

Work Comp CAMPUS report to WCAC

Improvements to Work Comp CAMPUS and the case management system

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Minnesota Department of Labor and Industry
Workers' Compensation Modernization Program
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As required by Minnesota Statutes Section 3.197 (2020): This report cost approximately \$5,000 to prepare, including staff time, printing, and mailing expenses.

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Statutory requirement

Minnesota Statutes Section 176.2612, subdivision 2:

By Jan. 11, 2021, the Commissioner of the Department of Labor and Industry (DLI) must recommend to the Workers' Compensation Advisory Council (WCAC) a plan and proposed statutory amendments for the most effective means, based on an assessment of benefits and value, to implement improvements to CAMPUS and the case management system at the office (OAH), including ensuring a single calendaring system and a single filing system. The filing requirements found in Minn. Stat. § [176.2611](#), subdivisions 3 and 4, remain in effect until further amendments related to a single filing system in CAMPUS are enacted pursuant to the recommendations of the WCAC.

Plan and Proposal for Improvement

In January 2021, DLI Commissioner Roslyn Robertson delivered a verbal update to the WCAC on the status of CAMPUS. Because CAMPUS had only recently been implemented, the Commissioner proposed updating the WCAC in January 2022 on any plans to implement improvements to CAMPUS and the court management system at the Office of Administrative Hearings (OAH), as required by statute. This report satisfies the statutory requirements, above.

Background

Beginning in March 2018, the State of Minnesota workers' compensation activities have been supported by two technology solutions: OAH's C-Track and DLI imaging. In November 2020, DLI went live with CAMPUS, which replaced its imaging solution. Over the course of many years, the WCAC has approved funding and strategies to implement today's two-solution workers' compensation technology environment.

Recommendation

The State – as represented by DLI Commissioner Robertson, Minnesota IT Services (MNIT) Commissioner Tarek Tomes, Office of Administrative Hearings (OAH) Chief Judge Jenny Starr, and Workers' Compensation Court of Appeals (WCCA) Chief Judge Patty Milun – **does not** recommend pursuing a single calendaring and single filing system.

Rationale for recommendation

The overarching rationale for the State's recommendation is that C-Track and CAMPUS support two very different systems: C-Track is a court management system, while CAMPUS is a case management system.

Additionally, the State offers the following primary reasons:

1. Changing the system lacks benefit and value.

2. Changing the system would be costly.
3. Replacing the system would be disruptive to OAH, DLI, and their stakeholders.
4. Current system investment needs must be met.

1. Changing the system lacks benefit and value.

Stakeholders are not requesting a single system and have generally adapted to the two-system approach that has been in place since 2018.

With the implementation of C-Track and CAMPUS, the workers' compensation community is provided with the ability to:

- Electronically file (e-file) in C-Track and CAMPUS.
- See every pending event at both OAH and DLI on a particular claim in CAMPUS.
- Identify unavailable time in CAMPUS, allowing DLI, OAH, and WCCA staff members to check calendar availability when scheduling.
- Access case and claim information anytime, anywhere and on any device through CAMPUS.
- Rely on data accuracy with FROI and SROI electronic data interchange (EDI).
- Access real-time support through DLI's comprehensive and consolidated Workers' Compensation Division Help Desk.
- Efficiently complete requests for documents in a workers' compensation division file in CAMPUS by an authorized party.
- Utilize electronic service delivery options rather than paper-based processes.

CAMPUS and C-Track have enabled the following improvements at DLI:

- Provided easier access to claim information electronically through CAMPUS compared to previous request for paper documents. Consolidated disparate data across DLI business units to unify workflow and improve line of sight to operational effectiveness.
- Eliminated DLI's continual data clean-up activity by rejecting incomplete or inaccurate FROI and SROI data submissions.
- Ensured assessment compliance with better data and CAMPUS-enabled functionality.

CAMPUS and C-Track have enabled the following improvements at the WCCA:

- Enabled electronic transfer of hearing records from OAH to WCCA
- Improved accuracy and completeness of hearing records received by WCCA
- Reduced redundant functions in preparing appeal records from the WCCA for the Supreme Court.
- Reduced document retention burden arising from paper-based appeal records.
- Aided in the transition to electronic appeal records, thereby improving WCCA's ability to implement COVID safety measures (reduced staffing in-person and increased reliance on remote tools).

C-Track has also supported measurable improvement at OAH:

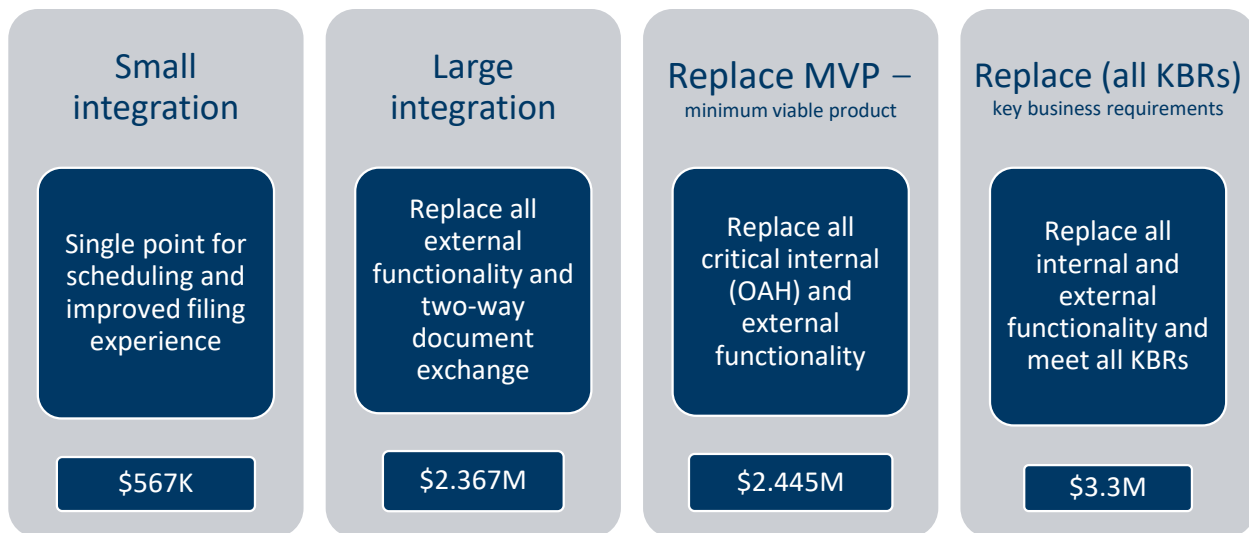
Pursuant to Minn. R. 1420.2050, a stipulation for settlement must be filed within 45 days of the date the parties reached an agreement, and OAH shall assist the parties in finalizing and filing a stipulation for settlement. In November 2020, after consulting with judges and bar members and leaders, OAH moved to a new and improved method for tracking settlements and assisting parties finalize stipulations. The new method relies on C-Track’s ability to track case status and automatically generate letters and notices to remind parties when a stipulation is due.

The goal was to reduce the average stipulation turnaround time from 60 days to 50 days. OAH exceeded this goal, decreasing the average turnaround time to 44 days. This new process, and the resulting improvement for all Workers’ Compensation parties, would not have been possible without the automation available out-of-the-box in C-Track.

Measure	Before the process change	After the process change
Average turnaround time	60 days	44 days
68% of settled cases had a turnaround time of less than	120 days	74 days

2. Changing the system would be costly.

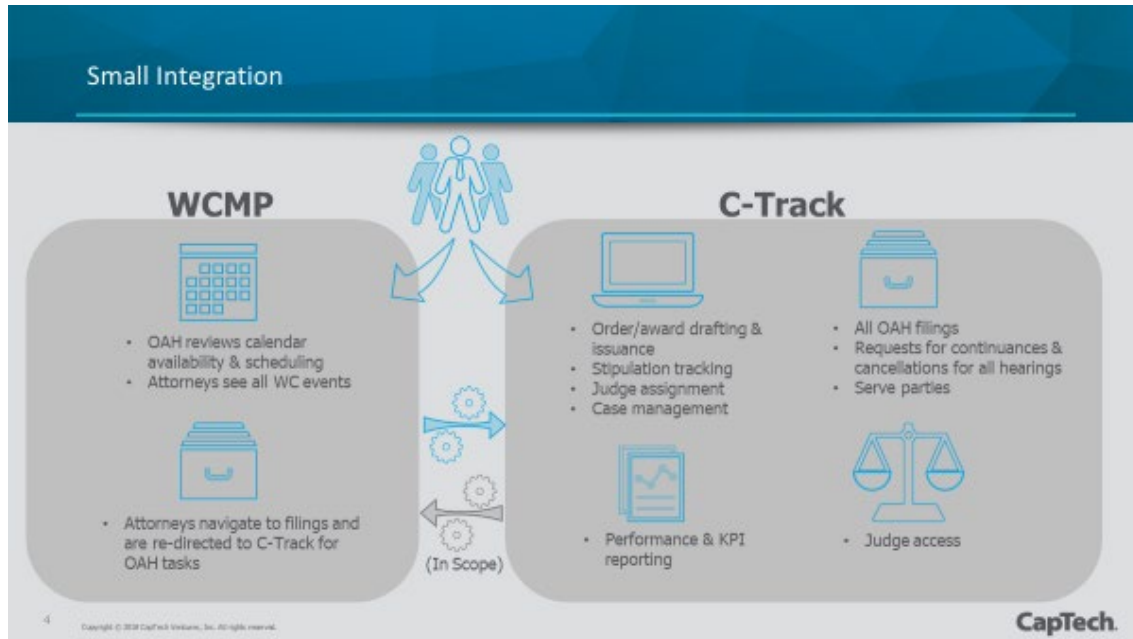
In October 2019, the State – through its vendor CapTech – estimated the cost of C-Track integration and replacement opportunities.



Each option could disrupt current operations and impose additional costs, such as additional personnel and information technology.

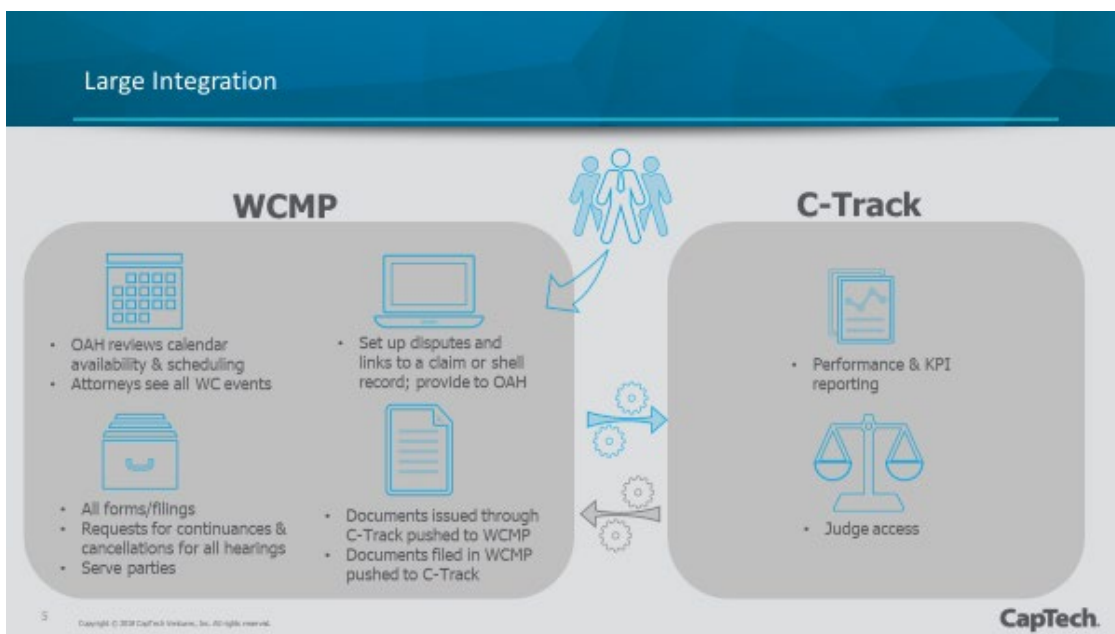
Visual depictions of the 2019 analysis of options to further integrate or replace C-Track with CAMPUS are provided below.

Option 1: Small integration – estimated 2019 \$567K

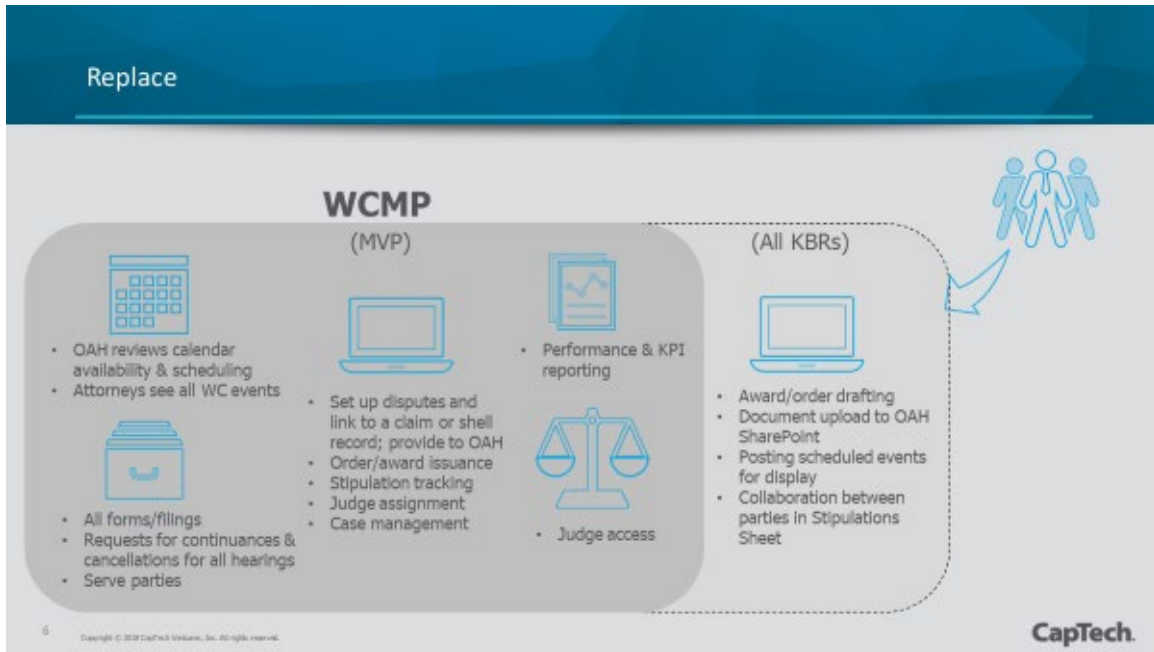


Note: WCMP = Workers' Compensation Modernization Program or CAMPUS.

Option 2: Large integration – estimate 2019 \$2.367M

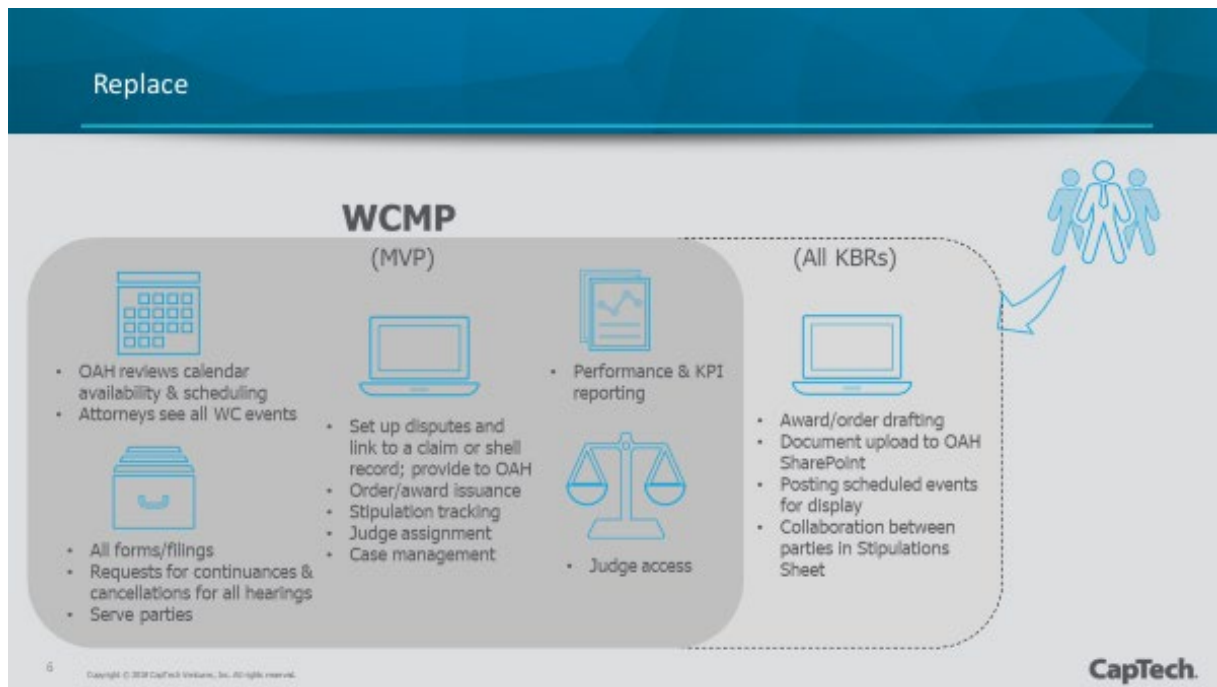


Option 3: Replace C-Track with minimum viable product – estimate 2019 \$2.445M



Note: Minimum viable product (MVP) means delivering only the most important must-haves of a technical solution.

Option 4: Full replacement with all key business requirements – estimate 2019 \$3.3M



3. Replacing the system would be disruptive to OAH and DLI.

Replacing either system at OAH or DLI will cause delivery disruptions and potentially increase costs during interim planning, development, implementation, and adoption phases.

- Existing applications would need to remain operational.
- A phased deployment will duplicate business and IT costs.
- User adoption of the change may impact efficiency and effectiveness gains.
- Managing data privacy and confidentiality requirements for the courts and DLI business units – Special Compensation Fund and Vocational Rehabilitation – may be disrupted.
- DLI compliance activities may be disrupted.

4. Current system investment needs must be met.

The State continually engages with its stakeholders to identify improvements. The State recognizes that not all functionality is currently available to meet internal and external needs. Additionally, the State remains committed to improving the overall quality of the workers' compensation system. To that end, in early January 2022, DLI is anticipating a partnership with the Minnesota Bar Association to identify improvement opportunities within CAMPUS to better meet the evolving needs of the legal community.

Through continued engagement with stakeholders and internal assessment of needs, the State has identified alternative, holistic, investment opportunities to improve the workers' compensation system:

- *Increase DLI, OAH, and WCCA operational budgets to maintain, operate, and enhance available functionality in C-Track and CAMPUS.*

The State technology choices are making a difference. Greater access to information increases transparency for the entire workers' compensation system, which drives accountability and effectiveness. The initial investment in transformative technology is the beginning. To meet the ongoing needs of stakeholders, it is critical to support improvements with sufficient operational budgets. The benefits and outcomes are too important to ignore.

- *Invest in an Electronic Exhibit Management system at OAH*

OAH's next investment need is an electronic exhibit management system. Though OAH's exhibit best practices and related trainings have created uniform expectations and user experience for preparing and filing exhibits, stakeholders have requested further enhancements to streamline the experience of using electronic exhibits in a hearing.

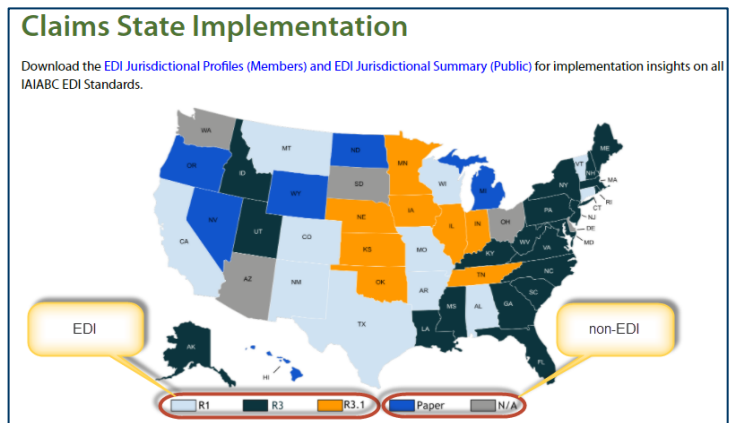
An exhibit management system will allow judges and parties to build the case record together, and to view exhibits live during proceedings. Purchasing such a product will allow judges, attorneys, and parties to fully benefit from the in-person, hybrid, and remote hearings available at OAH.

OAH is actively reviewing available options and monitoring the judicial branch pilot of this kind of software and will soon identify the investment needed to bring this continuous improvement opportunity to attorneys, employers, workers, medical providers, insurance companies, and other intervenors who appear before the court.

Update EDI to the most recent standard – estimated at \$600K.

CAMPUS is based upon a national electronic data interchange (EDI) standard. The standard enables consistency in data sets which support Minnesota and national carriers in meeting reporting requirements on a consistent basis. The International Association of Industrial Accident Boards and Commissions (IAIABC) is the national standards organization, of which DLI and most MN trading partners (workers compensation insurers) are members. Minnesota’s adoption of the standard is the underpinning for increasing data quality across the entire state workers’ compensation system.

Minnesota first mandated the filing of First Reports of Injury (FROI) via EDI standard 3.0 in 2014. Before 2014, EDI reporting was voluntary. Prior to launching Work Comp CAMPUS, subsequent reports of injury (SROI) were submitted on paper, which were scanned and data entered by DLI staff. Approximately 2.5 million pages a year were processed by DLI, the majority of which were SROI-related documents.



Minnesota **has since** adopted the ACORD XML version of **IAIABC Claims Release Standard** Version 3.1. Since the ACORD agreement with the IAIABC dissolved in 2019, the IAIABC developed a new XML version of the release 3.1 standard. DLI plans to adopt the IAIABC XML version to keep pace with release 3.1 standard changes and to provide insurers with continued data consistency. DLI estimates updating to the IAIABC XML version of the release 3.1 standard will require an additional appropriation of \$600,000.

In conclusion – CAMPUS and C-Track are working

DLI, OAH and WCCA have demonstrated and remain committed to continuous improvement. During the past year, DLI and OAH have implemented hundreds of changes to react to feedback and improve external-user experience with CAMPUS and C-Track.

The State intends to leverage C-Track and CAMPUS to continue offering modern technology to enable the work of DLI, OAH and WCCA, and the people they serve. This is both an acknowledgement that the current system is not yet perfect and a statement that the gains made are impactful, significant, and worth continued nurturing and investment.