Meeting Objectives

• Discuss current methods for filing in EAMS
• Discuss EAMS architecture
• Discuss potential for development of bulk filing mechanism
• Talk about desired functionality
• Answer questions and receive input
• Form working advisory group
What EAMS Does

- Integrates disparate DWC units into one seamless case management model
- Simplifies and improves DWC’s case management process
- Streamlines process of creating cases, setting hearings, serving decisions, orders/awards
- Improves access to electronic case records while preserving confidentiality and strengthening security
- Eases transfer of case information between district offices
- Gathers information to help guide policy decisions and better allocate resource work load

Current Filing Mechanisms

- Currently two methods to get forms and documents into EAMS:
  - ✔️ e-Forms
  - ✔️ Paper OCR forms
- Each has advantages and disadvantages
- Neither is best solution for big filers
EAMS e-Forms

• Web-based
• Filled out / submitted electronically on line
• Structured tabbed format
• Filled out one at a time
• Do not currently auto-populate
• Require a logon and password to access
• Filled form can be saved to hard drive and printed using "print to PDF" function
• Currently over 200 user locations using e-Forms

EAMS OCR Forms

• Paper
• Files submitted by mail or in person
• Require files to be structured using cover sheets and document separator sheets
• Available on DWC Web site without logon
• Auto-populate "ready"
• Many developers have incorporated forms into auto-populate systems
**Benefits of Bulk or Batch Filing**

- Direct and indirect benefits:
  - Direct benefit for large filers
  - Indirect benefit for all system users through increased resources: Since big filers will likely choose this method, more resources available for e-Form and OCR form filers
- Reduces scanning and completion duties so district office staff focus on case management functions
- Moves state closer to truly paperless workers’ compensation system

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**EAMS Filing Method Timeline**

<table>
<thead>
<tr>
<th>Electronic Batch Filing</th>
<th>E-Forms</th>
<th>OCR Forms</th>
<th>Current Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where we are now</td>
<td>E-forms for E-form trial participants only</td>
<td>OCR forms preferred but not required</td>
<td>Current forms accepted, DWC staff must put them into EAMS</td>
</tr>
<tr>
<td>Where we’re headed</td>
<td>E-forms or OCR forms required for ALL users</td>
<td>OCR forms required except for E-forms trial participants</td>
<td></td>
</tr>
</tbody>
</table>

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*Future (1-2 years)*
**Desired Functionality**

- What features are desired for third filing method?
  - Fully electronic system to system communication
  - Compatible with systems currently used by filers
  - Validate data / communicate errors
  - Populate EAMS database
  - Acknowledgment of receipt / successful filing
  - Mechanism to allow access to case documents in EAMS
  - Others?

**DWC Considerations**

- Any e-filing system DIR builds has to go through state’s design, bidding and procurement process
- Must allow filing of properly authenticated and complete document (whether a lien, pleading or form) that meets WCAB and appellate court evidentiary standards
- Should be extensible to small and large users alike – one pro se litigant or an insurance company
- Must be compatible with EAMS (Curam and FileNet)
- Security to protect sensitive case information
- Easy to maintain
Questions and Input

Establish Working Group

- To participate in working group, email eams@dir.ca.gov:
  - Your experience with workers’ comp system
  - Your experience with electronic data exchange
  - What you’ll bring to the team
  - “Bulk filing working group” in subject line

www.dwc.ca.gov/eams