

# Campus Answer Hour for Rehabilitation Providers: Go-live readiness

# Agenda

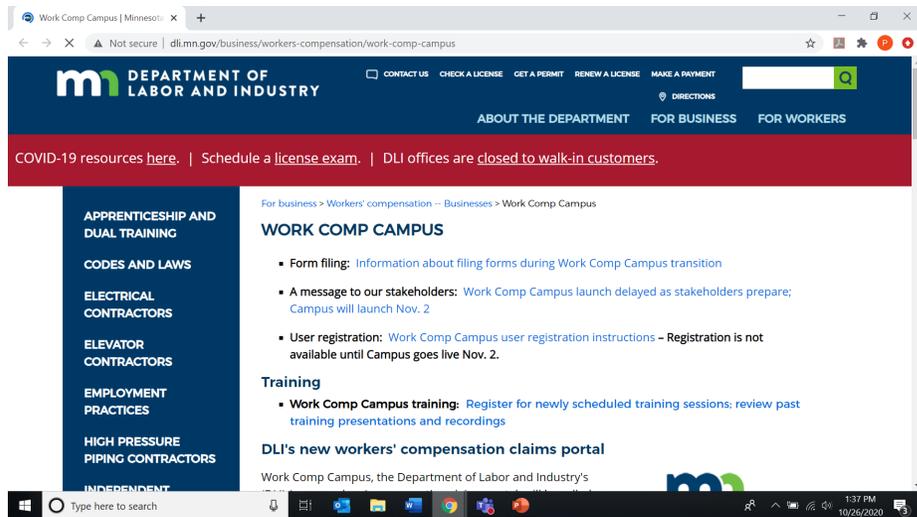
- Go-live information
- Training references and resources
- Group administration
- Help desk information
- FAQs
- Post go-live support and survey
- External technical manual index
- Q&A

# Organizational change management activities calendar

November 2020

Monday	Tuesday	Wednesday	Thursday	Friday
26	27 Go-live Campus Answer Hour	28 Executive leadership update	29 Go-live Campus Answer Hour	30 Go-live Campus Answer Hour
Training				
2 Campus goes live  Go-live communication	3 Help desk and go-live support	4	5	6 Weekly communication
9	10 Campus Answer Hour for Law Firms  Campus Answer Hour for Employers	11	12 Campus Answer Hour Insurers, TPs	13 Weekly communication  Campus Answer Hour for Rehab Providers
16	17	18	19	20 Weekly communication

# Where can I find the most recent information?



All related information about Work Comp Campus can be accessed from the [Work Comp Campus webpage](#).

This page will have the Campus login link, help desk information and links to all training resources.

Bookmark this page and check regularly for updates and news about Campus.

# How do I sign-up for Campus after go-live?

## Welcome to Work Comp Campus

This technical manual provides technical step-by-step guidance with visual aids to help you understand how to perform job functions in the Department of Labor and Industry's (DLI's) new Work Comp Campus. The information shared in this document will help external users transition from the current paper-based system for submitting workers' compensation claim information to the future state of fully electronic submission in Campus.

*All names and data portrayed in these materials are fictitious and used only for demonstrative purposes. No identification with actual persons or entities is intended or should be inferred.*

## Getting started

As a new user to Campus, you will need to register your account. If you are already registered, follow the steps in the "Logging into Campus" section.

## Registering in Campus

1. Go to the Campus website at [www.campus.dli.mn.gov](https://campus.dli.mn.gov).
2. Select Sign Up.



3. Complete the required fields, marked with black asterisks (\*), in the About Me section of the screen.

Campus will be available Monday, Nov. 2, at 8 a.m. at <https://campus.dli.mn.gov>.

The technical manual can be downloaded from the [Work Comp Campus training webpage](#), which has step-by-step instructions.

You may receive communication from your organization and group administrator with an invitation to sign up.

# Rehabilitation references

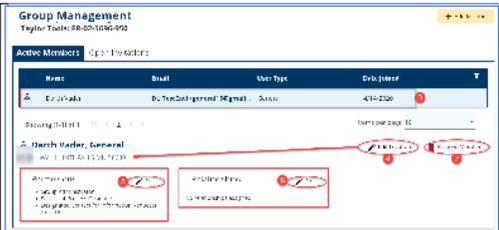
- [QRC and QRC intern registration and renewal](#)
- [Rehabilitation provider registration and renewal](#)
- [External technical manual](#)

# Rehabilitation resources

- Campus 101 for rehabilitation providers: [Presentation](#) | [Video](#)
- Campus 201 for QRCs: [Presentation](#) | [Video](#)
- Dispute resolution for external stakeholders: [Presentation](#) | [Video](#)
- [Motion to intervene](#)
- [RCR and amend-RCR submission](#)

# What can group administrators do?

3. The Group Management screen displays Active Member information, including name, email address, user type and date joined.
4. If you are a group administrator, you can update the address information by clicking on the Edit Location link.
5. Permissions are displayed for the user. Click the Edit link to update Permissions.
6. Relationships are also displayed. Click the Edit link to update Relationships.
7. If you need to delete a member associated to this group, click the Remove Member link.



After you register as a Campus user, your group administrator can provide you with group access.

They may assign additional permissions within your group.

Any time you are added or removed from a group; you will be notified through a Campus email message.

- ### Adding members to a group
1. To the right of the group information is a kebab menu. Click the kebab to manage information for that particular group.
  2. Select Manage Group.

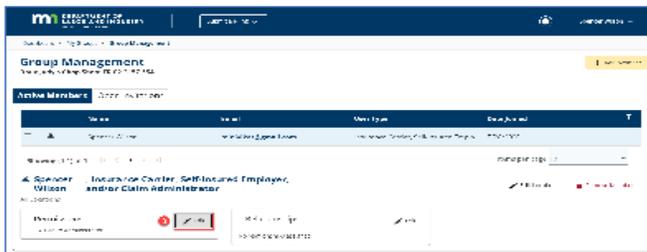


# What additional group permissions are there?

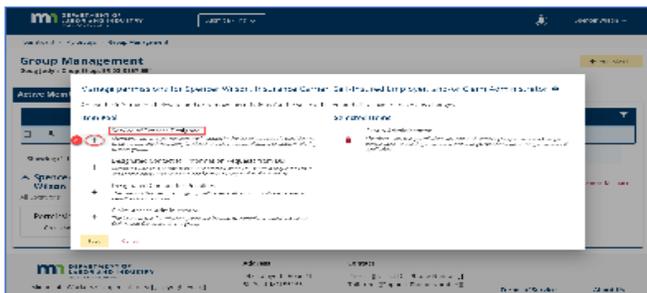
2. You will then see the groups you are associated with. To assign a service of process designee, click the kebab menu and choose Manage Group.



3. This page shows all Active Members and their roles. To assign a role to a user, click the Edit option in the Permissions box under their name.



4. Click the plus sign next to the role you would like to assign.



**Service of process designee:** Receives documents requiring legal service through Campus

**Designated contact for penalties:** Receives penalties created and served within Campus

**Designated contact for information requests:** Receives any requests for information from DLI

**Designated contact for assessments:** Receives information related to assessments from DLI

# What additional group permissions are there? (continued)

2. You will then see the groups you are associated with. To assign a service of process designee, click the kebab menu and choose Manage Group.



3. This page shows all Active Members and their roles. To assign a role to a user, click the Edit option in the Permissions box under their name.



4. Click the plus sign next to the role you would like to assign.



**Profile management:** Able to update entity information, such as addresses or entity name

**Claim access administrator:** Manages access to specific claims and cases

**Global claim access:** Access to all claims associated with the group (this is limited to insurer and third-party administrator entities)

# Campus group management training video recordings

- From Aug. 11, 2020: [www.youtube.com/watch?v=em-SwUBZxvw&list=PLuZuvy3xGC2bAdkPxOEiJP4GOWV-TsGn &index=1](https://www.youtube.com/watch?v=em-SwUBZxvw&list=PLuZuvy3xGC2bAdkPxOEiJP4GOWV-TsGn&index=1)
- From Oct. 14, 2020: [www.youtube.com/watch?v=8QhbFVPoj6c&list=PLuZuvy3xGC2bAdkPxOEiJP4GOWV-TsGn &index=31](https://www.youtube.com/watch?v=8QhbFVPoj6c&list=PLuZuvy3xGC2bAdkPxOEiJP4GOWV-TsGn&index=31)

# What support do I have as a user?



## Group administrator



## Help desk



- Add your account to the group, organization
- Change permissions in the group, organization
- Locate training resources
- Add or remove a group administrator
- Claim access

- Get Campus account
- Password reset
- Troubleshoot system access
- Add or remove a group administrator
- Entity profiles
- Application troubleshooting
- Logging defects

# Frequently asked questions

**Q: What if we don't have a group administrator or need to reassign this role?**

A: Contact the Workers' Compensation Division Help Desk, from 8 a.m. to 4:30 p.m., at 651-284-5005 (press 3), 800-342-5354 (press 3) or [helpdesk.dli@state.mn.us](mailto:helpdesk.dli@state.mn.us).

**Q: What group permissions should I have in Campus?**

A: Permissions are set by each organization and their group administrator.

# Post go-live feedback survey – Training provided

In the stakeholder newsletter last week, there was a link for a [survey](#) and a request for your feedback and input to help finalize the post go-live support plan. Please respond to the request.

## Survey questions include:

- What type of engagement activities did you find most effective?
- How frequently do you want communications and engagement events going forward?

# From the most recent session: Q&A about Campus

## Filing R-forms

- Is it still necessary to send a letter to the insurer with the R2 or R3 if they are receiving it through Campus?
- To clarify, since we are required to still send a letter to the insurer, will insurers be receiving R2s and R3s twice if we send the R-form via mail or email and they already receive it through Campus?
- If the firm's administrative staff is completing the form on behalf of the QRC, who signs the R-form?

# From the most recent session: Q&A about Campus

## Claim access

- What if there is a rehabilitation dispute? Would that be a situation where having full claim access would be helpful for a QRC so they can verify a dispute?
- Do you need claim access to intervene?

## Charge for services rendered

- Just to clarify, travel time to appointments is supposed to go under which service category, 20 or to the specific category you are traveling to, such as medical appointment, job placement meeting, etc.?

# External technical manual index

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Questions?