Modernizing Workers' Compensation for Minnesota

March 11, 2020

Campus is being built through a partnership between DLI, MNIT, & CapTech

DLI is partnering with MNIT and CapTech to build Campus, a state-of-the-art workers' compensation system that will provide a user-friendly, data-driven, online system that improves support to injured workers and provides greater insight into claims and disputes for the stakeholders.

Brad Morse
Program Director

Julie Soderlund
IT Program Director

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Campus will put the workers' compensation claim information you need at your fingertips

Self-service online access to claims, related documents, events and outcomes.

Securely send e-documents to the parties to the claim.

Securely send and receive data between DLI, OAH and WCCA.

Minimize claim errors through data accuracy verification.

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Campus is being built with user experience (UX) at the forefront

Plan Users' Experience

UX research used to create user personas & system map of core experience.

Test & Validate Designs

UX research used to create wireframes & click-through prototype of pages/functionality, which was tested with users to validate usability and accessibility.

Visual Design & Development

UX testing of wireframes & prototype defined the global user interface patterns, creating design continuity for users.

Ongoing Testing of Development

Ongoing user acceptance testing (UAT) & business validation testing (BVT) with DLI staff and external stakeholders validates development and requirements.

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DLI is actively engaging with external stakeholders

Engagement

- Newsletters & communications
- Speaking engagements
- Q & A sessions

Testing

- In-person user acceptance testing

Training

- Work Comp Campus System Manual
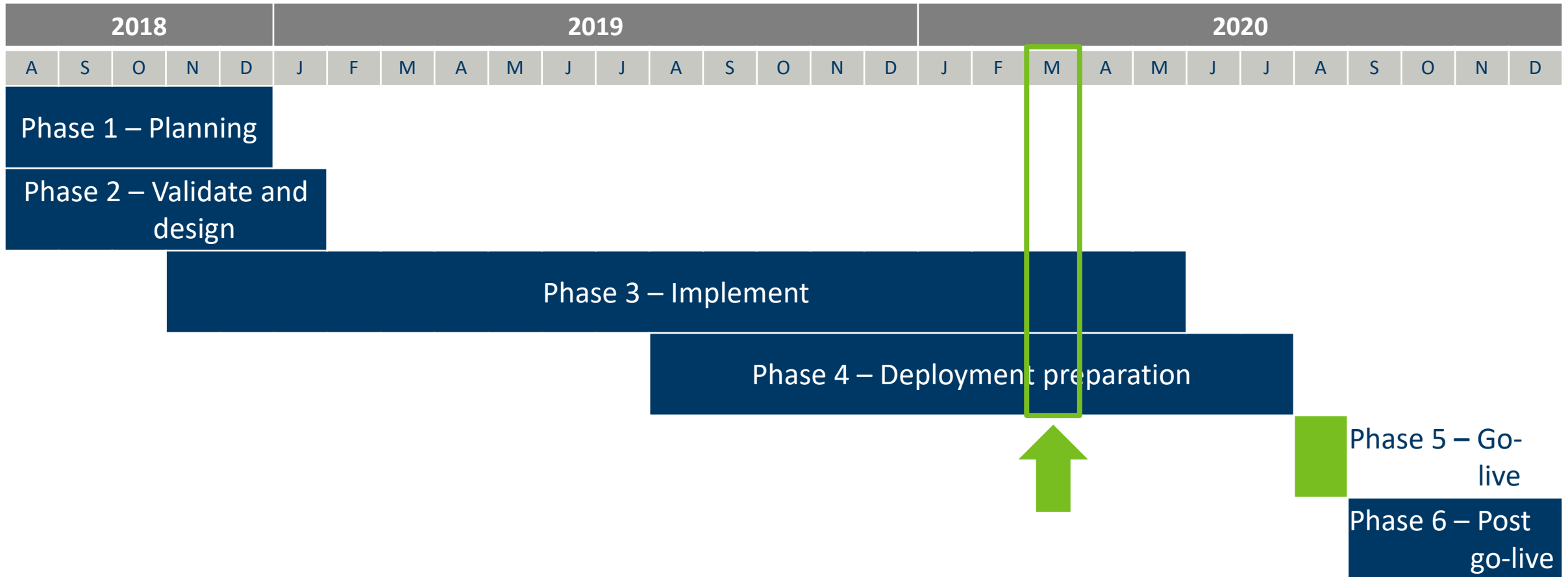- Instructor-led training (classroom or virtual)
- Quick reference videos

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Feedback from stakeholders is critical to our success

Stakeholders → Feedback → Analysis & Prioritization → Decision Making → Action & Response → Stakeholders

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The system will go live in August 2020

2018	2019	2020
A S O N D	J F M A M J J A S O N D	J F M A M J J A S O N D

Phase 1 – Planning

Phase 2 – Validate and design

Phase 3 – Implement

Phase 4 – Deployment preparation

Phase 5 – Go-live

Phase 6 – Post go-live

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Campus First Look

Thomas Hanson, Employer Stakeholder Advisory Workgroup Ambassador

Login and Sign Up for Campus

Registration

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Already have a CAMPUS account

Register for Work Comp Campus

About Me

I am Registering as a *

First Name *
First Name

Middle Name
Middle Name

Last Name *
Last Name

Suffix

Date of Birth *

(mm/dd/yyyy)

Contact Information

Phone Type *

Phone Country *

Phone Number *
Phone Number

Extension
Extension

Address 1 *
Address 1

Address 2
Address 2

☐ Outside US

Postal Code *
Postal Code

City *
City

County *
County

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Request an Access Code

Dashboard

Group Management

Case/Claim Access Management

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Submit a Filing ⌄

🔔 Iman Attorney ⌄

Dashboard › Employer: ER-00-0000-053 › Group Case and Claim Access Management

Group Case and Claim Access Management
Los Pollos Hermanos: ER-00-0000-053

You can control your Employer Group Members' claim and case access from this page. Below are some tips to help you get started:

- The claims and cases on which your group is a party are listed in the table below. Use the tab navigation to toggle between the list of claims and cases.
- Control which group members have access to an individual claim by clicking the claim row in the table. Then in the claim card that appears under the data table, click "Edit" next to the "Members with Access" list. Note: granting access at the claim level also grants access to any cases that are on that claim.
- Control which group members have access to an individual case by clicking the claim row in the table. Then in the case card that appears under the data table, click "Edit" next to the "Members with Access" list. Note: granting access at the case level does not grant access to the claim.
- Grant claim access in bulk by clicking "Bulk Edit Claim Access".

Los Pollos Hermanos

Claims | Cases

✏ Bulk Edit

Claim Name	Campus File Number	Group Role	Status ▼
No claims found			

Showing (0-0) of 0 |< < > >|

Items per page 10 ⌄

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WORK COMP CAMPUS

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Next Steps

Thomas Hanson, Employer Stakeholder Advisory Workgroup Ambassador

What's next?

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.

April – June 2020 — **Stakeholder preparation:** Engaging stakeholders through targeted communications and training.

August 2020 — **System go-live:** Ensuring stakeholders are supported, WCMP team will be available for questions and assistance.

Interested in getting involved? Email DLI.WCMP@state.mn.us.

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Questions?

Thank you!

Questions? Contact:

DLI.WCMP@state.mn.us

MINNESOTA
WORKERS' COMPENSATION
MODERNIZATION PROGRAM