

# Insurer, Self-Insurer, and TPA Campus Answer Hour

May 13<sup>th</sup>, 2020

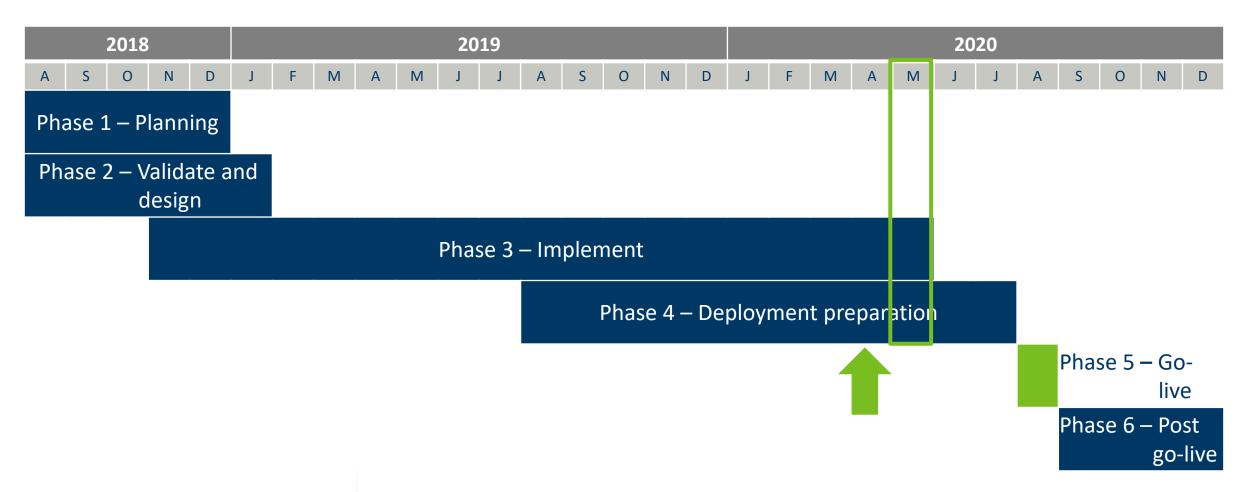
- Program Update
- Campus Feedback
- Go-live Preparation
- Campus Demo





## Program Update

#### Work Comp Campus will go live August 31st, 2020





www.dli.mn.gov

#### What's left for the Program?

*Now – June 2020* 

Implementation phase: Developing system and designing user interface.

Now – Summer 2020

**Stakeholder partnerships:** Providing regular communications and updates about our implementation progress, planned system functionality, testing and training opportunities.

Now – Summer 2020

**User acceptance testing:** Working with testing partners from representative stakeholder groups to confirm application functionality.

**Early 2020** 

**Stakeholder preparation:** Engaging stakeholders through targeted communications and training.

Summer 2020

**System go-live:** Ensuring stakeholders are supported, WCMP team will be available for questions and assistance.



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#### Frequently Asked Questions

- UI Transactions/Asbestos Claims
- Withheld Attorney Fees
- Webforms



#### Program Updates

- We have made adjustments to accommodate COVID-19 precautions and have still met every schedule and quality milestone!
- Legislative updates





## Campus Feedback

#### Feedback loops are critical to the Program's success

**Stakeholders** 

**Feedback** 

Analysis & Prioritization

Decision Making

Action & Response



Feedback
collected in
requirements
gathering
meetings,
stakeholder
showcase, and
testing

Product Owners analyze the impact and prioritize

If necessary, decisions are then escalated to Program Owners, Deputy Commissioner & Commissioner





### Preparation for Go-Live

#### We're committed to getting you ready to use the system



#### Testing

#### **Training**



Newsletters & communications



In-person user acceptance testing



Work Comp Campus
System Manual



Speaking engagements



Instructor-led training (classroom or virtual)



Q & A sessions



Quick reference videos



#### Work Comp Campus – External Training



External user opportunities to learn how to use Work Comp Campus



External Work Comp Campus System Manual



Classroom instructor-led training

OR



Webinar / virtual classroom



Quick reference videos



- Communicating Status Updates | Ongoing
- Identifying Trainers | March-April
- Planning/Scheduling Trainers | April-May
- Training-the-Trainer | July
- Training Begins | July-August

A multi-channel, blended-approach ensures we're meeting users' needs and reaching them where they are





## Campus Demonstration

## Thank you!

#### **Questions? Contact:**

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