

Work Comp Campus release notes 1.0.9 – Dec. 17, 2020

Global

1. Issue: In some cases, where an R-form was being downloaded and printed to send to the parties, the document did not print all the pages at once, but had a hesitation between each page so the print button had to be pushed several times.

Expected: This issue has been resolved.

2. Issue: When attempting to add parties to a dispute, users were encountering a "not authorized" screen in some instances.

Expected: This is now resolved.

Law firms

1. Issue: Users were unable to submit a filing on a Dispute that linked to a Shell (temporary) claim.

Expected: Filings can now be submitted.

2. Issue: Sometimes in the Parties tab of a Claim or Dispute, the law firm of the associated attorney would incorrectly display as the party.

Expected: The display has been corrected so the law firm does not incorrectly display.

3. Issue: Sometimes when a Dispute Response draft was saved, not all the field data was saved or the draft would not save.

Expected: All Dispute Response data now saves.

4. Issue: Users who should be able to file a Response to a Dispute were unable to access it when the Dispute had been created with a Shell (temporary) Claim.

Expected: Access is available for all attorneys and paralegals connected to the Dispute.

5. Issue: When initiating a Dispute, sometimes a user would not be able to locate a Claim that was known to be in Campus.

Expected: This issue has been resolved and users can locate claims in Campus.

6. Issue: When preparing a Response to a Dispute, some users would receive an error.

Expected: An error is no longer received.

7. Issue: On the Affidavit of Service, a party would appear to be listed as being served multiple times.

Expected: The language of the Affidavit of Service is now corrected.

8. Issue: In My Forms, users were unable to return to a saved draft of an in-progress form due to there being no hyperlink to click.

Expected: The hyperlink now appears in the far left column of the queue.

9. Issue: When uploading attachments, choosing certain categories would result in the user being unable to populate the Type field and prevented the upload.

Expected: The category field has been removed.

10. Issue: When initiating a Dispute, sometimes the law firm field would not properly populate.

Expected: The law firm field is now populating.

11. Issue: External users added to a Claim by an internal Department of Labor and Industry user were not displaying.

Expected: All users will now display.

12. Issue: When preparing a Response to a Dispute, some users were not given the Service of Process step to complete.

Expected: The Service of Process step is functioning properly now.

13. Issue: When initiating a Dispute, users were sometimes unable to select an address for a potential intervenor.

Expected: Addresses are now available. If the address in Campus is not correct, contact the Department of Labor and Industry for a correction.

14. Issue: Some attorney queues were not populating.

Expected: Queues are now populating.

Vocational rehabilitation providers

1. Issue: In situations where the insurer did not file a first report of injury (FROI), the qualified rehabilitation consultant (QRC) had to create a rehabilitation file to later be matched with the claim. Unfortunately, this transaction did not then allow the QRC to file the R-2 plan.

Expected: The QRC can now file an R-2 in this claim shell status.

2. Issue: In the situation in which a FROI was not filed by the insurer, the QRC could not add a party (such as an attorney) to the affidavit of service before submitting or filing the Rehabilitation Consultation Report (RCR) with the department and parties.

Expected: A party can now be added to the Affidavit of Service.

3. Issue: There were some problems initially with the registration of QRCs within the firm and/or Campus, listing the names of other rehabilitation providers from other firms as their staff members.

Expected: QRC firms should now only see their own staff members.

4. Issue: After completing the R-3, signing the form and attesting to their signature, the QRC found that when the form was downloaded and printed to send to the parties for their review, signature and return, the QRC's signature was no longer on the R-3.

Expected: Signatures now appear as expected on the R-3.

5. Issue: On R-forms, the QRC firm four-digit number was replaced by a Campus RP nine-digit number, which caused confusion.

Expected: This has been corrected, so now only the four-digit number is on the R-forms.

6. Issue: The Plan Progress Report (PPR)/R-3 PPR did not allow the QRC to mark when the employee was released to return to work.

Expected: Parties can now know if the employee has limitations or not, and/or is off work.

7. Issue: Initially when R-forms were saved as a draft, the document could not be retrieved and viewed.

Expected: Draft R-forms can now be retrieved and viewed.

8. Issue: Initially QRCs acting as group administrators were unable to approve another QRC's change of employment within their group.

Expected: This issue has been resolved.

9. Issue: The QRC wanted to submit a retraining plan via Campus, but was unable to.

Expected: Retraining plans can now be submitted.

10. Issue: Unlike the other R-forms, the RCR form did not require the QRC's registration number to be listed.

Expected: The QRC's number is now a required field.

11. Issue: When preparing a Response to a Dispute, some users were not given the Service of Process step to complete.

Expected: The Service of Process step is functioning properly now.

12. Issue: When initiating a Dispute, users were sometimes unable to select an address for a potential intervenor.

Expected: Addresses are now available. If the address in Campus is not correct, contact the Department of Labor and Industry for a correction.

13. Issue: QRCs, employees and attorneys were not able to file rehabilitation requests to seek direction of the rehabilitation plan and get invoices paid.

Expected: Rehabilitation requests can now be filed.

Insurers, self-insurers, third-party administrators and trading partners

1. Issue: eForm filers were seeing DN0066, the employer paid wages for date of injury field, pre-populated with a Y for yes or a N for no during subsequent filings, even though it was not populated with a previous filing.

Expected: Records should no longer pre-populate.

2. Issue: The pre-existing disability code needs a "U" option in eForms.

Expected: eForm filers may now select "U," for unknown, when reporting the pre-existing disability code (DN0069). The previous application only allowed Y for yes or N for no.

3. Issue: eForm filers were encountering issues when submitting FROI 02 change transactions with the employee middle name.

Expected: The application should now populate the middle name correctly.

4. Issue: eForm filers were unable to update the Social Security number (SSN) with the FROI 02 change transaction.

Expected: That application has been updated to allow a change to the SSN, provided the transaction passes all other edits and the other match data remain the same.

Employers and employees

1. Issue: The access code letter referenced the test-system URL instead of the current Campus URL.

Expected: When employees or employers log into Campus and request claims access, they receive a letter with an access code. This letter now references the correct, current Campus URL that can be used to sign in.