

Work Comp Campus training: Responding to a request for information (RFI)

What is a request for information?

“Request for information” covers a broad number of topics, but is used by the Department of Labor and Industry (DLI) to formalize the process when it requires information or documentation from any individual or entity who is a part of the workers’ compensation system.

Requesting information by email or webform

When an internal user sends an RFI to an external user, they will receive an email message (at right) with instructions about how to respond, as well as the number of days they are expected to respond within.

Work Comp Campus: There is a Request for Information Awaiting Your Response 

Minnesota Department of Labor and Industry <wcmpsystm@mn.gov> Tue, May 26, 3:56 PM (16 hours ago)   

to me 

Spencer -

A request for information has been sent on Compliance Case: CS-03-4329-220. [Click here](#) to respond to the request.

You can also respond to the request through the Submit a Filing drop-down on the Campus homepage using the security code 5159. The security code will expire in 30 calendar days.

Thank you,

Minnesota Department of Labor and Industry

Minnesota Department of Labor and Industry
443 Lafayette Road N., St. Paul, MN 55155
Web: www.dli.mn.gov

This email notification is an auto-generated message. Do not reply to the sender. This email may contain confidential or privileged information. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, please notify the Department of Labor and Industry immediately by emailing system_help@state.mn.us and destroy all copies of this email and the attachments.

 Reply  Forward

Navigation to the response is possible in two ways:

1. navigate from the email link that was sent in the email message and do not use the PIN; or
2. navigate via the **Submit a Filing** drop-down menu in the dashboard (see screenshot at right).

The screenshot shows the user interface of the Department of Labor and Industry. At the top, the logo 'm DEPARTMENT OF LABOR AND INDUSTRY WORK COMP CAMPUS' is visible. A user profile 'Spencer Wilson' is in the top right. The main dashboard area is titled 'My Overview' and contains three large cards: 'Open Claims' (0), 'Up' (partially visible), and 'Documents' (0). A dropdown menu is open under 'Submit a Filing', listing several options: 'Access a Case or Claim', 'VRU Rehabilitation Consultation Request', 'Trading Partner Profile Registration', 'Initiate a Dispute', 'Request for Guidance with an Unreported Injury', 'Open Appeal/Petition', 'Submit Election To Exclude', and 'Respond to Request For Information' (which is circled in red). Below the overview is a 'My Queues' section with tabs for 'My Claims', 'My Disputes', and 'My Forms'. A table below this section has columns for 'Campus File ...', 'Employee', 'Employer', 'Claim Admin', 'Date of Injury', and 'Status', with a 'No data found' message. To the right is a 'My Events' section with a calendar for May 2020 showing dates 1 and 2.

This will prompt you to enter a PIN, which will link responses to the correct RFI.

The screenshot shows the top navigation bar with the logo for the Department of Labor and Industry (WORK COMP CAMPUS), a 'Submit a Filing' button, a notification bell icon, and the user name 'Spencer Wilson'. Below the navigation bar is a breadcrumb trail: 'Dashboard > Request For Information'. The main heading is 'Request For Information'. A progress indicator shows two steps: '1 PIN Validation' (highlighted in light blue) and '2 Response Details'. Below the progress indicator is the instruction: 'A one time PIN has been provided via email or US Mail. Enter the PIN below to respond to the Request for Information.' A text input field labeled 'Pin *' is highlighted with a red border. Below the input field are two buttons: 'Enter' (yellow) and 'Cancel' (grey).

Clicking the link in the email message, will not require you to enter a PIN. The login page will display; from there, the user will go directly to the webform submission. (If you are already logged into Campus, the webform will display.)

There are two buttons on the next page, **Download** and **View Document**. **Download** allows the download of the actual request for information; **View Document** allows you to view the document in the browser. To respond to the request for information, click **Upload Document**.

Request For Information

There has been a request for additional information regarding Compliance Case: CS-03-4329-220.



PIN Validation



Response Details

Read the details of the request in the document below and attach all requested information and supporting documents.

RFI Test Template.pdf

Request For Information

Download

View Document

Supporting Attachments

+ Upload Document

File Name	File Type	Description	Remove
RFI Response.docx	Supporting Attachment for Response to Request for Information	Supporting Attachment for Response to Request for Information	

Submit Form

Back

Cancel

The response cannot be submitted without an uploaded document. After a document or multiple documents have been uploaded, click **Submit** to complete the response.

Supporting Attachments

+ Upload Document

File Name	File Type	Description	Remove
RFI Response.docx	Supporting Attachment for Response to Request for Information	Supporting Attachment for Response to Request for Information	

Submit Form

Back

Cancel

After a response has been submitted, the process is complete. The user who submitted the response can view it on the **My Forms** queue of their dashboard.

My Overview

0

Open Claims

View details associated to your claims in the My Queue portal.

0

Upcoming Events

View and edit the details of your events in the Events portal.

0

New Documents

Review documents in the Notifications panel to ensure accuracy.

Notifications

No notifications.

My Queues

My Claims | My Disputes | **My Forms**

Form Type	Associated To	Associated ID	Last Updated	Status	Confirmation ...
Request for Info	Complaint Inve...	CS-03-4329-220	5/27/2020	Submitted	1936

Showing (1-1) of 1 | Items per page 10

My Events

May 2020

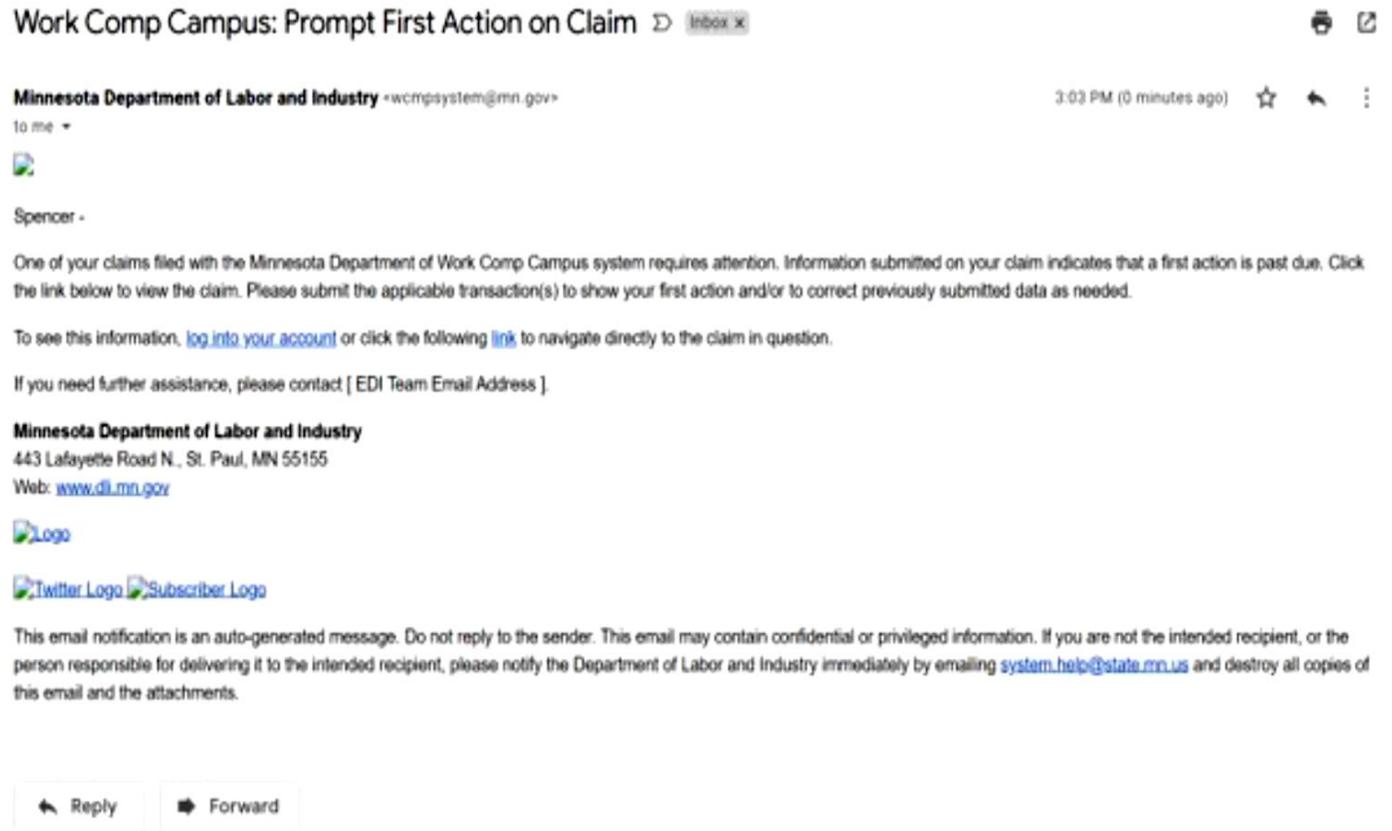
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9

Specific requests

DLI may also request specific information, which may follow a different process than the standard requests for information. Several examples are laid-out below.

Prompt action

DLI can send alerts to claim administrators when their first action is past due. The claim administrator will receive an email message indicating what is needed, with a link that will take them to the associated claim.



Prompt action, continued

In the claim, the claim administrator can view the details of the request and take the necessary action.

Any filing can be done by using the **Submit a Filing** button and choosing the appropriate submission.

Work Comp Campus: Prompt First Action on Claim ▷ Inbox x



Minnesota Department of Labor and Industry <wcrpsystem@mn.gov>

3:03 PM (0 minutes ago)



to me ▾



Spencer ▾

One of your claims filed with the Minnesota Department of Work Comp Campus system requires attention. Information submitted on your claim indicates that a first action is past due. Click the link below to view the claim. Please submit the applicable transaction(s) to show your first action and/or to correct previously submitted data as needed.

To see this information, [log into your account](#) or click the following [link](#) to navigate directly to the claim in question.

If you need further assistance, please contact [EDI Team Email Address]

Minnesota Department of Labor and Industry

443 Lafayette Road N., St. Paul, MN 55155

Web: www.dl.mn.gov



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 Reply

 Forward

Missing benefits webform

Campus can be used by external parties to submit missing benefits. To file, go to the **External Claim Details** page and click the **Submit a Filing** button.

Craig Robinson: Injury on 6/01/2020

Claim: CL-05-9191-531

Default Status Placeholder

+ Submit Filing

Campus File Number ● 059191531	Employee Craig Robinson	Date of Injury 6/1/2020	Part of Body Injured 10: Multiple Head Injury
Employer Taylor Tools	Insurer New Brighton Insurance	Claim Administrator ● New Brighton Insurance	

Claim Overview

Claim Involved in Dispute Claim Denied by Insurer Employee Returned To Work Employee Consulted for Vocational Rehab

Employee Receiving Indemnity Benefits

Claim Details

Campus File Number ● 059191531	Claim Type ●
Date of Injury 6/1/2020	Time of Injury 12:00 am
Employee * EE-02-5696-957: Robinson, Craiz	Employer * ER-02-5696-950: Taylor Tools

In the **Filing Name** drop-down menu, select **Missing Benefits**. Click **Save** when complete.

Submit a Filing

Please indicate the type of filing you wish to make. Note that these Filing options are specific to Claims, will use data from this transaction, and will be associated to this transaction.

Craig Robinson: Injury on 6/01/2020: CL-05-9191-531

Please indicate the type of filing you wish to make.

Filing Name
Missing Benefits

Save

Back

Select the **Benefit Period** for where to file missing benefits. Click **Next**.

After the benefits and benefits period are selected, input the changes that should be made by editing existing benefits or adding new benefits. Click **Next**.

Benefits Addendum

1 **Benefit Period Selection** 2 Benefit Addendum 3 Additional Details

The Benefit Addendum webform is used to submit more specific benefit information upon request by the Department. The information submitted will not override benefit information submitted via EDI or eSROI.

Associated Claim
CL-05-9191-531: Robinson, Craig

Select the existing benefit segment(s) from the list of benefits below related to the selected claim that you would like to submit this benefit addendum for.

Benefit Period *

Next Cancel Save as Draft

Benefits Addendum

1 Benefit Period Selection 2 **Benefit Addendum** 3 Additional Details

Benefits

Next **Back** Cancel Save as Draft

Provide any attachments or additional details and click **Submit Form**.

Benefits Addendum



Benefit Period Selection



Benefit Addendum



Additional Details

Provide any additional explanation for the reason behind submitting this Benefit Addendum.

Explanation

Supporting Attachments

Attach any supporting documentation that you believe will assist in the review of this submission.

+ Upload Document

File Name	File Type	Description	Remove
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At least one addendum must be created to submit the missing benefit addendum

Submit Form Back Cancel Save as Draft

Thank you!