

Division of Workers' Compensation



EAMS e-Forms Trial Participant Q&A



Agenda

- Introduction
- Avoiding the Unprocessed Document Queue
- Q&A

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The UDQ



What's the UDQ?

- Unprocessed document queue
- Where forms with mistakes end up
- Processed centrally for now
- In the future will be processed at local offices

Staying out of the UDQ

- Look at your case in EAMS and get all information you need to file your document before you file it
- If you are a case participant and can't see your case in EAMS, e-mail the Help Desk so you can see your case and get the information you need before you file your document
- Not sure if you have the correct EAMS case number? Use the case number lookup tool on the Web site
Please use the EAMS reference case number, not the legacy case number on your documents
- If filing an amended Application for Adjudication make sure the information you enter about the original document exactly matches what's in EAMS. And, make sure the amended box is checked! In the comment field or add an addendum, please list what is being amended, i.e. DOI, DOB, Name, etc.

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Staying out of the UDQ: Use of the UAN

- Make sure you have your own uniform assigned name (UAN) and everyone else's exactly right
- Make sure the UAN—not the claims adjuster's name—is in the claims administrator field
- Deft's/lien claimants filing applications on behalf of the injured worker: You are the applicant in this instance; if there is an attorney representing the def/lien claimant, put the UAN in the applicant attorney field; if defendant attorney is entered, DO NOT type defense attorney next to the UAN

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Staying out of the UDQ: Document Titles

- Use the proper document title for attachments:
 - The drop down list contains both DWC internal and external users titles
 - You will need to refer to the external document title list that accompanies the OCR document separator sheet for external document titles and ONLY use those
 - Proof of service, 4906(g) and fee disclosure are all separate documents—the titles are in the drop down menu
- What if there is no document title for your attachment?
- For example, there is a document title for “medical bill” under ADJ, LIENS AND BILLS, but there is no doc title for other types of bills, such as those filed with a lien for translating services
 - First question: Does the document require immediate review and action?
 - If no, as in example of billing record for translating services (this document will be reviewed as part of the lien) it will be filed under ADJ, MISC, CORRESPONDENCE – OTHER
 - If yes, the document is filed under ADJ, MISC, TYPED OR WRITTEN LETTER
 - Example: A letter from an injured worker that cannot be categorized but should be reviewed by a judge, a letter from an attorney that should be reviewed, or any document that requires **immediate review and possible action** (rather than just being filed) AND which does not have a document title, should filed as a TYPED OR WRITTEN LETTER

Staying out of the UDQ: Other Tips

- Don't check a box unless you mean it—you can't uncheck
- Leave fields blank where they do not apply: If no applicant or defense attorney, leave fields blank. DO NOT type NONE or IN PRO PER in the field
- If you're filing an opening document do not type "unassigned" in the field: Leave it blank
- If filing an application for adjudication DO NOT include companion case numbers on the Cover Sheet if they exist
- Please do not file cover letters or venue authorizations: They are not needed
- 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 box this is a new case
- DO NOT e-file the document a second and third time

Staying out of the UDQ: Other Tips

- Your proof of service needs all of the following in the upper left-hand corner:
 - Uniform Assigned Name
 - EAMS Administrator Name, phone and email
- Make sure all the DOI's match the case numbers in EAMS and make sure the case numbers are correct
- Do not file copies of Awards/Orders Approving C&R's with your batches; they are already in the District Office file
- Lien claimants - DO NOT attach the proof of service to the supporting billing statement, the proof of service must be a separate document

Staying out of the UDQ: Lien Filing

- We have recently been informed that ALL post-EAMS lien filing must be filed as ORIGINAL, whether it's original or amended.
- When filing an original lien, enter the date you prepare the lien in the field "DATE OF ORIGINAL LIEN"

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Q&A

