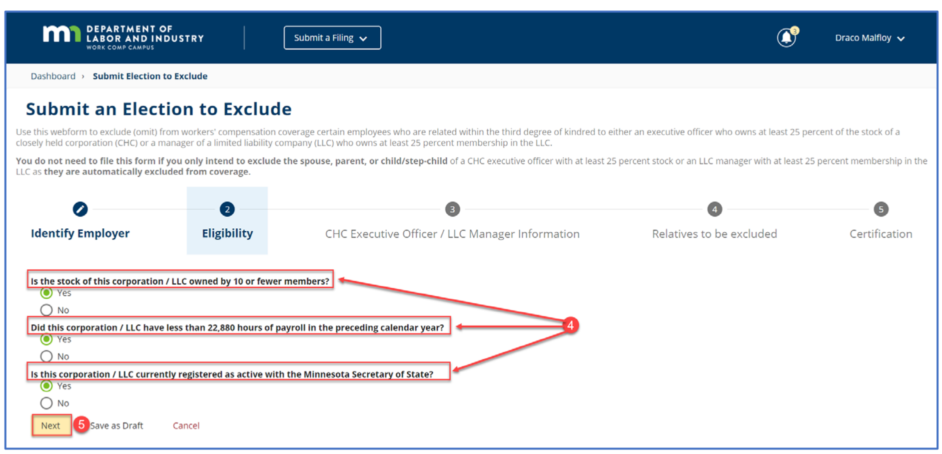


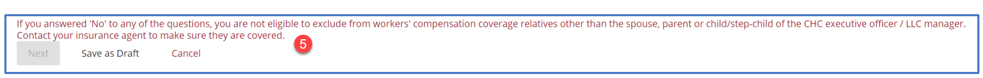
2. The first step of the webform is to **Identify the Employer** you are submitting the election for. The drop-down menu shows all employers to which the user is associated. You must select an employer that is an incorporated entity or an LLC.
3. Click **Next** to continue. (The **Next** button will highlight after the required information is provided.)



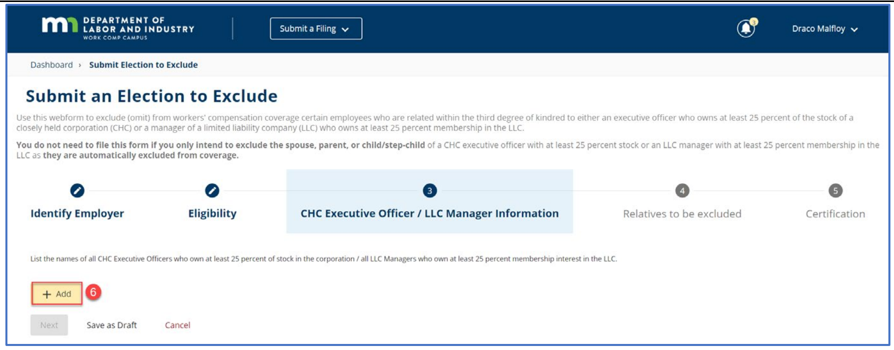
*The **Eligibility** screen will display.

4. Answer the series of questions to identify if the employer is able to exclude coverage for certain employees.
5. "Yes" must be answered for all questions or the ineligibility message will appear. Click **Next** to continue.

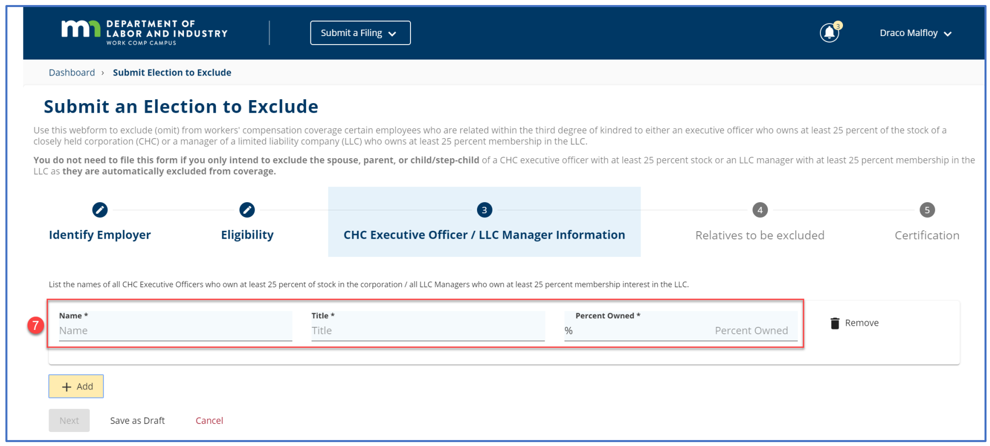




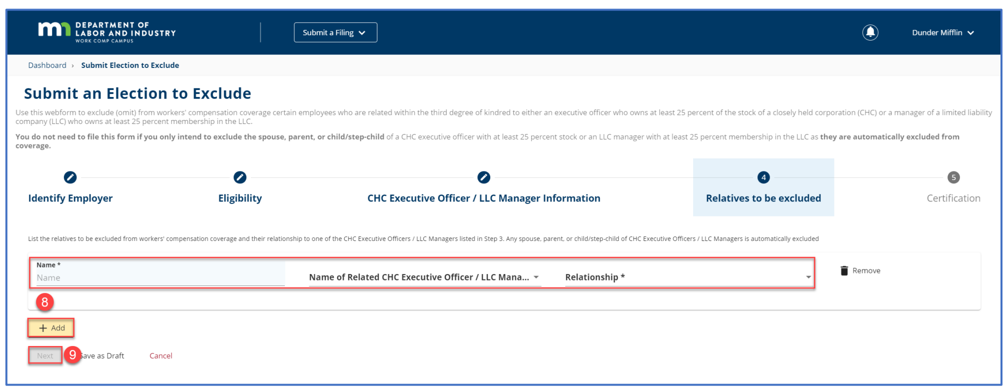
6. Click the **+ Add** button to add executive officers and managers who own at least 25% of stock in the corporation or membership in the LLC.



7. Enter information for the required fields (**Name**, **Title**, **Percent Owned**). They are to identify the executive officer or manager who is related to the employee identified in the following step. You can add multiple executive officers or managers.



8. Next, add the employees you wish to exclude from coverage. You can add one or multiple employees to a single election to exclude coverage form.
9. Click **Next** to continue. (The **Next** button will highlight after required information is provided.)



10. Add your **Electronic Signature** by entering your full name, clicking the checkbox to confirm and entering your **Executive Title** and **Phone Number**.
11. Add **Supporting Attachments**.
12. Click **Submit** for final approval.

*The **Submit** button will highlight after required information is provided.