DEPARTMENT OF LABOR AND INDUSTRY

Work Comp Campus report to WCAC

Improvements to Work Comp Campus and the case management system

January 2022

Minnesota Department of Labor and Industry
Workers' Compensation Modernization Program
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As required by Minnesota Statutes Section 3.197 (2020): This report cost approximately $5,000 to prepare, including staff time, printing and mailing expenses.

Upon request, this material will be made available in an alternative format such as audio, Braille or large print. Printed on recycled paper.

Contents

Statutory requirement

Minnesota Statutes Section 176.2612, subdivision 2

By Jan. 11, 2021, the commissioner of the Department of Labor and Industry (DLI) must recommend to the Workers' Compensation Advisory Council (WCAC) a plan and proposed statutory amendments for the most effective means, based on an assessment of benefits and value, to implement improvements to CAMPUS and the case management system at the office (OAH), including ensuring a single calendaring system and a single filing system. The filing requirements found in Minn. Stat. § 176.2611, subdivisions 3 and 4, remain in effect until further amendments related to a single filing system in CAMPUS are enacted pursuant to the recommendations of the WCAC.

Plan and proposal for improvement

In January 2021, DLI Commissioner Roslyn Robertson delivered a verbal update to WCAC on the status of the Claims Access and Management Platform User System (or Work Comp Campus). Because Campus had only recently been implemented, the commissioner proposed updating WCAC in January 2022 about any plans to implement improvements to Campus and the court management system at the Office of Administrative Hearings (OAH), as required by statute. This report satisfies the statutory requirements above.

Background

Beginning in March 2018, the state of Minnesota workers' compensation activities have been supported by two technology solutions: OAH's C-Track and DLI imaging. In November 2020, DLI went live with Campus, which replaced its imaging solution. Over the course of many years, WCAC has approved funding and strategies to implement today's two-solution workers' compensation technology environment.

Recommendation

The state – as represented by DLI Commissioner Robertson, Minnesota IT Services (MNIT) Commissioner Tarek Tomes, Office of Administrative Hearings (OAH) Chief Judge Jenny Starr and Workers' Compensation Court of Appeals (WCCA) Chief Judge Patty Milun – **does not** recommend pursuing a single calendaring and single filing system.

Rationale for recommendation

The overarching rationale for the state's recommendation is that C-Track and Campus support two very different systems: C-Track is a court management system, while Campus is a case management system.

Additionally, the state offers the following primary reasons:

1. Changing the system lacks benefit and value.
2. Changing the system would be costly.
3. Replacing the system would be disruptive to OAH and DLI, and their stakeholders.
4. The current system investment needs must be met.

1. Changing the system lacks benefit and value.

Stakeholders are not requesting a single system and have generally adapted to the two-system approach that has been in place since 2018.

With the implementation of C-Track and Campus, the workers' compensation community is provided with the ability to:

- electronically file (e-file) in C-Track and Campus;
- see every pending event at both OAH and DLI on a particular claim in Campus;
- identify unavailable time in Campus, allowing DLI, OAH and WCCA staff members to check calendar availability when scheduling;
- access case and claim information anytime, anywhere and on any device through Campus;
- rely on data accuracy with first report of injury (FROI) and subsequent report of injury (SROI) electronic data interchange (EDI);
- access real-time support through DLI's comprehensive and consolidated Workers' Compensation Division Help Desk;
- efficiently complete requests by an authorized party for documents in a workers' compensation claim file in Campus; and
- use electronic service delivery options rather than paper-based processes.

Campus and C-Track have enabled the following improvements at DLI:

- consolidated disparate data across DLI business units to unify workflow and improve line of sight to operational effectiveness;
- eliminated DLI's continual data clean-up activity by rejecting incomplete or inaccurate FROI and SROI data submissions; and
- ensured assessment compliance with better data and Campus-enabled functionality.

Campus and C-Track have enabled the following improvements at WCCA:

- electronic transfer of hearing records from OAH to WCCA;
- improved accuracy and completeness of hearing records received by WCCA;
- reduction of redundant functions in preparing appeal records from WCCA for the Minnesota Supreme Court;
- reduction of the document retention burden arising from paper-based appeal records; and

- aided in the transition to electronic appeal records, thereby improving WCCA's ability to implement COVID-19 safety measures (reduced staffing in person and increased reliance on remote tools).

C-Track has also supported measurable improvement at OAH:

Pursuant to Minnesota Rules 1420.2050, a stipulation for settlement must be filed within 45 days of the date the parties reached an agreement and OAH shall assist the parties in finalizing and filing a stipulation for settlement.
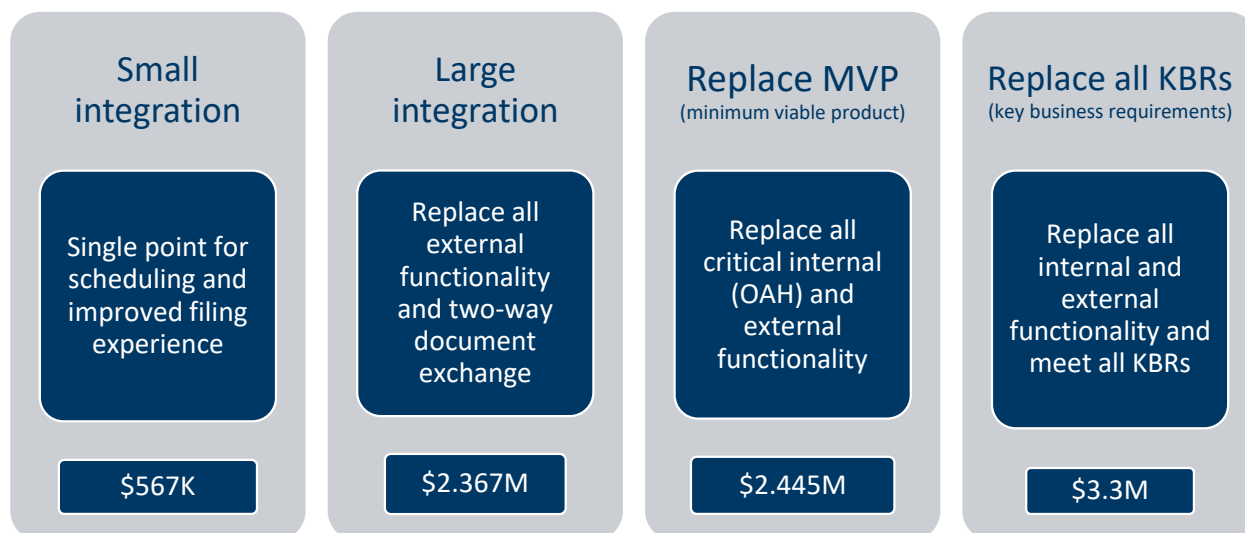
In November 2020, after consulting with judges and bar members and leaders, OAH moved to a new and improved method for tracking settlements and assisting parties to finalize stipulations. The new method relies on C-Track's ability to track case status and automatically generate letters and notices to remind parties when a stipulation is due.

The goal was to reduce the average stipulation turnaround time from 60 days to 50 days. OAH exceeded this goal, decreasing the average turnaround time to 44 days. This new process, and the resulting improvement for all workers' compensation parties, would not have been possible without the automation available out of the box in C-Track.

| Measure	Before the process change	After the process change
Average turnaround time	60 days	44 days
Sixty-eight percent of settled cases had a turnaround time of less than	120 days	74 days

2. Changing the system would be costly.

In October 2019, the state – through its vendor CapTech – estimated the cost of C-Track integration and replacement opportunities.

Small integration	Large integration	Replace MVP (minimum viable product)	Replace all KBRs (key business requirements)
Single point for scheduling and improved filing experience	Replace all external functionality and two-way document exchange	Replace all critical internal (OAH) and external functionality	Replace all internal and external functionality and meet all KBRs
$567K	$2.367M	$2.445M	$3.3M

Each option could disrupt current operations and impose additional costs, such as additional personnel and information technology.
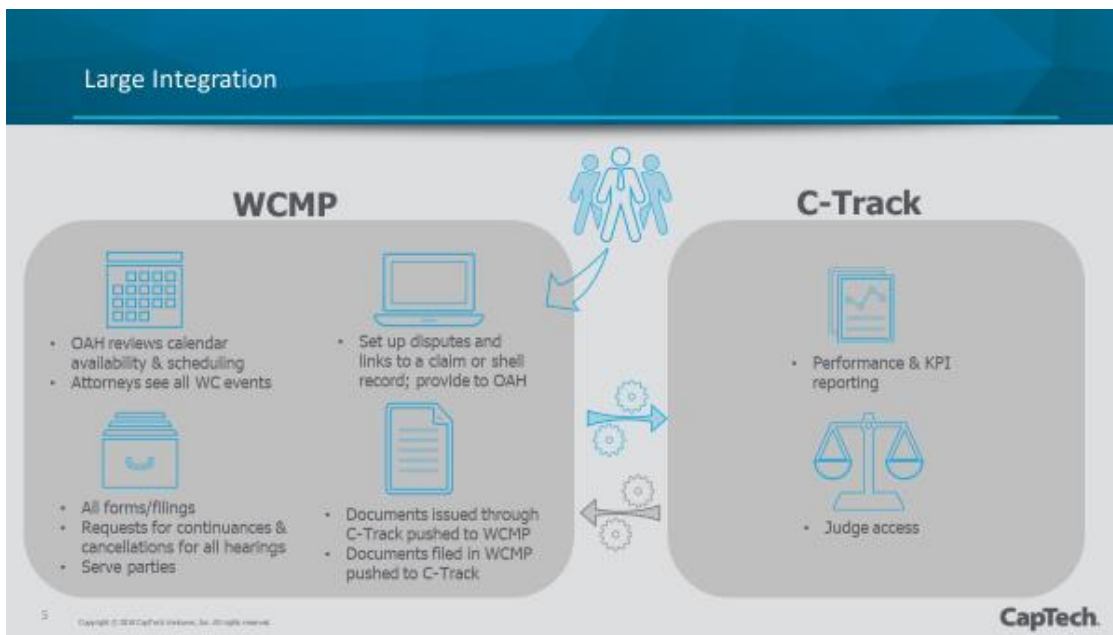
Visual depictions of the 2019 analysis of options to further integrate or replace C-Track with Campus are provided below.

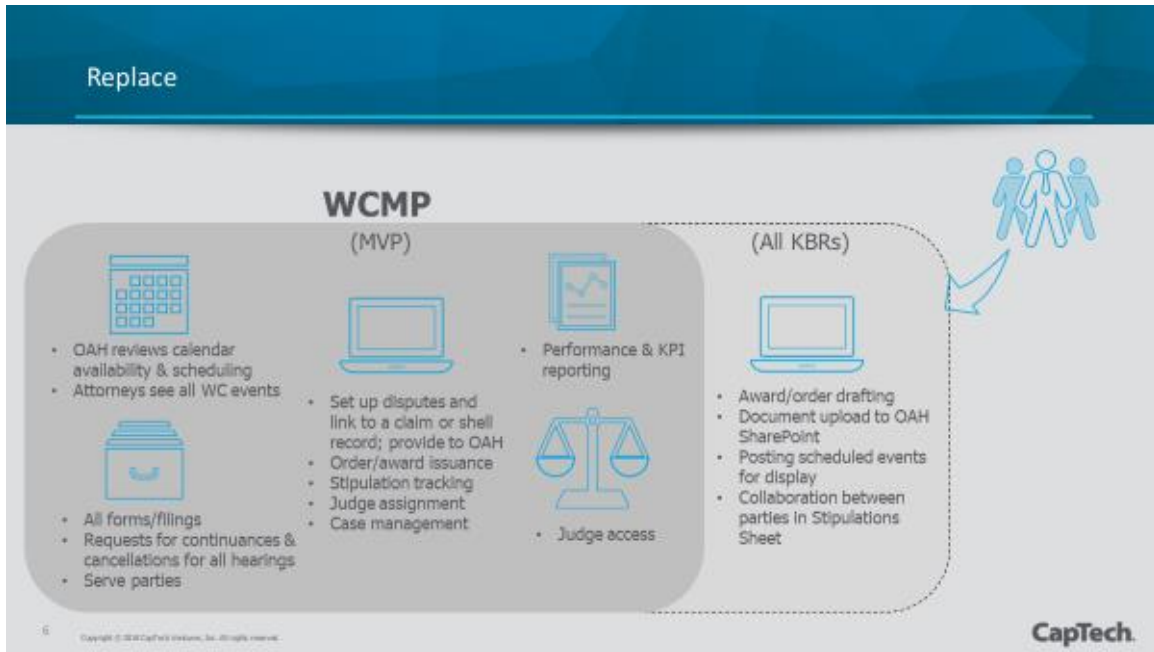## Option 1: Small integration – estimated 2019, $567K
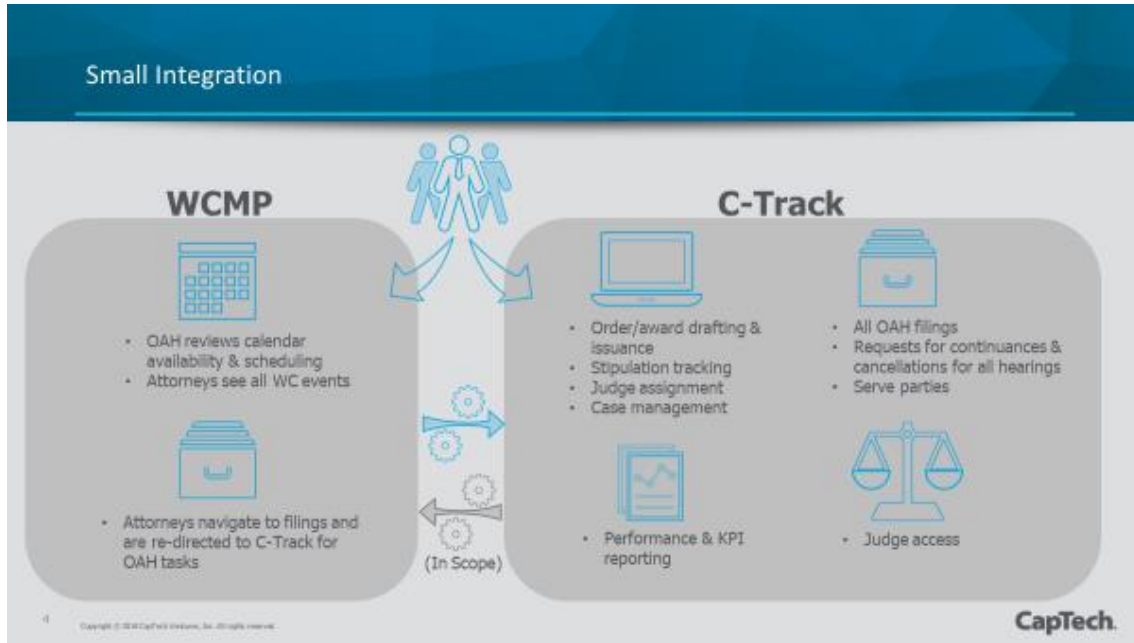
Note: WCMP is an abbreviation for Workers' Compensation Modernization Program or Campus.
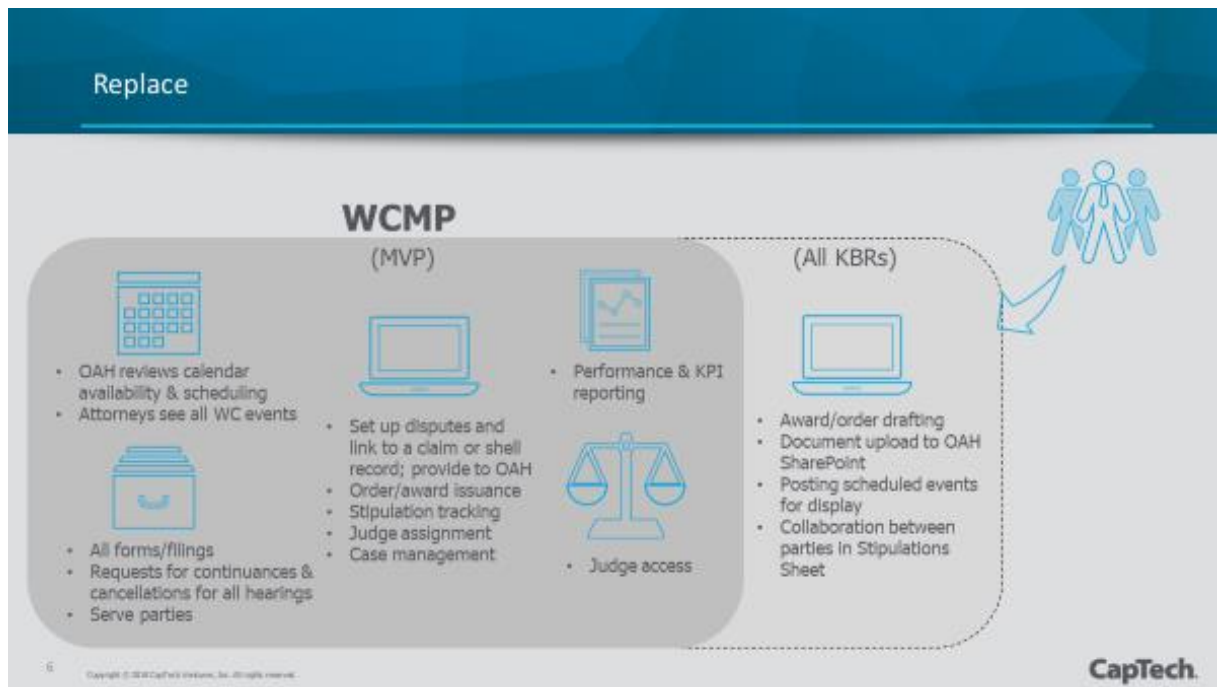
Option 2: Large integration – estimate 2019, $2.367M

Option 3: Replace C-Track with minimum viable product – estimate 2019, $2.445M

Note: Minimum viable product (MVP) means delivering only the most important must-haves of a technical solution.

Option 4: Full replacement with all key business requirements – estimate 2019, $3.3M

3. Replacing the system would be disruptive to OAH and DLI.

Replacing either system at OAH or DLI will cause delivery disruptions and potentially increase costs during interim planning, development, implementation and adoption phases.

- Existing applications would need to remain operational.
- A phased deployment would duplicate business and IT costs.
- User adoption of the change could impact efficiency and effectiveness gains.
- Managing data privacy and confidentiality requirements for the courts and DLI business units – Special Compensation Fund and Vocational Rehabilitation – could be disrupted.
- DLI compliance activities could be disrupted.

4. Current system investment needs must be met.

The state continually engages with its stakeholders to identify improvements. The state recognizes not all functionality is currently available to meet internal and external needs. Additionally, the state remains committed to improving the overall quality of the workers' compensation system. To that end, in early January 2022, DLI is anticipating a partnership with the Minnesota Bar Association to identify improvement opportunities within Campus to better meet the evolving needs of the legal community.

Through continued engagement with stakeholders and internal assessment of needs, the state has identified alternative, holistic, investment opportunities to improve the workers' compensation system.

- *Increase DLI, OAH and WCCA operational budgets to maintain, operate and enhance available functionality in C-Track and Campus.*

The state technology choices are making a difference. Greater access to information increases transparency for the entire workers' compensation system, which drives accountability and effectiveness. The initial investment in transformative technology is the beginning. To meet the ongoing needs of stakeholders, it is critical to support improvements with sufficient operational budgets. The benefits and outcomes are too important to ignore.

- *Invest in an electronic exhibit management system at OAH.*

OAH's next investment need is an electronic exhibit management system. Though OAH's exhibit best-practices and related trainings have created uniform expectations and user experience for preparing and filing exhibits, stakeholders have requested further enhancements to streamline the experience of using electronic exhibits in a hearing.

An electronic exhibit management system will allow judges and parties to build the case record together and to view exhibits live during proceedings. Purchasing such a product will allow judges, attorneys and parties to fully benefit from the in-person, hybrid and remote hearings available at OAH.

OAH is actively reviewing available options and monitoring the judicial branch pilot of this kind of software and will soon identify the investment needed to bring this continual improvement opportunity to attorneys,

employers, workers, medical providers, insurance companies and other intervenors who appear before the court.

- *Update EDI to the most recent standard – estimated at $600K.*

Campus is based upon a national electronic data interchange standard. The standard enables consistency in data sets that support Minnesota and national carriers in meeting reporting requirements on a consistent basis. The International Association of Industrial Accident Boards and Commissions (IAIABC) is the national standards organization, of which DLI and most Minnesota trading partners (workers' compensation insurers) are members. Minnesota's adoption of the standard is the underpinning for increasing data quality across the entire state workers' compensation system.

Minnesota first mandated the filing of first reports of injury via EDI standard 3.0 in 2014. Before 2014, EDI reporting was voluntary. Prior to launching Campus, subsequent reports of injury were submitted on paper, which was scanned and data entered by DLI staff members. Approximately **2.5 million pages a year** were processed by DLI, the majority of which were SROI-related documents.
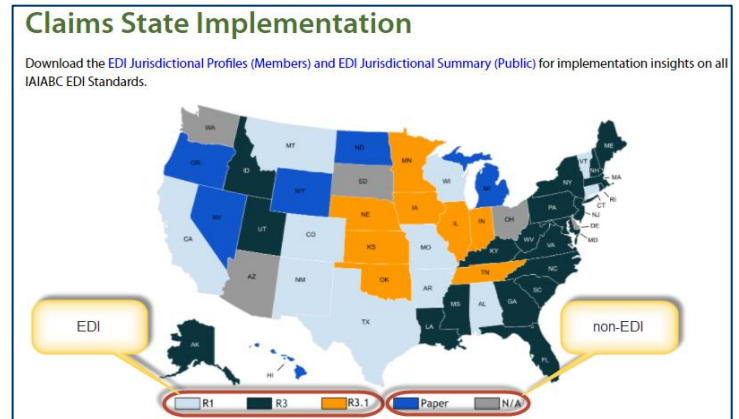
Minnesota has since adopted the ACORD XML version of IAIABC Claims Release Standard Version 3.1. Since the ACORD agreement with the IAIABC dissolved in 2019, the IAIABC developed a new XML version of the release 3.1 standard. DLI plans to adopt the IAIABC XML version to keep pace with release 3.1 standard changes and to provide insurers with continued data consistency. DLI estimates updating to the IAIABC XML version of the release 3.1 standard will require an additional appropriation of $600,000.

In conclusion – Campus and C-Track are working

DLI, OAH and WCCA have demonstrated and remain committed to continual improvement. During the past year, DLI and OAH have implemented hundreds of changes to react to feedback and improve external-user experience with Campus and C-Track.

The state intends to leverage C-Track and Campus to continue offering modern technology to enable the work of DLI, OAH and WCCA, and the people they serve. This is both an acknowledgement that the current system is not yet perfect and a statement that the gains made are impactful, significant and worth continued nurturing and investment.