Virginia Workers' Compensation Commission

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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's 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).

- At least one member of the Claim Administrator organization must serve as a Site Administrator.
- 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:

- Justification for request
- E-mail address
- Your first and last name
- Your phone number
- 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:

- WebFile account creation and updates
- WebFile password resets
- 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**. 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

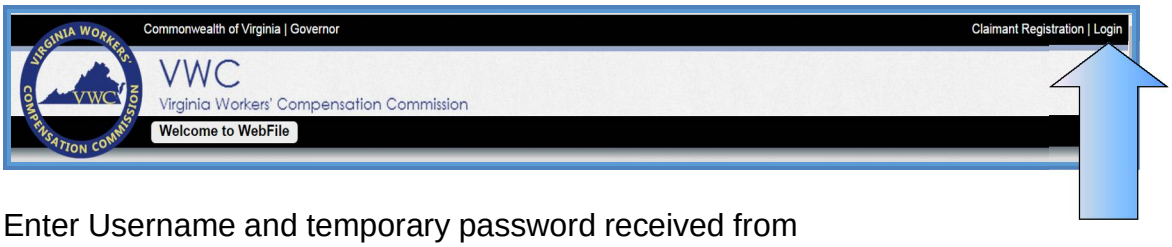
Entering data is still viewed by the system as being idle – users who take longer than 45 minutes to submit data or to conduct other transactions will be automatically logged off of the system, and all information not saved or submitted will be lost.

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.

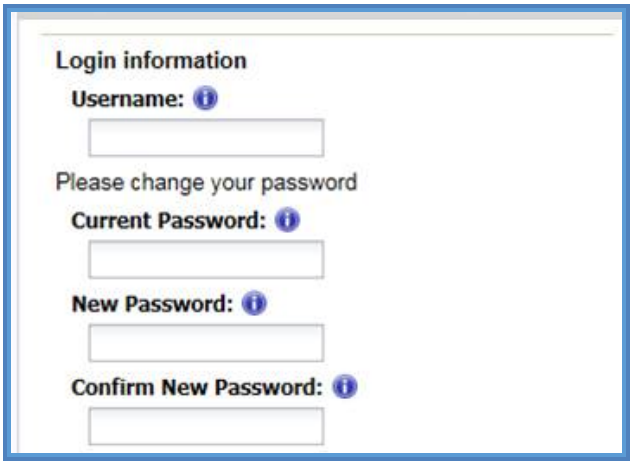


2. Enter Username and temporary password received from webfile.support@workcomp.virginia.gov address.

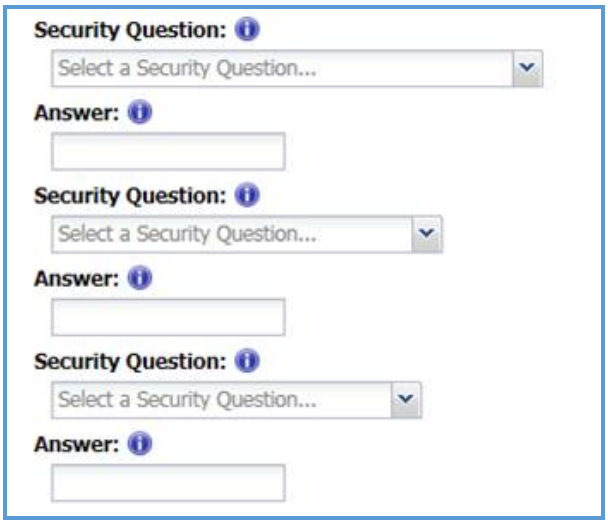
   The symbol indicates a required field.

3. Create a Username.

4. Create a new password and confirm.



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.



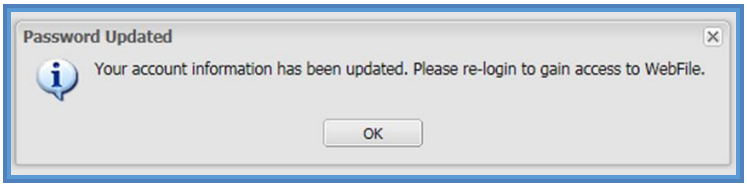
6. Review the Terms and Conditions by clicking on the “Terms and Conditions” link in the bottom left hand corner.

7. After reviewing, check the box to accept the Terms and Conditions.

8. Click “Save” to complete your registration.

9. Confirmation message verifying your successful registration is displayed.

10. Click the “OK” button.



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:

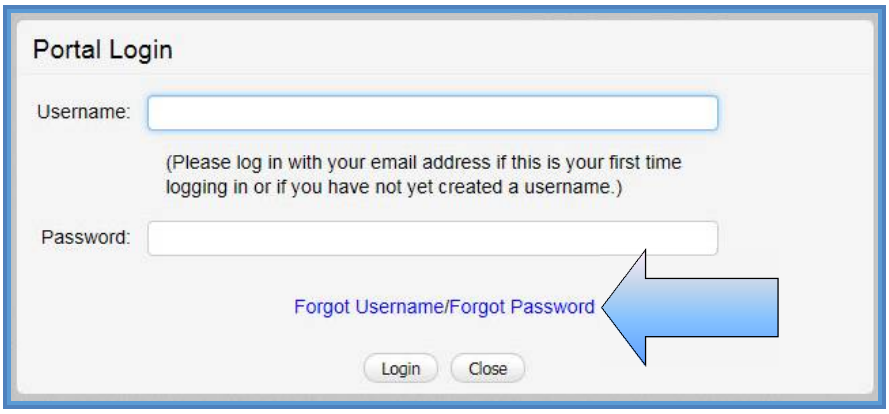
- ✓ Must be at least 8 characters in length.
- ✓ Must have at least one number.
- ✓ Must have at least one letter.
- ✓ Must contain one special character (i.e., @, #).
- ✓ Must not have been used within the previous 12 months.

RESET A FORGOTTEN PASSWORD

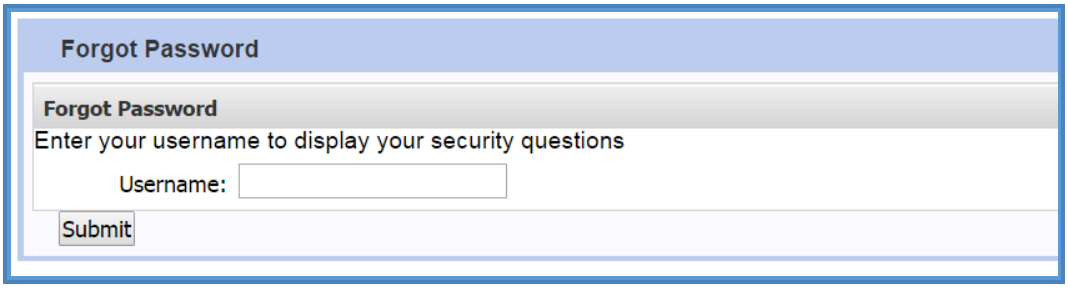
STEPS TO COMPLETE

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

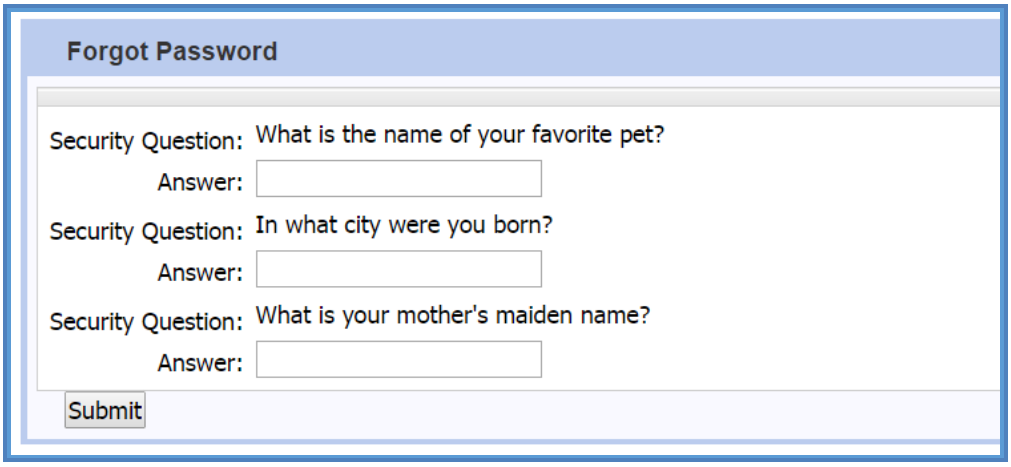
1. Click on the “Forgot Password” link.



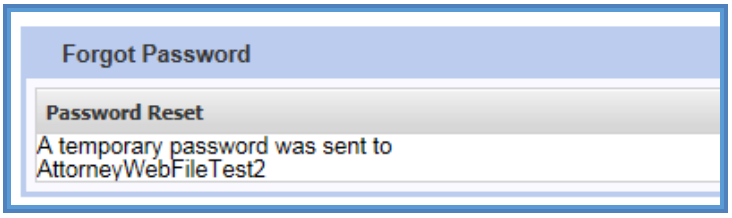
2. Enter a username and click the “Submit” button.



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



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



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.

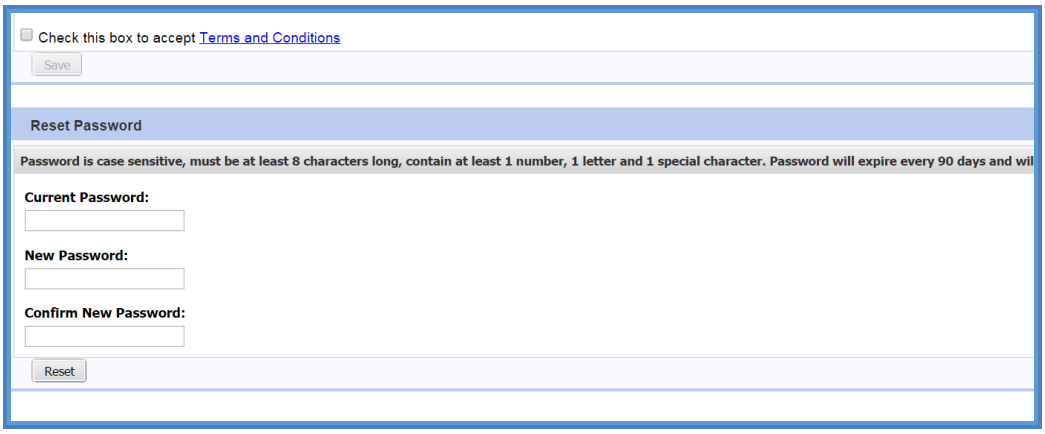
If you cannot remember the answers to your security questions, contact the Commission at 1-877-664-2566 or webfile.support@workcomp.virginia.gov.

ELECT TO RESET A PASSWORD

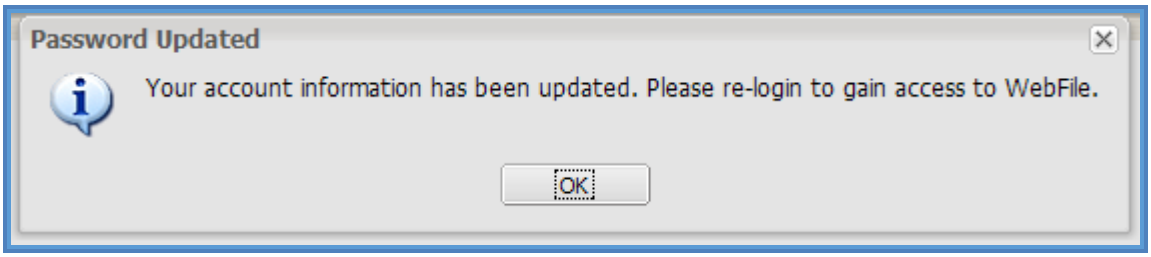
STEPS TO COMPLETE

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.



5. Click “OK” to return to the main WebFile page.



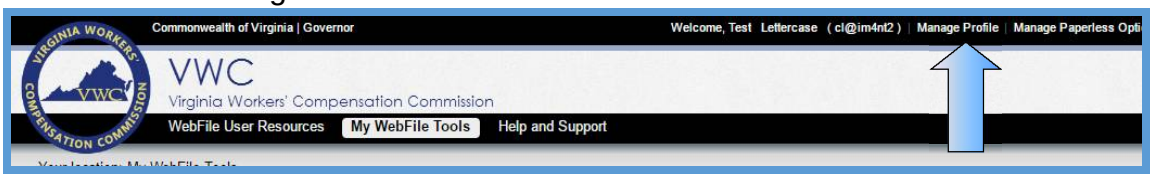
6. Log in with the new password.

EMAIL ADDRESS CHANGE

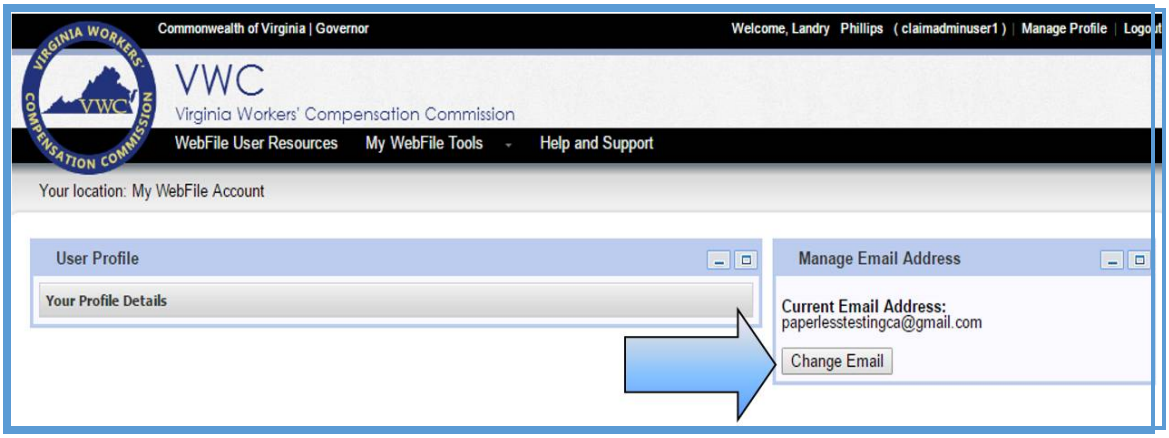
This section covers how to change an email address after a profile has been created.

STEPS TO COMPLETE

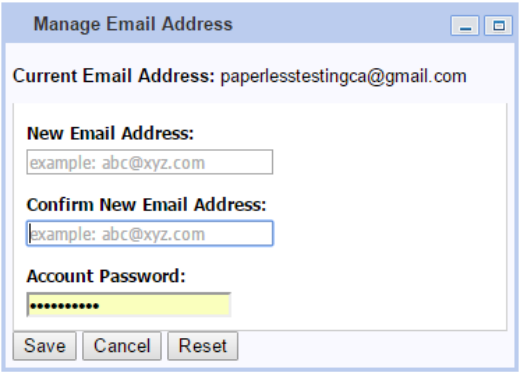
1. Click on the “Manage Profile” link.



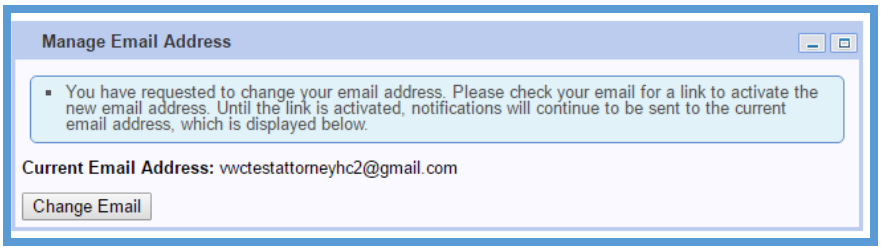
2. Click the “Change Email” button.



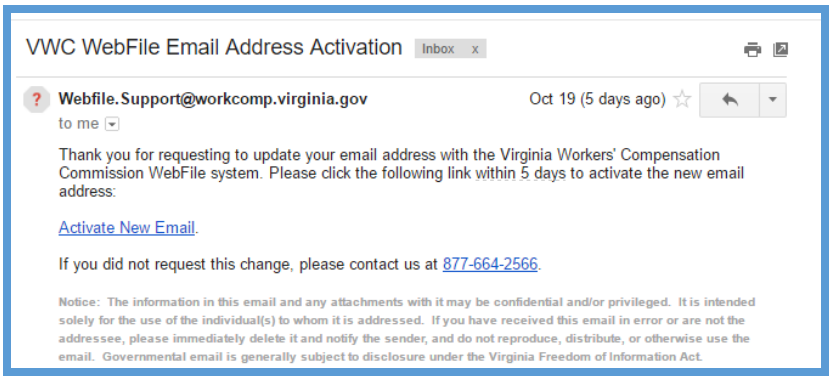
3. Enter and confirm the new email address.
4. Enter the current profile password.
5. Click the “Save” button.



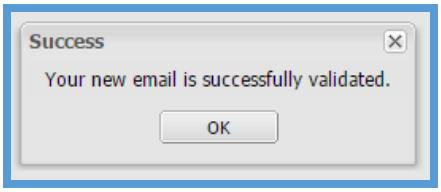
6. A confirmation message will appear and will provide instructions to complete the email change.



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

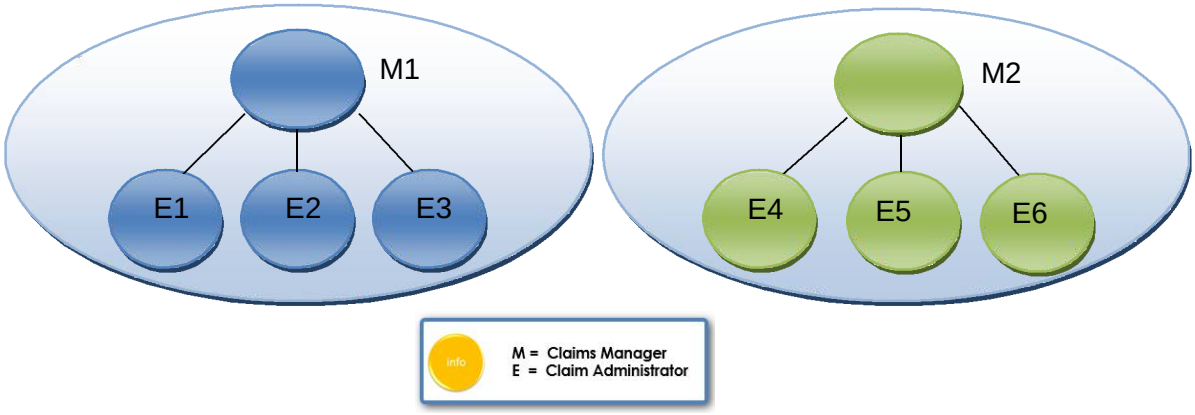
This module outlines recommendations for how Site Administrators may choose to structure Claim Manager - Claim Administrator Employee relationships within WebFile. These recommendations may or may not mirror the actual organizational structure and reporting relationships.

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.

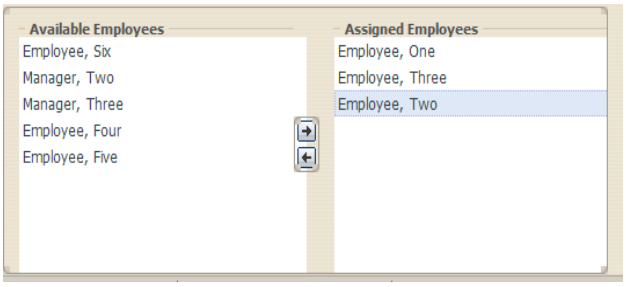
GEOGRAPHICALLY DISPERSED ORGANIZATION MODEL

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.

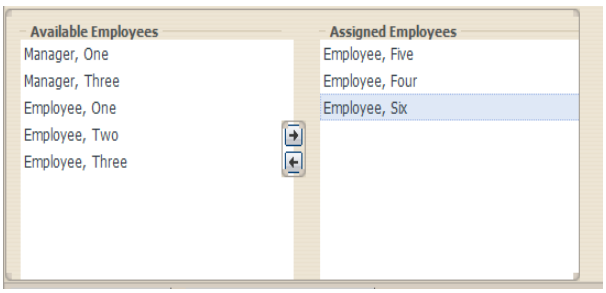


WebFile Claim Administrator Manager/Non Manager Association

Manager One

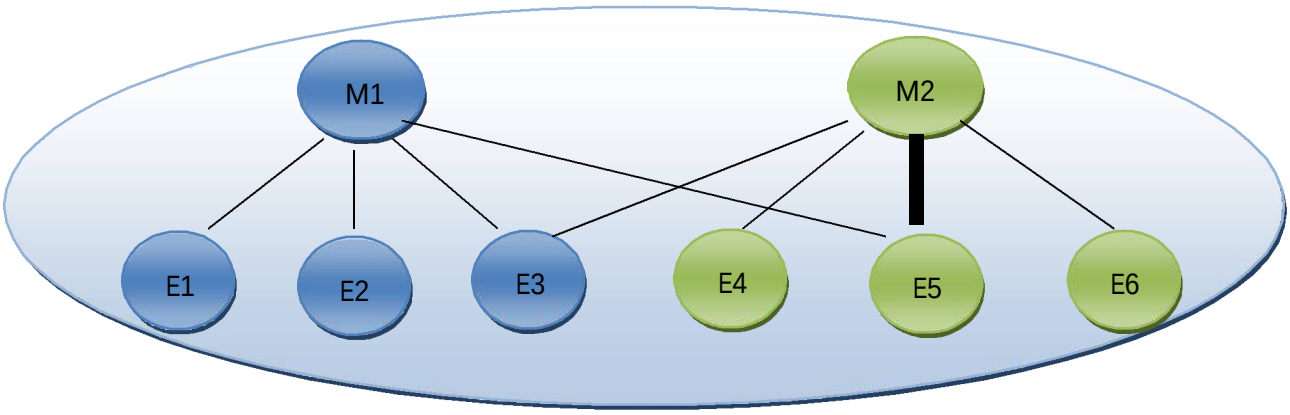


Manager Two



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.

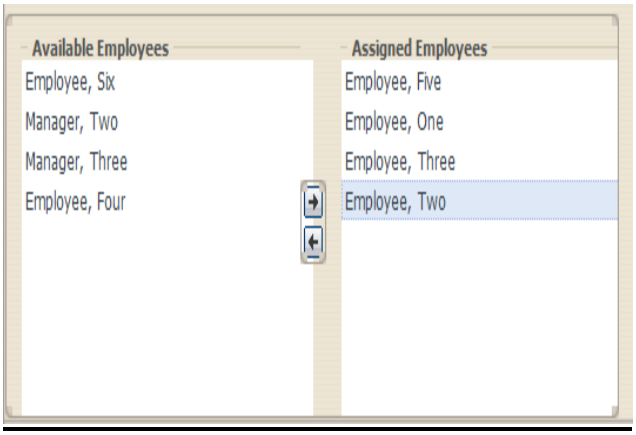


IMPORTANT

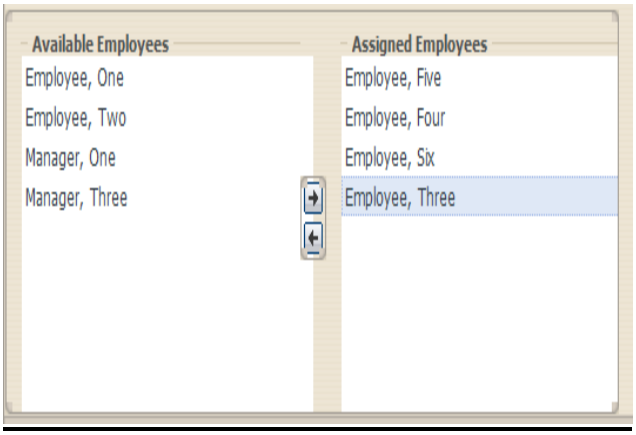
In this scenario, the model allows the claims of some Claim Administrators to be viewed by both Claim Managers, while others cannot be viewed (based on how they have been associated).

WebFile Claim Administrator Manager/Non Manager Association

Manager One

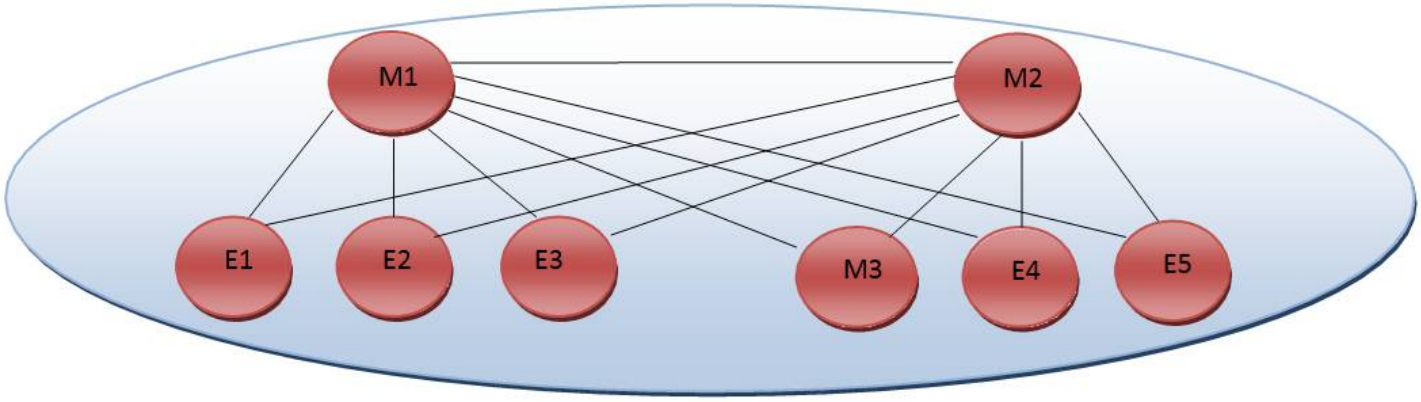


Manager Two



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.

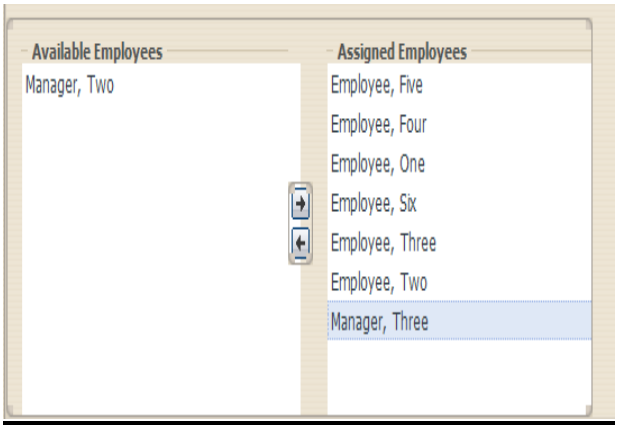


IMPORTANT

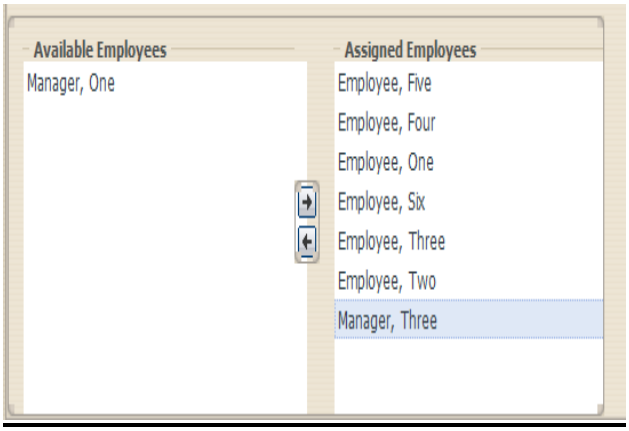
This model allows all claims to be viewed by all Claim Managers. Also, Manager 2 can also see Manager 3's claims, since Manager 3 is also a Claim Administrator. Though not pictured here, neither Manager 1 nor Manager 2 would be able to view the claims of Manager 3's Employees, unless each Employee was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

WebFile Claim Administrator Manager/Non Manager Association

Manager One

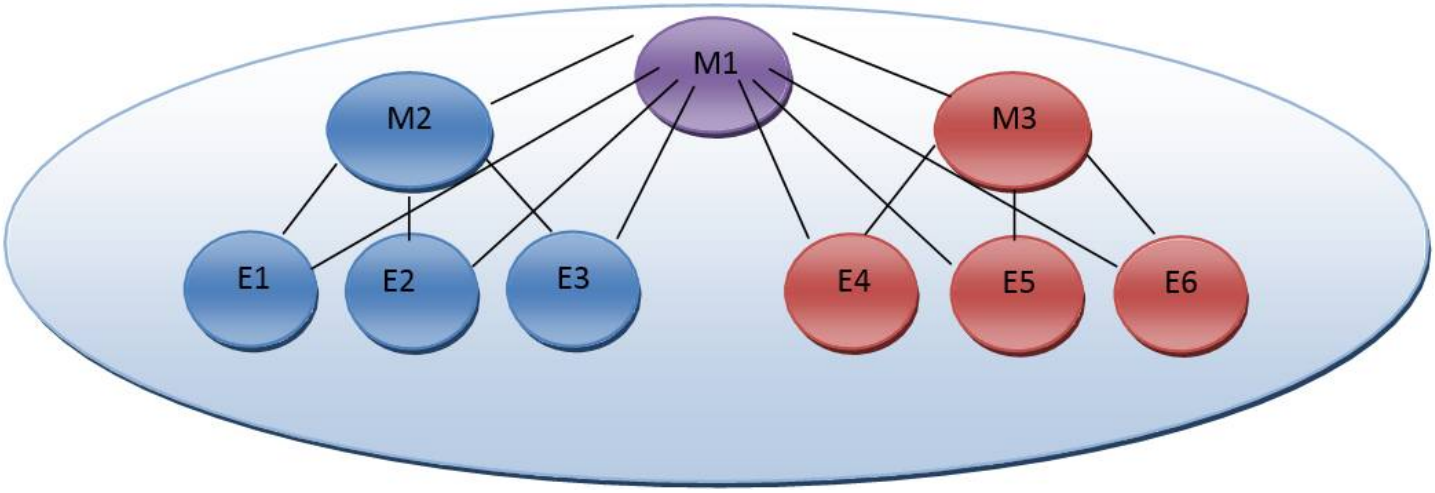


Manager Two



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.

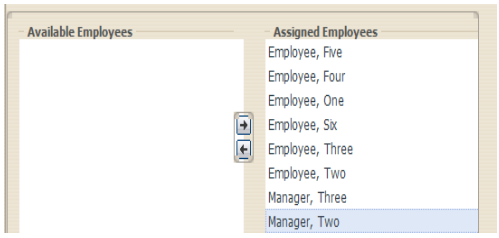


IMPORTANT

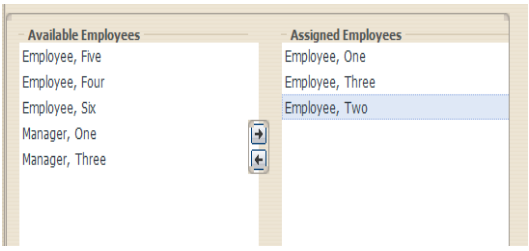
This model allows Manager 1 to view all claims within the organization. Manager 2 and Manager 3 can only see claims for their employees.

WebFile Claim Administrator Manager/Non Manager Association

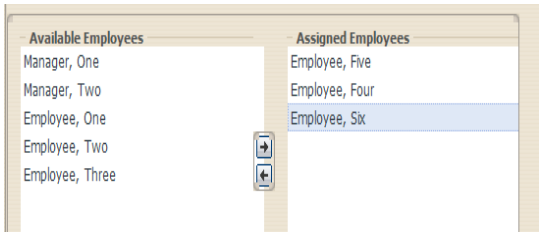
Manager One



Manager Two



Manager Three



ADDITIONAL THINGS TO CONSIDER

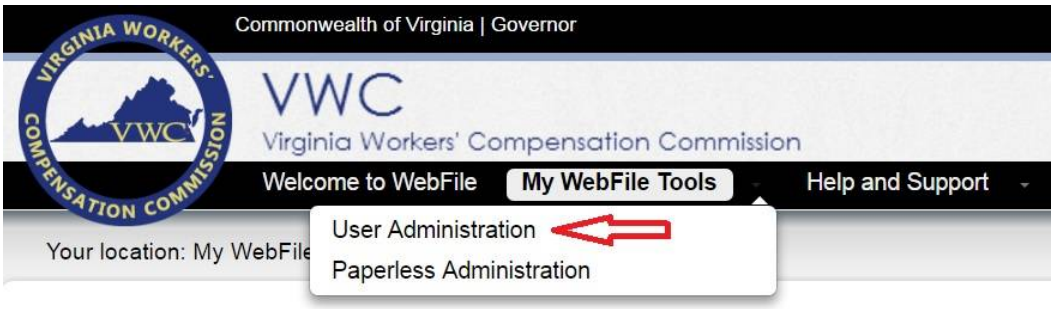
- Claim Manager - Claim Administrator Employee relationships can be changed temporarily in WebFile (to accommodate vacations or temporary leave), or permanently (to handle changes in your organization).

- 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.

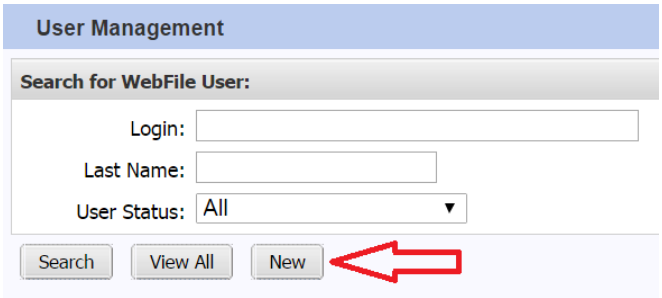
CREATE A NEW USER

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

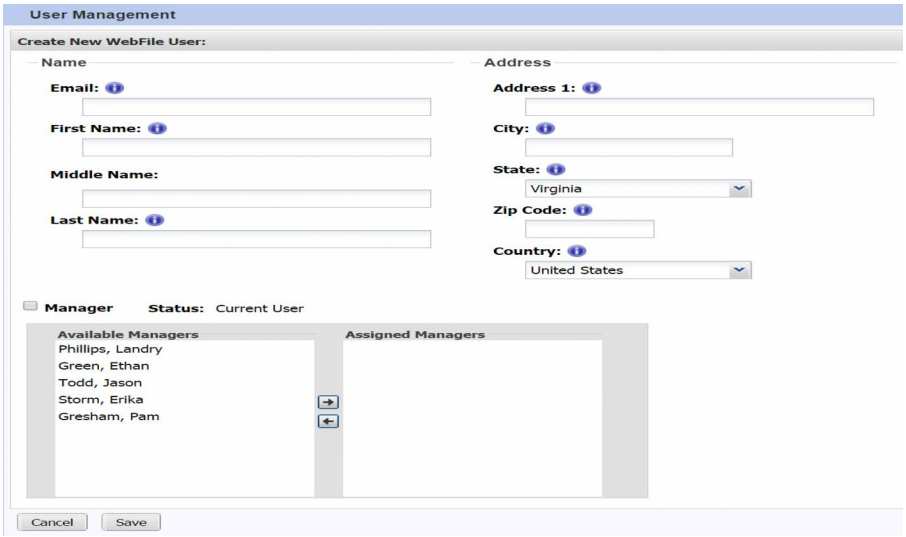
1. Click the drop-down arrow to the right of "My WebFile Tools" and click "User Administration" on the drop-down menu.



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



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.

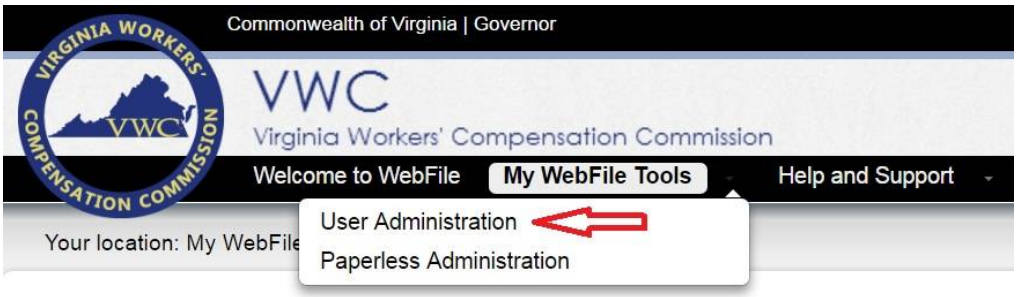


ACCESS AND UPDATE USER PROFILE

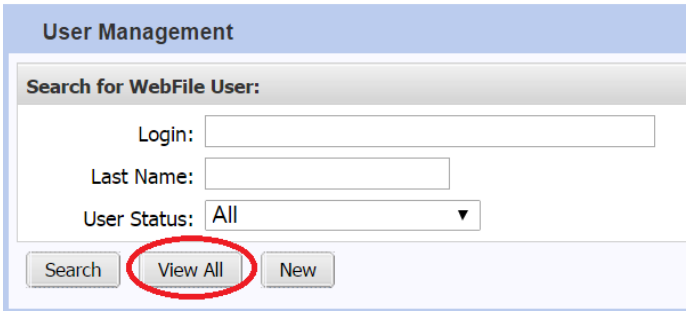
A Claim Administrator organization's WebFile Site Administrator is responsible for maintaining their users' WebFile profiles. User Profile maintenance includes:

- ✓ 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

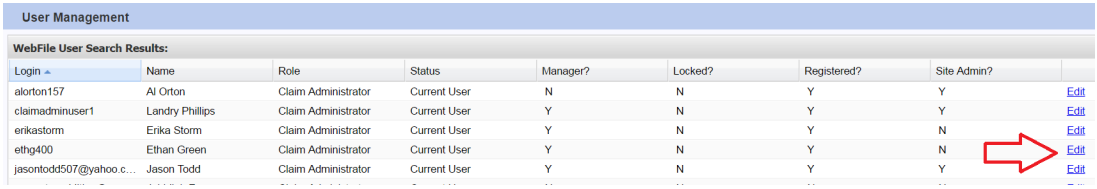
1. Click the drop-down arrow to the right of "My WebFile Tools" and click "User Administration" on the drop-down menu.



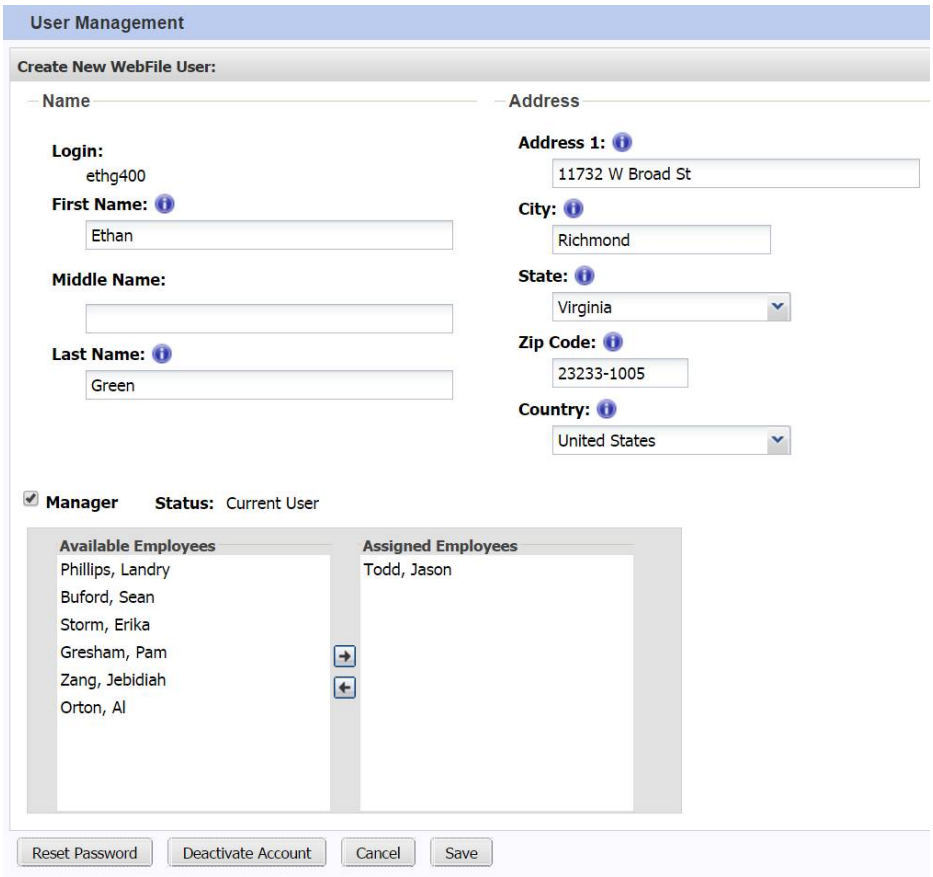
2. To search for an individual user, enter their login or last name. To view all users, click the "View All" button in the "User Management" window.



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

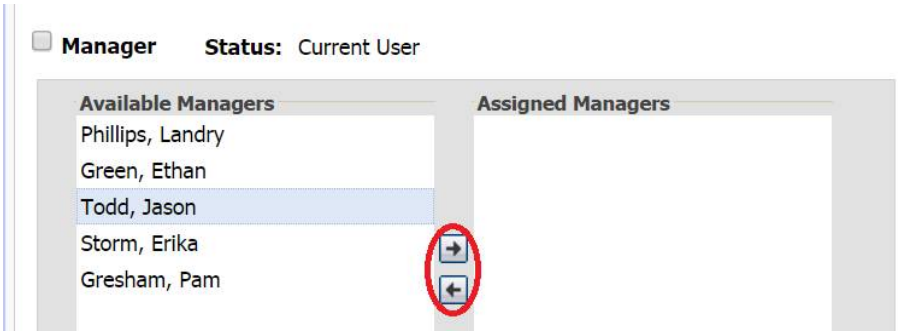


4. Update user's account as necessary.
5. Click the "Save" button.

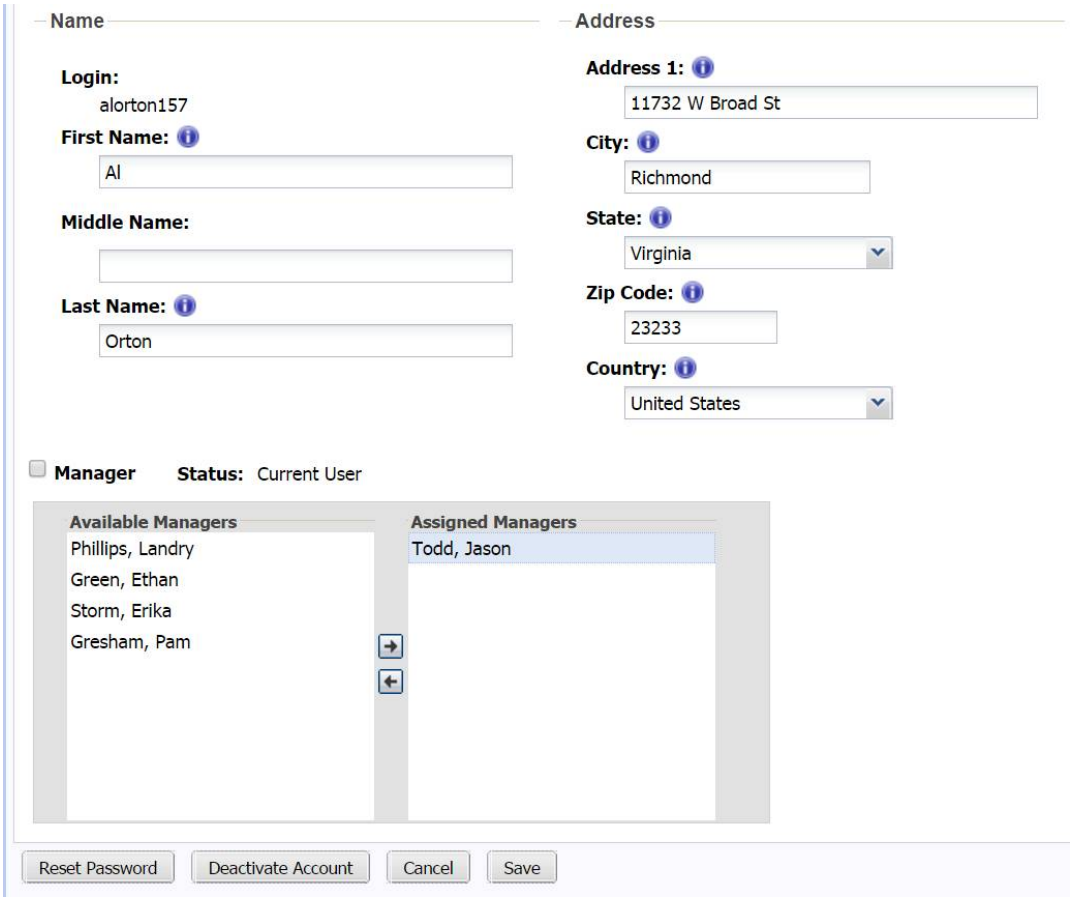


ASSIGN MANAGERS TO EMPLOYEES OR EMPLOYEES TO MANAGERS

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



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.



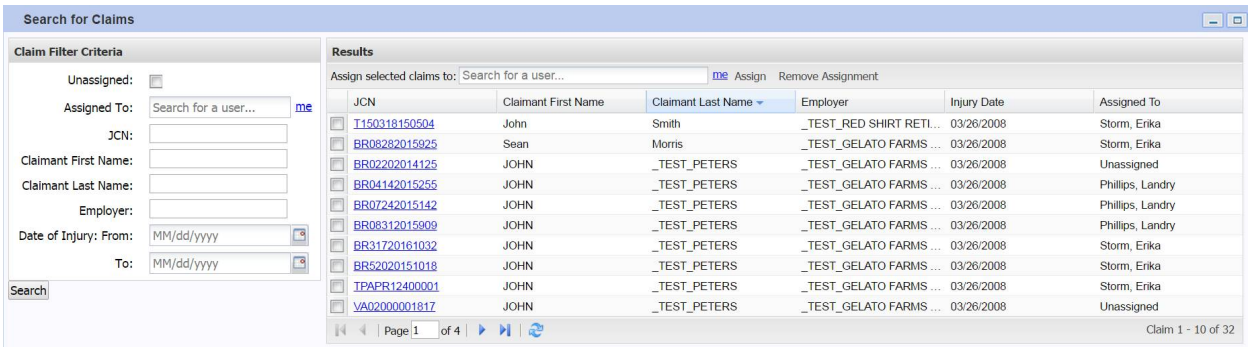
SEARCH AND VIEW CLAIMS

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.



Search Examples:

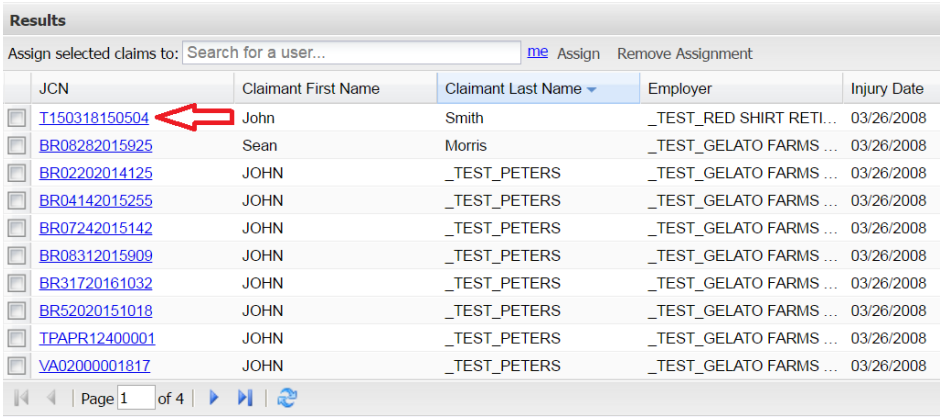
- Checking the "Unassigned" box will show all unassigned claims in the Results area.
- Entering Smith into the "Last Name" field will show all claims for claimants with the last name Smith in the Results area.
- Entering Smit% into the "Last Name field will show all claims for claimants whose last name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

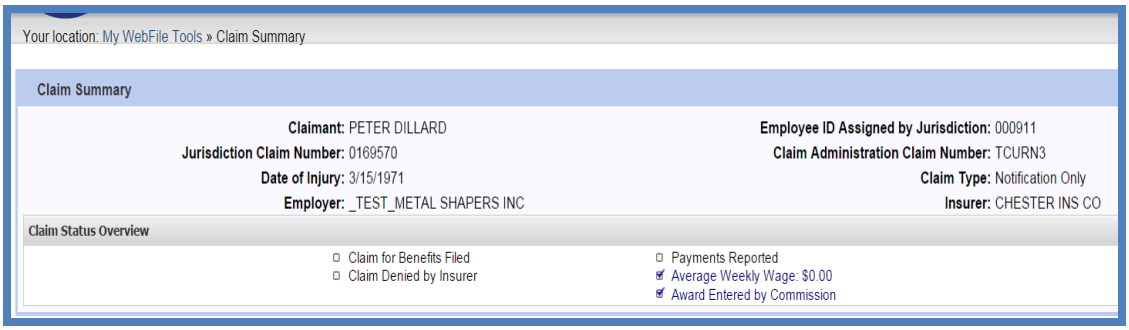
- The claim does not yet exist in the Commission's database.
- The claim is assigned within WebFile to another user.
- The claim is unassigned in WebFile but the user does not have the Manager role (only Managers may view unassigned claims).
- The claim exists in the Commission's database but an EDI 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.

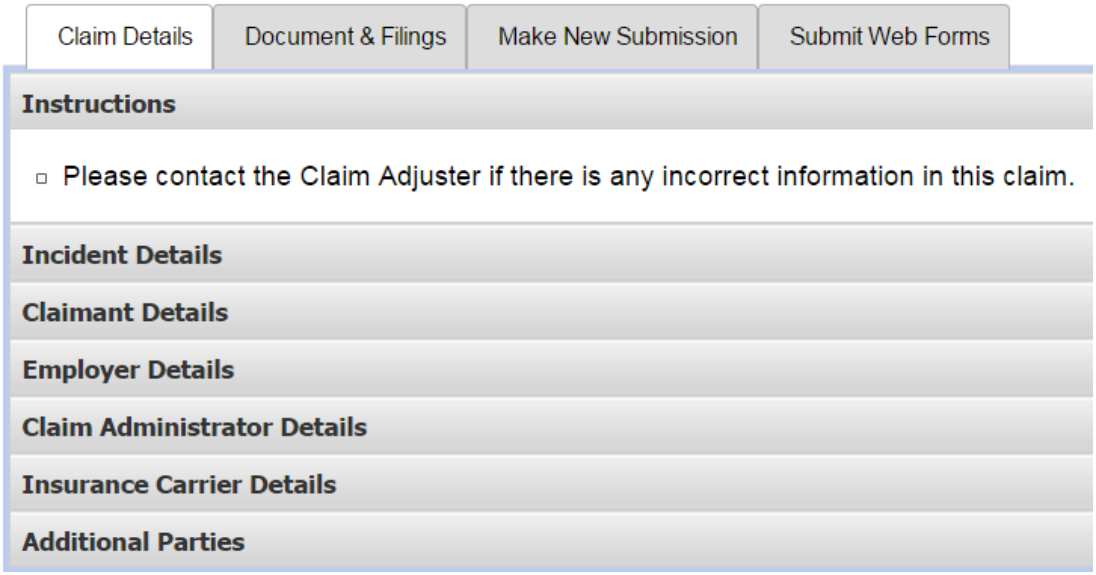


2. The Claim Summary will display.



CLAIM DETAILS TAB

The “Claim Details” tab is selected by default.



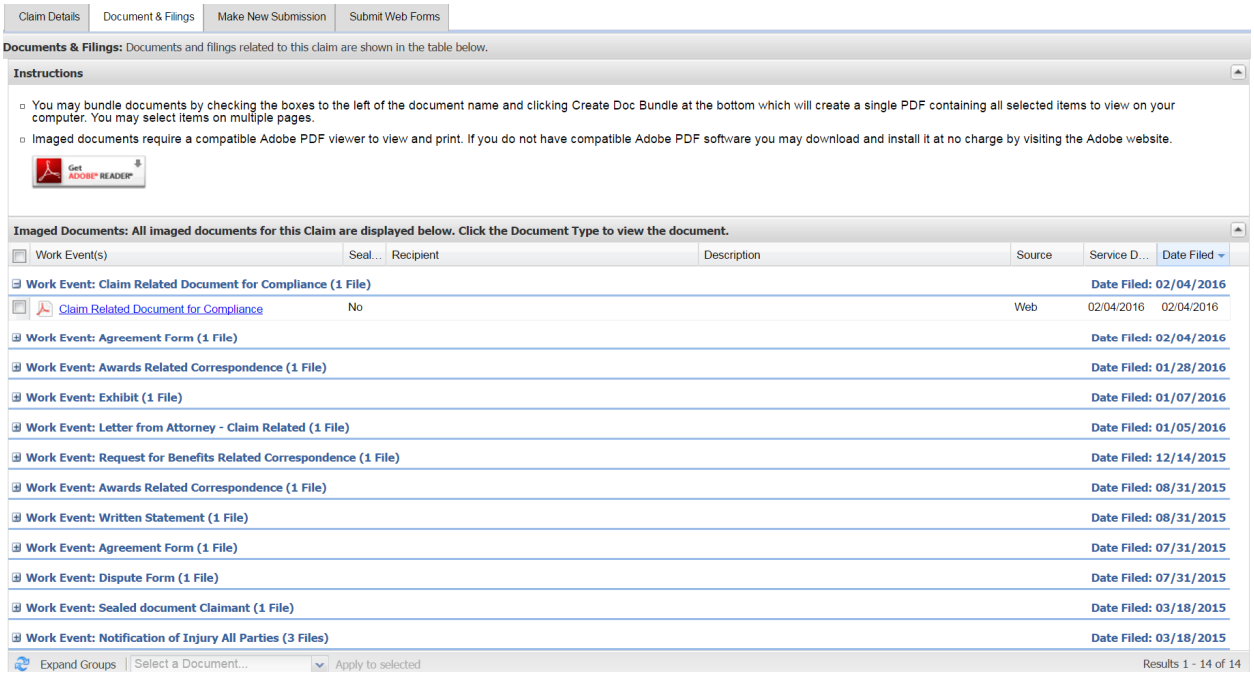
The claim details can be viewed by expanding desired sections.

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

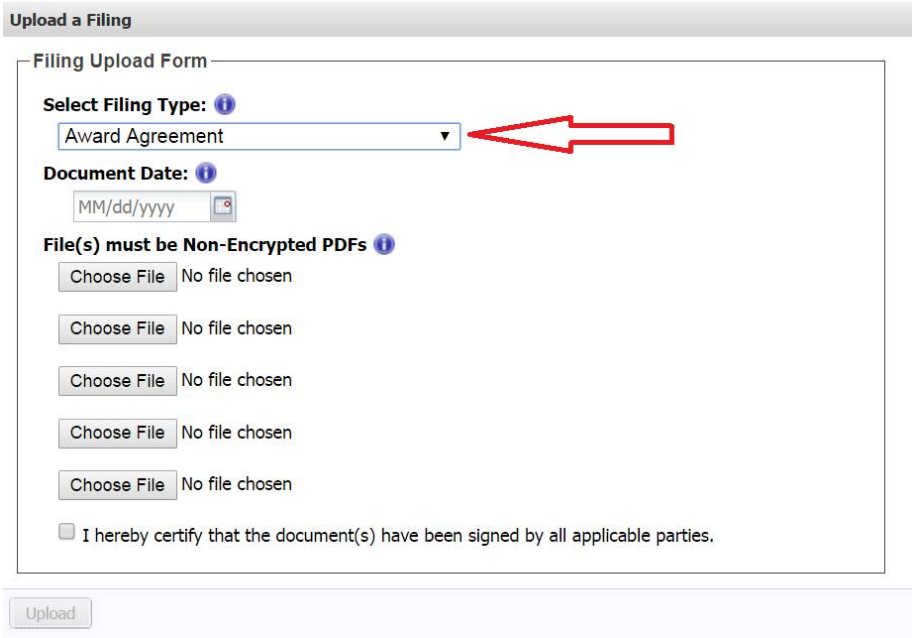
DOCUMENTS AND FILINGS TAB

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.

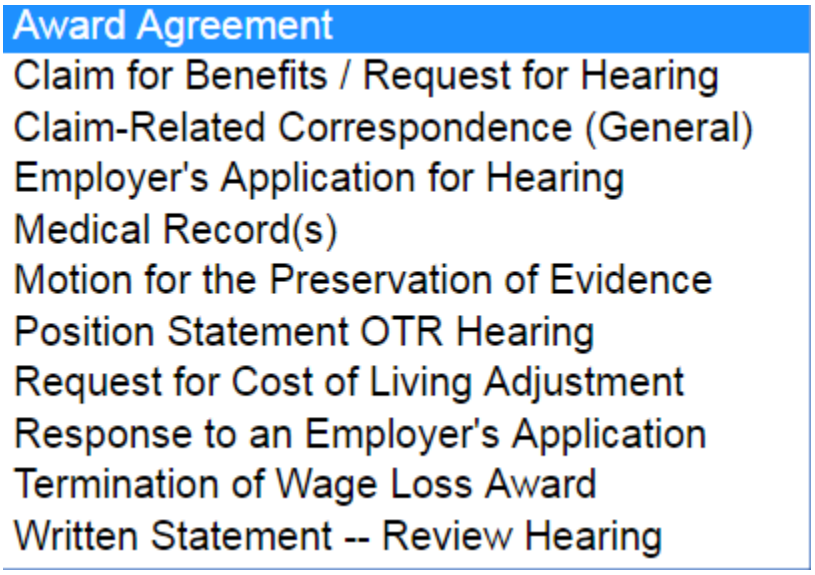


MAKE NEW SUBMISSION TAB

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.

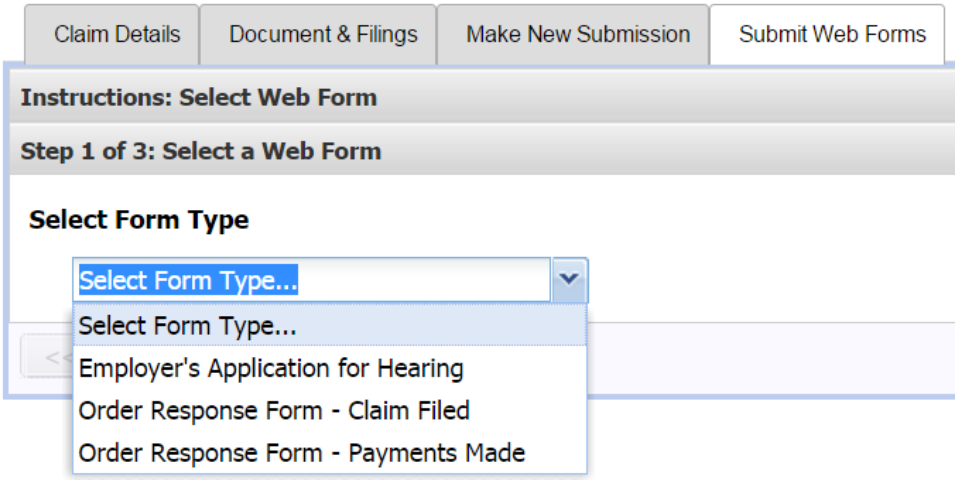


The available Filing Types are:



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.

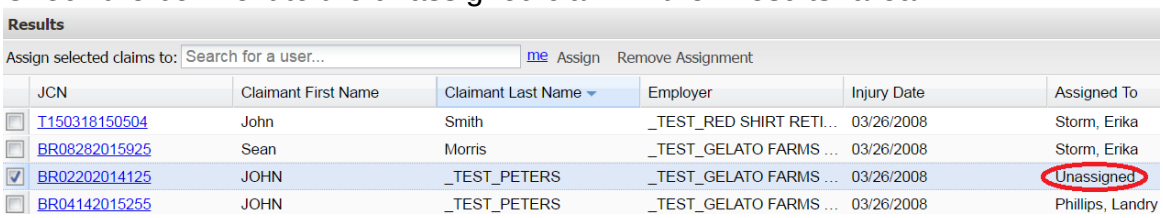


ASSIGN AND UNASSIGN CLAIMS

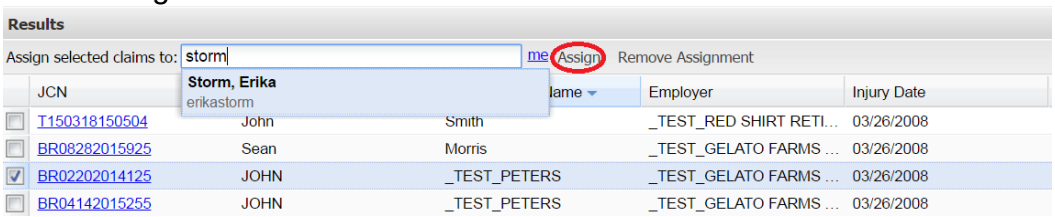
Users with the Manager role may assign claims to themselves or to employees who are assigned to their group.

ASSIGN A CLAIM

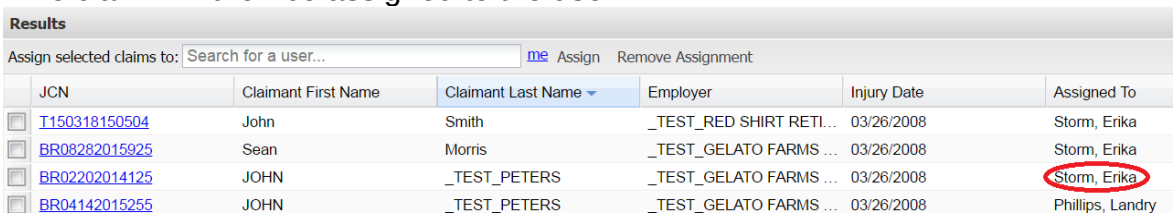
1. Check the box next to the unassigned claim in the “Results” area.



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”.



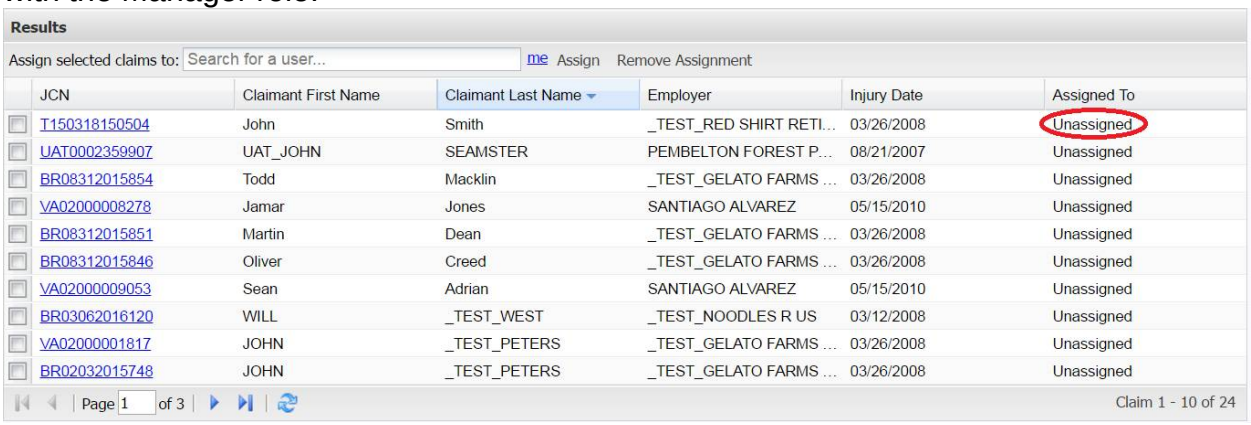
4. The claim will then be assigned to the user.



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.

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



PAPERLESS OPTION

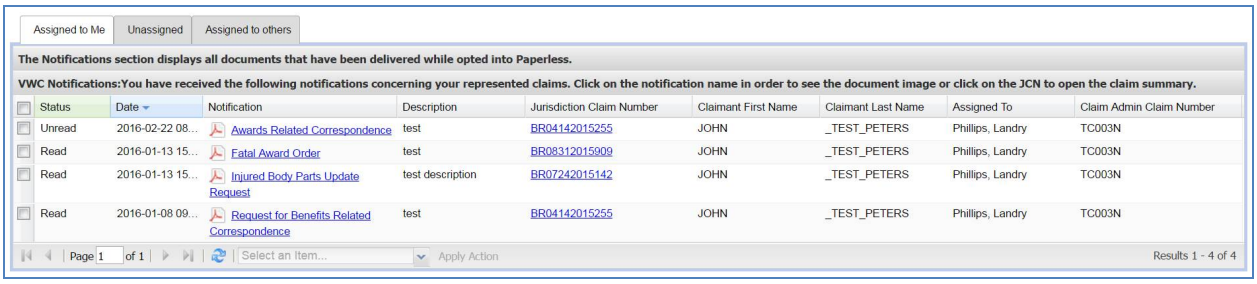
Claim Administrator organizations that use WebFile have the option to enroll in the Commission's paperless program which eliminates the receipt of mail from the Commission regarding claims on which the Claim Administrator is noted.

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.

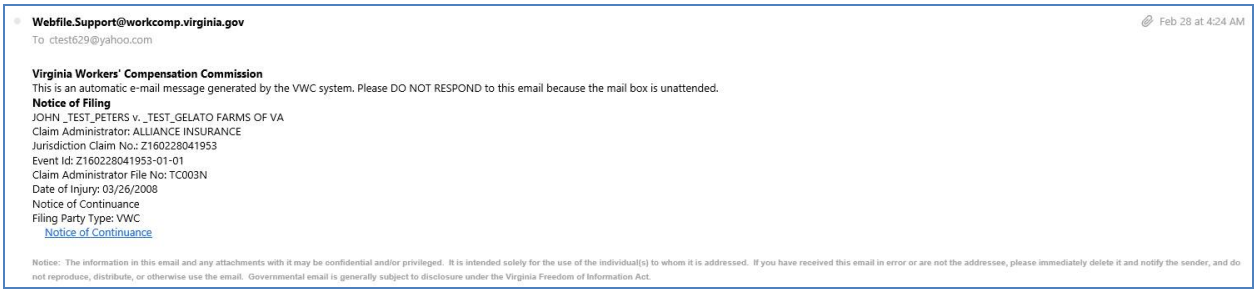
When enrolled in the paperless program, the Claim Administrator organization will receive two types of notifications in lieu of the physical mail they would otherwise receive.

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.



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

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.



Webfile.Support@workcomp.virginia.gov Feb 28 at 4:24 AM
To ctest629@yahoo.com

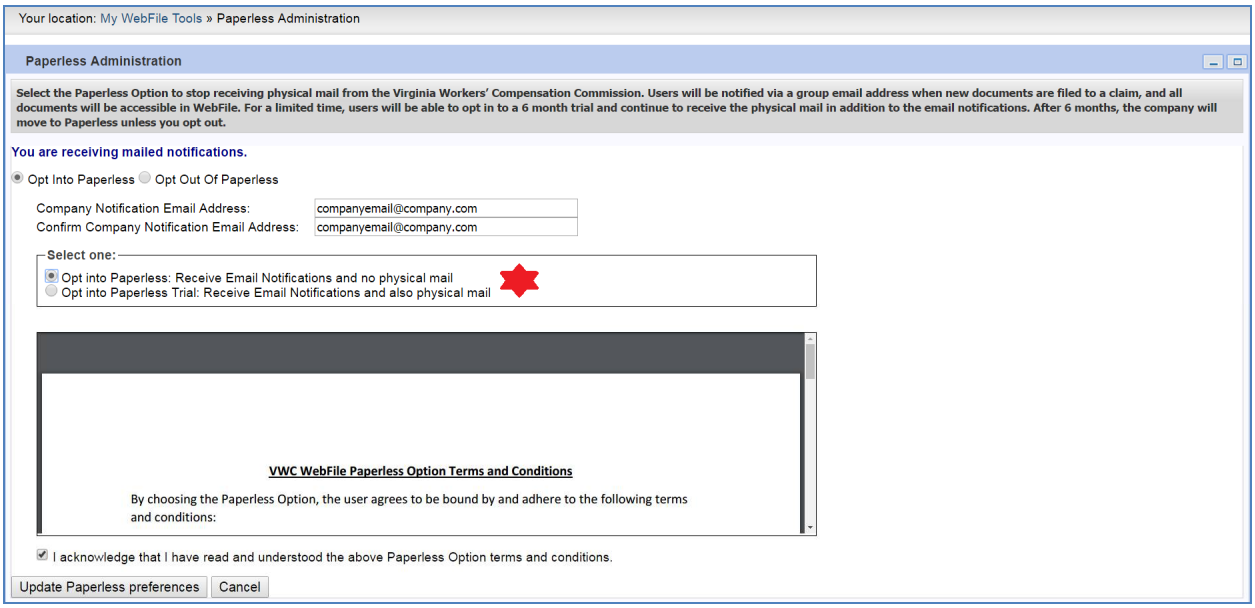
Virginia Workers' Compensation Commission
This is an automatic e-mail message generated by the VWC system. Please DO NOT RESPOND to this email because the mail box is unattended.
Notice of Filing
JOHN _TEST_PETERS v. _TEST_GELATO FARMS OF VA
Claim Administrator: ALLIANCE INSURANCE
Jurisdiction Claim No.: Z160228041953
Event Id: Z160228041953-01-01
Claim Administrator File No: TC003N
Date of Injury: 03/26/2008
Notice of Continuance
Filing Party Type: VWC
Notice of Continuance

Notice: The information in this email and any attachments with it may be confidential and/or privileged. It is intended solely for the use of the individual(s) to whom it is addressed. If you have received this email in error or are not the addressee, please immediately delete it and notify the sender, and do not reproduce, distribute, or otherwise use the email. Governmental email is generally subject to disclosure under the Virginia Freedom of Information Act.

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.



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.

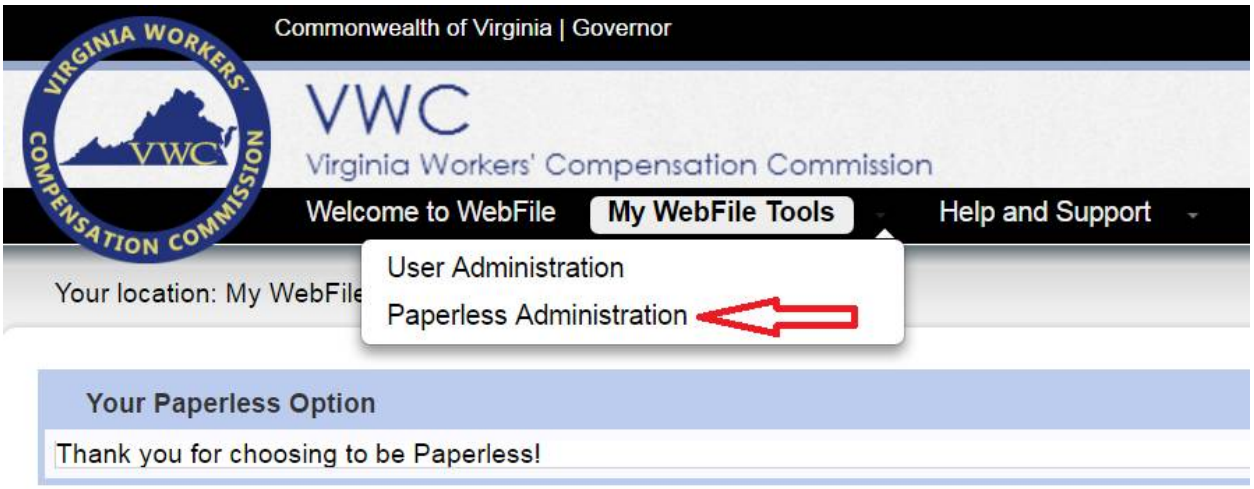
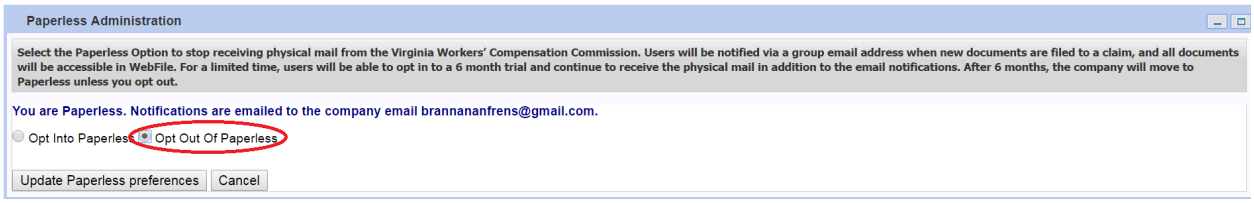
The Commission can send and troubleshoot any issues with emails that leave our server. However, delivery of emails to outside servers is beyond the control of the Commission. The user agrees the responsibility and troubleshooting of their email server is their responsibility.

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.