

Work Comp Campus release notes 1.0.19 – April 8, 2021

Global

1. Issue: When I attempt to download certain legacy documents, the document will save as a blank PDF file and I am unable to view the information contained in the document.

Expected: When legacy documents are downloaded, saved and opened now, they will display the information contained in the document.

Insurer, self-insurer, third-party administrators and trading partners

1. Issue: When viewing the claim shell, some users noted the data fields for SSN, WID number and/or PIN values appeared blank, when the data had already been manually entered before, during the creation of that claim shell.

Expected: This issue has been corrected, so the SSN, WID number and/or PIN now displays on the claim shell view.

2. Issue: The "Claim Benefits" tab was not populating on a claim after IP (initial payment) and SX (suspension) EDI transactions.

Expected: The "Claim Benefits" tab on the "Claim Details" page is now populating correctly.

Law firms

1. Issue: The "Amended Request for Assistance" has the incorrect title at the top of the document and in the "Affidavit of Service."

Expected: The full, accurate name of the document ("Amended Request for Assistance") will appear both at the top of the document itself and in the "Affidavit of Service," as it is already identified in the "Documents" tab.

2. Issue: In the signature block for the attorney filing the "Response to Request for Assistance," it currently lists the address for the party being represented.

Expected: Moving forward, the signature block should show the address for the attorney, not the attorney's client. Unless the attorney is corporate counsel, the attorney's address and client's address should not be the same.

Rehabilitation providers

1. Issue: In a claim shell situation, the insurer refused both to file a first report of injury (FROI) and pay the qualified rehabilitation consultant's (QRC's) invoice for the rehabilitation consultation. The QRC completed a "Request for Assistance" (RFA) form and saved it as a draft. When the form was reopened, all of the data entered was gone.

Expected: A saved RFA draft will now retain all the data entered.