

## **FAQs from Campus Answer Hour: Special Compensation Fund assessment, report of benefits**

### **How were these assessments being reported prior to Work Comp Campus?**

Assessments were reported in a custom-built online system. Each February, the Department of Labor and Industry (DLI) would mail a reminder to report that included the code to log into the reporting system. Letters were mailed to DLI's assessment contact, which was confirmed in the online system the prior year.

### **For a self-insurer using a third-party administrator (TPA), would the TPA be the administrator?**

The Workers' Compensation Report of Benefits Paid must be submitted in the entity paying the benefits. If a self-insurer hires a TPA to manage claims and respond to data calls, then the self-insurer must assign the role of "designated assessment contact" to one or more staff members within the TPA. That gives the TPA security to report for the self-insurer. The TPA will see the option to report for the self-insurer when they log in as themselves in Campus.

TPAs will need to connect with their self-insured clients to obtain the security access outlined above.

### **We registered in Campus pursuant to our trading partner agreement; we registered as an insurer. The additional insurers with the TPA agreement are not registered in Campus. Do we report for all the insurers listed on our trading partner agreement in Campus?**

No, the additional insurers need to register in Campus, identify a group administrator and designate a "designated contact for assessments." The insurer could choose to have its TPA report for it and then designate the TPA as the designated contact for assessment.

### **How do we find out who the group administrator is for a self-insurer?**

TPAs or self-insured staff members who need to know who the group administrator is for the self-insurer can send a request for the name of the group administrator to [dli.specialcomp@state.mn.us](mailto:dli.specialcomp@state.mn.us). Some self-insured employers still do not have their group administrators assigned. DLI may or may not have contact information for those businesses. The TPA will need to reach out directly to their clients and instruct them to contact the DLI Workers' Compensation Division Help Desk to assign a group administrator.

### **How does the carrier get connected to the account holder?**

Group administrators delegate security access and roles. If your carrier does not have a group administrator, contact DLI. After you have a group administrator established for your carrier, it is all self-service on managing who has access to the carrier.

**I am a group administrator trying to give one of the users access, but the choice for "Assessment Contact" is not there.**

The option for a "Designated Assessment Contact" will not be an option in an entity that is coded as a TPA. Only insurers and self-insurers are able to assign a designated assessment contact. The insurer or self-insurer can assign one or more staff members from a TPA to be their designated assessment contact if that is who the insurer or self-insurer wants to report on their behalf.

**I'm looking at the "My Groups" section and all of my companies are listed, but when I try to find them under the "My SCF Assessment Reports" section, some are missing.**

It is likely you have not been assigned as the designated assessment contact for those entities that you do not see in the "My SCF Assessment Reports" section. To be assigned as the designated contact, contact the group administrator for those entities.

**As a TPA, are we allowed to report on behalf of our self-insured clients? If so, how can we get access to do so?**

To get access, contact your self-insured client and request they enter you as the designated assessment contact under their company. After you have been granted the security access, the next time you log into Campus, you should see that company under the "My SCF Assessment Reports" section.

It is possible the self-insured client has not created an account in Campus. They will need to contact the help desk to get set-up as a group administrator. This will allow them to assign the designated assessment contact in Campus.

**I can add the user for assessments on our two insurer accounts, but am unable to designate the assessment in the trading partner account.**

Third-party administrators will not have the option to assign a designated assessment contact. Only the insurer or self-insurer that needs to submit a Workers' Compensation Report of Benefits Paid will be able to assign that security. Contact your clients to have them enter the appropriate designated assessment contact.

**We are an Insurer and just set up an account for the Workers' Compensation Report of Benefits Paid and Special Compensation Fund (SCF) assessment. There is no "Assessment" tab in our new account. What do we have to do to have it show?**

Work Comp Campus was created to only require those with prior-year claims activity within Campus to report benefits paid. However, due to the timing of Campus going live and some insurers only reporting or updating claims data annually, it is possible an insurer or self-insurer needs to report but there is no 2021 assessment under the "My SCF Assessment Reports" tab. If you need to report and are set up as a group administrator or a designated contact for assessments, but the "My SCF Assessment Reports" tab is not available, email [dli.specialcomp@state.mn.us](mailto:dli.specialcomp@state.mn.us) for assistance.

**If an employer is not registered in Campus, did they get the emailed notice about completing the assessment form?**

Notification of the change in the assessment and report of benefits paid process was emailed to:

- all designated assessment contacts in Campus as of Feb. 16, 2021;
- individuals who have signed up to receive the insurer, self-insurer, TPA and trading partner Campus newsletter; and
- those that reported 2019 benefits paid and entered an email address in the contact field of the previous reporting system (there were a significant amount of undeliverable email messages for the Feb. 22, 2021 message, some of which indicated mass email messages are not accepted by the insurer or TPA).

If an employer does not have a Campus account, does not complete their own reporting and did not sign up for a Campus newsletter, they were likely not notified of the change in reporting process.

**I reported for all our group self-insured. I have received no email message related to any of the groups.**

Email messages were sent as outlined above. Some messages were returned as undeliverable and could have been impacted by the large volume of recipients.

**We, as the TPA, complete this form on behalf of our self-insured employers. When we completed this process last year, we listed ourselves as the contact. Does that mean those employers did not get any communication?**

That does mean they did not receive the Feb. 22, 2021, email message sent to those individuals who reported a 2019 Workers' Compensation Report of Benefits Paid in 2020. They may have received communication if they signed up for the Campus insurer, self-insurer and TPA newsletter.

**What exactly is a replacement policy?**

A replacement policy is sometimes taken out by an insurer paying benefits for a previously self-insured employer.

**We are not supposed to report Interest paid to employees. This is penalties and interest, correct?**

Penalties and interest are not reportable on the Workers' Compensation Report of Benefits Paid.

**Who do I contact if I have questions about who reported previously or who a group administrator is for a company?**

For information about who reported previously or who an assigned group administrators is, send an email inquiry to [dli.specialcomp@state.mn.us](mailto:dli.specialcomp@state.mn.us).

**When do the rest of the fields on the page get updated? When will the amounts due be updated in the assessment details?**

There are only two fields required to be completed on the Workers' Compensation Report of Benefits Paid. The rest of the fields on the "Assessment Details" page will be updated in June after DLI makes a final determination of the assessment rate. It is the intent to use Campus, along with the DLI website, to post the rate and update the designated statistical report values for insurers to show the calculated amount due.

Insurers:  $DSR \times rate = assessment$

Self-insurers:  $Reported\ benefits \times rate = assessment$

**How will the assessment invoices be disbursed? Please do not invoice through Campus to related insurers (SIGs) for TPA. Can you direct the invoices to the TPA? As the TPA, we have received the invoices and paid them on behalf of our clients, so how can we get the invoices?**

It was DLI's intent to use Campus to alert insurers and self-insurers that invoices were available for the assessment. Alternative processes will be discussed to include TPAs in invoice notification per feedback heard at this Campus Answer Hour.

For those submitting the Workers' Compensation Report of Benefits Paid using the PDF and emailing or mailing it to DLI, invoices will be mailed.

**What email address can we use for help with specific assessment reporting questions other than the help desk?**

For questions specific to assessment reporting, invoicing or payments, you may email [dli.assessment@state.mn.us](mailto:dli.assessment@state.mn.us) or [dli.specialcomp@state.mn.us](mailto:dli.specialcomp@state.mn.us).

**What do I do if I cannot get my access set up in time to report?**

If you cannot get Campus set up for reporting this year, there is an option to submit a report via the 2020 Minnesota Workers' Compensation Report of Benefits Paid form (PDF) posted online at [www.dli.mn.gov/business/workers-compensation/work-comp-results-special-compensation-fund-assessment](http://www.dli.mn.gov/business/workers-compensation/work-comp-results-special-compensation-fund-assessment). The PDF file can be printed and mailed to DLI or emailed to [dli.assessment@state.mn.us](mailto:dli.assessment@state.mn.us). Only one report can be submitted per insurer or self-insurer.