

Work Comp Campus business readiness plan

Campus Answer Hour for Law Firms
Sept. 22, 2020



Agenda

- General updates from the Department of Labor and Industry (DLI)
- Reminders
- Stakeholder feedback
- Organizational change management strategy
- Business readiness plan
- Training plan
- Calendar

General updates and reminders

General updates

- **Workers' Compensation Division Help Desk at DLI**
 - Interact with a live person
 - Covers multiple topics, not just Work Comp Campus
 - Available via phone at 651-284-5005 (press 3) and email at helpdesk.dli@state.mn.us
- **Minnesota Workers' Compensation System Report, 2018**
 - Describes current status and direction of the system, with explanations for recent developments
 - Available online; printed report available by email request to dli.research@state.mn.us

General updates (continued)

- **Video: Worker protections during COVID-19**
 - Explains general information, workers' rights and key contacts
 - Available online and translated (DLI YouTube page)

Reminder – Where to file



- Motions regarding pending Office of Administrative Hearings (OAH) cases
- Answers
- Statements of attorney fees or objections
- Requests for formal hearings
- Claim petitions (with limited exceptions)
- Asbestos filings
- OAH mediation requests and responses
- Petitions (temporary orders, discontinue/objections to discontinue and contribution/reimbursement)



- Motions to intervene in medical or rehabilitation administration conference pending at DLI
- Requests for medical or rehabilitation administrative conference under Minnesota Statutes § 176.106 and related documents
- Requests for medical or rehabilitation dispute certification under Minn. Stat. § 176.081, subdivision 1(c) and related documents
- Claim petitions that only identify medical or rehabilitation issues, unless primary liability is disputed
- Objection to penalties assessed by DLI
- Requests for mediation at DLI and responses to mediation

Reminders – scheduling

Between now and Nov. 2

- OAH: Is not reviewing attorneys' unavailability prior to scheduling. If parties have a conflict with a scheduled proceeding at OAH, they should file a motion for continuance to request rescheduling.
- DLI: Forward unavailable schedule details by email at dli.workcomp@state.mn.us.

Reminders – scheduling (continued)

After Campus launches

- Enter unavailable time directly into Campus.
- Agencies will continue with separate systems and separate calendars.
- OAH will check parties' availability in Campus when scheduling proceedings to reduce double-booking and the need for continuance requests.

Reminders – coming events

Coming conferences and mediations

- Conferences and mediations currently set to take place between Oct. 26 and Nov. 6 will proceed as scheduled.
- Alternative Dispute Resolution (ADR) will not be scheduling any new, additional conferences or mediations during these two weeks.
- Continue to share your unavailable time between now and Nov. 2 directly with DLI by email to dli.workcomp@state.mn.us.
- DLI will use your information to try to ensure mediations and administrative conferences are scheduled at times that work for all parties.

Business readiness

Feedback for law firms

- Law-firm-specific training
- Guidance on group management and permissions
- Additional “hands-on” opportunities to use and navigate the system
- More screen shots and videos to help in real time

Organizational change management strategy

Develop a comprehensive business readiness plan for external stakeholders to ensure a successful transition to Campus that includes:

- DLI increasing stakeholder engagement through weekly communication and more frequent industry group meetings;
- delivery of a strategic retraining plan that addresses training gaps and opportunities identified through the training survey and feedback sessions;
- provision of additional demonstration opportunities to increase user confidence in their ability to use Campus; and
- implementation of a broader insurer and trading partner testing plan

External stakeholder business readiness exit criteria

- Engaged with Workers' Compensation Modernization Program (WCMP) team weekly through stakeholder emailed communication
- Met with change leaders biweekly to increase Campus knowledge and address questions about process and policy changes as a result of the implementation
- Assigned group administrator roles in Campus, received training and are prepared to support users in their organization
- Received retraining addressing knowledge and skill gaps based on feedback from initial user training

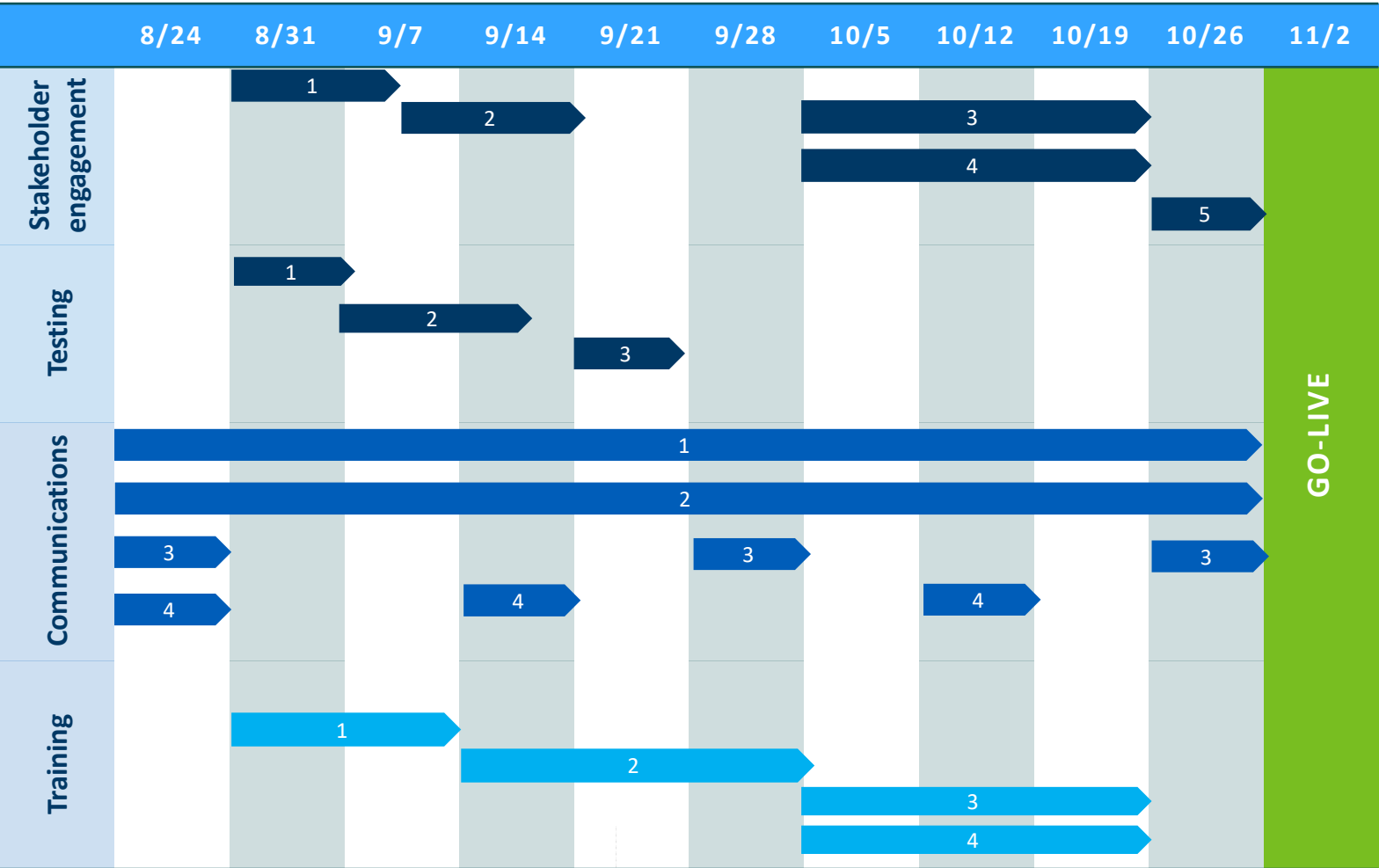
External stakeholder business readiness exit criteria (continued)

- Received interim and final business readiness status updates from DLI leadership
- Attended go-live launch event and received Campus user support and help desk information
- Trading partners: Have completed connectivity, EDI 3.1 and all follow-up testing

Training plan highlights

- Training for external stakeholders will take place in October
- Training sessions will be live with the option for self-paced training using recorded sessions
- Group management training for group administrators
- Additional FAQ documents and quick-reference guides based on training gaps
- Weekly Campus demonstrations and training Q&As during Campus Answer Hour sessions in October

External stakeholder business readiness plan



Stakeholder engagement

- 1. Feedback sessions
- 2. Business readiness plans socialization
- 3. Campus demonstrations
- 4. Training Q&A
- 5. Go-live launch event

Trading partner testing

- 1. Connectivity testing
- 2. EDI 3.1 testing
- 3. Follow-up testing

Communications

- 1. Weekly stakeholder email messages
- 2. Business readiness updates
- 3. Executive leadership communication
- 4. Engagement surveys

Training

- 1. Identify training gaps
- 2. Retraining planning
- 3. Delivery of additional training
- 4. Strategic retraining

Organizational change management activities calendar

September 2020

Monday	Tuesday	Wednesday	Thursday	Friday
	1 Feedback session law firms	2	3	4 DLI Next Stage Kickoff Weekly communication
Connectivity testing				
7	8	9 Feedback session insurance groups	10	11 Training survey Weekly communication
EDI testing				
14	15	16	17	18 Weekly communication
Follow-up testing				
21	22 Campus Answer Hour for Law Firms Campus Answer Hour for Employers	23 Campus Answer Hour for insurance groups www.dli.mn.gov	24	25 Weekly communication Campus Answer Hour for Rehab Providers

Organizational change management activities calendar

October 2020

Monday	Tuesday	Wednesday	Thursday	Friday
28 Executive leadership update	29	30	1	2 Weekly communication
Training				
5	6 Campus Answer Hour for Law Firms	7 Campus Answer Hour for insurance groups	8	9 Weekly communication
Campus Answer Hour for Employers		Training		Campus Answer Hour for Rehab Providers
12 Survey	13 Campus Answer Hour for Law Firms	14 Campus Answer Hour for insurance groups	15	16 Weekly communication
Campus Answer Hour for Employers		Training		Campus Answer Hour for Rehab Providers
19	20 Campus Answer Hour for Law Firms	21 Campus Answer Hour for insurance groups	22	23 Weekly communication
Campus Answer Hour for Employers		Training		Campus Answer Hour for Rehab Providers

Organizational change management activities calendar

November 2020

Monday	Tuesday	Wednesday	Thursday	Friday
26 Executive leadership update	27 Help desk and go-live support kickoff	28 Go-live launch event with DLI employees	29 Go-live launch event for external stakeholders	30 Go-live communication
2 GO-LIVE	3 4 5 Help desk and go-live support			6 Weekly communication Survey
9	10 Campus Answer Hour for Law Firms Campus Answer Hour for Employers	11	12	13 Weekly communication Campus Answer Hour for Rehab Providers
16	17	18	19	20 Weekly communication

Questions?