

VIRGINIA WORKERS' COMPENSATION COMMISSION



Guide for
Claim Administrators

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WELCOME



Welcome to the Virginia Workers' Compensation Commission's WebFile application.

WebFile allows all EDI Filers to view and manage their portfolio of claims. Claim administrators may view claim history, review accepted transactions, and upload relevant documents such as Agreement Forms and 20-Day Order Responses.

WebFile has been set up to facilitate, through an organization's Site Administrator and its Claim Managers, the assignment and administration of an organization's full set of claims.

This WebFile Guide for Claim Administrators contains all the information and instructions needed to take full advantage of the claim-management functions in this web-based tool.

While the guide may be printed, it is recommended that the guide be utilized electronically due to updates and revisions.

Questions regarding WebFile processes should be directed to the Commission at 1-877-664-2566 or webfile.support@workcomp.virginia.gov.

WebFile ACRONYMS

The following terms are used throughout this guide and within the WebFile system:

| | | |
|-------------|--|---|
| CA | Claim Administrator | Carrier, third party administrator, or self-insured party which manages workers' compensation claims |
| EDI | Electronic Data Interchange | A general term used to describe the method and standards for transferring data via electronic transmission; VWC follows IAIABC Release 3.0 EDI standards for accepting claim data |
| FEIN | Federal Employer Identification Number | A business' US Federal Tax ID. The FEIN is a primary data element used to link parties to claims data in WebFile |
| FROI | First Report of Injury | Claim record submitted to the VWC in accordance with First Report of Injury requirements |
| SROI | Subsequent Report of Injury | Claim report submitted to the VWC describing subsequent transactions, such as a payment, suspension, denial, etc. |
| JCN | Jurisdiction Claim Number | A unique identifier assigned to a claim by the VWC once a FROI submission has been accepted |
| VWC | Virginia Workers' Compensation Commission | The state agency which administers the Virginia Workers' Compensation Act |

WebFile ACCESS

The WebFile system is set up with two levels of permissions. Review the descriptions below to determine which access role applies to you.

CLAIM ADMINISTRATOR

Claim Administrator is an organization which is recognized by the Commission as legally able to access and view, Workers' Compensation Claim records. A Claim Administrator may be an Insurance Carrier, Third Party Administrator, or a Self-Insured Employer. Self-Administered entities act as their own Claim Administrator (organization).

- i At least one member of the Claim Administrator organization must serve as a Site Administrator.
- i Employees of the Claim Administrator's organization are "users" under the Claim Administrator's account.

WebFile profiles set up as Claim Administrators are able to:

- ✓ Access and view claim records via WebFile
- ✓ Upload relevant documentation
- ✓ Submit relevant Web Forms

SITE ADMINISTRATOR

The WebFile Site Administrator is an employee of an approved Claim Administrator who is accountable for managing access to the Commission's WebFile system.

The responsibilities of the Site Administrator include:

- ✓ Manage all access requests from within own organization, and agree not to grant access to non-employees (access requests from third parties must be managed by the approved Site Administrator from each organization desiring access).
- ✓ Manage the user list (add, delete, modify), including password resets.
- ✓ Communicate with the Commission to ensure current WebFile access matches approvals granted by Site Administrator.
- ✓ Serve as the primary point-of-contact between the Commission and own organization on all matters related to WebFile.
- ✓ Designate a backup Site Administrator.
- ✓ Use the Commission's dedicated e-mail channel, WebFile.Support@workcomp.virginia.gov, as the means to send questions and comments related to WebFile.

REQUESTING ACCESS

If you need to be set up as a Site Administrator, send an e-mail to WebFile.Support@workcomp.virginia.gov and include the following information:

- i Justification for request
- i E-mail address
- i Your first and last name
- i Your phone number
- i List of Claim Administrator FEINs on whose behalf you will be submitting claims (this list must match the FEINs submitted on your EDI Trading Partner documents)

WebFile SUPPORT

All Claim Administrator WebFile users are required to contact their organization's WebFile Site Administrator for support requests. The WebFile Site Administrator can provide support to users for the following needs:

- i WebFile account creation and updates
- i WebFile password resets
- i WebFile Manager role configuration

WebFile Site Administrators may contact the Commission for WebFile support by emailing WebFile.Support@workcomp.virginia.gov.

Claim Administrators may contact the Commission for EDI-related support by emailing EDI.Support@workcomp.virginia.gov.



IMPORTANT

Within **WebFile**, names and addresses are associated with FEINs. If the information that displays in **WebFile** is incorrect, or if you need to update your organization's list of FEINs, submit a request via e-mail with the correct information to [**WebFile.Support@workcomp.virginia.gov**](mailto:WebFile.Support@workcomp.virginia.gov). This request will be forwarded to the appropriate department within VWC and additional information may be requested before updates are made.

WebFile SECURITY

The WebFile system uses a variety of security protocols to help ensure that case records remain confidential. A key component of this structure (which governs access rights) is username and password.

USERNAMES

All WebFile users will have individual usernames. The username cannot be changed after the registration and activation process is complete.

PASSWORDS

All users are required to use a password along with the username. The initial password will be set up by the Commission. The user will then set up a new password at the time of registration.

Password Criteria

- ✓ Must be at least 8 characters in length.
- ✓ Must have at least one number.
- ✓ Must have at least one letter.
- ✓ Must contain one special character (i.e., @, #).
- ✓ Must not have been used within the previous 12 months.

TIMEOUT FEATURE

The system has been set up with a 45-minute timeout feature. If there is no activity within 45 minutes, the user will receive a message notifying them that they need to log back in to WebFile.



IMPORTANT

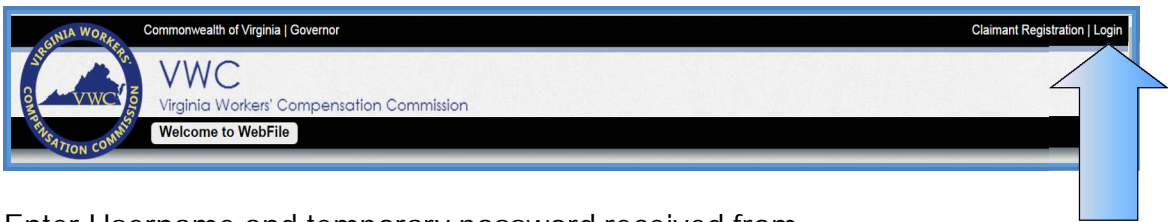
Entering data is still viewed by the system as being idle – users who take longer than 45 minutes to submit data or to conduct other transactions will be automatically logged off of the system, and all information not saved or submitted will be lost.

LOGIN AND REGISTRATION


Registration is only required the first time a user logs in.

Access the WebFile website at: <https://webfile.workcomp.virginia.gov/>

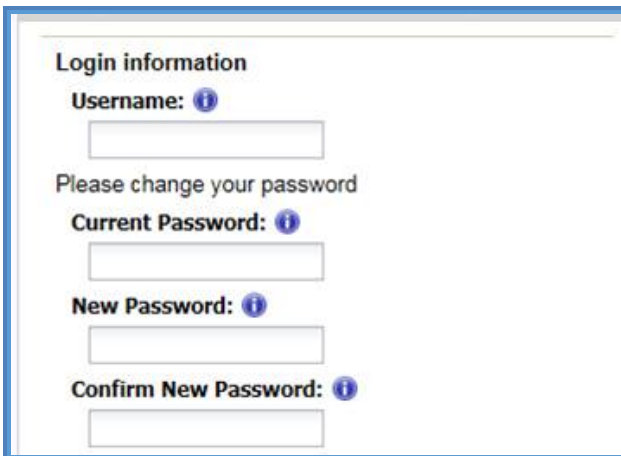
1. Click the "Login" link.




2. Enter Username and temporary password received from webfile.support@workcomp.virginia.gov address.

The symbol  indicates a required field.


3. Create a Username.
4. Create a new password and confirm.





Login information

Username: 

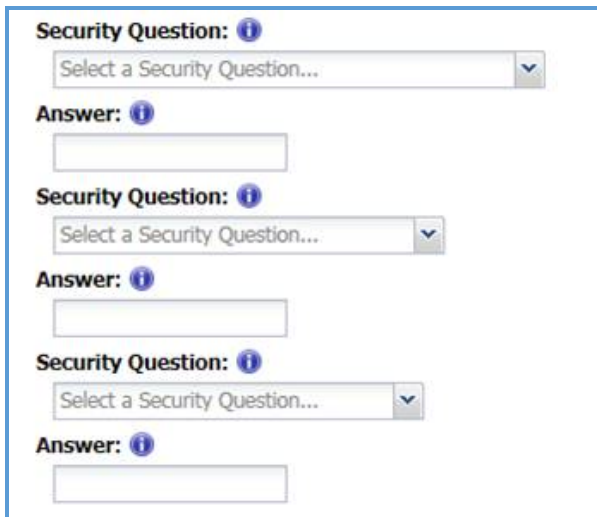
Please change your password

Current Password: 

New Password: 

Confirm New Password: 

5. Select and answer three security questions. These questions will assist you in case you are ever locked out of the system or forget your password. Answers are case sensitive.



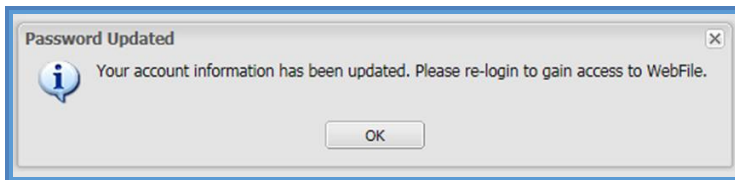
The screenshot shows a registration form with three identical security question sections. Each section consists of a dropdown menu labeled "Security Question:" with a blue information icon, followed by a text input field labeled "Answer:" with a blue information icon. The dropdown menus are currently set to "Select a Security Question...".

6. Review the Terms and Conditions by clicking on the "Terms and Conditions" link in the bottom left hand corner.
7. After reviewing, check the box to accept the Terms and Conditions.
8. Click "Save" to complete your registration.



The screenshot shows a checkbox labeled "Check this box to accept [Terms and Conditions](#)" with a blue information icon. Below the checkbox is a "Save" button.

9. Confirmation message verifying your successful registration is displayed.
10. Click the "OK" button.



The screenshot shows a dialog box titled "Password Updated" with a blue information icon. The text inside reads: "Your account information has been updated. Please re-login to gain access to WebFile." There is an "OK" button at the bottom.

11. Log back in to WebFile with the new Username and permanent password.

PASSWORD RESET

This section covers how to reset a password. There are two methods that can be used in WebFile. One is to reset a forgotten password and the other is to elect a password reset.



BEFORE YOU GET STARTED

Remember the WebFile Password Criteria:

- ✓ Must be at least 8 characters in length.
- ✓ Must have at least one number.
- ✓ Must have at least one letter.
- ✓ Must contain one special character (i.e., @, #).
- ✓ Must not have been used within the previous 12 months.

RESET A FORGOTTEN PASSWORD



STEPS TO COMPLETE

When the log in screen displays, you have the option to request a new password yourself.

1. Click on the "Forgot Password" link.

Portal Login

Username:

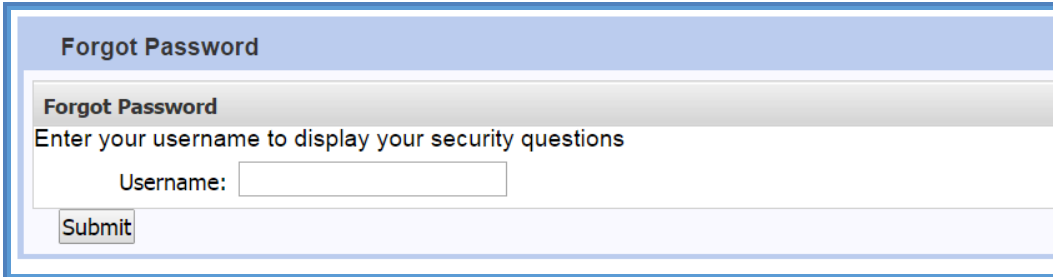
(Please log in with your email address if this is your first time logging in or if you have not yet created a username.)

Password:

[Forgot Username/Forgot Password](#)

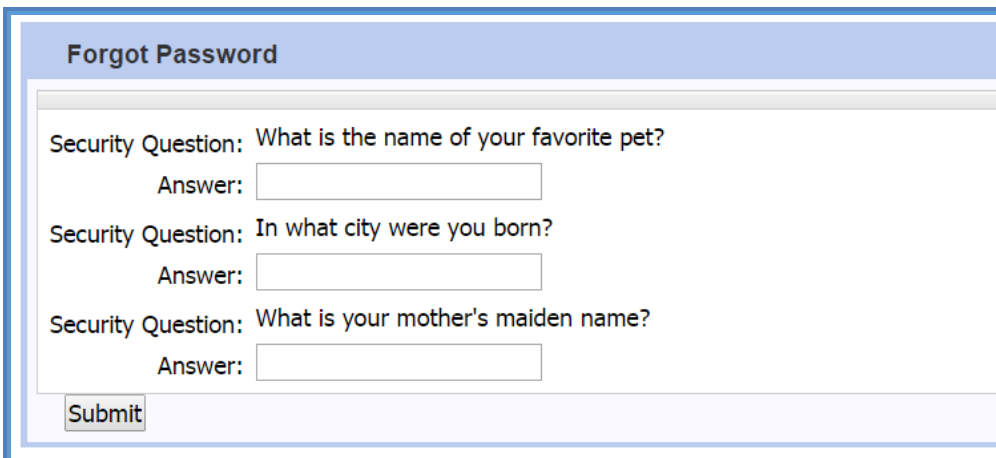
Login Close

2. Enter a username and click the "Submit" button.



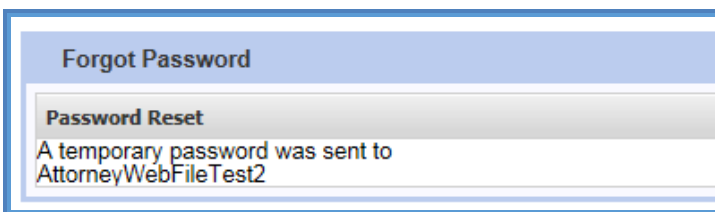
The screenshot shows a web form titled "Forgot Password" with a light blue header. Below the header, the text "Forgot Password" is repeated. The main instruction is "Enter your username to display your security questions". There is a text input field labeled "Username:" and a "Submit" button at the bottom left.

3. Answer the three security questions from initial registration and click the "Submit" button. Answers are case sensitive.



The screenshot shows the "Forgot Password" form with three security questions. Each question is followed by an "Answer:" label and a text input field. The questions are: "What is the name of your favorite pet?", "In what city were you born?", and "What is your mother's maiden name?". A "Submit" button is located at the bottom left.

4. A confirmation message will appear and an email will be sent.



The screenshot shows the "Forgot Password" form with a confirmation message. The header "Forgot Password" is present. Below it, the text "Password Reset" is displayed, followed by the message: "A temporary password was sent to AttorneyWebFileTest2".

5. Retrieve the email from noreply@workcomp.virginia.gov containing the new, temporary password. This temporary password will expire after five (5) days. Email could be in a Junk/Spam folder.

6. After logging in with Username and new/temporary password, you will be required to re-register.

If you cannot remember the answers to your security questions, contact the Commission at 1-877-664-2566 or webfile.support@workcomp.virginia.gov.

ELECT TO RESET A PASSWORD



STEPS TO COMPLETE

1. From the main WebFile menu, click on "Manage Profile".



2. Scroll down to the Reset Password section.
3. Enter current password and new password as prompted.
4. Click the "Reset" button.

Check this box to accept [Terms and Conditions](#)

Reset Password

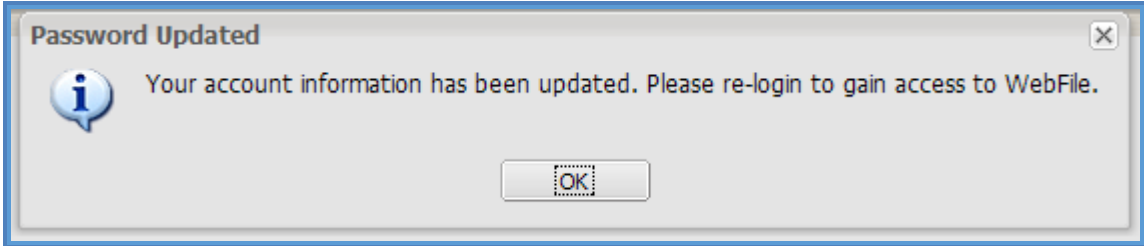
Password is case sensitive, must be at least 8 characters long, contain at least 1 number, 1 letter and 1 special character. Password will expire every 90 days and will

Current Password:

New Password:

Confirm New Password:

5. Click "OK" to return to the main WebFile page.



6. Log in with the new password.

EMAIL ADDRESS CHANGE

This section covers how to change an email address after a profile has been created.

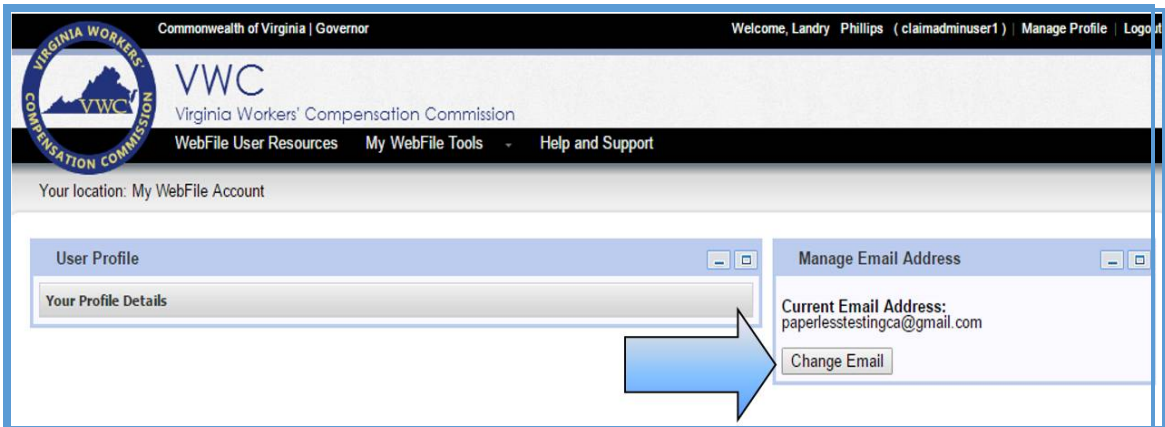


STEPS TO COMPLETE

1. Click on the "Manage Profile" link.



2. Click the "Change Email" button.



3. Enter and confirm the new email address.
4. Enter the current profile password.
5. Click the "Save" button.

Manage Email Address

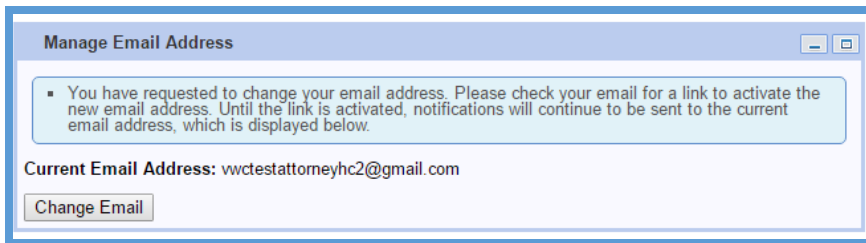
Current Email Address: paperlesstestingca@gmail.com

New Email Address:

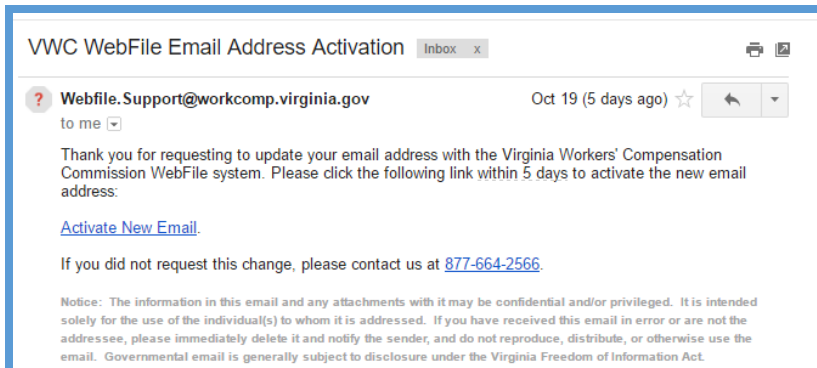
Confirm New Email Address:

Account Password:

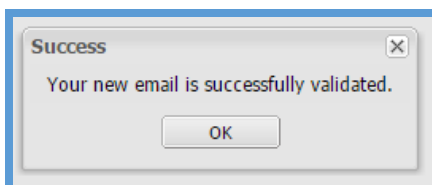
6. A confirmation message will appear and will provide instructions to complete the email change.



7. Log in to the inbox of the new email address.
8. Open the email from webfile.support@workcomp.virginia.gov with a subject of "VWC WebFile Email Address Activation."
9. Click the "Activate New Email" link.




10. Access WebFile and verify that the email address has changed.



If you have any questions, contact the Commission at 1-877-664-2566 or webfile.support@workcomp.virginia.gov.

WebFile USER RELATIONSHIPS

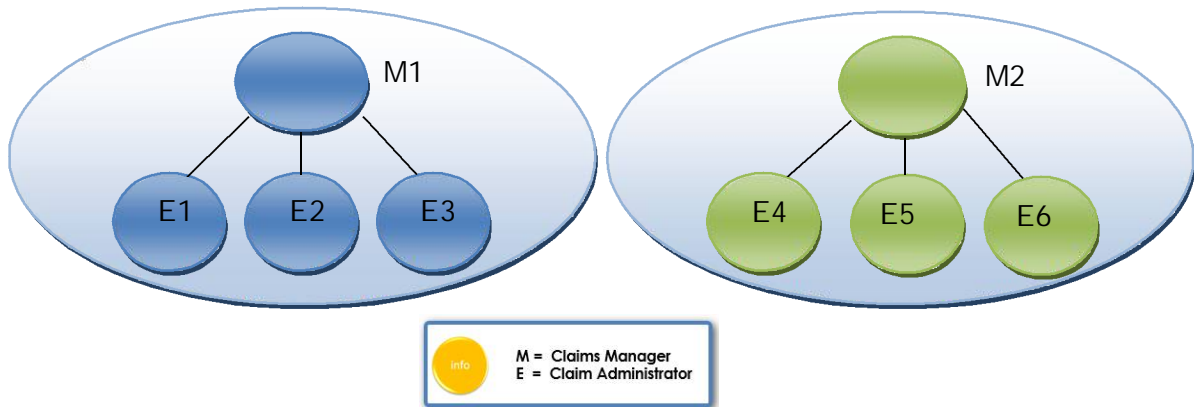
This module outlines recommendations for how Site Administrators may choose to structure Claim Manager - Claim Administrator Employee relationships within WebFile. These recommendations may or may not mirror the actual organizational structure and reporting relationships.

 **IMPORTANT**

Properly organizing the Claim Manager and Claim Administrator relationships within **WebFile** is key to ensuring the proper visibility and management of your organization's claims. Having this structure defined up front will clarify how best to make changes as transitions occur in the organization.

GEOGRAPHICALLY DISPERSED ORGANIZATION MODEL

Within this organization Claim Managers run independent units which may be in different geographic locations. This design enables Managers in each unit to manage and view a discrete set of Claim Administrator Employee claims.



WebFile Claim Administrator Manager/Non Manager Association

Manager One

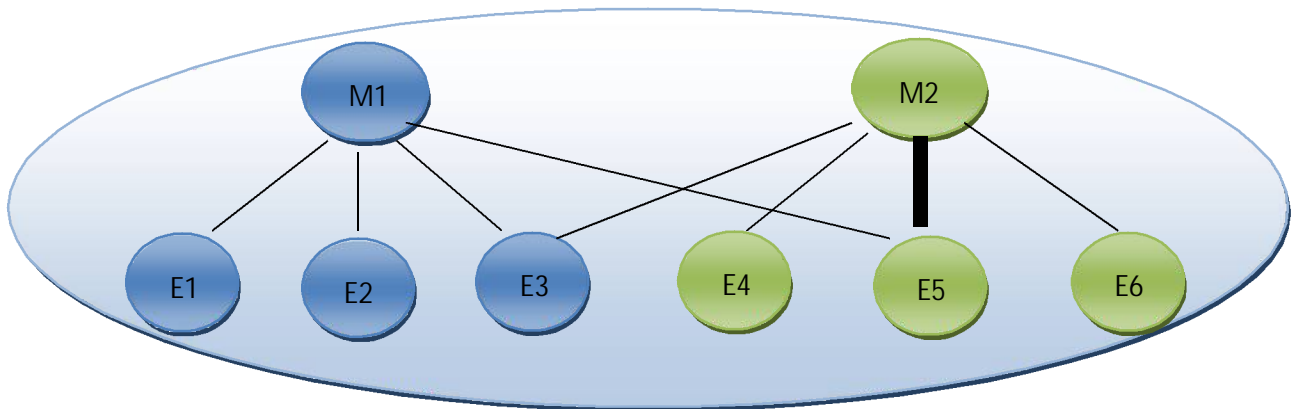
| Available Employees | Assigned Employees |
|---------------------|--------------------|
| Employee, Six | Employee, One |
| Manager, Two | Employee, Three |
| Manager, Three | Employee, Two |
| Employee, Four | |
| Employee, Five | |


Manager Two

| Available Employees | Assigned Employees |
|---------------------|--------------------|
| Manager, One | Employee, Five |
| Manager, Three | Employee, Four |
| Employee, One | Employee, Six |
| Employee, Two | |
| Employee, Three | |

SHARED FLOOR MODEL

Within this organization, managers run partially shared units. Managers can view and manage those claims for their direct employees as well as employees of other managers, as appropriate.



 **IMPORTANT**

In this scenario, the model allows the claims of some Claim Administrators to be viewed by both Claim Managers, while others cannot be viewed (based on how they have been associated).

WebFile Claim Administrator Manager/Non Manager Association

Manager One

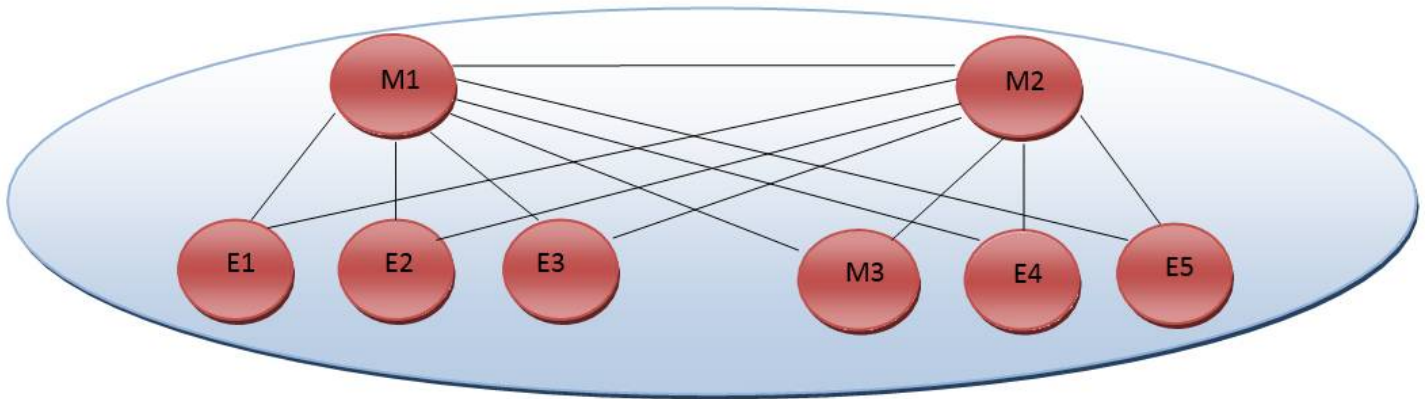
| Available Employees | Assigned Employees |
|---------------------|--------------------|
| Employee, Six | Employee, Five |
| Manager, Two | Employee, One |
| Manager, Three | Employee, Three |
| Employee, Four | Employee, Two |


Manager Two

| Available Employees | Assigned Employees |
|---------------------|--------------------|
| Employee, One | Employee, Five |
| Employee, Two | Employee, Four |
| Manager, One | Employee, Six |
| Manager, Three | Employee, Three |

SMALL SHOP MODEL

Within this organization, all Claim Managers share ownership of all claims. Any manager can view and manage all claims within the organization.



 **IMPORTANT**

This model allows all claims to be viewed by all Claim Managers. Also, Manager 2 can also see Manager 3's claims, since Manager 3 is also a Claim Administrator. Though not pictured here, neither Manager 1 nor Manager 2 would be able to view the claims of Manager 3's Employees, unless each Employee was assigned to Manager 1 and Manager 2 as well.

WebFile Claim Administrator Manager/Non Manager Association

Manager One

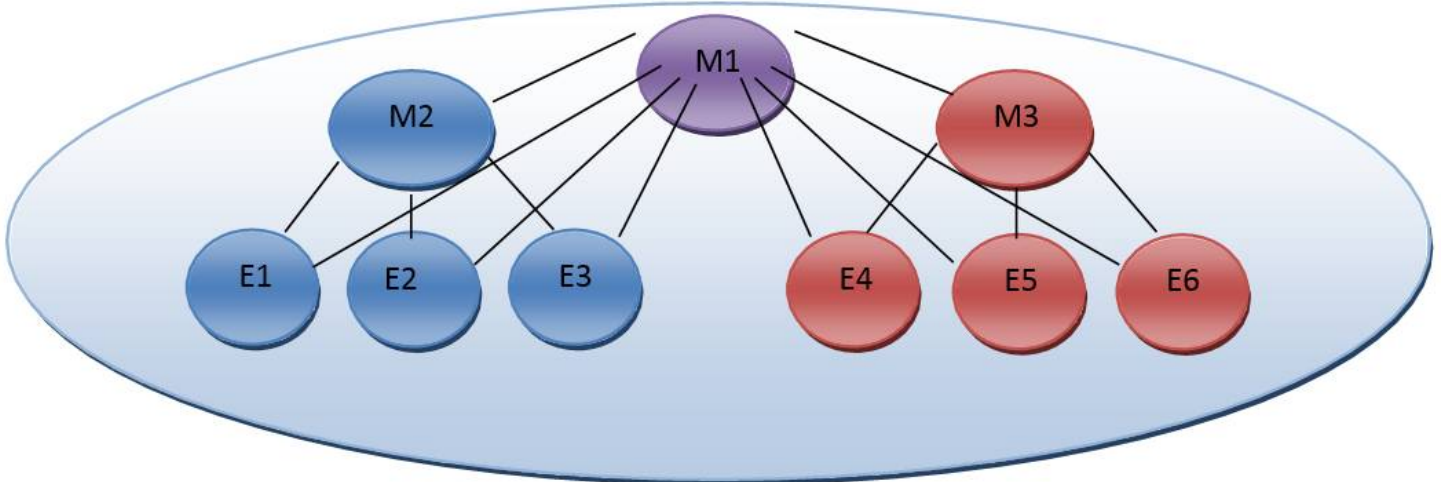
| Available Employees | Assigned Employees |
|---------------------|--------------------|
| Manager, Two | Employee, Five |
| | Employee, Four |
| | Employee, One |
| | Employee, Six |
| | Employee, Three |
| | Employee, Two |
| | Manager, Three |

Manager Two

| Available Employees | Assigned Employees |
|---------------------|--------------------|
| Manager, One | Employee, Five |
| | Employee, Four |
| | Employee, One |
| | Employee, Six |
| | Employee, Three |
| | Employee, Two |
| | Manager, Three |

SUPERVISING MANAGER MODEL

Within this organization, there is a multi-tier Claim Management structure where a Supervising Manager can view his managers' claims. In effect, his managers are, from WebFile perspective, considered Claim Administrator Employees just as with other non-manager employees.

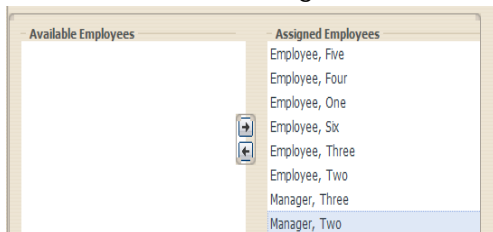


IMPORTANT

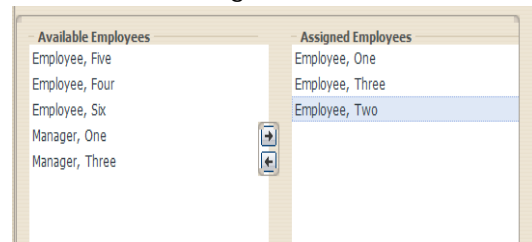
This model allows Manager 1 to view all claims within the organization. Manager 2 and Manager 3 can only see claims for their employees.

WebFile Claim Administrator Manager/Non Manager Association

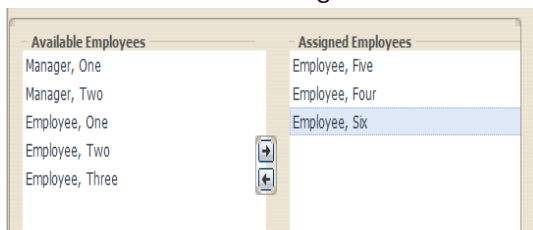
Manager One



Manager Two



Manager Three



ADDITIONAL THINGS TO CONSIDER

- Claim Manager - Claim Administrator Employee relationships can be changed temporarily in WebFile (to accommodate vacations or temporary leave), or permanently (to handle changes in your organization).
- Users can alter the “viewing rights” of a Claim Administrator by filing an EDI transaction, and updating the Claim Administrator user name (e-mail address), which may alter a Manager’s viewing rights, based on how it has been structured.

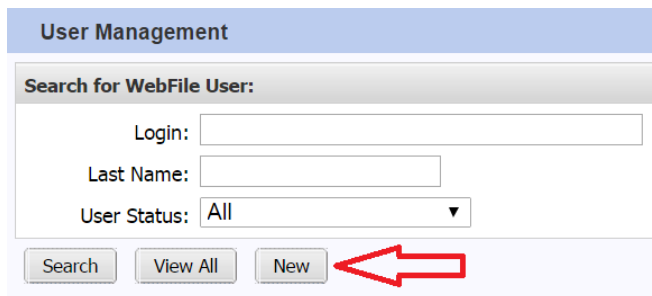
CREATE A NEW USER

New WebFile Claim Administrator users must be created by the organization's WebFile Site Administrator.

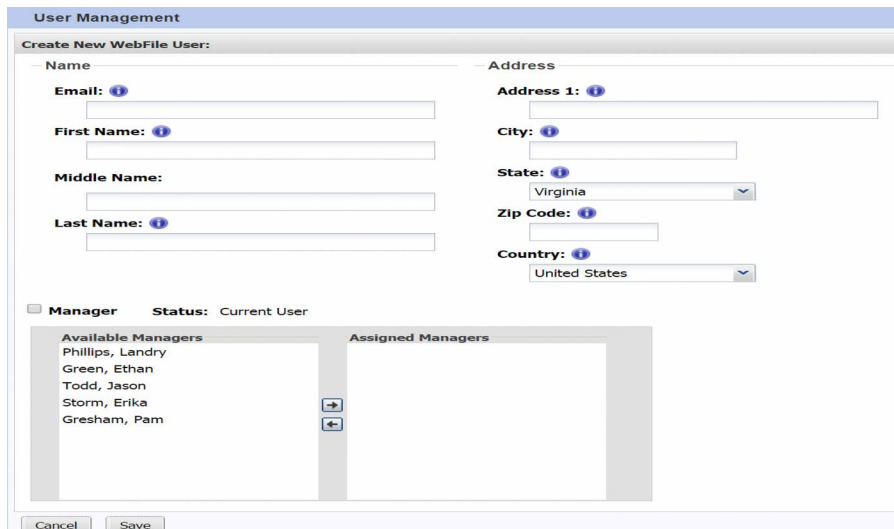
1. Click the drop-down arrow to the right of "My WebFile Tools" and click "User Administration" on the drop-down menu.



2. Click the "New" button on the "User Management" screen.

The image shows the 'User Management' screen. It has a search section with fields for 'Login:', 'Last Name:', and 'User Status:'. Below the search fields are buttons for 'Search', 'View All', and 'New'. A red arrow points to the 'New' button.

3. Enter the new user's information, assign the "Manager" role if necessary, and assign an existing Manager to the user if necessary.
4. Click the "Save" button.

The image shows the 'Create New WebFile User' form. It is divided into 'Name' and 'Address' sections. The 'Name' section includes fields for 'Email:', 'First Name:', 'Middle Name:', and 'Last Name:'. The 'Address' section includes fields for 'Address 1:', 'City:', 'State:', 'Zip Code:', and 'Country:'. Below the form is a 'Manager' section with a list of available managers and a list of assigned managers. A red arrow points to the 'Save' button.

ACCESS AND UPDATE USER PROFILE

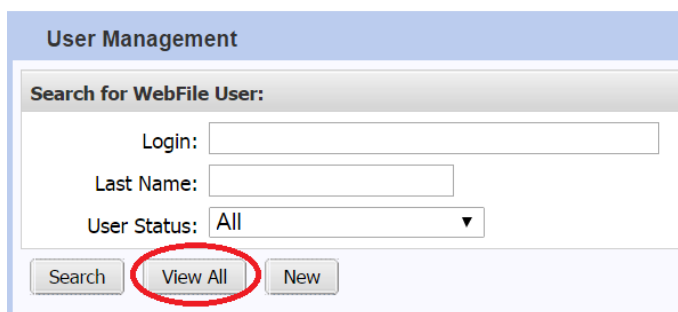
A Claim Administrator organization's WebFile Site Administrator is responsible for maintaining their users' WebFile profiles. User Profile maintenance includes:

- ✓ Keeping contact information current
- ✓ Assign or unassign the "Manager" role
- ✓ Assign or unassign employees to managers
- ✓ Resetting user passwords
- ✓ Deactivating users WebFile access as necessary

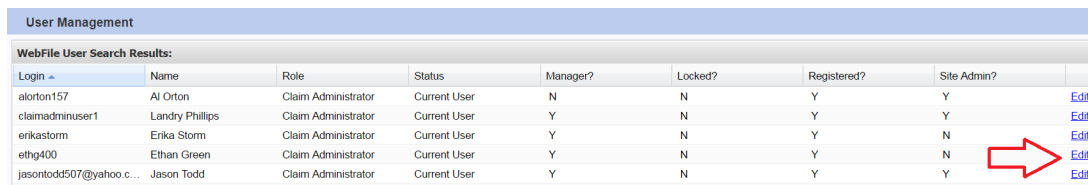
1. Click the drop-down arrow to the right of "My WebFile Tools" and click "User Administration" on the drop-down menu.



2. To search for an individual user, enter their login or last name. To view all users, click the "View All" button in the "User Management" window.



3. Click "Edit" next to the user to update.



| Login | Name | Role | Status | Manager? | Locked? | Registered? | Site Admin? | |
|------------------------|-----------------|---------------------|--------------|----------|---------|-------------|-------------|----------------------|
| alorton157 | Al Orton | Claim Administrator | Current User | N | N | Y | Y | Edit |
| claimadminuser1 | Landry Phillips | Claim Administrator | Current User | Y | N | Y | Y | Edit |
| erikastorm | Erika Storm | Claim Administrator | Current User | Y | N | Y | N | Edit |
| ethg400 | Ethan Green | Claim Administrator | Current User | Y | N | Y | N | Edit |
| jasonodd507@yahoo.c... | Jason Todd | Claim Administrator | Current User | Y | N | Y | Y | Edit |

4. Update user's account as necessary.
5. Click the "Save" button.

User Management

Create New WebFile User:

| Name | Address |
|-----------------------------|---------------------------------------|
| Login: ethg400 | Address 1: 11732 W Broad St |
| First Name: Ethan | City: Richmond |
| Middle Name: | State: Virginia |
| Last Name: Green | Zip Code: 23233-1005 |
| | Country: United States |

Manager **Status:** Current User

| Available Employees | Assigned Employees |
|---|--------------------|
| Phillips, Landry Buford, Sean Storm, Erika Gresham, Pam Zang, Jebidiah Orton, Al | Todd, Jason |

Reset Password Deactivate Account Cancel Save

ASSIGN MANAGERS TO EMPLOYEES OR EMPLOYEES TO MANAGERS

On the "User Management" screen, use the arrow buttons to move available Managers or Employees to assigned Managers or Employees.

Manager **Status:** Current User

| Available Managers | Assigned Managers |
|--------------------|-------------------|
| Phillips, Landry | |
| Green, Ethan | |
| Todd, Jason | |
| Storm, Erika | |
| Gresham, Pam | |

The image shows a user management interface with two columns: "Available Managers" and "Assigned Managers". The "Available Managers" column lists five names: Phillips, Landry; Green, Ethan; Todd, Jason; Storm, Erika; and Gresham, Pam. The "Assigned Managers" column is currently empty. Between the two columns are two arrow buttons: a right-pointing arrow (→) and a left-pointing arrow (←). These buttons are circled in red, indicating they are used to move managers between the two lists.

The image below shows that Employee Al Orton has been assigned to the Manager Jason Todd. As a Manager, Jason Todd will be able to view all claims assigned to Al Orton and assign new claims to him as-needed.

Name

Login:
alorton157

First Name:

Middle Name:

Last Name:

Address

Address 1:

City:

State:

Zip Code:

Country:

Manager **Status:** Current User

| Available Managers | Assigned Managers |
|--------------------|-------------------|
| Phillips, Landry | Todd, Jason |
| Green, Ethan | |
| Storm, Erika | |
| Gresham, Pam | |

The image shows a user profile form for "Al Orton". The form includes fields for Name, Login, First Name, Middle Name, Last Name, Address 1, City, State, Zip Code, and Country. Below the form is a "Manager" section with a "Status" of "Current User". This section contains two columns: "Available Managers" and "Assigned Managers". The "Available Managers" column lists five names: Phillips, Landry; Green, Ethan; Storm, Erika; and Gresham, Pam. The "Assigned Managers" column lists "Todd, Jason". Between the two columns are two arrow buttons: a right-pointing arrow (→) and a left-pointing arrow (←). At the bottom of the form are four buttons: "Reset Password", "Deactivate Account", "Cancel", and "Save".

SEARCH AND VIEW CLAIMS

Claims that are assigned to a Claim Administrator organization within the Commissions system may be viewed by the organization's WebFile users. WebFile users with the Manager role may view all unassigned claims and all claims assigned to themselves and their assigned employees. WebFile users without the Manager role may only view claims that have been assigned to them in WebFile by their Manager(s).

Users may access the search tool and view their list of claims by clicking "My WebFile Tools" at any time.

SEARCHING FOR CLAIMS

The "Search for Claims" portlets are divided into two sections: "Claim Filter Criteria" and "Results." Enter any combination of the search criteria to search for a particular claim. The percentage sign (%) can be used as a search wildcard.

| JCN | Claimant First Name | Claimant Last Name | Employer | Injury Date | Assigned To |
|---------------|---------------------|--------------------|-------------------------|-------------|------------------|
| T150318150504 | John | Smith | _TEST_RED SHIRT RETI... | 03/26/2008 | Storm, Erika |
| BR08282015925 | Sean | Morris | _TEST_GELATO FARMS ... | 03/26/2008 | Storm, Erika |
| BR02202014125 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 | Unassigned |
| BR04142015255 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 | Phillips, Landry |
| BR07242015142 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 | Phillips, Landry |
| BR08312015909 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 | Phillips, Landry |
| BR31720161032 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 | Storm, Erika |
| BR52020151018 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 | Storm, Erika |
| TPAPR12400001 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 | Storm, Erika |
| VA02000001817 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 | Unassigned |

Search Examples:

- i Checking the "Unassigned" box will show all unassigned claims in the Results area.
- i Entering Smith into the "Last Name" field will show all claims for claimants with the last name Smith in the Results area.
- i Entering Smit% into the "Last Name" field will show all claims for claimants whose last name begins with Smit. These might include the last names Smith, Smithson, Smitt, and Smitts.
- i Entering John into the "First Name" field and Smith into the "Last Name" field will show all claims for claimants with the first name John AND the last name Smith.

Possible reasons a claim might not appear:

- i The claim does not yet exist in the Commission's database.
- i The claim is assigned within WebFile to another user.
- i The claim is unassigned in WebFile but the user does not have the Manager role (only Managers may view unassigned claims).
- i The claim exists in the Commission's database but an EDI FROI with the Claim Administrator FEIN has not been accepted for that JCN.

VIEWING CLAIMS

1. Click the link in the "JCN" column of the "Results" section.

| Results | | | | | |
|--|-------------------------------|---------------------|--------------------|-------------------------|-------------|
| Assign selected claims to: <input type="text" value="Search for a user..."/> me Assign Remove Assignment | | | | | |
| | JCN | Claimant First Name | Claimant Last Name | Employer | Injury Date |
| <input type="checkbox"/> | T150318150504 | John | Smith | _TEST_RED SHIRT RETI... | 03/26/2008 |
| <input type="checkbox"/> | BR08282015925 | Sean | Morris | _TEST_GELATO FARMS ... | 03/26/2008 |
| <input type="checkbox"/> | BR02202014125 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 |
| <input type="checkbox"/> | BR04142015255 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 |
| <input type="checkbox"/> | BR07242015142 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 |
| <input type="checkbox"/> | BR08312015909 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 |
| <input type="checkbox"/> | BR31720161032 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 |
| <input type="checkbox"/> | BR52020151018 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 |
| <input type="checkbox"/> | TPAPR12400001 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 |
| <input type="checkbox"/> | VA02000001817 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 |

Page 1 of 4

2. The Claim Summary will display.

Your location: My WebFile Tools » Claim Summary

Claim Summary

| | |
|---|---|
| Claimant: PETER DILLARD | Employee ID Assigned by Jurisdiction: 000911 |
| Jurisdiction Claim Number: 0169570 | Claim Administration Claim Number: TCURN3 |
| Date of Injury: 3/15/1971 | Claim Type: Notification Only |
| Employer: _TEST_METAL SHAPERS INC | Insurer: CHESTER INS CO |

Claim Status Overview



| | |
|---|---|
| <input type="checkbox"/> Claim for Benefits Filed | <input type="checkbox"/> Payments Reported |
| <input type="checkbox"/> Claim Denied by Insurer | <input checked="" type="checkbox"/> Average Weekly Wage: \$0.00 |
| | <input checked="" type="checkbox"/> Award Entered by Commission |

CLAIM DETAILS TAB

The “Claim Details” tab is selected by default.

| | | | |
|--|--------------------|---------------------|------------------|
| Claim Details | Document & Filings | Make New Submission | Submit Web Forms |
| Instructions | | | |
| <ul style="list-style-type: none"> □ Please contact the Claim Adjuster if there is any incorrect information in this claim. | | | |
| Incident Details | | | |
| Claimant Details | | | |
| Employer Details | | | |
| Claim Administrator Details | | | |
| Insurance Carrier Details | | | |
| Additional Parties | | | |

The claim details can be viewed by expanding desired sections.

- i Pressing the  button will display the information for the corresponding section.
- i Pressing the  button will hide the information for the corresponding section.

Claim Details Tab

| | |
|-----------------------------|--|
| Incident Details | Provides general information regarding the reported incident such as dates, description and location. |
| Claimant Details | Provides general personal and contact information on the Claimant. There is a separate section that identifies Attorney contact information. |
| Employer Details | Provides general information about the Employer of the Claimant. There is a separate section that identifies Attorney contact information.* |
| Claim Administrator Details | Provides general information about the company in the Claim Administrator role. There is a separate section that identifies Attorney contact information. |
| Insurance Carrier Details | Provides general information about the Insurance Carrier. There is a separate section with designated contact information. There is also a section that identifies Attorney contact information .* |
| Additional Parties | Can be used to indicate medical provider involvement as well as next of kin information should the incident be fatal. Use of the Uninsured Employer’s Fund can also be noted in this section. |

DOCUMENTS AND FILINGS TAB


The "Documents and Filings" tab displays all documents and filings for the claim. Individual documents may be viewed by clicking the "+" icon to the left of the Work Event for the document.

Claim Details | Document & Filings | Make New Submission | Submit Web Forms


Documents & Filings: Documents and filings related to this claim are shown in the table below.

Instructions

- You may bundle documents by checking the boxes to the left of the document name and clicking Create Doc Bundle at the bottom which will create a single PDF containing all selected items to view on your computer. You may select items on multiple pages.
- Imaged documents require a compatible Adobe PDF viewer to view and print. If you do not have compatible Adobe PDF software you may download and install it at no charge by visiting the Adobe website.



Imaged Documents: All imaged documents for this Claim are displayed below. Click the Document Type to view the document.

| <input type="checkbox"/> | Work Event(s) | Seal... | Recipient | Description | Source | Service D... | Date Filed |
|--------------------------|---|---------|-----------|-------------|--------|--------------|------------------------|
| <input type="checkbox"/> | Work Event: Claim Related Document for Compliance (1 File) | | | | | | Date Filed: 02/04/2016 |
| <input type="checkbox"/> |  Claim Related Document for Compliance | | No | | Web | 02/04/2016 | 02/04/2016 |
| <input type="checkbox"/> | Work Event: Agreement Form (1 File) | | | | | | Date Filed: 02/04/2016 |
| <input type="checkbox"/> | Work Event: Awards Related Correspondence (1 File) | | | | | | Date Filed: 01/28/2016 |
| <input type="checkbox"/> | Work Event: Exhibit (1 File) | | | | | | Date Filed: 01/07/2016 |
| <input type="checkbox"/> | Work Event: Letter from Attorney - Claim Related (1 File) | | | | | | Date Filed: 01/05/2016 |
| <input type="checkbox"/> | Work Event: Request for Benefits Related Correspondence (1 File) | | | | | | Date Filed: 12/14/2015 |
| <input type="checkbox"/> | Work Event: Awards Related Correspondence (1 File) | | | | | | Date Filed: 08/31/2015 |
| <input type="checkbox"/> | Work Event: Written Statement (1 File) | | | | | | Date Filed: 08/31/2015 |
| <input type="checkbox"/> | Work Event: Agreement Form (1 File) | | | | | | Date Filed: 07/31/2015 |
| <input type="checkbox"/> | Work Event: Dispute Form (1 File) | | | | | | Date Filed: 07/31/2015 |
| <input type="checkbox"/> | Work Event: Sealed document Claimant (1 File) | | | | | | Date Filed: 03/18/2015 |
| <input type="checkbox"/> | Work Event: Notification of Injury All Parties (3 Files) | | | | | | Date Filed: 03/18/2015 |

Expand Groups | Select a Document... | Apply to selected




Results 1 - 14 of 14



MAKE NEW SUBMISSION TAB


Users may make filings by uploading documents under the “Make New Submission” tab. The filing must be in PDF format and the user must choose a Filing Type and date for the filing.

Upload a Filing

Filing Upload Form

Select Filing Type: 
Award Agreement  

Document Date: 
MM/dd/yyyy 

File(s) must be Non-Encrypted PDFs 

No file chosen

No file chosen

No file chosen

No file chosen

No file chosen

I hereby certify that the document(s) have been signed by all applicable parties.

The available Filing Types are:

- Award Agreement**
- Claim for Benefits / Request for Hearing
- Claim-Related Correspondence (General)
- Employer's Application for Hearing
- Medical Record(s)
- Motion for the Preservation of Evidence
- Position Statement OTR Hearing
- Request for Cost of Living Adjustment
- Response to an Employer's Application
- Termination of Wage Loss Award
- Written Statement -- Review Hearing

SUBMIT WEB FORMS TAB

Users may also make filings under the "Submit Web Forms" tab by selecting the Form Type and completing the form online.

The screenshot displays a web interface with four tabs: "Claim Details", "Document & Filings", "Make New Submission", and "Submit Web Forms". The "Submit Web Forms" tab is active. Below the tabs, there are two instructional bars: "Instructions: Select Web Form" and "Step 1 of 3: Select a Web Form". The main section is titled "Select Form Type" and contains a dropdown menu. The dropdown menu is open, showing the following options: "Select Form Type...", "Employer's Application for Hearing", "Order Response Form - Claim Filed", and "Order Response Form - Payments Made".

ASSIGN AND UNASSIGN CLAIMS

Users with the Manager role may assign claims to themselves or to employees who are assigned to their group.

ASSIGN A CLAIM

1. Check the box next to the unassigned claim in the "Results" area.

| Results | | | | | | |
|--|-------------------------------|---------------------|--------------------|-------------------------|-------------|------------------|
| Assign selected claims to: <input type="text" value="Search for a user..."/> me Assign Remove Assignment | | | | | | |
| <input type="checkbox"/> | JCN | Claimant First Name | Claimant Last Name | Employer | Injury Date | Assigned To |
| <input type="checkbox"/> | T150318150504 | John | Smith | _TEST_RED SHIRT RETI... | 03/26/2008 | Storm, Erika |
| <input type="checkbox"/> | BR08282015925 | Sean | Morris | _TEST_GELATO FARMS ... | 03/26/2008 | Storm, Erika |
| <input checked="" type="checkbox"/> | BR02202014125 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 | Unassigned |
| <input type="checkbox"/> | BR04142015255 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 | Phillips, Landry |

2. Type the last name of the user to whom the claim is to be assigned into the field labeled "Assign selected claims to:".
3. Click "Assign".

| Results | | | | | | |
|---|-------------------------------|---------------------|--------------------|-------------------------|-------------|------------------|
| Assign selected claims to: <input type="text" value="storm"/> me Assign Remove Assignment | | | | | | |
| <input type="checkbox"/> | JCN | Claimant First Name | Claimant Last Name | Employer | Injury Date | Assigned To |
| <input type="checkbox"/> | T150318150504 | John | Smith | _TEST_RED SHIRT RETI... | 03/26/2008 | Storm, Erika |
| <input type="checkbox"/> | BR08282015925 | Sean | Morris | _TEST_GELATO FARMS ... | 03/26/2008 | Storm, Erika |
| <input checked="" type="checkbox"/> | BR02202014125 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 | Storm, Erika |
| <input type="checkbox"/> | BR04142015255 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 | Phillips, Landry |

4. The claim will then be assigned to the user.

| Results | | | | | | |
|--|-------------------------------|---------------------|--------------------|-------------------------|-------------|------------------|
| Assign selected claims to: <input type="text" value="Search for a user..."/> me Assign Remove Assignment | | | | | | |
| <input type="checkbox"/> | JCN | Claimant First Name | Claimant Last Name | Employer | Injury Date | Assigned To |
| <input type="checkbox"/> | T150318150504 | John | Smith | _TEST_RED SHIRT RETI... | 03/26/2008 | Storm, Erika |
| <input type="checkbox"/> | BR08282015925 | Sean | Morris | _TEST_GELATO FARMS ... | 03/26/2008 | Storm, Erika |
| <input type="checkbox"/> | BR02202014125 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 | Storm, Erika |
| <input type="checkbox"/> | BR04142015255 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 | Phillips, Landry |

UNASSIGN A CLAIM

1. Check the box next to the assigned claim in the "Results" area.
2. Click "Remove Assignment".
3. Check the box next to the unassigned claim in the "Results" area.

| Results | | | | | |
|--|-------------------------------|---------------------|--------------------|-------------------------|-------------|
| Assign selected claims to: <input type="text" value="Search for a user..."/> me Assign Remove Assignment | | | | | |
| | JCN | Claimant First Name | Claimant Last Name | Employer | Injury Date |
| <input checked="" type="checkbox"/> | T150318150504 | John | Smith | _TEST_RED SHIRT RETI... | 03/26/2008 |
| <input type="checkbox"/> | BR08282015925 | Sean | Morris | _TEST_GELATO FARMS ... | 03/26/2008 |

4. The claim will be unassigned and able to be viewed and reassigned by any user with the Manager role.

| Results | | | | | | |
|--|-------------------------------|---------------------|--------------------|-------------------------|-------------|-------------|
| Assign selected claims to: <input type="text" value="Search for a user..."/> me Assign Remove Assignment | | | | | | |
| | JCN | Claimant First Name | Claimant Last Name | Employer | Injury Date | Assigned To |
| <input type="checkbox"/> | T150318150504 | John | Smith | _TEST_RED SHIRT RETI... | 03/26/2008 | Unassigned |
| <input type="checkbox"/> | UAT0002359907 | UAT_JOHN | SEAMSTER | PEMBELTON FOREST P... | 08/21/2007 | Unassigned |
| <input type="checkbox"/> | BR08312015854 | Todd | Macklin | _TEST_GELATO FARMS ... | 03/26/2008 | Unassigned |
| <input type="checkbox"/> | VA02000008278 | Jamar | Jones | SANTIAGO ALVAREZ | 05/15/2010 | Unassigned |
| <input type="checkbox"/> | BR08312015851 | Martin | Dean | _TEST_GELATO FARMS ... | 03/26/2008 | Unassigned |
| <input type="checkbox"/> | BR08312015846 | Oliver | Creed | _TEST_GELATO FARMS ... | 03/26/2008 | Unassigned |
| <input type="checkbox"/> | VA02000009053 | Sean | Adrian | SANTIAGO ALVAREZ | 05/15/2010 | Unassigned |
| <input type="checkbox"/> | BR03062016120 | WILL | _TEST_WEST | _TEST_NOODLES R US | 03/12/2008 | Unassigned |
| <input type="checkbox"/> | VA02000001817 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 | Unassigned |
| <input type="checkbox"/> | BR02032015748 | JOHN | _TEST_PETERS | _TEST_GELATO FARMS ... | 03/26/2008 | Unassigned |

Page 1 of 3 | Claim 1 - 10 of 24

PAPERLESS OPTION

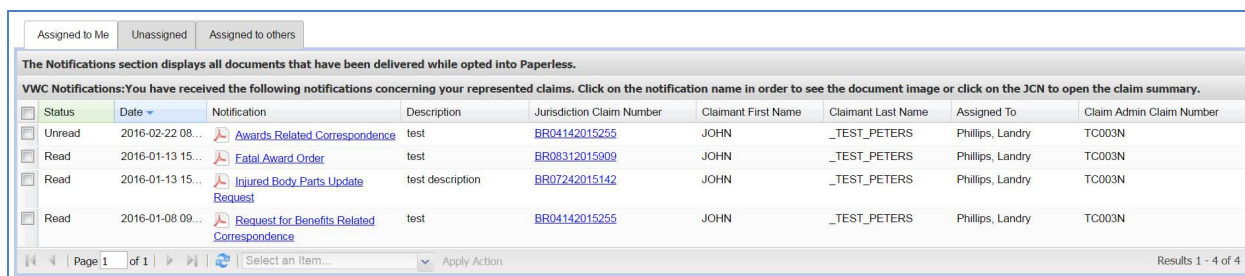
Claim Administrator organizations that use WebFile have the option to enroll in the Commission's paperless program which eliminates the receipt of mail from the Commission regarding claims on which the Claim Administrator is noted.

The paperless program applies to all claims, all users, and all organizations listed for the Claim Administrator organization. The paperless option cannot be applied to selected claims, Claim Administrator personnel, or selected Claim Administrator organizations if more than one exists in their group.

WebFile Site Administrators and users with the Manager role may opt their organization into or out of the paperless program at any time, however the option may only be changed once per business day.

When enrolled in the paperless program, the Claim Administrator organization will receive two types of notifications in lieu of the physical mail they would otherwise receive.

1. An electronic notification will appear in the Notifications section of the user's WebFile screen. Among the details in these notifications are the claimant's name, date and JCN of the filing, description of the filing, and links to the document filed.



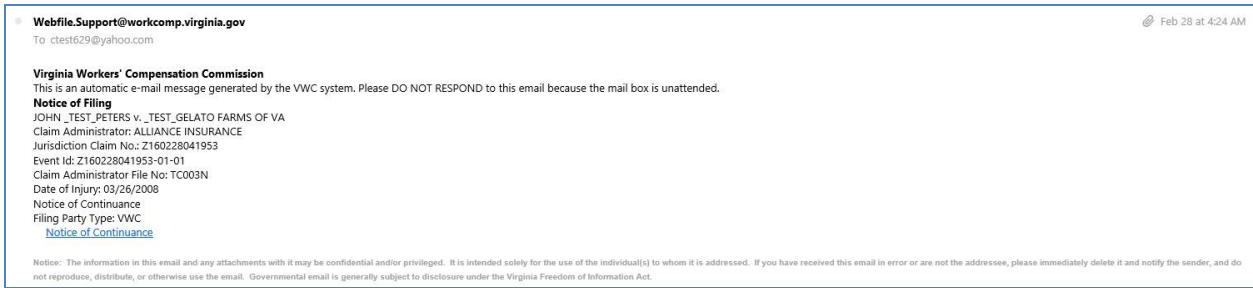
The Notifications section displays all documents that have been delivered while opted into Paperless.

VWC Notifications: You have received the following notifications concerning your represented claims. Click on the notification name in order to see the document image or click on the JCN to open the claim summary.

| Status | Date | Notification | Description | Jurisdiction Claim Number | Claimant First Name | Claimant Last Name | Assigned To | Claim Admin Claim Number |
|--------|------------------|---|------------------|-------------------------------|---------------------|--------------------|------------------|--------------------------|
| Unread | 2016-02-22 08... | Awards Related Correspondence | test | BR04142015255 | JOHN | _TEST_PETERS | Phillips, Landry | TC003N |
| Read | 2016-01-13 15... | Fatal Award Order | test | BR08312015909 | JOHN | _TEST_PETERS | Phillips, Landry | TC003N |
| Read | 2016-01-13 15... | Injured Body Parts Update Request | test description | BR07242015142 | JOHN | _TEST_PETERS | Phillips, Landry | TC003N |
| Read | 2016-01-08 09... | Request for Benefits Related Correspondence | test | BR04142015255 | JOHN | _TEST_PETERS | Phillips, Landry | TC003N |

Page 1 of 1 | Select an Item... | Apply Action | Results 1 - 4 of 4

2. An email notification will be sent to the email address provided upon enrollment into the paperless program. Among the details in these emails are the claimant's name, date of injury, date and JCN of the filing, and links to the document filed. When the link to the document is clicked the document will display if the user is already logged into WebFile. If the user is not logged in the WebFile login screen will open.



OPT INTO PAPERLESS

WebFile Site Administrators and users with the Manager role may opt their organization into the Paperless program by clicking on “My WebFile Tools” and clicking the “Opt In Now” link.



The “Paperless Administration” window will open where the user will opt into paperless, provide the email address where all email notifications from the Commission will be received, and choose whether to receive no mail or continue to receive mail for six months in addition to the electronic notices from the Commission.

Your location: My WebFile Tools » Paperless Administration

Paperless Administration

Select the Paperless Option to stop receiving physical mail from the Virginia Workers' Compensation Commission. Users will be notified via a group email address when new documents are filed to a claim, and all documents will be accessible in WebFile. For a limited time, users will be able to opt in to a 6 month trial and continue to receive the physical mail in addition to the email notifications. After 6 months, the company will move to Paperless unless you opt out.

You are receiving mailed notifications.

Opt Into Paperless
 Opt Out Of Paperless

Company Notification Email Address:
 Confirm Company Notification Email Address:

Select one:

Opt into Paperless: Receive Email Notifications and no physical mail
 Opt into Paperless Trial: Receive Email Notifications and also physical mail

VWC WebFile Paperless Option Terms and Conditions

By choosing the Paperless Option, the user agrees to be bound by and adhere to the following terms and conditions:

I acknowledge that I have read and understood the above Paperless Option terms and conditions.

COMPANY NOTIFICATION EMAIL ADDRESS

The email address provided in this field will receive all email notifications from the Commission regarding filings on the organization's claims. It is the sole responsibility of the Claim Administrator organization to monitor and distribute the emails in this account as-needed.

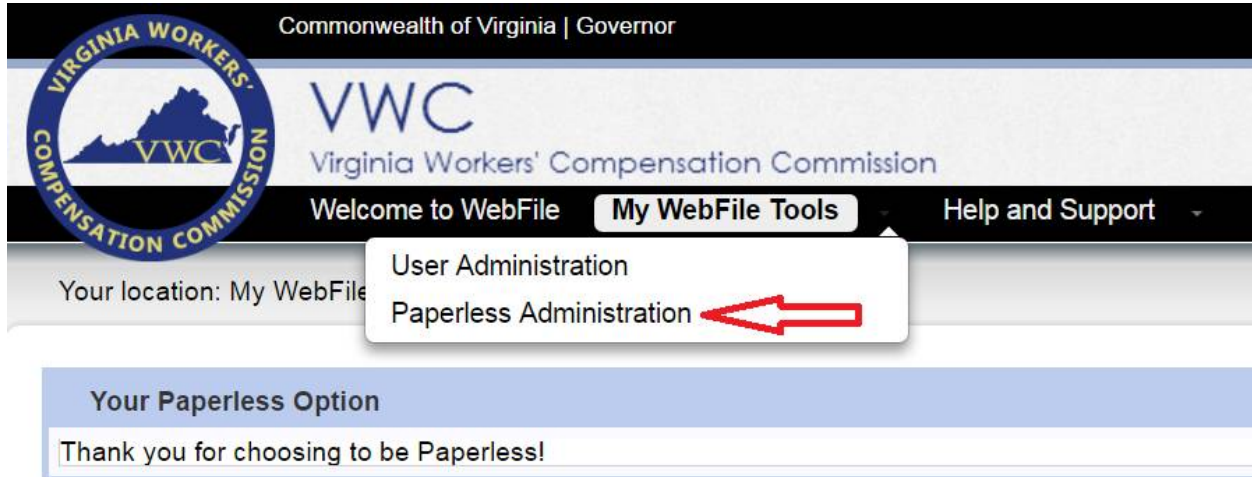
The Commission can send and troubleshoot any issues with emails that leave our server. However, delivery of emails to outside servers is beyond the control of the Commission. The user agrees the responsibility and troubleshooting of their email server is their responsibility.

SIX MONTH TRIAL

During the opt-in process, the user must choose whether to immediately stop physical mail from the Commission and rely solely on the electronic and email notifications OR to begin receiving the electronic and email notifications in addition to the physical mail for six months. Choosing to enroll in the six-month trial allows the organization to continue their physical mail processing while becoming familiar with and accustomed to the electronic and email notices. If the six-month trial option is chosen, the physical mail will automatically stop when the trial period ends unless the organization opts out of the paperless program before that date.

OPT OUT OF PAPERLESS

WebFile Site Administrators and users with the Manager role may opt their organization out of the Paperless program by clicking on “My WebFile Tools” and choosing “Paperless Administration”.



Choose the option “Opt Out of Paperless” to turn off electronic notices and emails and resume receiving physical mail from the Commission.

