

# Work Comp Campus FAQs – Rehabilitation providers

**Oct. 8, 2021**

**1: What steps should I take in Work Comp Campus to file a rehabilitation request for assistance (RFA) to get my invoices paid or to seek direction of the rehabilitation plan?**

These steps are shown in the *Litigation procedures at DLI* presentation, slides seven through 15, on the Department of Labor and Industry website at

[www.dli.mn.gov/sites/default/files/pdf/orientation\\_litigation\\_procedures\\_2021\\_2.pdf](http://www.dli.mn.gov/sites/default/files/pdf/orientation_litigation_procedures_2021_2.pdf).

**June 25, 2021**

**1: Will the "Rights and responsibilities" form be updated to provide information to employees about where to find a list of qualified rehabilitation consultants (QRCs)?**

No, not at this time; however, a feedback enhancement request has been submitted to have Work Comp Campus update the QRC spreadsheets on the Department of Labor and Industry's website so stakeholders can access this information.

**May 14, 2021**

**1: It's frustrating that email generated by Work Comp Campus does not include identifying details, such as the date of injury (DOI) or worker identification (WID) number, in either the subject line or body of the message. Furthermore, no one feels the use of encrypted email is necessary. What is the department's position about this?**

The Department of Labor and Industry (DLI) is required to follow the standards outlined in the Minnesota Government Data Practices Act (MGDPA) to protect non-public workers' compensation data. DLI is also aware of several law firms and insurance companies that have recently experienced security hacks, phishing attempts and other efforts to compromise online systems. These cybersecurity attacks of stakeholders may affect the security of information within Campus. Therefore, DLI will continue its current data security practice and welcomes continued stakeholder feedback.

**2: I have ideas about simple changes to make Campus work more smoothly. How can I communicate these to DLI?**

Rehabilitation providers who have feedback and suggestions about Campus can send an email message addressed to both [helpdesk.dli@state.mn.us](mailto:helpdesk.dli@state.mn.us) and [mike.hill@state.mn.us](mailto:mike.hill@state.mn.us), with "Campus feedback" in the subject line.

**3: If I send a request to DLI to link an RT file to a CL claim file, is there other information I should provide to make sure the file is linked correctly?**

Yes, to make sure the file is linked correctly, provide the injured worker's date of injury and confirm the qualified rehabilitation consultant's name and registration number.

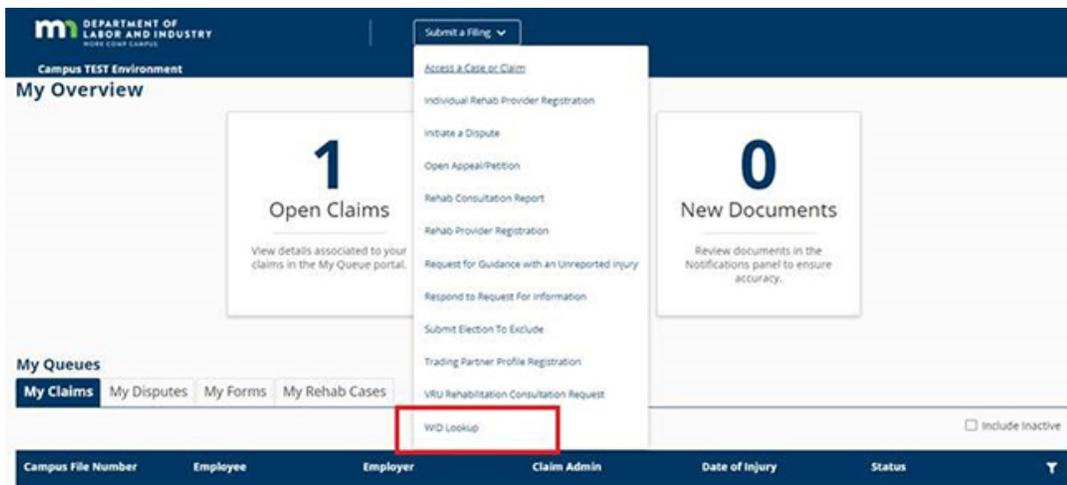
## April 30, 2021

### 1: What information should I provide to DLI's help desk – by phone or encrypted email – to speed assistance with the issue I'm having?

When you are contacting the Workers' Compensation Division Help Desk, identify who you are, your contact information and the problem you are having. Also provide the following, so the file can be looked at internally:

- the employee's worker identification (WID) number (EE-01-0000-000);
- the employee's date of injury;
- the employee's name;
- the RT file number (RT-01-0000-000); and
- the Campus claim or jurisdiction claim number (CL-00-0000-000).

### 2: How do I look up an employee's worker identification (WID) number so that I might file a Rehabilitation Consultation Report or provide information to the help desk for assistance?



To locate the WID number in Campus:

1. Login to your Campus account.
2. From your dashboard, select "Submit a Filing" and scroll down to the "WID Lookup" option.
3. Input the required fields, click "Submit" and view the results.

Note: In Campus, WID numbers are nine digits and are formatted as EE-##-####-####.

### 3: When completing the R-3 form to make a change of qualified rehabilitation consultant (QRC), I either get an error message or Campus does not allow me to go any further. What should I do?

For assistance, email Mike Hill at [mike.hill@state.mn.us](mailto:mike.hill@state.mn.us) so he can schedule a virtual meeting in Microsoft Teams to determine if further training is needed or if a defect in Campus needs to be submitted (including identification of the error code) to resolve the problem.

4: During the change of QRC process, I submitted the employee's claim review form through Campus for approval. Unfortunately, I received notice the request was denied. Why isn't the person's name, who denied the request, listed?

To have the person's name, who denied the request, listed would take an enhancement to Campus and there are higher enhancement priorities to be resolved at this time. (See question one in the [Jan. 22 FAQs](#) for a work-around answer.)

## April 9, 2021

**1: What information should I provide to DLI's help desk – by phone or email – to speed assistance with the issue I'm having?**

When you are contacting the Workers' Compensation Division Help Desk, identify who you are, your contact information and the problem you are having. Also provide the following, so the file can be looked at internally:

- the employee's worker identification (WID) number (EE-01-0000-000);
- the employee's date of injury;
- the employee's name;
- the RT file number (RT-01-0000-000); and
- the Campus claim or jurisdiction claim number (CL-00-0000-000).

## March 26, 2021

**1: I was notified the insurer has issued a primary denial or further denial of liability. The insurer said it would not pay for rehabilitation services and for me to close the file. Do I use the R-3 or the R-8 form to withdraw, so the employee can receive services through the Department of Labor and Industry's Vocational Rehabilitation unit (VRU)?**

***File an R-3 Rehabilitation Plan Amendment form*** to withdraw after you have confirmed litigation has been initiated by the injured worker disputing the insurer's denial of liability and payment for statutory rehabilitation services. After the R-3 form is filed VRU will automatically be notified.

***File an R-8 Notice of Rehabilitation Plan Closure form*** to withdraw after you have confirmed the employee will not pursue litigation to dispute the insurer's denial of liability and/or, after a period of time, cannot decide whether to retain an attorney or file a claim petition. Filing the R-8 form withdrawal does not automatically notify VRU about this situation; however, it does close the rehabilitation plan.

Therefore, the qualified rehabilitation consultant (QRC) should send VRU a copy of the R-8 withdrawal form, a summary narrative report and a copy of the further denial of liability form, and/or email from the insurer to that effect.

**2: How do I renew my QRC firm registration? In Campus, the only option appears to be "initial firm registration."**

1. Within Campus, go to the top blue bar (with the DLI logo), go to the name to the right of the "bell" icon and click on it.
2. Select "My Groups."
3. On this page, go to the far-left side, click on the name of your firm under "My Groups."
4. Go to the far-right side of the page, click on the kebab menu (three horizontal dots) and select "Submit Registration."
5. Under "Rehab Provider Registration" on the far-left side of the page, under "Registration type" find "Renewal Registration." Answer all the items and attach any required documents.
6. Finally, remember to mail your check, with a note on it that it is for "QRC firm registration renewal," to: Minnesota Department of Labor and Industry, Financial Services, 443 Lafayette Road N., St. Paul, MN 55155.

**3: What client information should I provide to help resolve issues when I am contacting the help desk or DLI staff members with questions about Campus or claims?**

Good question, because there are approximately 6,000 open rehabilitation files at any given time. When contacting the Workers' Compensation Division Help Desk or other DLI staff members for help, provide:

1. the employee's worker identification (WID) number (EE-01-0000-000);
2. the employee's date of injury;
3. the employee's name;
4. the RT file number (RT-01-0000-000); and
5. the Campus claim number or jurisdiction claim number (JCN) (CL-00-0000-000).

## **March 12, 2021**

**1: I received notice there is a further denial of liability for which the employee's attorney has filed a claim petition to resolve. Due to this, I want to transfer the injured worker's file to the Department of Labor and Industry's (DLI's) Vocational Rehabilitation unit (VRU) so there is not an interruption of rehabilitation services. What steps should be taken through Work Comp Campus?**

Your steps to take should include the following.

- a. Confirm that litigation has been initiated by the injured worker disputing the insurer's denial of liability and payment for statutory rehabilitation services.
- b. Log into Work Comp Campus and open the "My Rehab Cases" tab.
- c. Open the disputed RT file, go to the "R-form Details" and click on it.
- d. Select the R-3 form and click "Next."
- e. On the R-3 form, select "Withdrawal of QRC" and click "Next."
- f. In the proposed amendment and rationale section write "withdrawal of QRC due to insurer denial of liability" and click "Next."

- There is no need to say anything in the "services to be provided" or "projected cost and duration" sections.
- g. Next, upload a copy of the cost breakdown sheet, a copy of the primary denial of liability or an email message from the insurer to that effect.
- h. Sign the e-signature line, check the confirmation box and click on "Submit."
- i. You should receive a confirmation email message that the R-3 form was submitted.
- j. Send a copy of the employee's rehabilitation file to: **Minnesota Department of Labor and Industry, Vocational Rehabilitation, P.O. Box 64223, St. Paul, MN 55164-0223.**
- k. Distribute the R-form, narrative and progress report to the parties.

**2: Rehabilitation providers were unfamiliar with creating and filing a Rehabilitation Consultation Report form (which creates a RT rehabilitation file) when Campus rolled out. Due to this, plus software slowness, it was not unusual for providers to create multiple RTs for the same claim. Who at the department should I contact to close duplicate RT files?**

To close duplicate RT files, send an encrypted email message with the RT number to be closed to JoAnn Jacobson at [joann.early@state.mn.us](mailto:joann.early@state.mn.us).

**3: The insurer said it filed a First Report of Injury form before I was asked to do a rehabilitation consultation. However, when filing the Rehabilitation Consultation Report, there was no claim to attach it to, so a "claim shell" was created instead. Now Campus won't permit me to create an R-2 Rehabilitation Plan form. What is the department doing to address this?**

The claim shell team is making a concerted effort to link the backlog of claim shells to claims, as well as requesting First Reports of Injury forms on claim shells that don't have a current claim in Campus. Because there are several steps involved for each one, the process is very time consuming. Your patience as we work through this is greatly appreciated.

**4: I've worked as a QRC for years and it's nearly time to do my annual registration with the department and pay my fee. In Campus, do I select this as a new registration or a renewal?**

Choose "Renewal" and remember to mail your check to: Minnesota Department of Labor and Industry, Financial Services, 443 Lafayette Road N., St. Paul, MN 55155.

## **Feb. 19, 2021**

**1: I have contacted the insurer to file the first report of injury (FROI) several times and even sent them a copy of the new Minnesota Statutes section 176.231 legislation. However, they still haven't filed the FROI and it's been more than 14 days since I filed the rehabilitation consultation form. When contacting the help desk for assistance, what information should I send to help DLI when they contact the insurer?**

Send a request to the Department of Labor and Industry's (DLI's) Workers' Compensation Division Help Desk at [helpdesk.dli@state.mn.us](mailto:helpdesk.dli@state.mn.us), 651-284-5005 (press 3) or 800-342-5354 (press 3) right away to have the insurer file the long overdue FROI.

- a) Ask that your request be forwarded to the Compliance, Records and Training unit's FROI team.

b) Include:

- the date the Rehabilitation Consultation Report form was filed with DLI;
- the date the insurer was first notified about the missing FROI;
- the claim number provided by the insurer;
- the adjuster's full name, phone number and email address
- the employee's name;
- the date of injury (DOI);
- the employee's worker identification (WID) number or the last four digits of their Social Security number (SSN); and
- your RT number from filing the Rehabilitation Consultation Report form in Work Comp Campus.

**2: Shortly after Campus rolled out in November there were problems and R-forms could not be filed. The department instructed QRCs to create, circulate and file the R-forms when Campus was again working. Due to this, an R-2 Rehabilitation Plan form that was ready to be filed in October, may not have been filed in Campus until the end of December.**

**A Plan Progress Report (PPR) form is required to be filed six months after the R-2 form was filed. Had the R-2 form been filed in October, the PPR form would be due April 2021. However, according to Campus, I'm not to file the PPR until June 2021. Which date should I follow?**

Use the date displayed on your Campus dashboard to file the PPR form even though it is later than you feel it should be.

**3: After submitting or filing an R-3 Rehabilitation Plan Amendment form in Campus, I noticed I had mistakenly put cost information in the "02 – On-site job analysis" service category rather than the intended "03 – Coordinate RTW/same ER" service category. Is there a way I can pull that R-form back to un-file it?**

No, but you can file a new R-3 form with the correct information after you have circulated it for signatures, etc.

**4: Whenever I have problems with Campus, I email screenshots of the problem to the help desk and list the injured worker's name in the subject line to help in locating the RT file. I've heard from other QRCs that I should not be doing that. What's the correct way to get help?**

You are encouraged to send screenshots of your Campus problems via **encrypted email only**. The use of regular email to send private employee information is a data security violation (see Minnesota Rules 5220.1802, subpart 5). It is also a data security violation to list an employee's private data in the email subject line. Rehabilitation providers, insurers and attorneys were reminded of this in a DLI newsletter emailed in July 2020.

**5: After completing a Rehabilitation Consultation Report (RCR) form with an employee, I was notified by the insurer that the employee has decided to work with a different QRC. Should I still file the RCR, RCR narrative, and rehabilitation rights and responsibilities form in Campus?**

Yes, file the RCR form and other documents in Campus, which will create the RT file. The newly assigned qualified rehabilitation consultant (QRC) will then follow the steps outlined in previous Campus newsletters to file an R-3 Rehabilitation Plan Amendment for a change of QRC. Following that, the new QRC will file an R-2 Rehabilitation Plan form.

## Feb. 5, 2021

**1: Can you add the ability to "print only" a blank R-form in Work Comp Campus? (Using the Campus formatted forms, instead of the former PDF format forms on the DLI website, which look very different.) It would be helpful out in the field.**

Thank you, that is a great feedback item for a future design change in Campus.

**2: Will DLI be making drafts of R-forms available for viewing and updating by both the qualified rehabilitation consultant (QRC) and the support staff, instead of only being available to the person who created the form?**

DLI is taking this feedback for future development as well. This change, in particular, requires extensive programming and, therefore, DLI is unsure when this solution could be implemented.

## Jan. 29, 2021

**1: As a QRC, I have been submitting a release of copies of workers' compensation claim file claims form to the Department of Labor and Industry (DLI) on every injured worker authorization, through Work Comp Campus, so I have authorization to see their workers' compensation claim. Is that a good idea?**

Qualified rehabilitation consultants (QRCs) need to focus on the services they provide to injured workers. The ability to see the employee's claim file provides no additional service to the employee, especially since QRCs are prohibited from acting as an advocate or advising any party about a claims or entitlement issue (see Minnesota Rules 5220.1801, subpart 8B).

**2: A first report of injury (FROI) form has not been filed in Campus. Now I can't create an R-2 Rehabilitation Plan. What can be done?**

Insurers are required to file a FROI form, no later than 14 days from when a Rehabilitation Consultation Report form is filed with DLI (see Minnesota Statutes § 176.231). After the FROI form is submitted, all the claim and employer information will populate on the R-forms.

In the meantime, to speed up the process, you might: contact the insurer to request they file the FROI form; ask the employee's attorney to contact the insurer; or contact the Workers' Compensation Division Help Desk at [helpdesk.dli@state.mn.us](mailto:helpdesk.dli@state.mn.us), 651-284-5005 (press 3) or 800-342-5354 (press 3) to request that DLI contact the insurer.

**3: Why doesn't the email system in Campus have to be encrypted?**

Campus is a secure portal in which only those individuals granted access may receive messages. Email outside of Campus may be intercepted; thus, the recommendation that end-to-end encryption be used to ensure private data remains secure.

**4: Remind me how to do a change of QRC in Campus, so I may begin to work with the employee.**

**File a claim access authorization:** An [Authorization for File Review or Release of Copies of Workers' Compensation Claim File](#) form (or claim access authorization) must be filed with the employee's authorization.

From the dashboard, click the "Submit a Filing" button in the header, then "Access a Case or Claim" and "Submit an Authorization." There are steps in the form for a QRC to request access: follow the steps and upload attachments as necessary.

**Navigate to the claim, the rehabilitation transaction to take over:** After the claim access authorization has been filed and approved by DLI, the QRC will have access to the employee's claim. From the dashboard, under "My Claims," click on the claim for which access was requested, scroll to the bottom of the "Claim Details" page and choose the "Related Cases and Claims" tab, where the "Rehab Transaction (RT)" to take over will be listed. Click the ID that starts with "RT-..."

**Start the R-3 submission:** When this page loads, the RT details page will appear that lists the rehabilitation details and dates. Click on "R-form Details" in the upper right, where the R-3 form can be filed. This form will process the RT, taking it over from another QRC. Click "Submit" in the R-3 drop-down menu and proceed.

**Verify the information is correct on the R-3:** On the R-3 form, the selection "Change of QRC" should be automatically selected. Scroll down on the first step to ensure the correct information is in the "New QRC" section.

**Complete the R-3:** Proceed through the rest of the form and click "Submit." The rehabilitation plan can be amended in the course of this filing or the new QRC can submit another R-3 later.

Upon submission of the R-3, the new QRC will now be the assigned QRC. Their name will display on the RT page and the former QRC is no longer assigned. The new QRC may proceed with the case as needed and will have access to all the forms that have previously been submitted.

**5: Is it okay to download the R-2 Rehabilitation Plan and circulate it to the parties for signature without attaching the initial evaluation report?**

No, both the initial evaluation report and the R-2 Rehabilitation Plan are to be circulated at the same time to the parties.

**6: I saved several draft R-forms in Campus while the forms were circulated for review and signature. Now I can't find them. What happened?**

This was a defect in Campus. Any R-forms saved before Jan. 8, 2021, are lost for good. You will need to recreate them so you can upload your signature pages and documents and then file or submit them with DLI. We apologize for the inconvenience.

**7: Several design changes need to be made in Campus. Who will decide what those changes will be?**

A Campus survey was sent to stakeholders Jan. 27. Your feedback is very important. You are being asked to rank the order of design changes you want to see made in Campus to make your job more effective. Return the survey at your earliest convenience.

**Jan. 22, 2021**

**1: I submitted an authorization in Work Comp Campus (from [www.dli.mn.gov/sites/default/files/pdf/fe0005.pdf](http://www.dli.mn.gov/sites/default/files/pdf/fe0005.pdf)) as required for a change of qualified rehabilitation consultant (QRC). However, it was denied and no reason was provided in the Department of Labor and Industry's (DLI's) email message. What might have happened?**

Errors, leading to denial, often include: incomplete Social Security numbers; not providing the specific date of injury; or that the employee did not sign the form within the past six months. Questions can be emailed to Tony Galvan at [tony.galvan@state.mn.us](mailto:tony.galvan@state.mn.us).

**2: The insurer did not file a First Report of Injury (FROI) form in Campus and now I can't create an R-2 Rehabilitation Plan. What can be done?**

Insurers are required to file a FROI no later than 14 days from when a Rehabilitation Consultation Report is filed with DLI ([Minnesota Statutes § 176.231](#)). After the FROI is submitted all the claim and employer information will populate on your R-forms.

In the meantime, to speed up the process you might:

1. contact the insurer to request they file the FROI;
2. ask the employee's attorney to contact the insurer;
3. have the employee call DLI at 651-284-5030 for help filing a copy of their FROI in Campus;
4. have the employee mail the FROI for filing; or
5. email the [Workers' Compensation Division Help Desk](#) to request that DLI contact the insurer Helpdesk.

**3: I submitted an authorization in Campus (from [www.dli.mn.gov/sites/default/files/pdf/fe0005.pdf](http://www.dli.mn.gov/sites/default/files/pdf/fe0005.pdf)) to obtain the injured worker's FROI and Disability Status Report, which insurers are required to send to QRCs, but typically don't. Is this okay?**

The claim review form was intended to be used for the Campus change of QRC process and none other.

**4: In Campus, why doesn't the email system have to be encrypted?**

Campus is a secure portal in which only those individuals granted access might receive messages. Email outside of Campus may be intercepted; thus, the recommendation is that end-to-end encryption be used to ensure private data remains secure.

**5: How do I do a change of QRC in Campus where I am to receive the other QRC's rehabilitation file?**

**File a claim access authorization:** An [Authorization for File Review or Release of Copies of Workers' Compensation Claim File](#) form (or claim access authorization) must be filed with the employee's authorization. From the dashboard, click the "Submit a Filing" button in the header, then "Access a Case or Claim" and "Submit an Authorization." There are steps in the form for a QRC to request access: follow the steps and upload attachments as necessary.

**Navigate to the claim, the rehabilitation transaction to take over:** After the claim access authorization has been filed and approved by DLI, the QRC will have access to the employee's claim. From the dashboard, under "My Claims," click on the claim for which access was requested, scroll to the bottom of the "Claim Details" page and choose the "Related Cases and Claims" tab, where the "Rehab Transaction (RT)" to take over will be listed. Click the ID that starts with "RT-..."

**Start the R-3 submission:** When this page loads, the RT details page will appear that lists the rehabilitation details and dates. Click on "R-form Details" in the upper right, where the R-3 form can be filed. This form will process the RT, taking it over from another QRC. Click "Submit" in the R-3 drop-down menu and proceed.

**Verify the information is correct on the R-3:** On the R-3 form, the selection "Change of QRC" should be automatically selected. Scroll down on the first step to ensure the correct information is in the "New QRC" section.

**Complete the R-3:** Proceed through the rest of the form and click "Submit." The rehabilitation plan can be amended in the course of this filing or the new QRC can submit another R-3 later.

Upon submission of the R-3, the new QRC will now be the assigned QRC. Their name will display on the RT page and the former QRC is no longer assigned. The new QRC may proceed with the case as needed and will have access to all the forms that have previously been submitted.

**6: Is it okay to download the R-2 Rehabilitation Plan and circulate it to the parties for signature without attaching the initial evaluation report?**

No, both the initial evaluation report and the R-2 Rehabilitation Plan are to be circulated at the same time to the parties.

**7: When attempting to complete an R-3 Rehabilitation Plan Amendment, in conjunction with a plan progress report (PPR), I found items 20 through 23 grayed out and unusable. Why is that?**

Six months after an R-2 Rehabilitation Plan is filed, a PPR form or R-3 Rehabilitation Plan Amendment, used in conjunction as a PPR, must be filed with DLI. Campus was created to follow Minnesota Rules Chapter 5220, in which the PPR is available 15 days before and 15 days after the six-month date. Otherwise items 20 through 23 in the R-3 are not available, so it is wise to note in your calendar when PPRs are due on your rehabilitation files.

**8: How might vendors file a Rehabilitation Request? Also, as a QRC, I see the employee has several disputes listed in Campus without identifying information about the nature of the dispute. Who should I contact?**

For assistance with this situation, call DLI's Alternative Dispute Resolution unit at 651-284-5030 and ask to speak with Brian Mak.

**9: When R-3s are saved as draft, the information entered, including plan duration weeks, total weeks and the PPR section, the information disappears when the document is re-opened. Now what?**

This is defect and will be looked into right away.

**10: It seems to me there are a number of design changes needed in Campus. Who will decide what those changes should be?**

A survey about Work Comp Campus will soon be sent to all stakeholders, asking about the suggestions DLI has received to date. Stakeholders will be asked to rank the suggested changes, from most to least important.

## Jan. 8, 2021

### **1: Some rehabilitation providers have experienced intermittent document upload failures into the R-forms, along with R-form and disputes on certain rehabilitation files. Also, periodically the wrong firm name appears.**

These are known Work Comp Campus issues. That said, it may be a simple firewall issue on the user's end, where the user's IT team may be able to solve the problem. Otherwise, to resolve these issues, contact the Workers' Compensation Division Help Desk at [helpdesk.dli@state.mn.us](mailto:helpdesk.dli@state.mn.us), 651-284-5005 (press 3) or 800-342-5354 (press 3) and identify the RT number of the rehabilitation file involved and what time of day the issue occurred.

### **2: I am working with an employee on a new claim; however, an older claim was migrated into Campus. How do I get the rehabilitation file to link to the new claim?**

Contact the help desk at [helpdesk.dli@state.mn.us](mailto:helpdesk.dli@state.mn.us), 651-284-5005 (press 3) or 800-342-5354 (press 3), and contact Mike Hill at [mike.hill@state.mn.us](mailto:mike.hill@state.mn.us) or 651-284-5153 to get the file linked to the correct claim.

### **3: I still have missing rehabilitation files, what should I do?**

You may need to file a Rehabilitation Consultation Report (RCR) form to link the rehabilitation file to the claim. If that does not work, contact the insurer to confirm a first report of injury has been filed with DLI. If this fails, contact the help desk at [helpdesk.dli@state.mn.us](mailto:helpdesk.dli@state.mn.us), 651-284-5005 (press 3) or 800-342-5354 (press 3), and Mike Hill at [mike.hill@state.mn.us](mailto:mike.hill@state.mn.us) or 651-284-5153 for assistance to determine if there is a linking problem.

### **4: Are there issues with Campus and providers being kicked out of the system?**

This is the first report about this issue. Contact the Workers' Compensation Division Help Desk at [helpdesk.dli@state.mn.us](mailto:helpdesk.dli@state.mn.us), 651-284-5005 (press 3) or 800-342-5354 (press 3) and provide the RT number of the rehabilitation file involved and what time of day the issue occurred.

### **5: Are there any plans to allow both group administrative staff members and QRCs access to the R-forms, no matter who creates them?**

Yes, this issue has been logged, based on feedback, as a future design change to the system.

### **6: If Campus populates the incorrect date of injury (DOI) on the RCR form, should I submit the R-form anyway?**

The insurer is responsible for making informational changes about an injured worker in Campus, including a change of last name, address, etc. Contact the insurer to confirm which information is correct before proceeding.

**7: The help desk has informed me that encrypted email sent to it cannot be opened if it is forwarded to Mike Hill. Is that correct?**

Yes, if you are sending encrypted email text with client file information, copy Mike Hill so he will be able to open it.

## **Dec. 23, 2020**

**1: Until now I haven't had to file any R-forms in Work Comp Campus. However, now an R-8 Notice of Rehabilitation Plan Closure form needs to be filed and the system won't allow it. What should I do?**

Not all the files brought over from the Department of Labor and Industry's former database had all the R-forms or the required date, which is preventing filing the R-8. Take the following steps to resolve this issue.

1. Go to "R-form Details," select "Submit R-3" and click "Next."
2. Check "Continue as assigned QRC" and for "Proposed Amendment and Rationale," write "Using R-3 so can file R-8."
3. Skip down to the electronic signature and sign, then check the box and click "Submit" to submit the form without sending it to any of the parties. This allows the user to file the R-8 form.

**2: I need to upload R-3 forms into Campus that were created outside of Campus when it wasn't working as expected. I have been told to create the R-form in Campus and to upload the previously signed documents. However, the Campus date on the R-3 won't be the same the one circulated. What can I do?**

The R-3 form date and duration fields are now editable, including plan duration to date, additional weeks and total weeks. The initial R-3 will default to "0," so adjust the fields to the correct values. Future filings will include the entries already made.

**3: It has been seven weeks and I still am missing all my rehabilitation files. What is DLI doing about this?**

DLI staff members are manually going through the spreadsheets and reviewing the "bad data" submitted, to determine if the rehabilitation file can be linked to the claim. If a file can be linked, rehabilitation providers will see the file in their Campus account. If most of the files are available, but some are missing, it either means the insurer has to file a first report of injury (FROI) or that the rehabilitation provider will need to file a Rehabilitation Consultation Plan form again to activate a rehabilitation transaction (RT) to link to the claim.

**4: Some QRCs have received "late R-form" notices from DLI recently. Should I be concerned?**

Users can disregard such messages from DLI, which were due to a glitch in Campus. DLI will send a formal communication when "late R-form" notices are again to be followed.

**5: When I look at the rehabilitation files that were transferred, I see that the date for the injured worker rights and responsibilities form isn't listed. Does that mean I have to submit the form again in Campus?**

No, the rights and responsibilities form does not need to be filed again unless the rehabilitation provider is specifically notified by DLI to do so. Also, for any new rehabilitation files created in Campus, the rights and responsibilities form filing date will populate, so users can confirm it was filed.

**Dec. 10, 2020**

**1: Will the rights and responsibilities and the disclosure of affiliations forms be added to the Work Comp Campus forms list?**

At this time, Campus does not plan to add the Rights and Responsibilities for the Injured Worker form to the list of forms. If you do not have a copy in your case management system, it can be downloaded at [www.dli.mn.gov/sites/default/files/pdf/iw05.pdf](http://www.dli.mn.gov/sites/default/files/pdf/iw05.pdf).

The Disclosure of Affiliations and/or Relationships form is a template on DLI's website that may be applied to your company's letterhead because the disclosure is about business relationships – written or verbal – you and/or your company have. Therefore, it will not be listed as a Campus form.

**2: If an insurer or employee sends in a signed R-2 or R-3 form after the form has been filed or submitted without their signature, do we need to send the signed R-form? If yes, how?**

There is no need to file or submit the signed R-form after the initial form filing. The initial R-form filing, with the uploaded signed pages from the employee or insurer or evidence from non-signing parties, has already been filed. Therefore, you have met the rule requirements.

**3: I tried to file an R-2 form and the system required an average weekly wage (AWW). Sometimes we do not get any AWW information even though we are supposed to. Is there a way to leave that blank?**

No, the AWW is a required field. Users should follow up with the insurance carrier or employer to obtain this information.

**4: When the "My Rehab Cases" tab is functional for qualified rehabilitation consultants (QRCs), will that tab also show up on the group administrator page for submitting forms?**

The QRC will see the forms they or their administrator submitted. The group administrator will only see the form they file on behalf of the QRC.

**5: Where do we upload monthly progress reports?**

The Department of Labor and Industry does not require monthly progress reports to be uploaded in Campus.

**6: Is there a way to edit an existing form? Occasionally a party will request a change to some of the content: incorrect date of entry; information received after filing; etc. Is there a way to amend a form without completing a new one?**

QRCs should create the R-form in Campus and save it as a draft. Then download and circulate the form for signatures. If a party wants to change the plan, the QRC can retrieve the saved draft and make changes. With the parties' agreement, and within timeline of circulation, the QRC would then file or submit the R-form to the department. After that, any changes would require a new R-form.

**7: Can a firm's group administrator be added as a party to the claim so they can see if R-forms have been submitted?**

An administrator can take a look in Campus to see what's been done, but would not be added as a party to the claim.

**8: Will each QRC need to set up their own account or will the group administrator be able to do it for all of them?**

When a group administrator files a registration for a firm, they are asked to list their staff members – QRCs, interns and other staff members who would interact with the system. You will still need to register and verify your identity. You will also have a yearly registration with DLI for renewals and reinstatement.

**9: How would an administrator at a QRC firm log into a file or files to process forms for multiple QRCs at their firm? Would they log in separately for each QRC or would there be one place with all related filings?**

Group administrator training recordings, with demonstration, are available on the [Work Comp Campus webpage](#). For additional training sessions, contact the [Workers' Compensation Division Help Desk](#) and make a request as a "feedback item."