

Insurer, Self-Insurer, and TPA Campus Answer Hour

July 22nd, 2020

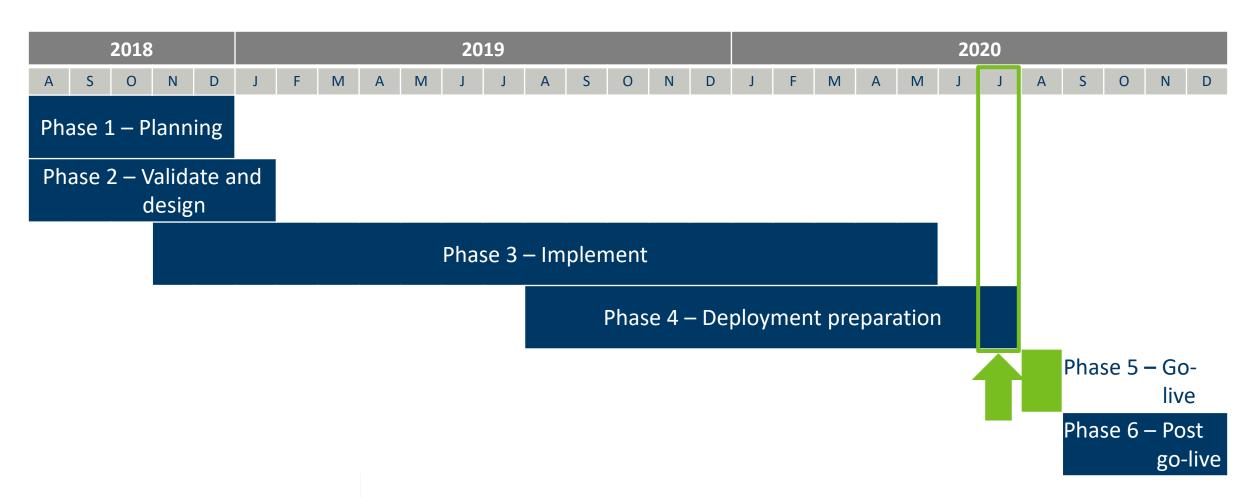
- Program Update
- Training
- Demonstration and Questions





Program Update

Work Comp Campus will go live August 31st, 2020





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.



Program Updates

- We have made adjustments to accommodate COVID-19 precautions and have still met every schedule and quality milestone!
- We are in the process of end-to-end testing
- EDI Documentation 7/23/2020
- Group Administrator Emails
- Training





Training Information

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



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



External Stakeholders Campus Training Schedule

August 2020

Monday		Tuesday	Wednesday	Thursday	Friday
3		4	5	6	7
10		11	12 Campus 101	13	14
			Campus 101		
17		18	19	20	21
			Campus 201 Sessions Role Based Sessions		
24		25	26	27	28
			Role Based Sessions		



Training

- Training will be 100% virtual
- External Training will begin 8/10/2020
- Training will be recorded
- Registration information will be sent via email
- Campus 101 and Campus 201 General Training for use
- Role based trainings will also be provided
- Feedback will be documented throughout the training sessions



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





Campus Demo and Questions

Demo Topics

- Registration and Sign In
- Group Management
- Profile Management
- Claims and Documents
- Webforms
- Requests for Information
- Penalties/Penalty Objections



Thank you!

Questions? Contact:

DLI.WCMP@state.mn.us

