

Division of Workers' Compensation



EAMS OCR Forms Training Dec. 9, 15-16, 2008



The Training Team

Judge Colleen Casey, DWC
Judge Mark Fudem, DWC
Judge Charles Ellison, DWC
Judge Cynthia Quel, DWC
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Jett Ricafort, CompWest
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What EAMS Does

- Integrates disparate DWC units into one seamless case management model
- Simplifies and improves DWC's case management process
- Better serves injured workers and employers
- 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
- Reduces environmental and physical stress—along with storage needs—through reduced use of paper
- Gathers information to help guide policy decisions and better allocate resource work load



EAMS Filing Method Timeline

Electronic Batch Filing					Batch filing E-forms or OCR forms required
E-Forms		E-forms for E-form trial participants ONLY	E-forms or OCR forms required for ALL users		
OCR Forms	OCR forms preferred but not required	OCR forms required except for E-forms trial participants			
Current Forms	Current forms accepted DWC staff must put them into EAMS				
	August 25 Go-Live	E-forms trial log-ins issued	Mid-November EAMS regulations requiring OCR forms effective	Early 2009 e-Forms trial ends when e-Form regulations become effective	Future (1-2 years)
	STEP 1		STEP 2	STEP 3	STEP 4



Today's Process Details

- Specific focus on filing OCR forms
- Going FAST
- Presentations, followed by Q&A
- Materials on the Web
- Restrooms
- Cell phones off



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Division of Workers' Compensation



Electronic Adjudication
Management System

CA Department of Industrial Relations

EAMS Uniform Assigned Names



Uniform Assigned Names

- Court administrator regulation section 10217(b)
- Participant matching on forms
- Claims administrators' offices
- Representatives' offices
- Matching on name only



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Registration

- Central Registration Unit (CRU)
- E-mail cru@dir.ca.gov
- Fax 1-888-822-9309
- New offices and changes
- Preferred method of service
- e-Forms trial logons



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Searching the Uniform Assigned Names Database

The screenshot shows the Department of Industrial Relations website. The main navigation bar includes links for Labor Law, Cal/OSHA, Workers' Comp, Apprenticeship, Statistics & Research, Mediation, Boards, and Media. The page title is "DWC EAMS claims administrator and representatives' offices". The EAMS logo is prominently displayed, with a red box and an arrow pointing to the "SELECT 1" button. Below the logo, there are links to search for "claims administrators' offices" or "representatives' offices".

Claims Administrator Search Results

The screenshot shows the search results page for "DWC EAMS claims administrators' offices search". The page includes a search form with fields for "EAMS No", "Name", "Addr 1", "Addr 2", "City", "State", and "zip". Below the search form, there is a table titled "List of claims administrators' offices" with the following data:

EAMS No	Name	Address Line 1	Address Line 2	City	State	ZIP	Phone	Service	Updated
5018556	SCIF INSURED BAKERSFIELD	PO BOX 65005		PINEDALE	CA	93650	(661) 664-4080	US Mail	8/17/2008 6:02:00 PM
4579016	SCIF INSURED EUREKA	PO BOX 3171		SUISUN CITY	CA	94585	(707) 443-9721	US Mail	8/17/2008 6:02:00 PM
4579865	SCIF INSURED FRESNO	PO BOX 65005		PINEDALE	CA	93650	(559) 433-2900	US Mail	8/17/2008 6:02:00 PM
4815468	SCIF INSURED GLENDALE	PO BOX 92622		LOS ANGELES	CA	90009	(818) 713-2313	US Mail	8/17/2008 6:02:00 PM
4579017	SCIF INSURED OXNARD	PO BOX 65005		PINEDALE	CA	93650	(805) 988-5550	US Mail	8/17/2008 6:02:00 PM
4956146	SCIF INSURED PLASANTON	PO BOX 3171		SUISUN CITY	CA	94585	(925) 523-5801	US Mail	8/17/2008 6:02:00 PM
4722948	SCIF INSURED REDDING	PO BOX 3171		SUISUN CITY	CA	94585	(530) 223-7175	US Mail	8/17/2008 6:02:00 PM
	SCIF INSURED	PO BOX		LOS	CA	94585	(941) 656-1115	US Mail	8/17/2008 6:02:00 PM

Please fill out the following form. You cannot save data typed into this form. Please print your completed form if you would like a copy for your records.

Applicant's Attorney or Authorized Representative:

Law Firm/Attorney Non Attorney Representative

First Name

Last Name

4814199
Law Firm Number

ROSE KLEIN LONG BEACH — assigned name required
Law Firm Name

PO BOX 22792
Address/PO Box (Please leave blank spaces between numbers, names or words)

LONG BEACH CA 90801
City State Zip Code

Defendant's Attorney or Authorized Representative:

Law Firm/Attorney Non Attorney Representative

First Name

Last Name

Done Unknown Zone

Please fill out the following form. You cannot save data typed into this form. Please print your completed form if you would like a copy for your records.

Law Firm Name

PO BOX 22792
Address/PO Box (Please leave blank spaces between numbers, names or words)

LONG BEACH CA 90801
City State Zip Code

Defendant's Attorney or Authorized Representative:

Law Firm/Attorney Non Attorney Representative

First Name

Last Name

4995983
Law Firm Number

HANNA BROPHY BAKERSFIELD — assigned name required
Law Firm Name

PO BOX 12488
Address/PO Box (Please leave blank spaces between numbers, names or words)

OAKLAND CA 94604
City State Zip Code

Insurance Carrier Information (if known and if applicable - include even if carrier is adjusted by claims administrator)

Done Unknown Zone

Home / 2 Items

DWC CA form 10232 2ver3 08222008.pdf

Please fill out the following form. You cannot save data typed into this form. Please print your completed form if you would like a copy for your records.

DOCUMENT SEPARATOR SHEET



Product Delivery Unit: **ADJ**

Document Type: **LEGAL DOCS**

Document Title: **COMPROMISE AND RELEASE**

Document Date: **09/15/2008**
MM/DD/YYYY

Author: **ROSE KLEIN LONG BEACH** **use assigned name**

Office Use Only

Done

Home / 2 Items

DWC CA form 10232 2ver3 08222008.pdf

Please fill out the following form. You cannot save data typed into this form. Please print your completed form if you would like a copy for your records.

DOCUMENT SEPARATOR SHEET



Product Delivery Unit: **ADJ**

Document Type: **MEDICAL DOCS**

Document Title: **MEDICAL REPORTS**

Document Date: **02/12/2008**
MM/DD/YYYY

Author: **JOHN DUNCAN, M.D.**

Office Use Only

Done

Division of Workers' Compensation



OCR Form Filing



OCR Form Filing Introduction

- For optical character recognition (OCR) forms users
- Cover how to obtain OCR forms and how to prepare documents for filing with the district offices



OCR Form Filing Agenda

- The uses of the “Document Cover Sheet” and “Document Separator Sheet”
- Samples for filing packages at district offices using the OCR forms and unstructured forms
- “Hands on” demonstration



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OCR Form Filing Vocabulary

- OCR forms are “Optical Character Recognition” forms
- Document Cover Sheet: an OCR form required as the first document of every submission to district office
- Document Separator Sheet: OCR form used to separate and identify documents being filed



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OCR Form Filing Required as of 12/12/08

- On 8/25/2008, EAMS became *the* case management system for the WCAB and each of the district offices
- OCR forms are specially developed and read by EAMS in the scanning process to populate an EAMS case file, reducing clerical time to process files
- OCR forms include an Application, DOR, settlement documents, DEU, UEF and rehabilitation documents



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OCR Document Cover Sheets

- The “Document Cover Sheet” is an OCR form that is the first sheet of every submission
- It is multi-page, containing general case information, including in which Unit the filing needs to be stored, i.e., ADJ, DEU, VOC, etc.
- It is filed whether the next form is an OCR form or not



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OCR Document Separator Sheets

- The “Document Separator Sheet” is an OCR form that separates the documents being filed
- A one page form that tells EAMS what document is being submitted and where to put it
- For example, a document separator sheet goes between each doctor’s report being submitted or between the DOR and the doctor’s report
- It would also go between the document cover sheet and the next document whether or not it is an OCR form



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OCR Form Filing Rules: All Documents

- All documents filed with district office must be flat, never folded, no staples, paperclips, tears, sticky notes, two hole punches or extraneous marks
- If mailed they need to be mailed in a manila envelope with no folds, creases, paper clips or staples
- Failure to do this will result in scanning errors and delays in filing documents



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OCR Form Filing Rules: All Documents

- BE FIRST GENERATION FORMS
- Documents must be single sided, black ink on white paper, serif font, 8-1/2 x 11, 12 pound or heavier, no text in margins
- EAMS number on first page caption; attorneys caption in the upper left for legal pleadings
- Failure to do this will result in scanning errors and delays in filing documents



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OCR Form Filing Sample: Application

- Document Cover Sheet (prepare & print from website)
- Document Separator Sheet (prep & print)
- Application for Adjudication of Claim (prep & print)
- Document Separator Sheet (prep & print)
- DWC-1
- Document Separator Sheet (prep & print)
- 4906(g) Declaration
- Document Separator Sheet
- Fee Disclosure Statement
- Document Separator Sheet (prep & print)
- Proof of Service of the above



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OCR Form Filing Sample: DOR

- Document Cover Sheet (prep & print)
- Document Separator Sheet (prep & print)
- Declaration of Readiness to Proceed (prep & print)
- Document Separator Sheet (prep & print)
- Dr. A report
- Document Separator Sheet (prep & print)
- Proof of Service of the above



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OCR Form Filing Sample: Unstructured Form

- Document Cover Sheet (prep & print)
- Document Separator Sheet (prep & print)
- Your pleading or other document such as a petition with the exhibits (NOTE: petitions are limited to 25 pgs. maximum)
- Proof of Service of the above



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Demonstration

- DOR
- Cover sheet for case opening document



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EAMS Help Desk



About the EAMS Help Desk

- History/duties of the Call Center
- EAMS Help Desk is at the Call Center
- Five EAMS experts assisting external users with OCR questions and e-Form filers
- Preferred method of contact is e-mail:
EAMSHelpDesk@dir.ca.gov
- EAMS Help Desk phone # 1-888-771-EAMS (3267) option #4
- Call Center hours: 7 a.m. to 6 p.m.; EAMS Help Desk 8 a.m. to 5 p.m. (varies on schedules)



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Call Vs E-Mail

- Example:
- OCR Filers
 - Call: when you have submitted OCR forms to the district office and you are checking status
 - E-mail: when you are working on OCR forms and are having trouble with drop downs (take screen shots)



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EAMS Help Desk Procedures

- Please indicate in your e-mail that you are an **OCR form filer**
- Indicate what OCR form you are using if applicable and the section/page of the form
- When and where the problem is occurring
- Take screen shots of error messages: Use ALT + print screen then save into a Word document and attach to your e-mail for help desk to view
- EAMS expert will research your problem and assist you via e-mail or by phone (so make sure to include your contact information)
- If it's not a quick fix/answer it may require your problem be submitted to "issue tracker"



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EAMS Help Desk Problem Solving

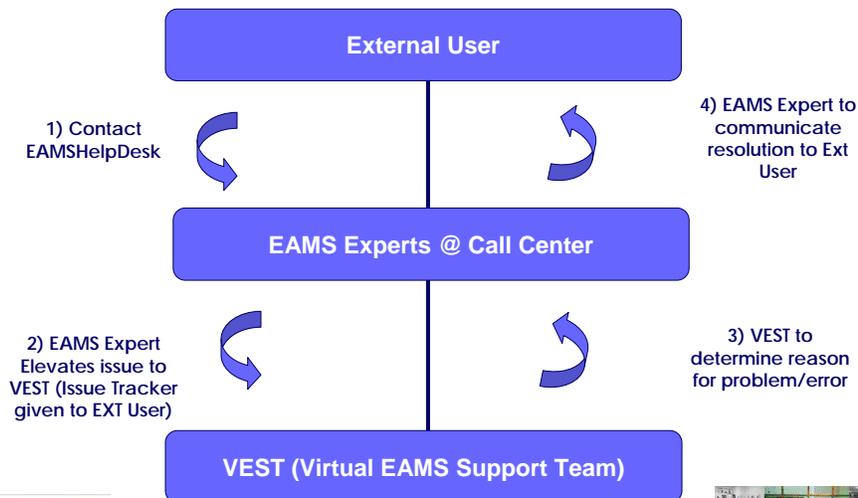
- What is issue tracker?
- A system where DWC tracks problems encountered by external users and internal users
 - Additional EAMS experts called VEST (Virtual EAMS Support Team) will investigate issues
 - Issue tracker ID# will be generated and given to external users as a reference number to track status
 - Upon response from issue tracker, external user will be contacted and notified of resolution



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Problem Solving Chain of Command



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Answers to Frequently Asked Questions

- **Cover sheet:** Allows you to file forms and documents in up to 15 cases in a specific unit for one injured worker. If you have fewer than 15 cases you ONLY SUBMIT pages that have information typed on them. DO NOT file blank cover sheets.
- **Filing a new case:** Provide all the requested information on the cover sheet, including date of injury and body part codes
- **Filing an existing case:** Do NOT need to enter the DOI or the body part code on cover sheet
- **Document titles:** Use the menu. Review the document title available online and choose the appropriate title from the drop down menu. If you cannot find one that applies to your particular exhibit, under the ADJ product delivery unit, use document type "MISC" with a title of "Correspondence-other." Do not write in what you think the document or exhibit should be called



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Answers to Frequently Asked Questions

- **Filing multiple documents on different cases:** You may place all of the documents in the same envelope, but be sure the envelope is large enough to keep documents from becoming wrinkled or folded. Paper clips and binder clips may be used to keep the documents together as long as the clips do not cause folds, wrinkles, dents, or tears to the documents
- **OCR DOR form:** There is only space for one case number. EAMS will automatically link all cases listed on the cover sheet as companion cases and designate the first as the “driver” case for the purposes of scheduling
- **Size:** No single document shall exceed 25 pages in length without the prior permission of the WCAB or the presiding judge of the district office with venue over the case. (Exception is doctor reports & proposed exhibits). Please see regulation 10232 for further details
- **Broken periods of payments on Stip or C&R docs, not enough room in explanation box/lines:** Additional and/or more detailed information can be placed in paragraph 9 or attach an addendum if necessary

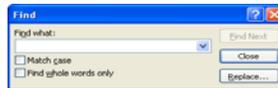


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Resources for OCR Form Filers

- OCR handbook (we will refer you to this book):
http://www.dir.ca.gov/dwc/EAMS/SampleFiles/EAMS_OCR%20handbook.pdf
- Regulations on OCR forms:
http://www.dir.ca.gov/dwc/DWCPropRegs/EAMS_regulations/EAMS_regulations.htm
- Use Control + F when searching EAMS Web site:
http://www.dir.ca.gov/dwc/EAMS/EAMS_FAQs.htm
- Read FAQ's posted online:
http://www.dir.ca.gov/dwc/EAMS/EAMS_FAQs.htm
- Having trouble accessing OCR forms from our Web site?
http://www.dir.ca.gov/dwc/DWC_form_instructions.html



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The UDQ



What's the UDQ?

- Unprocessed document queue
- Where forms with mistakes end up
- OCR forms UDQ processed at district offices



Staying out of the UDAQ

- Make sure you have your own uniform assigned name and everyone else's exactly right
- Make sure the uniform assigned name—not the claims adjuster's name—is in the claims administrator field
- Look at your case and get all information you need to file your document before you file it
- Not sure if you have the correct case number and name? Use the case number lookup tool on the Web site
- Defendants/lien claimants filing applications on behalf of the injured worker: You are the applicant in this instance. If there is an attorney representing the deft/lien claimant, put the UAN in the applicant attorney field



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Staying out of the UDAQ

- Use the proper document title for attachments
- Proof of service is a separate document—the title is in the drop down menu
- Requesting a rating: leave case reference field blank (name, DOB and DOI must be on form and match what's in EAMS) and check the “new case” box
- DO NOT file a document multiple times
- Do not file cover letters, they are not needed



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Staying out of the UDQ

- Filing liens: First post-EAMS lien filing must be filed as original, whether it's original or amended. After that, any amendments to lien by same participant are filed as amended liens
- When filing an original lien, DO NOT put a date in the field "DATE OF ORIGINAL LIEN"
- If filing an amended document make sure the information you enter about the original document exactly matches what's in EAMS. And, make sure the amended box is checked!
- Make sure all the DOI's match the case numbers
- Do not file copies of Awards/Orders Approving C&R's: They are already in the district office file



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Q&A



EAMS Available Resources

- **Web site:** www.dwc.ca.gov/eams
 - ✓ FAQs
 - ✓ OCR forms handbook
 - ✓ How-to's
 - ✓ Newsletter
- **Email:** eams@dir.ca.gov
 - ✓ Put nature of what you're looking for in subject line
- **External sources:**
 - ✓ Forms vendors
 - ✓ Statewide and local professional associations—CWCI, CAAA, State Bar, etc

