Division of Workers' Compensation

EAMS Electronic Adjudication Management System

CA Department of Industrial Relations

# EAMS e-forms Participant Training 9am

# Agenda

- Send attendance email to EFORMS@DIR.CA.GOV
- Introduction
- How to e-form File
- 15 minute BREAK
- EAMS Help Desk
- The Unprocessed Document Queue (UDQ)
- Tips & Tricks from Current e-form Users
- Q&A

# Website links

- Main EAMS Page
  - www.dwc.ca.gov/eams
- Uniform Assigned Name (UAN) Online Database
  - http://www.dir.ca.gov/dwc/eams/eams-lc/eams_ClaimsAdmins_Reps.htm
- Public Case Information Search
  - Information http://www.dir.ca.gov/dwc/eams/EAMS_PublicInformationSearch.htm
  - Search https://eams.dwc.ca.gov/WebEnhancement/
- At the bottom of the EAMS main page is a section titled “Working In EAMS” where you will find the links to the UAN and the EAMS Case Number Lookup Tool as well

# Web Case Information Access

- If you haven't seen this yet, get going!
- First place to look to prepare for your filing
- Search case information on all cases
  - Search by Case Number or Injured Worker
  - Results include:
    - Case Participants with address (not injured worker)
    - Body Parts
    - Current WCJ, Venue (Case Location), Case Number
    - Next Hearing Date
    - Will show if there is DEU Product and if case is archived
    - Case Events

# E-form Registration

- Organization
  - They are assigned either a UAN
  - Person
    - Primary administrator in EAMS
- User
  - Linked by username and password to allow access to your cases
- Administrator and Alternate
  - First level of support in their office

# Logons

- Username
- Password
- Only 1 person in your office can be logged in at a time submitting e-forms

# Multiple methods of submitting documents

- E-forms
- OCR
- JET
  - This link has more information about the methods above

http://www.dir.ca.gov/dwc/eams/EAMS_GettingReady.htm

- Except documents completed at District Office or otherwise specified, e.g. DOR for satellite District Office, Regular DOR if e-form filing not successful, DOR for asbestos cases

# Civil Code Section 1798 Compliance

- Maintain reasonable security procedures and practices
- Promptly disclose any breach OR potential breach
  - To resident whose information was compromised
  - To DWC

# Administrator and Alternate Responsibilities

- Enforce contract conditions
- Security, procedures, training and supervision
- Report and disclose actual or potential breach
- First level support
- Assist and participate with DWC

# Uniform Assigned Names

- EAMS regulation section 10205.5 (b)
- Claims administrators' offices
- Representatives' offices
- Lien claimant offices
- Name = name/location combination
- Assigned by DWC
- Posted on Website & updated daily

# Uniform Assigned Names – cont'd

- Don't make up your own
- Use only those from the online database list
- Use for ALL case participants that have a UAN
  - LAW FIRMS
    - Including non-attorneys ~ Lien claimant representatives
  - CLAIMS ADMINISTRATORS' OFFICES
  - LIEN CLAIMANTS
- Must list their address exactly as listed in the database
- If you don't have a UAN for an entity that should, get it before you file – don't just leave it blank
- If you have a problem with an entity getting them to register, email CRU@DIR.CA.GOV

# Registration

- Central Registration Unit (CRU)
- E-mail CRU@DIR.CA.GOV
- Fax 1-888-822-9309
- **New** offices and **changes** to the office
- Preferred method of service from the WCAB
- Change in **Handling Location**
- Remember, it is not just your UAN, but also the UAN for all other such entities on the e-Form

# Searching for UAN's

# DWC EAMS - claims administrators' offices search

EAMS Electronic Adjudication Management System

Type in search criteria

Back to claims administrators' offices, representatives' offices and lien claimants page.

**The best way to search is with the 5-digit ZIP Code for the mailing address of the claims administrator's office.**

**Claims' administrators' search criteria** Submit Search Clear Form

| EAMS No | Name | Addr 1 | Addr 2 | City | State | zip |
|---|---|---|---|---|---|---|
| | zenith | | | | | |

**List of claims administrators' offices**

| EAMS No | Name | Address Line 1 | Address Line 2 | City | State | ZIP | Phone | Service | Updated |
|---|---|---|---|---|---|---|---|---|---|
| 3760076 | ZENITH FRESNO | PO BOX 9055 | | VAN NUYS | CA | 91409 | (800) 508-9910 | US Mail | 2/19/2010 11:02:00 AM |
| 5031246 | ZENITH ORANGE | PO BOX 9055 | | VAN NUYS | CA | 91409 | (714) 705-2300 | US Mail | 2/19/2010 11:33:00 AM |
| 4395865 | ZENITH PLEASANTON | PO BOX 9055 | | VAN NUYS | CA | 91409 | | US Mail | 2/19/2010 11:41:00 AM |
| 4396356 | ZENITH SACRAMENTO | PO BOX 9055 | | VAN NUYS | CA | 91409 | (877) 280-4701 | Fax | 2/19/2013 10:49:00 AM |

Get results

Division of Workers' Compensation (DWC)

Quick Links
- Search for a workers' comp case
- Know my rights
- What to do if you get hurt on the job
- Find a fact sheet or I&A guide
- Forms
- Publications
- Reports

# DWC EAMS - representatives' offices search

EAMS Electronic Adjudication Management System

**Type in search criteria**

Back to claims administrators' offices, representatives' offices and lien claimants page.

**The best way to search is with the 5-digit ZIP Code for the mailing address of the representative's office.**

**Representatives' search criteria** Submit Search Clear Form

| EAMS No | Name | Addr 1 | Addr 2 | City | State | zip |
|---|---|---|---|---|---|---|
| | hanna | | | | | |

**List of representatives' offices**

| EAMS No | Name | Address Line 1 | Address Line 2 | City | State | ZIP | Phone | Service | Updated |
|---|---|---|---|---|---|---|---|---|---|
| 4225982 | FRANCESCA HANNAN VENTURA | PO BOX 7062 | | VENTURA | CA | 93006 | (805) 844-9653 | US Mail | 11/3/2008 10:22:00 AM |
| 4995983 | HANNA BROPHY BAKERSFIELD | PO BOX 12488 | | OAKLAND | CA | 94604 | (661) 397-1212 | US Mail | 9/4/2012 2:15:00 PM |
| 4538047 | HANNA BROPHY FRESNO | PO BOX 12488 | | OAKLAND | CA | 94604 | (559) 435-9823 | US Mail | 8/26/2008 11:18:00 AM |
| 4995984 | HANNA BROPHY LOS ANGELES | PO BOX 12488 | | OAKLAND | CA | 94604 | | US Mail | 10/15/2012 3:26:00 PM |
| 4435415 | HANNA BROPHY OAKLAND | PO BOX 12488 | | OAKLAND | CA | 94604 | (510) 839-1180 | US Mail | 4/3/2009 9:12:00 AM |
| 6592258 | HANNA BROPHY ORANGE | PO BOX 12488 | | OAKLAND | CA | 94604 | (714) 598-4050 | US Mail | 12/17/2008 9:50:00 AM |
| 4660719 | HANNA BROPHY | PO BOX 12488 | | OAKLAND | CA | 94604 | (530) 223-6010 | US Mail | 8/26/2008 11:19:00 |

Division of Workers' Compensation (DWC)

Quick Links
- Search for a workers' comp case
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- Forms
- Publications
- Reports

**Get results**

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

| | |
|---|---|
| Insurance Carrier Name | ZENITH INSURANCE COMPANY |
| Street Address/PO Box | 309 HACIENDA DR STE 200 |
| City | PLEASANTON |
| State | CA |
| Zip Code (Numbers Only) | 94588 |

**UAN not required here**

**Claims Administrator Information (if known and if applicable)**

| | |
|---|---|
| Name | ZENITH PLEASANTON |
| Street Address/PO Box | PO BOX 8002 |

**UAN always required here**

**Applicant's Attorney or Authorized Representative:**

(•) Law Firm/Attorney ( ) Non Attorney Representative

| | |
|---|---|
| First Name | |
| Last Name | |
| Law Firm Number | 10585090 |
| Law Firm Name | MARK FUDEM SANTA ROSA |
| Address/PO Box | 160 PROMENADE CIR STE 300 |
| City | SACRAMENTO |
| State | CA |
| Zipcode (Numbers Only) | 95834 |

**UAN always required here**

**Defendant's Attorney or Authorized Representative:**

(●) Law Firm/Attorney ( ) Non Attorney Representative

| | |
|---|---|
| First Name | |
| Last Name | |
| Law Firm Number | 7737609 |
| Law Firm Name | HARTER LAW SACRAMENTO |
| Address/PO Box | 160 PROMENADE CIR STE 300 |
| City | SACRAMENTO |
| State | CA |
| Zipcode (Numbers Only) | 95834 |

**UAN always required here**

# S Signature

- Proper format:

S FIRSTNAME LASTNAME

**S JOHN JONES**

- Do NOT use any slashes/dashes
- Do NOT forget to type the person's name

# S Signature – cont'd

- Only to be used on e-forms – NEVER on an OCR form
- A representatives' office filing for the IW or lien claimant, only **your** S signature goes on the e-form
- Must use on the e-form
- May use on:
  - Proof of Service
  - 10770.5 Verification
  - 10770.6 Verification
- Do **not** use on e-form settlement documents

# Wet Signature

- This is an actual signature on a document

- You CANNOT use a GIF, JPEG, digital signature or a signature stamp – it MUST be an actual signature

- Examples of where a “wet” signature is required:
  - Petitions, Objections
  - Signed OCR Settlement Documents that you scan and attach
  - Documents requiring IW or employer signature

# Signatures: Two Versions

- **Version I**: Forms that require only one signature:

- Prepare the e-Form — attach the following to the e-Form:
  - Document(s) per filing package requirements
  - Proof of Service – be sure to use proof of service document title – ADJ – LEGAL DOCS – PROOF OF SERVICE

- **DON'T FORGET THE S SIGNATURE ON THE FORM**

**in the format: S JOHN JONES**

# E-forms - S signature only

- Application for Adjudication of Claim
- Answer to Application for Adjudication of Claim
- Declaration of Readiness to Proceed
- Declaration of Readiness to Proceed - Expedited
- EDD Golden Rod – 2581
- Notice and Request for Allowance of Lien
- Petition to Terminate Liability for TD
- Request for Reimbursement of Accommodation Expense
- Request for Dispute Resolution before the AD
- Request for Summary Rating – QME
- Request for Reconsideration of Summary Rating by AD
- Request for Summary Rating Determination - PTP

# Signatures: Two Versions – cont'd

- **Version II**: Forms requiring two or more signatures:

- Prepare the e-form — attach the following to the e-form
  - Signed version of OCR form
  - Any additional attachments that are necessary
  - Proof of Service

- What about forms requiring only one signature, but not your signature?
  - Use Version II
  - Example: Employee's disability questionnaire or Notice of Offer of Regular Work, which require the injured worker's or employer's signature

# E-forms – 2 or more signatures

- Application for Subsequent Injuries Fund Benefits
- Compromise and Release
- Compromise and Release Dependency Claim
- Stipulation with Award (Death)
- Stipulations with Request for Award
- Third Party Compromise and Release
- Notice of Offer of Modified or Alternative Work
- Voucher (IW only)
- Notice of Offer of Regular Work (employer/IW only)
- Employee's Permanent Disability Questionnaire (IW only)
- Application for Discretionary Payments from the UEBTF (IW only)

# e-forms with No signature Line

- **Request for Consultative Rating**
- **General Public Request for Information**
- **Unstructured e-Form**

# Search for your case

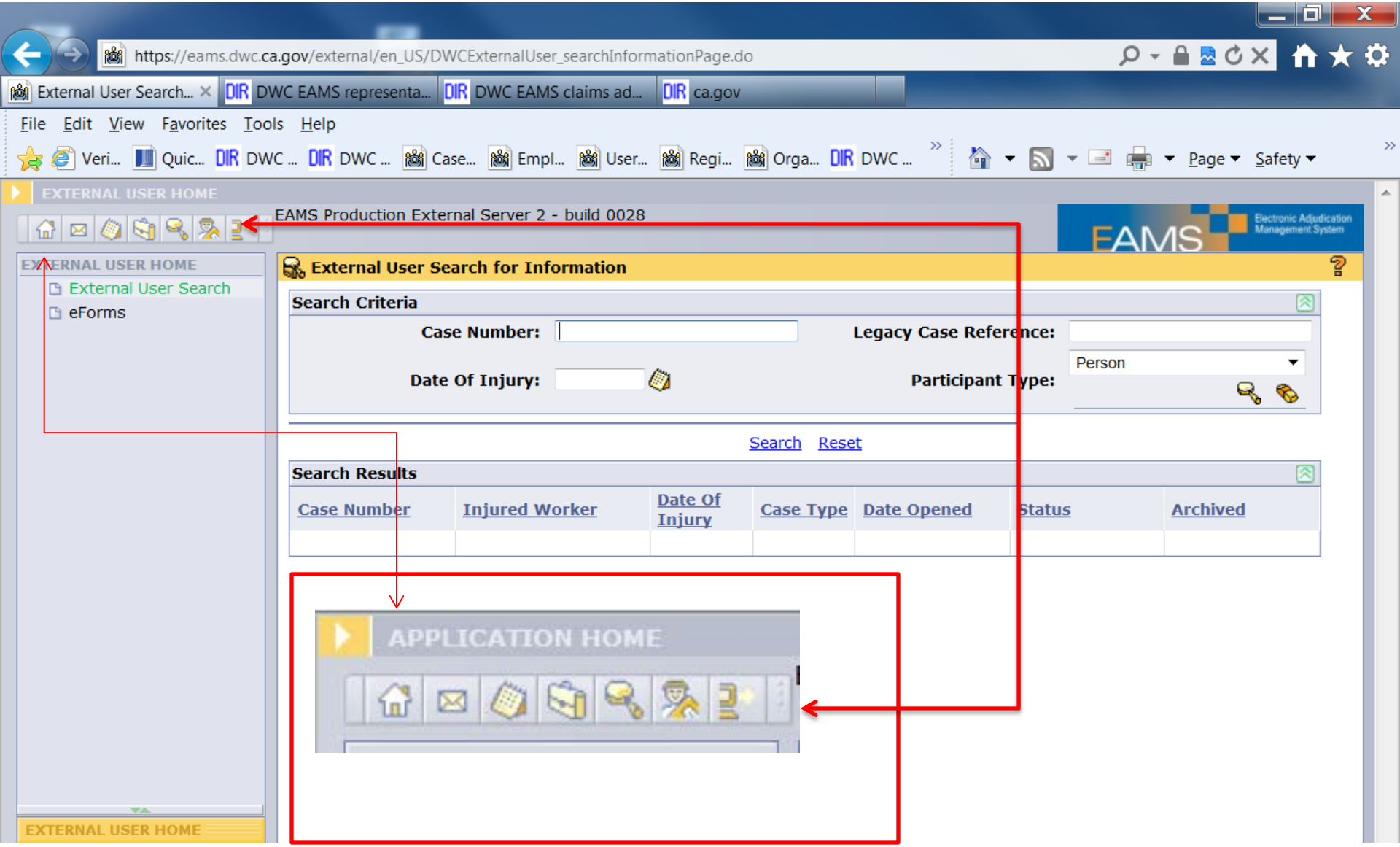
- There are two methods to find your case
  - By EAMS Case Number
  - By Person Search

# Login Page

https://eams.dwc.ca.gov/external/logon.jsp
Login page
DWC EAMS representa...
DWC EAMS claims ad...
ca.gov
File Edit View Favorites Tools Help
Page
Safety
EAMS
Electronic Adjudication Management System
Fields marked with an asterisk (*) are required.
Enter your username and password to log in.
Username:
USERNAME
Password:
Login

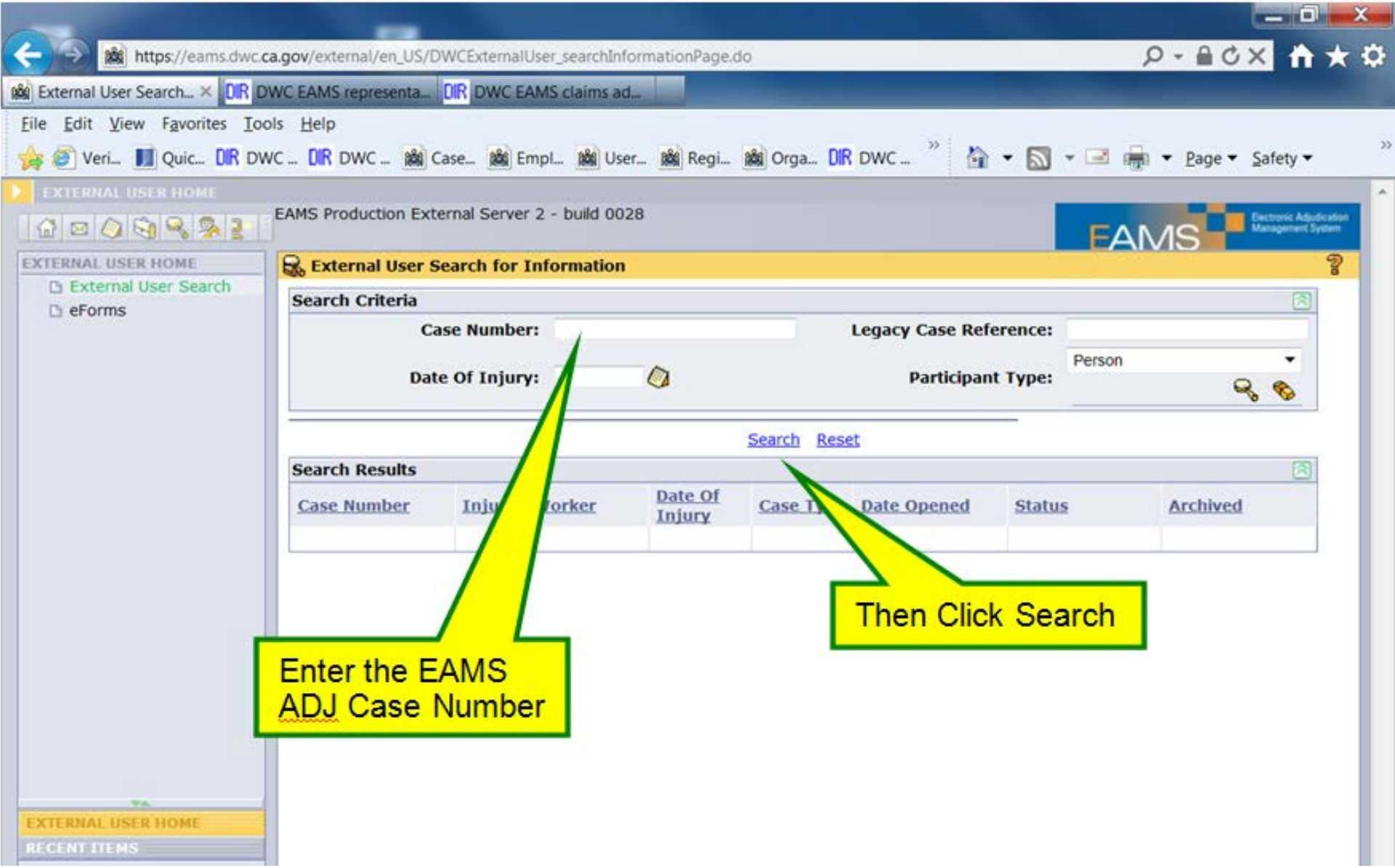
# External Home Page



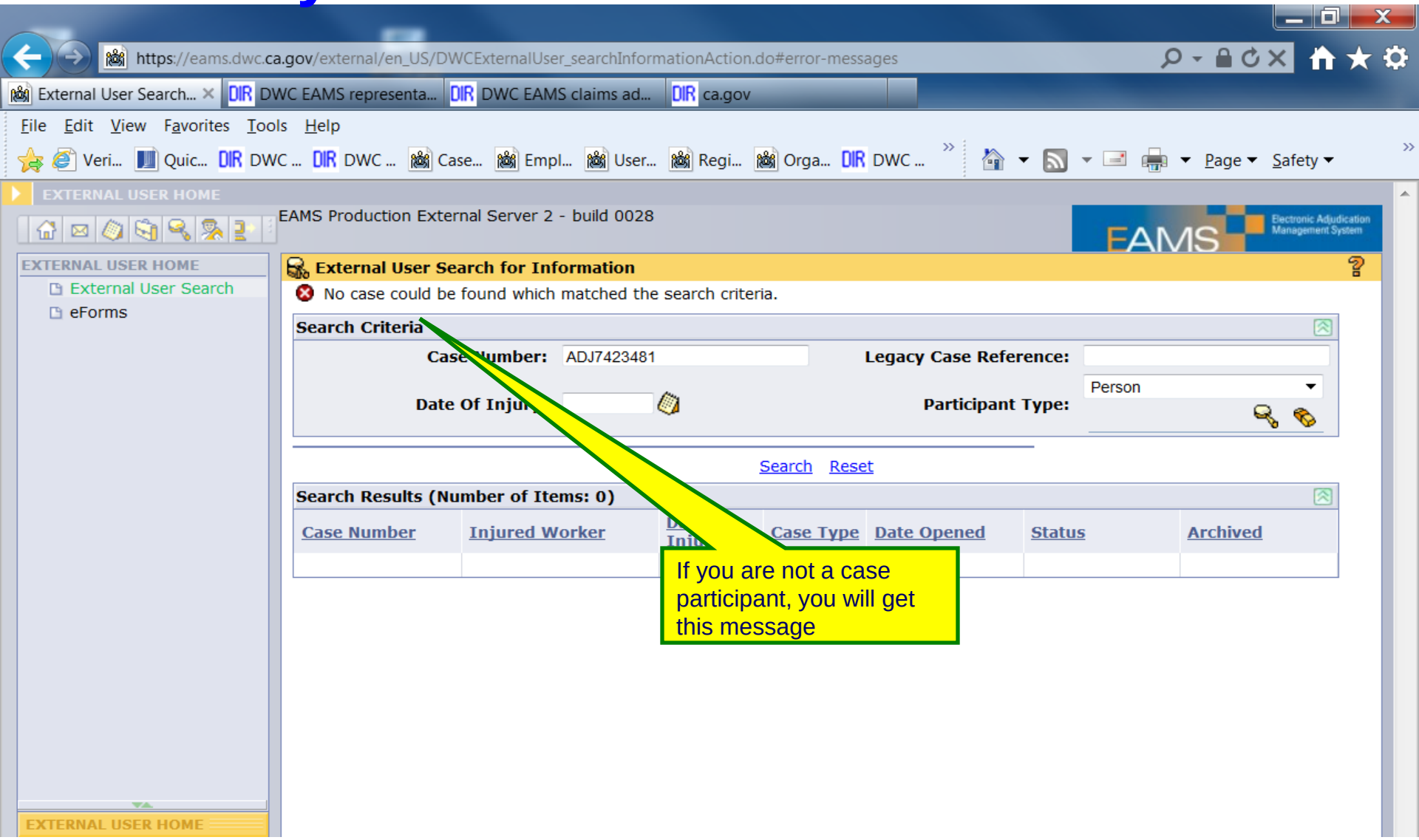


# Search by EAMS Case Number



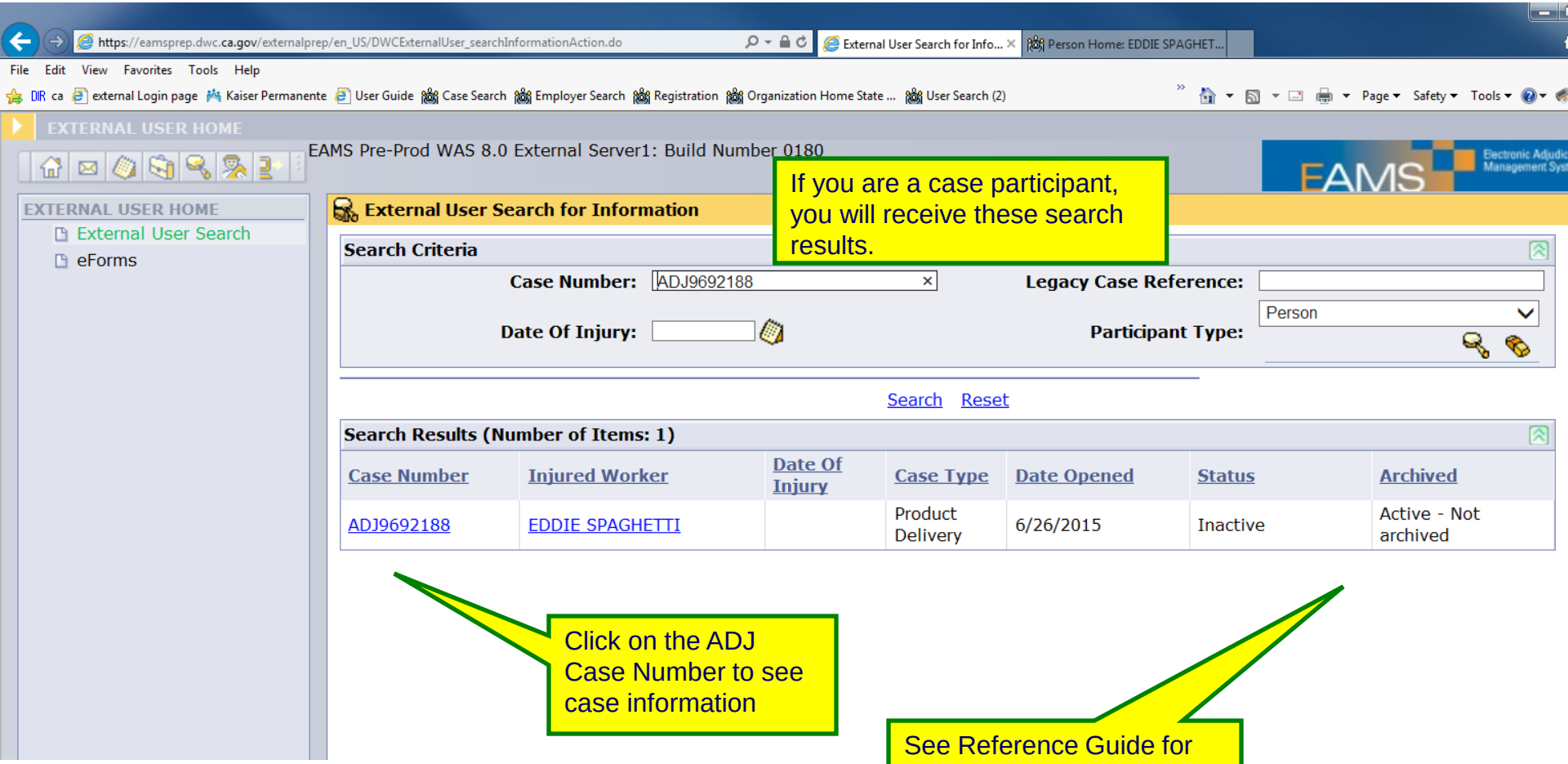


# Search by EAMS Case Number – cont'd



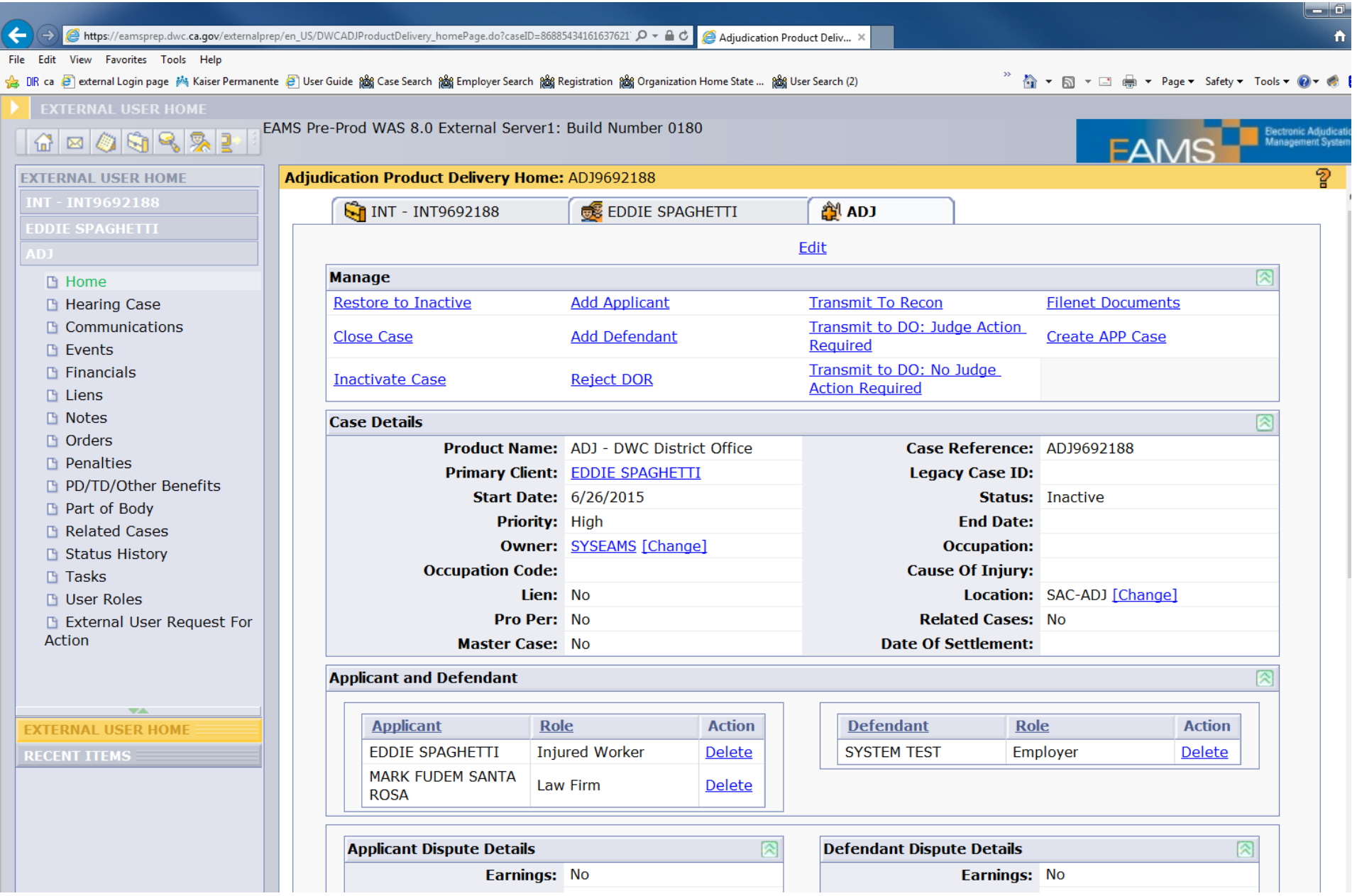
# Search by EAMS Case Number – cont'd





# ADJ Home Page



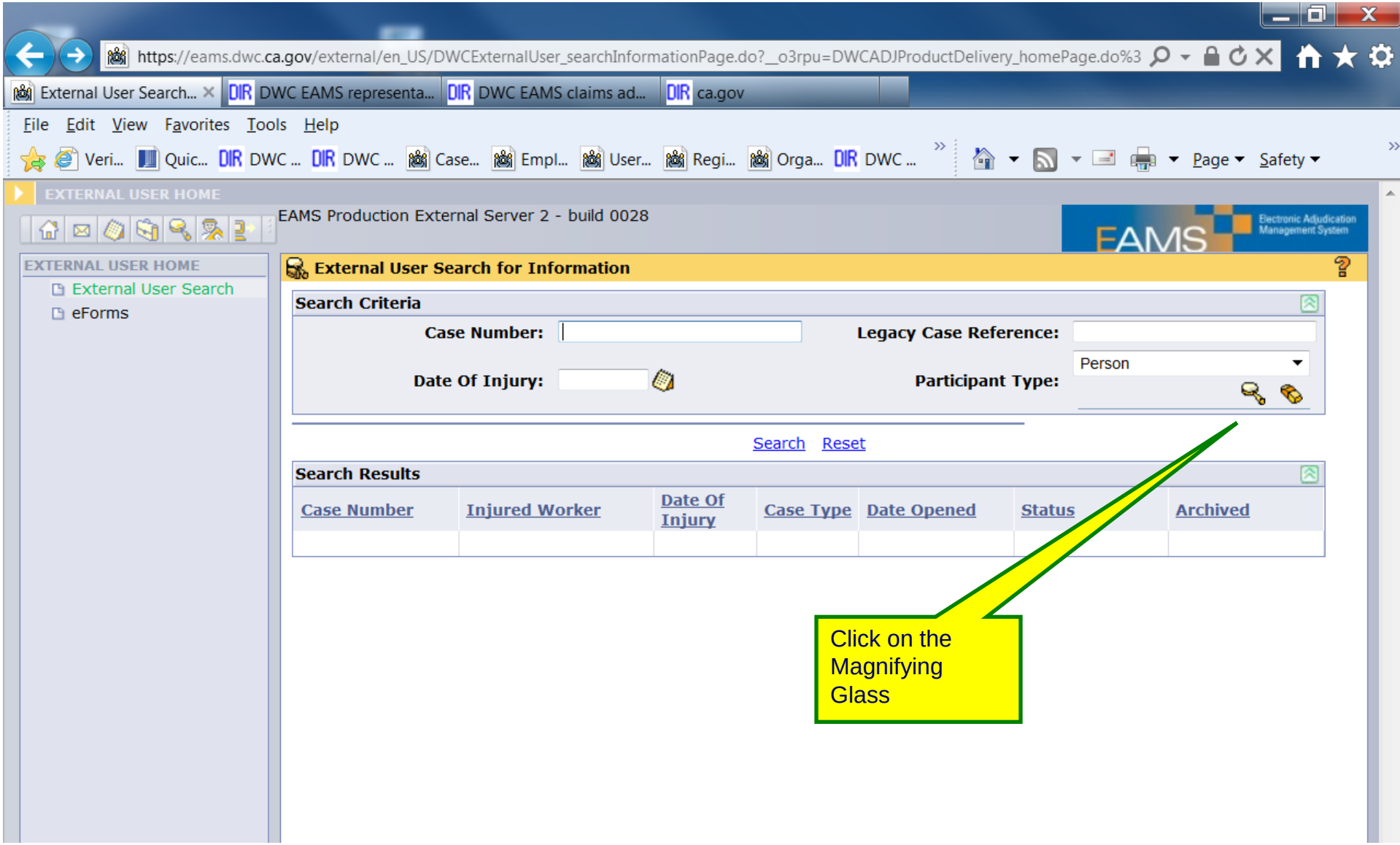


# Search by person

- There are three methods:
  - By Alternate ID – generally SSN
  - By Name alone – best if by name and DOB
  - By EAMS Reference Number (ERN)

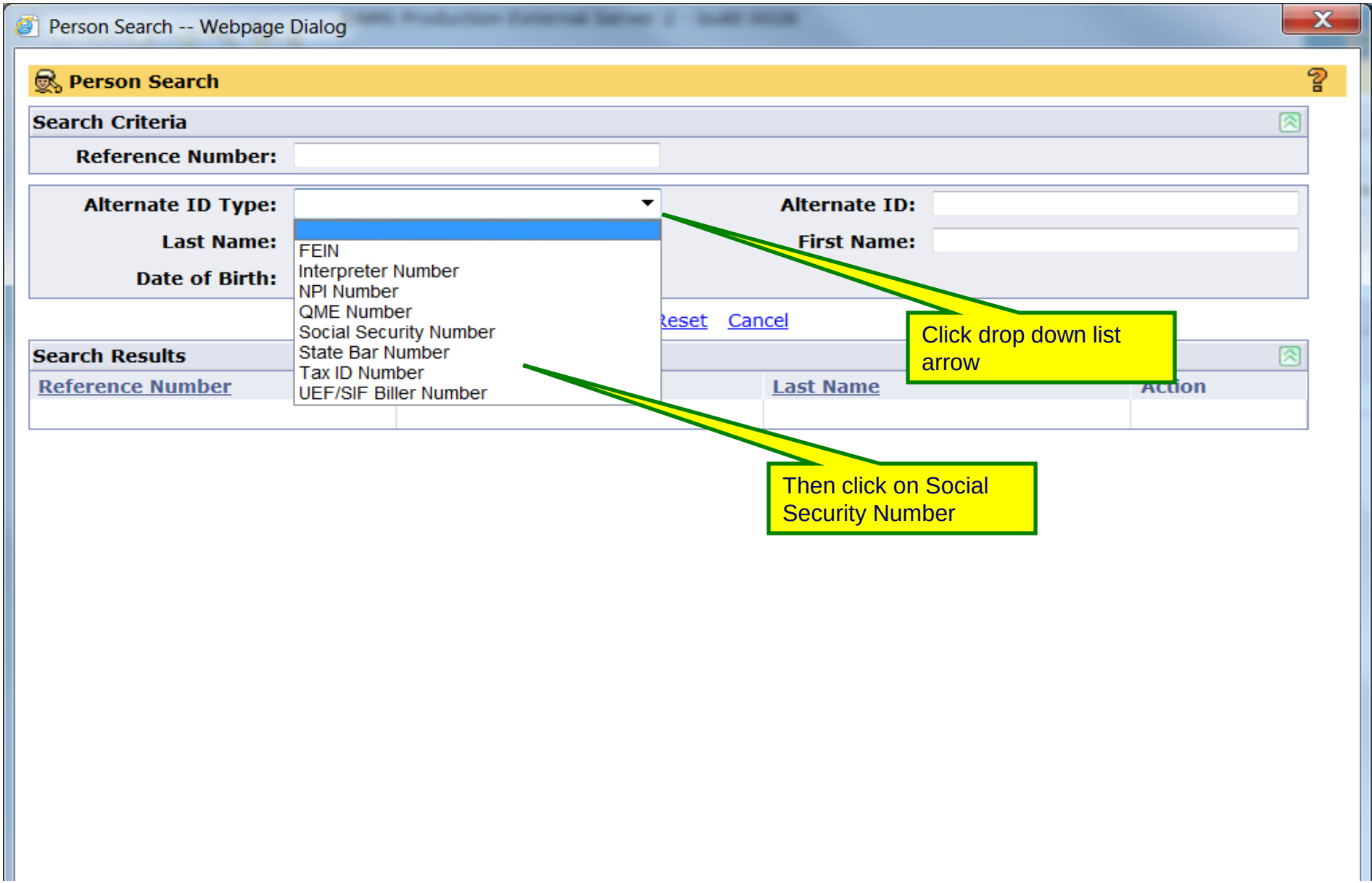
# Search by person





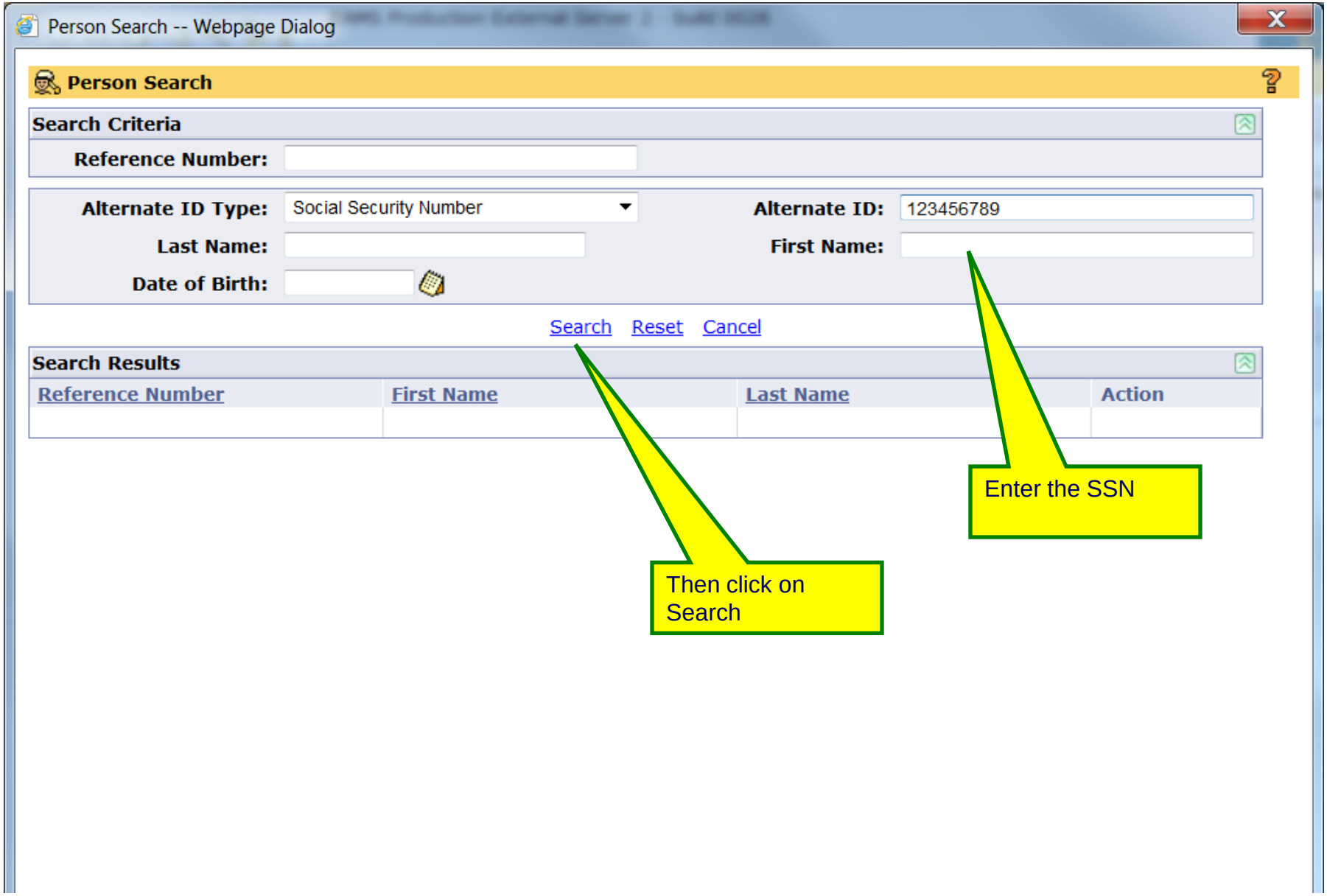
# Search by person – by Alternate ID (SSN)





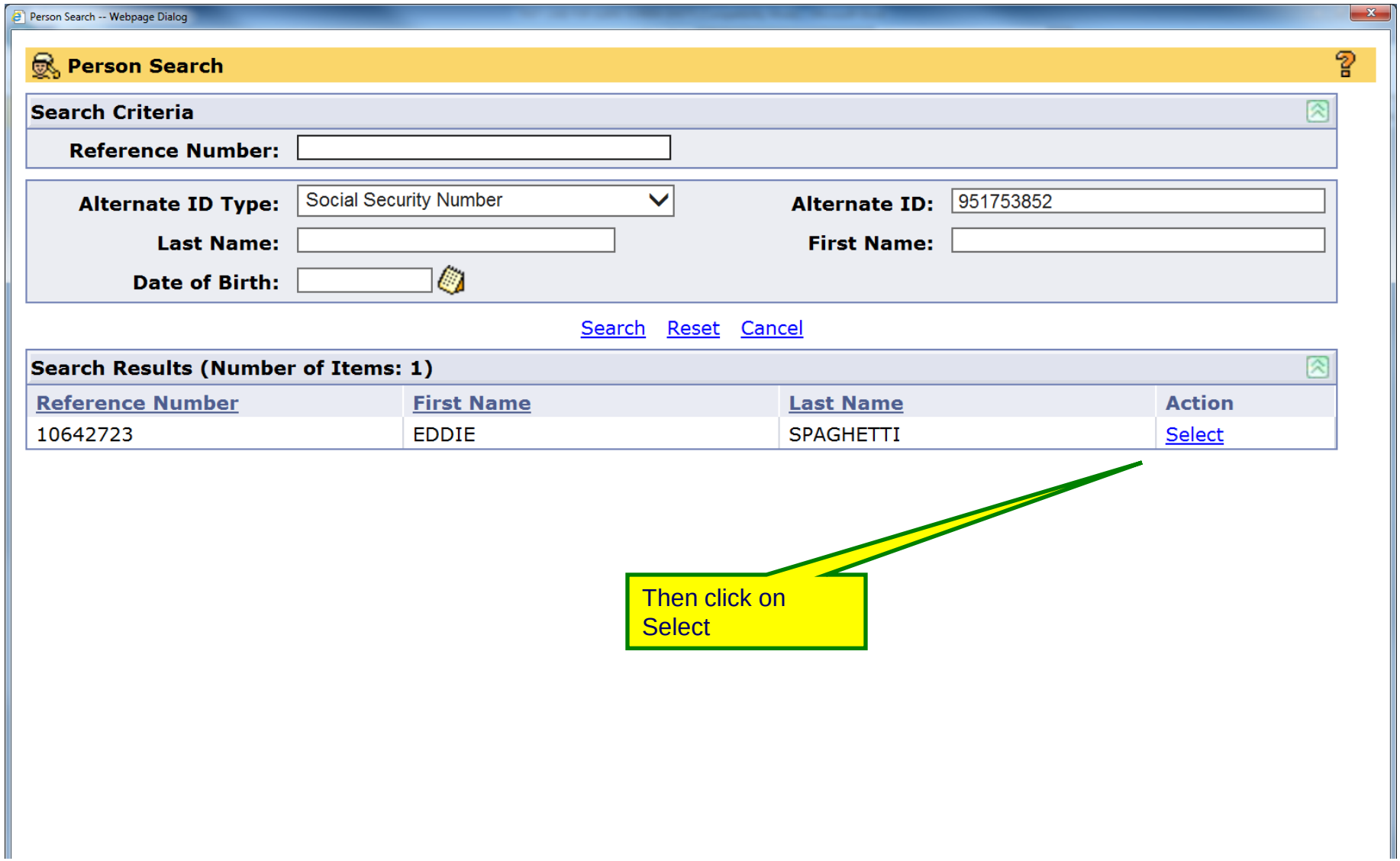
# Search by person – by Alternate ID (SSN) – cont'd





# Search by person – by Alternate ID (SSN) – cont'd





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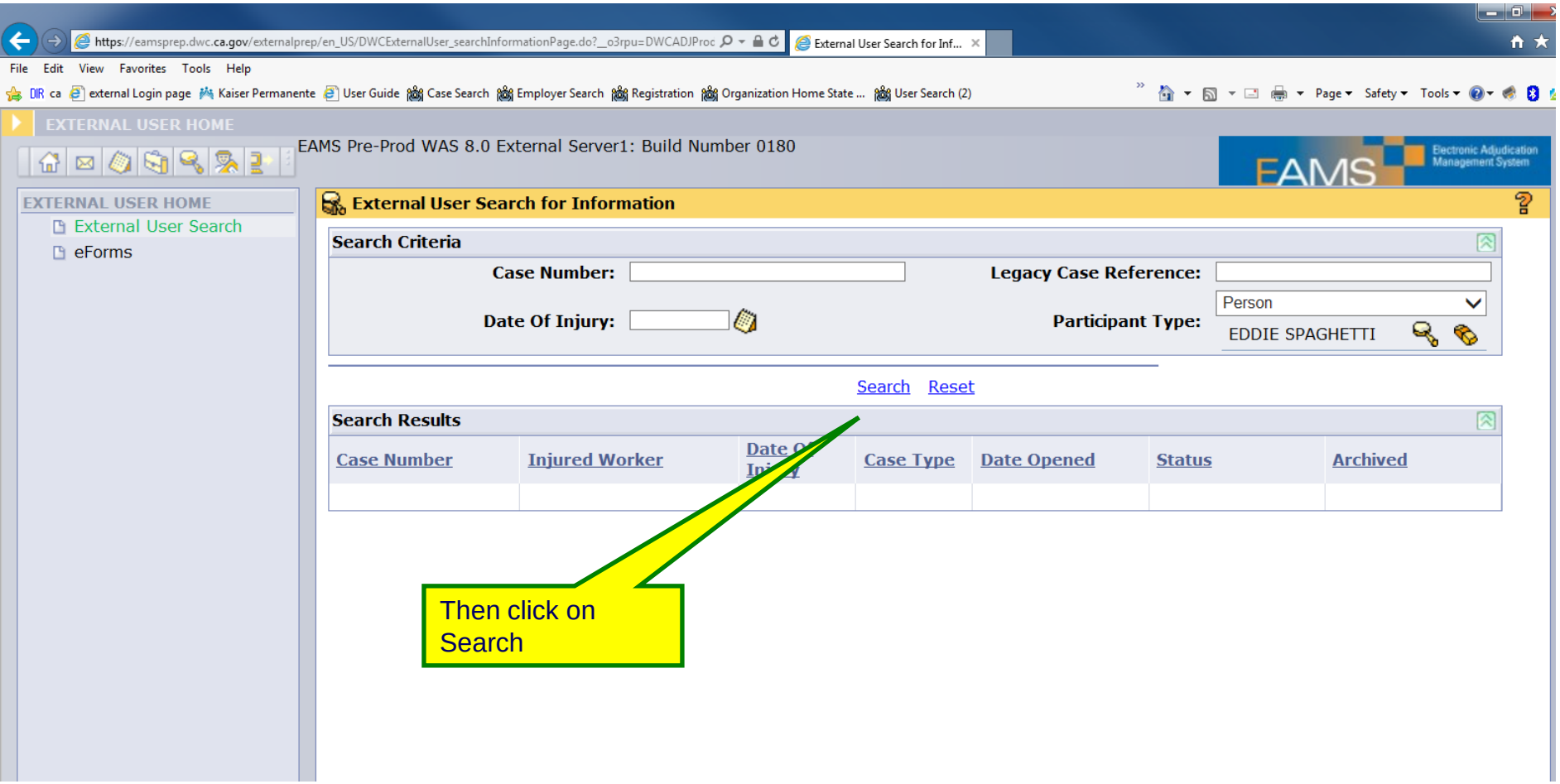

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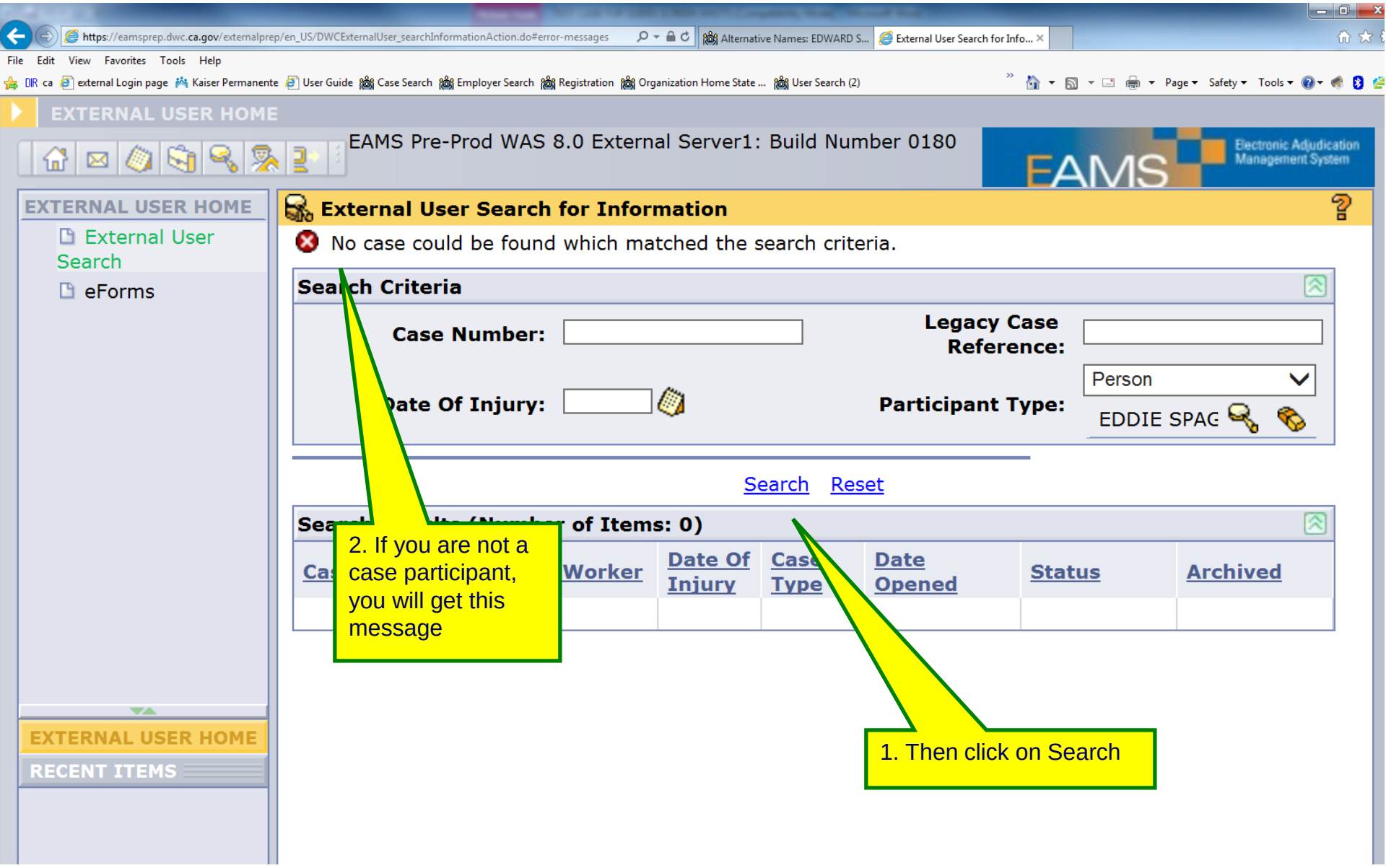

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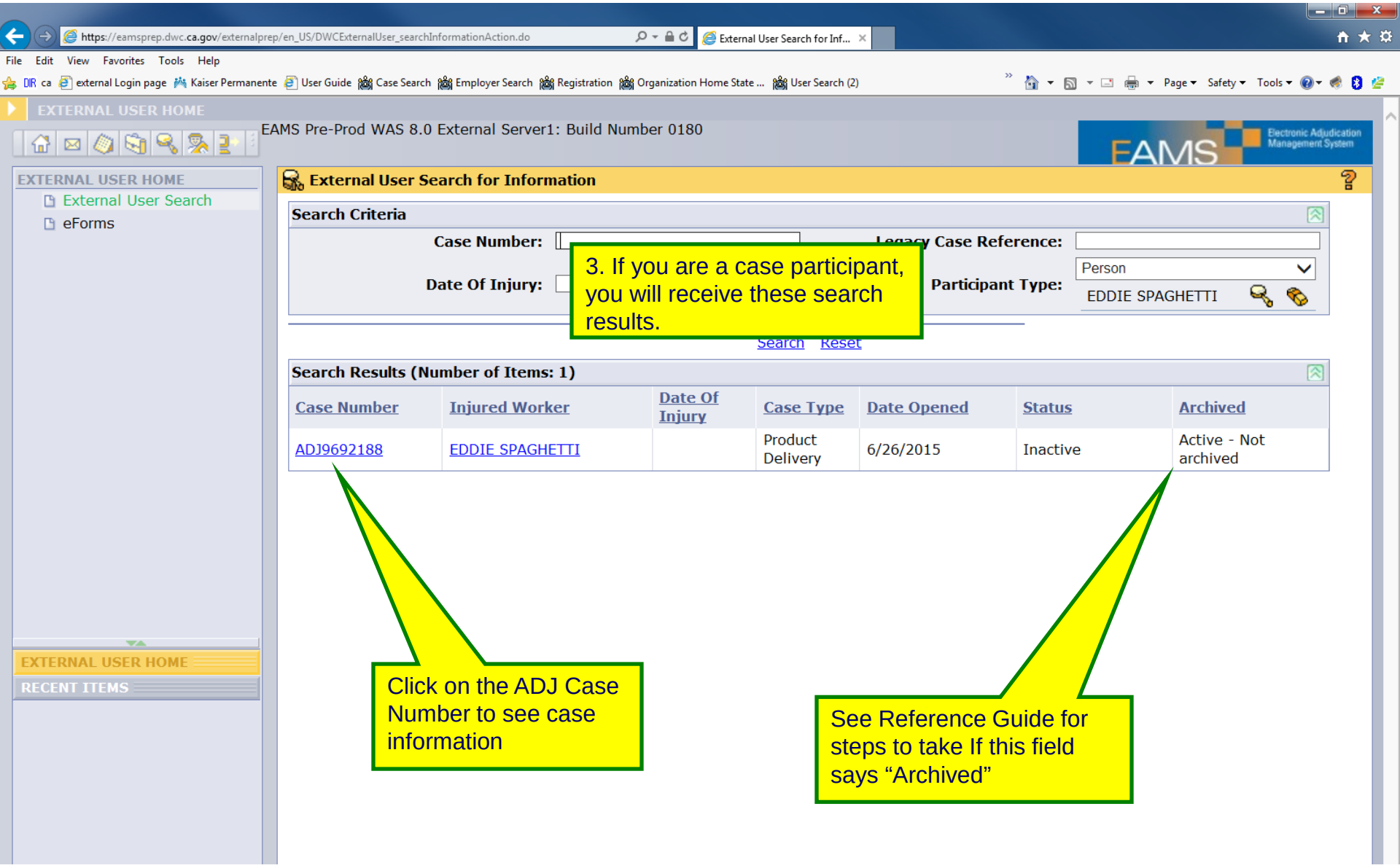

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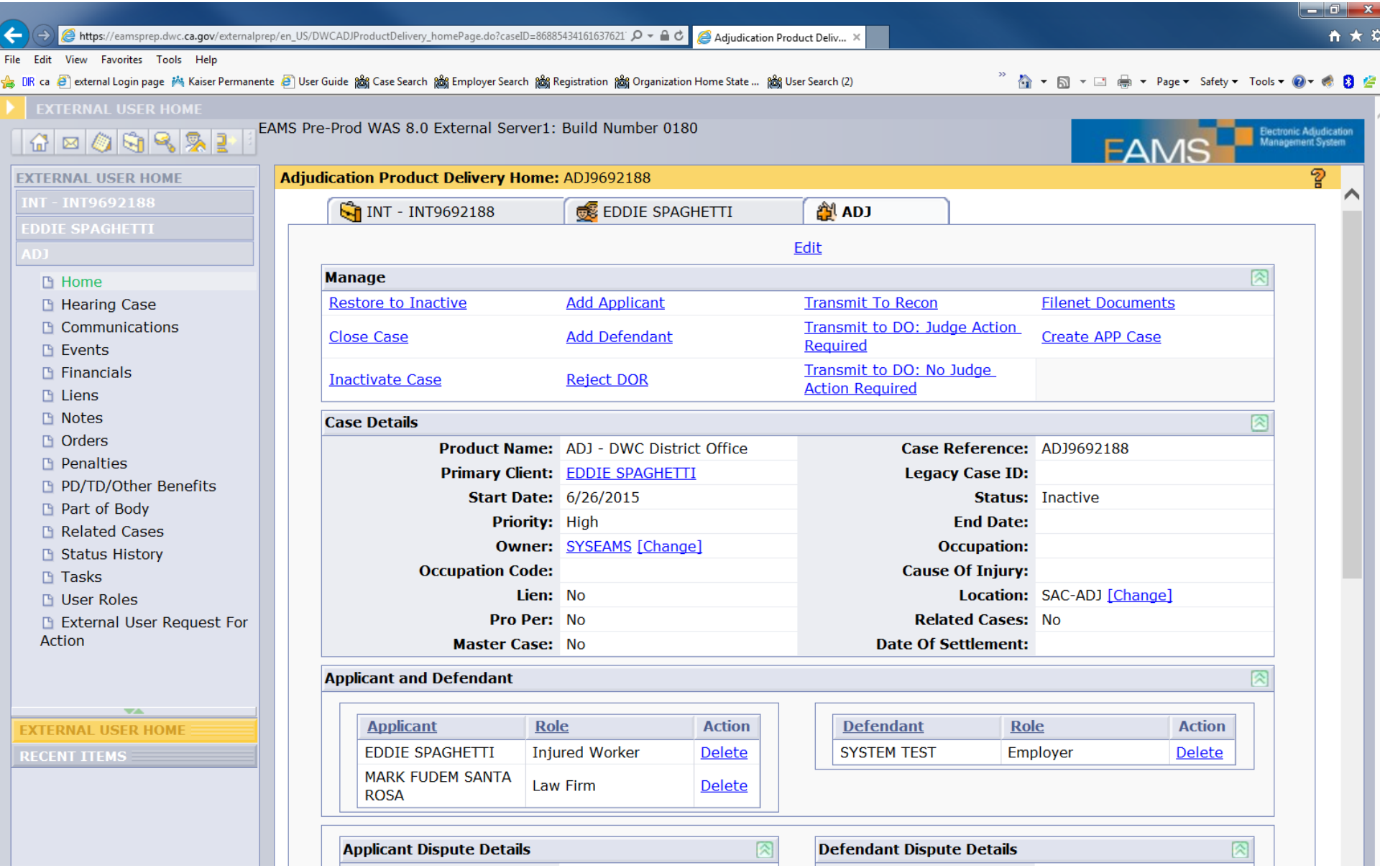
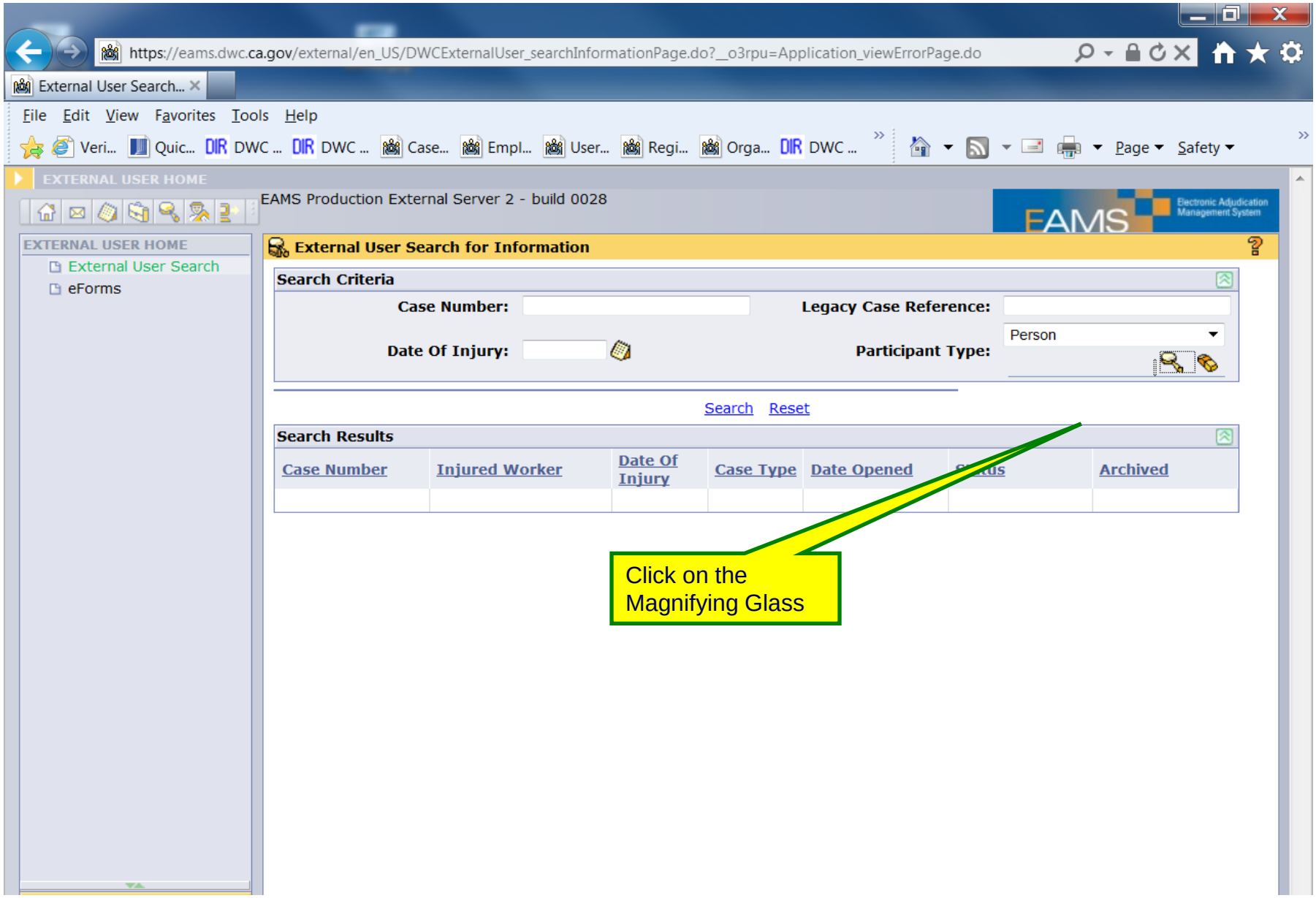


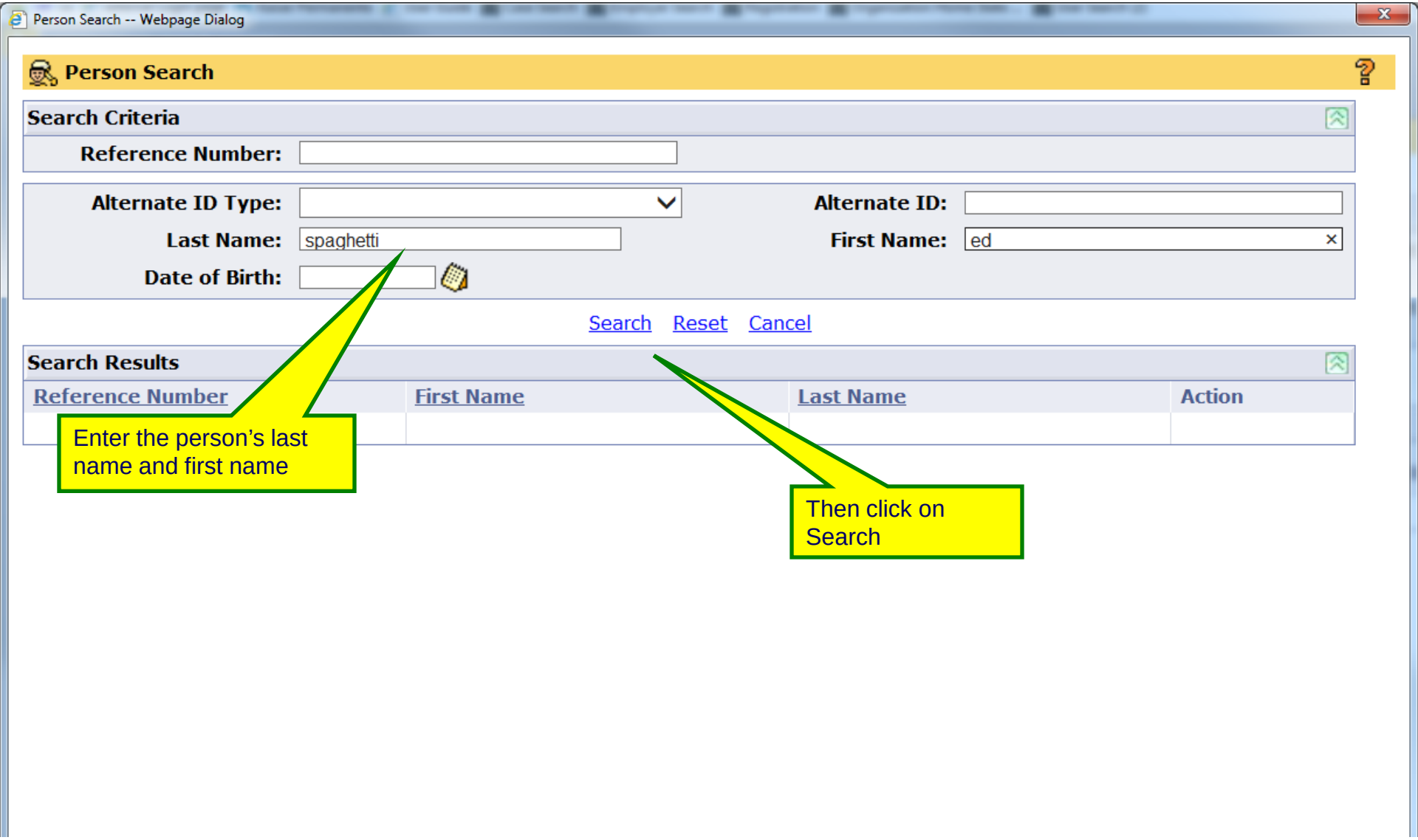
# Search by person





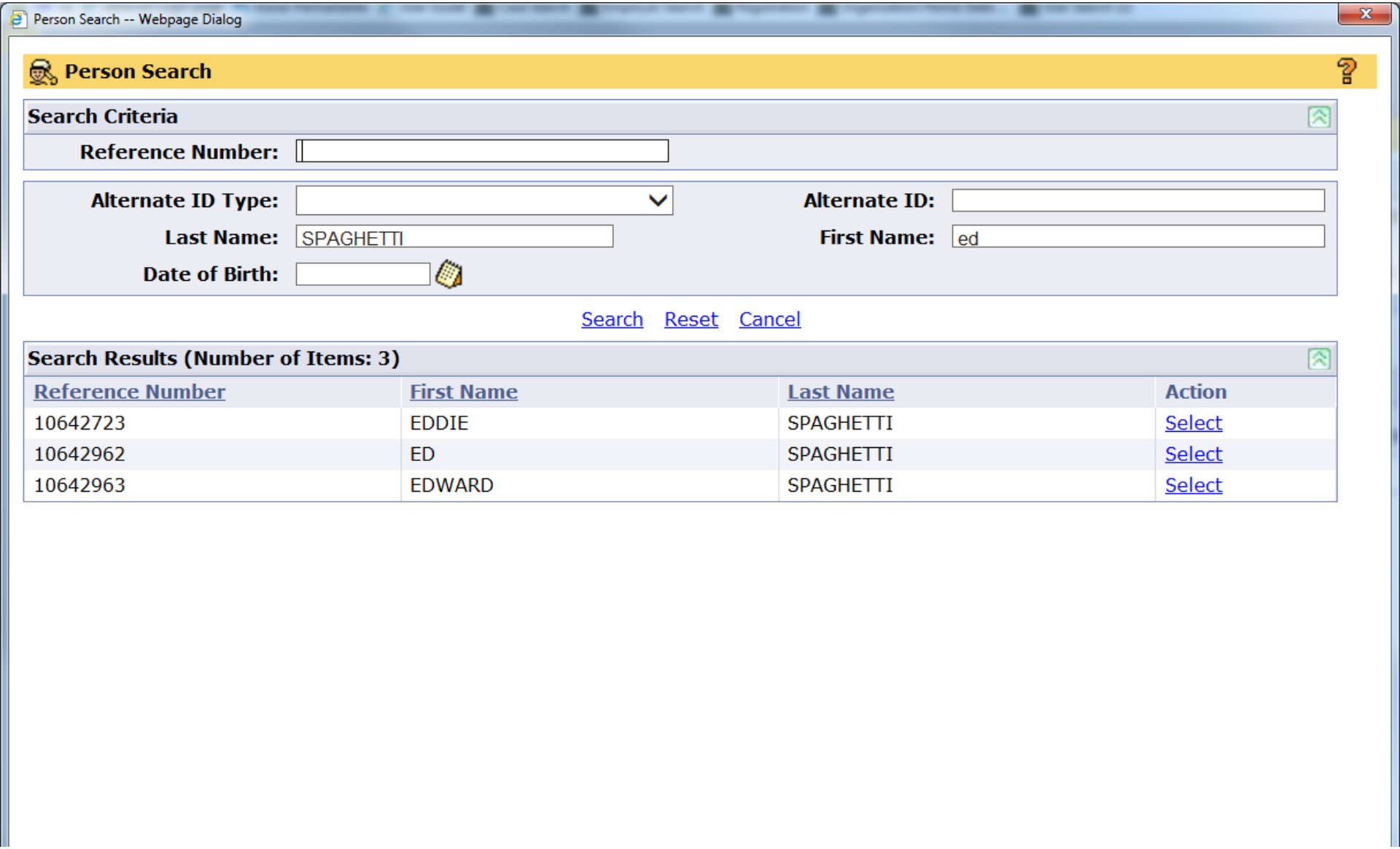
# Search by person – by Name





# Search by person – by Name – cont'd





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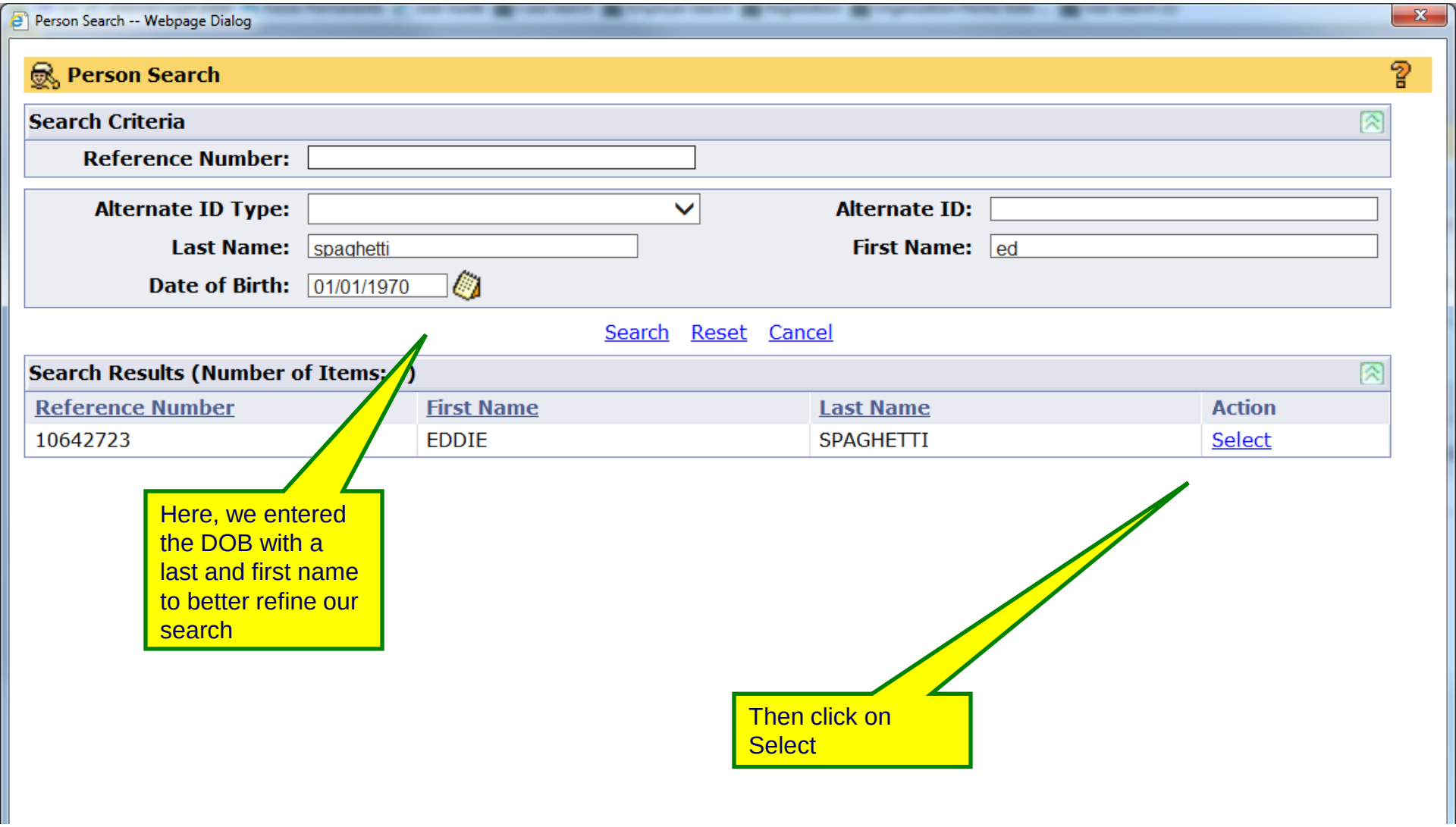
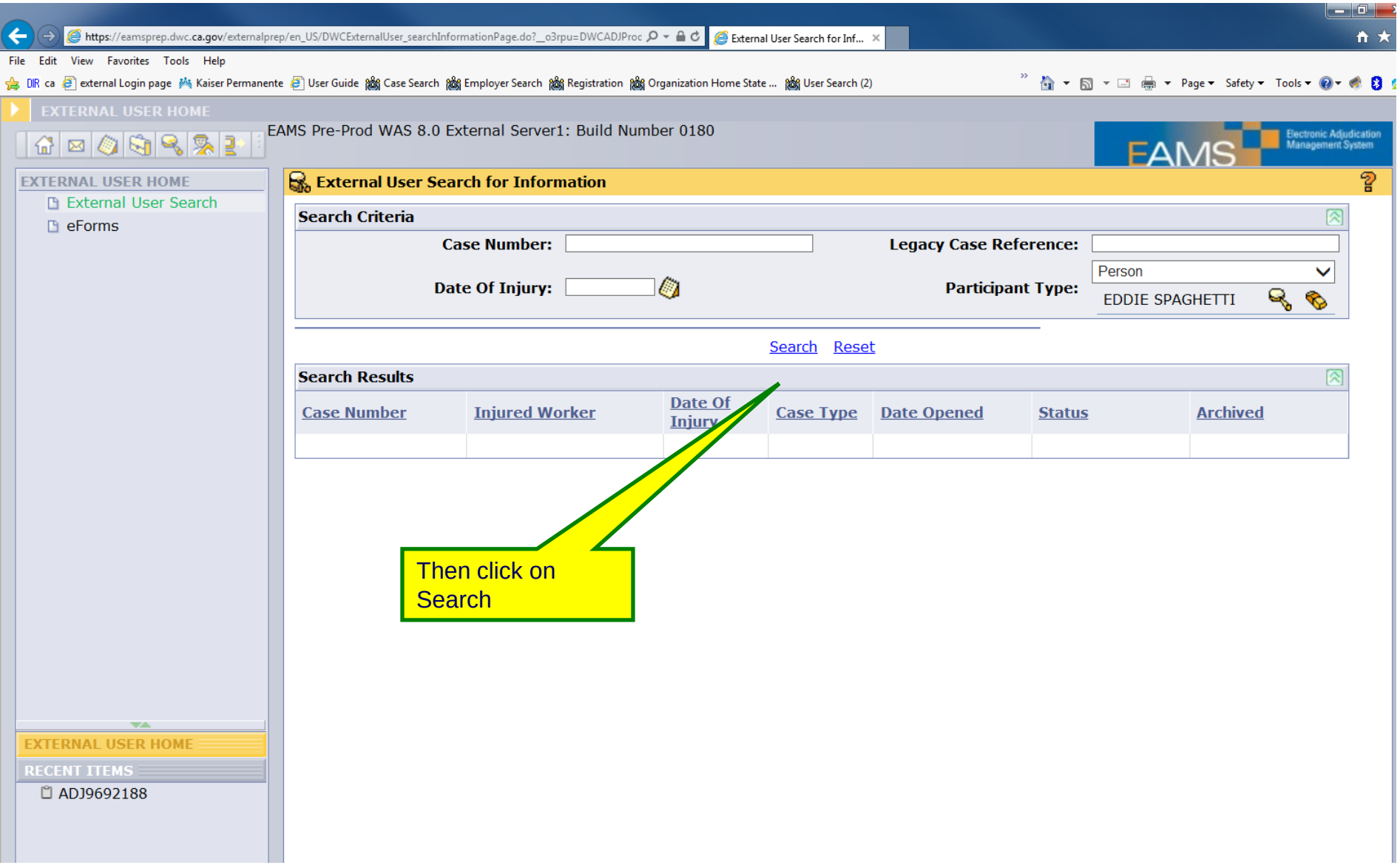


# Search by person – by Name – cont'd



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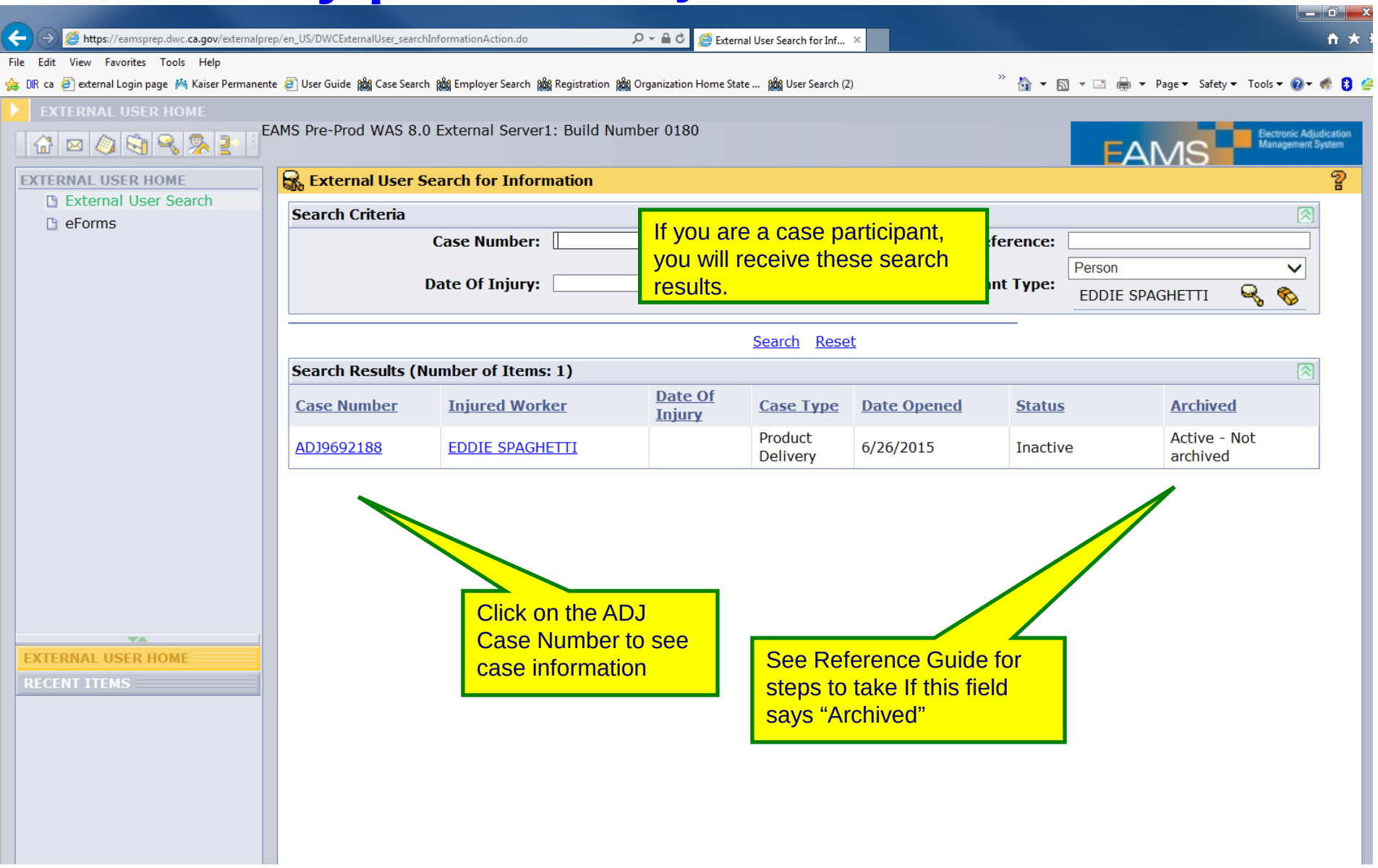
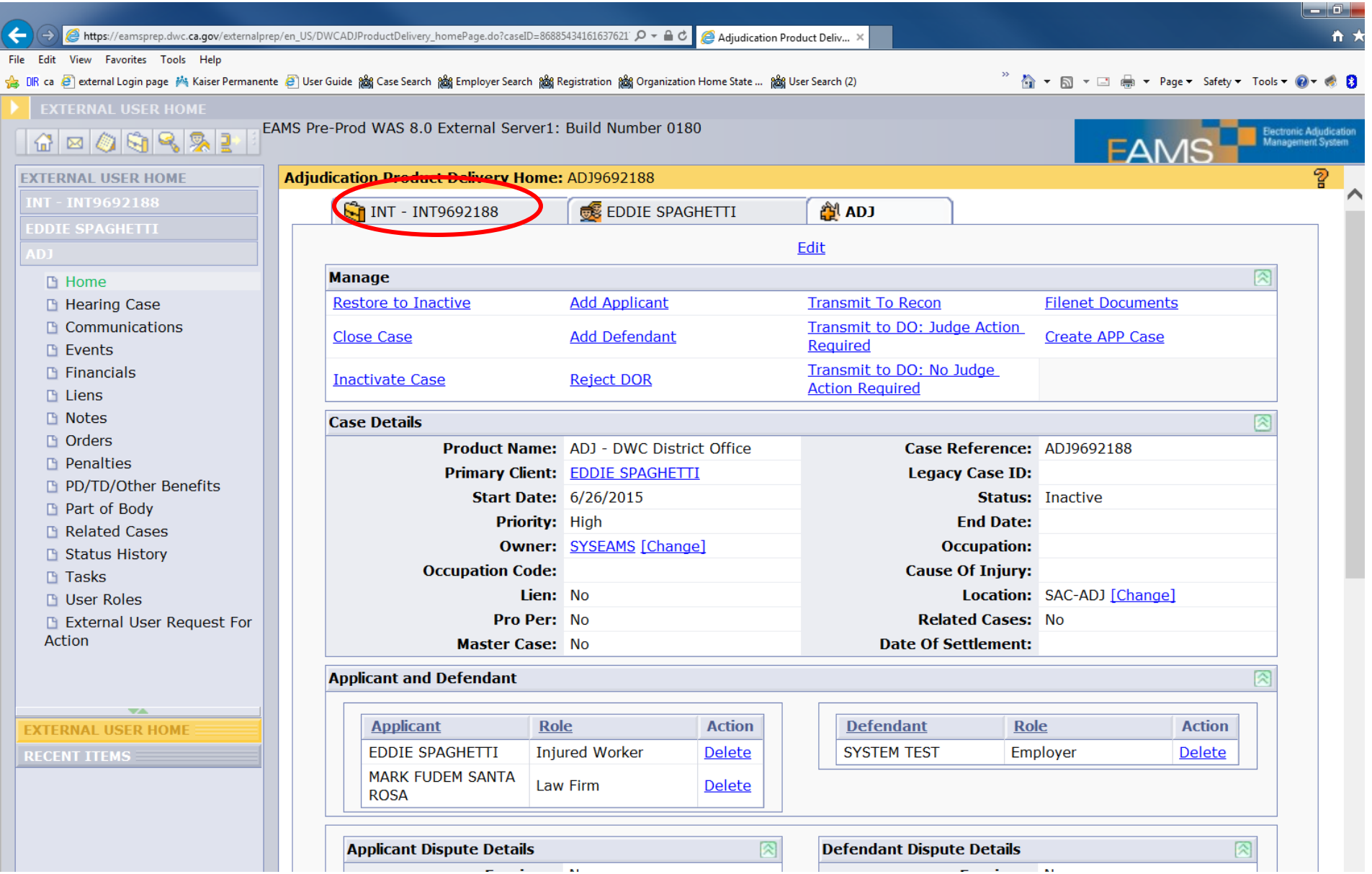


# ADJ Home Page





Division of Workers' Compensation

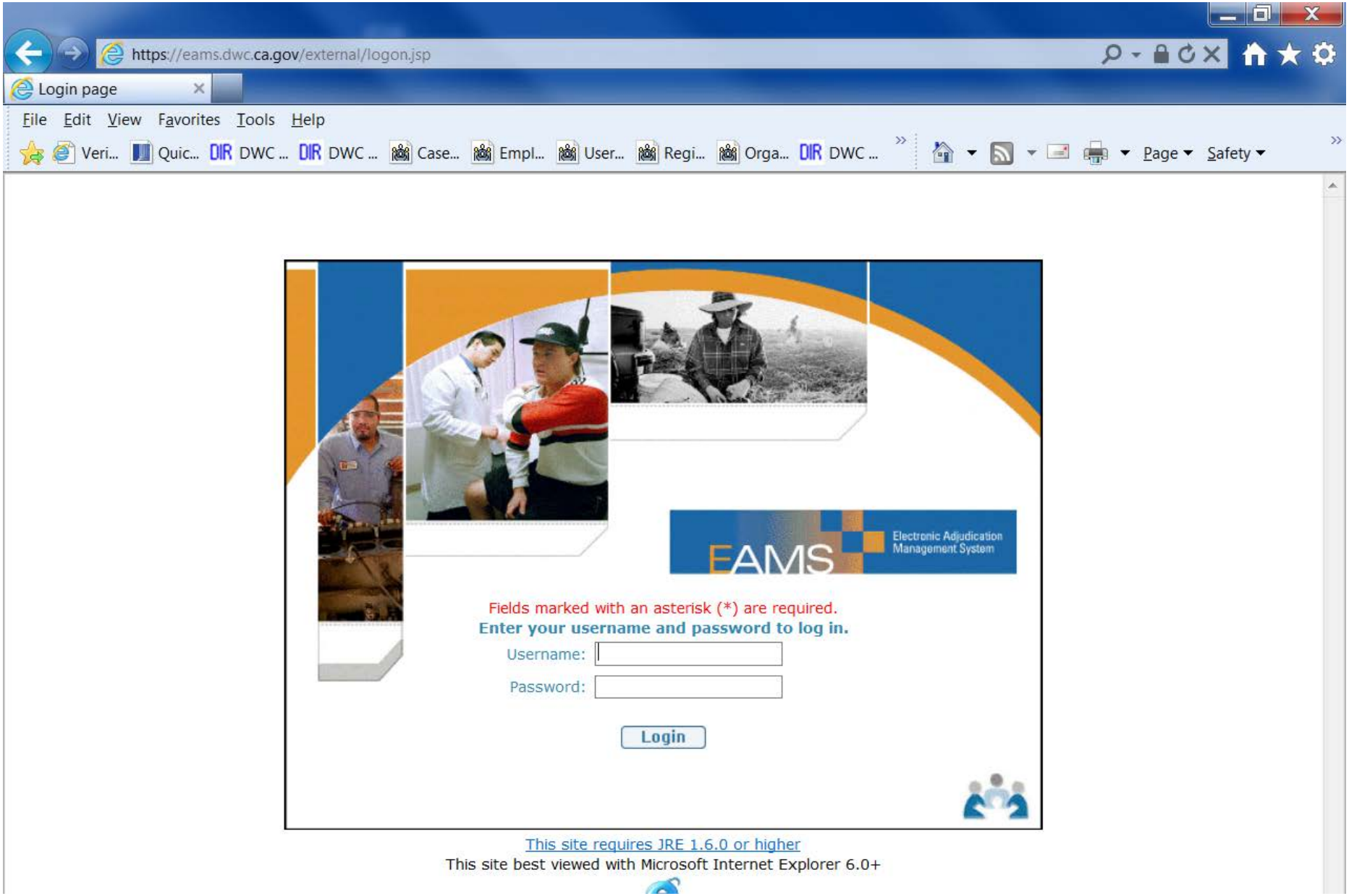
EAMS Electronic Adjudication Management System

CA Department of Industrial Relations

# Filing e-forms

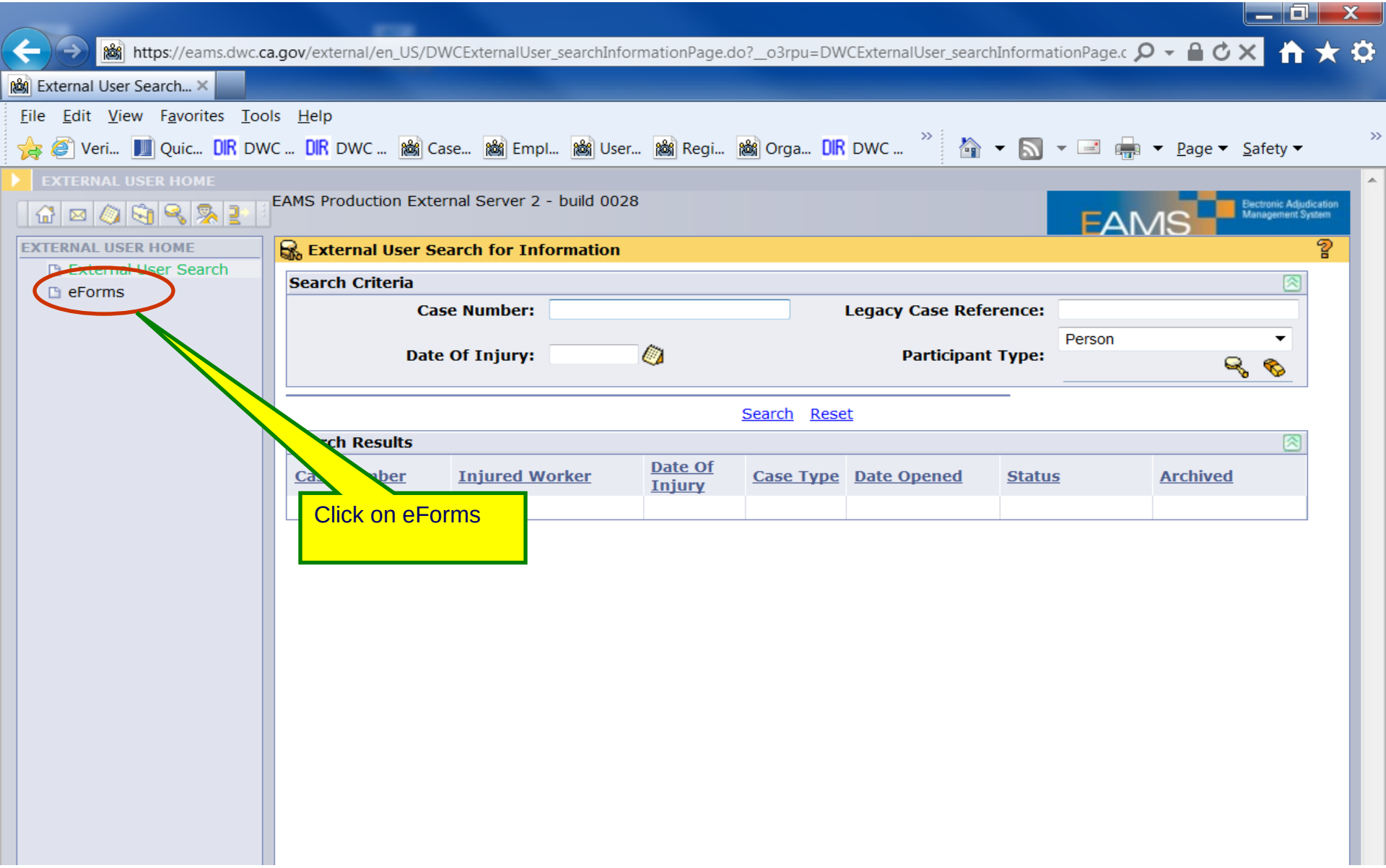
# Login Page




https://eams.dwc.ca.gov/external/logon.jsp
Login page
File Edit View Favorites Tools Help
Page Safety
EAMS
Electronic Adjudication Management System
Fields marked with an asterisk (*) are required.
Enter your username and password to log in.
Username:
Password:
Login
This site requires JRE 1.6.0 or higher
This site best viewed with Microsoft Internet Explorer 6.0+

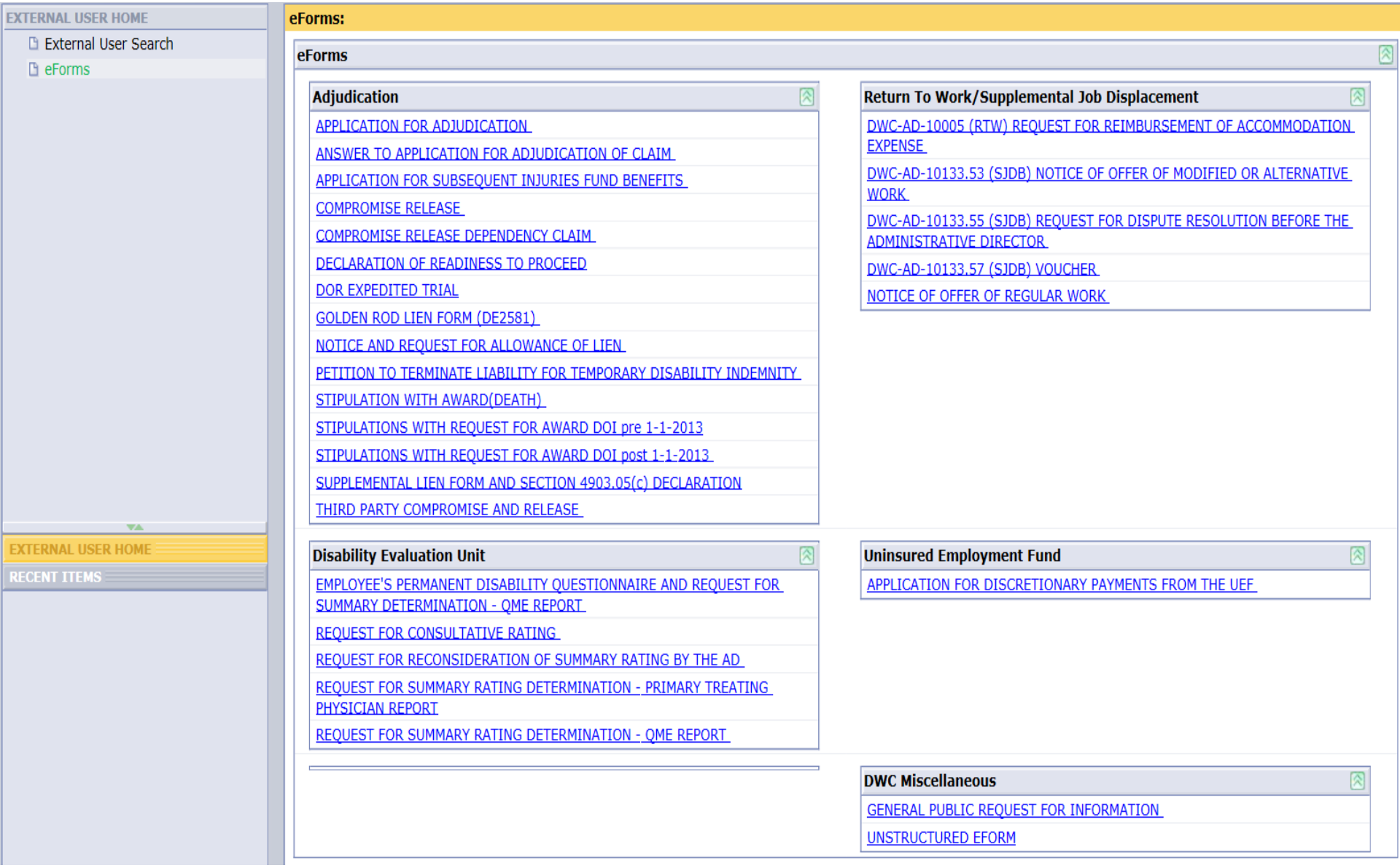
# External Home Page = eForms link





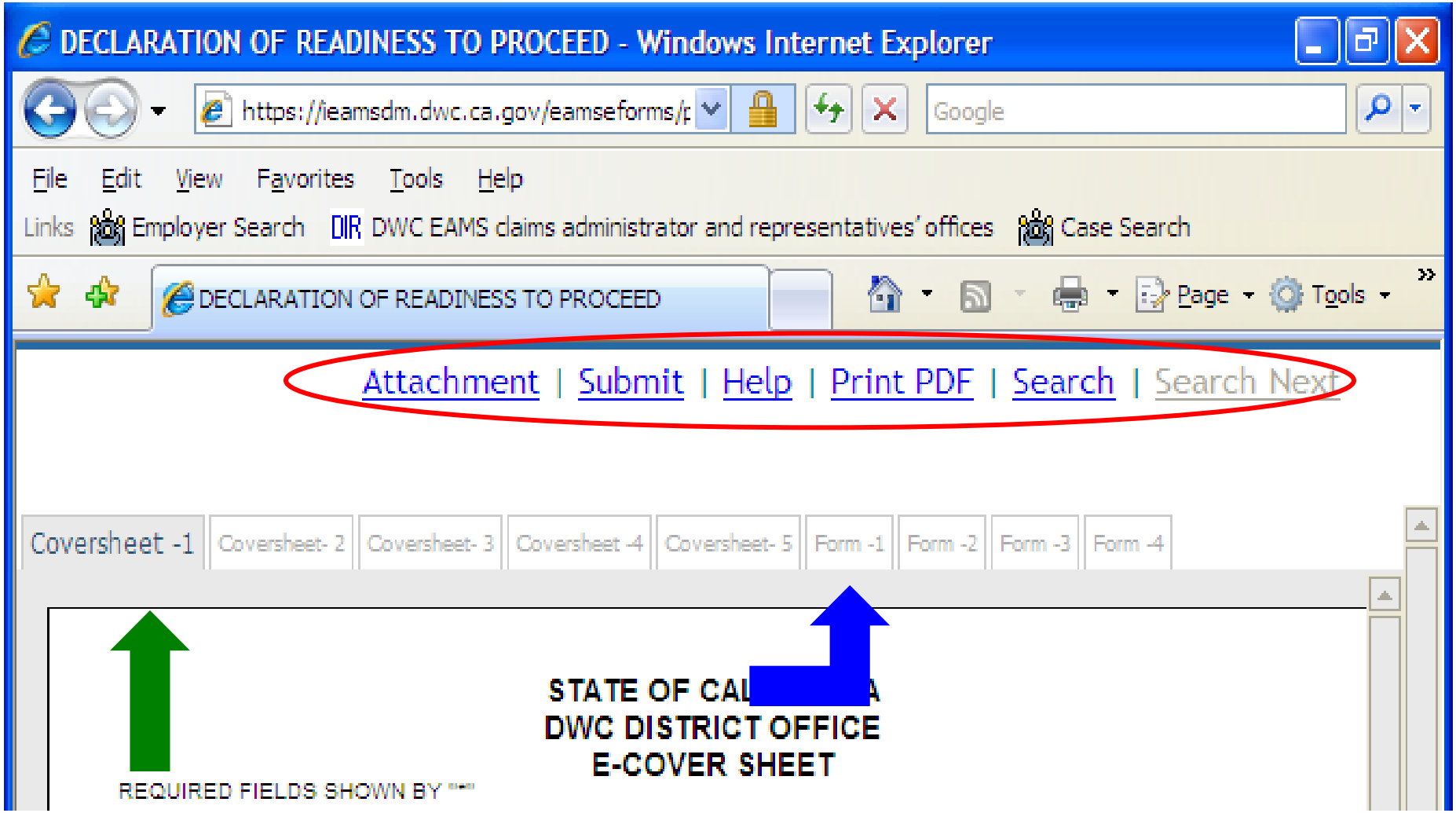
# e-forms Page




EXTERNAL USER HOME
External User Search
eForms
EXTERNAL USER HOME
RECENT ITEMS
eForms:
eForms
Adjudication
APPLICATION FOR ADJUDICATION
ANSWER TO APPLICATION FOR ADJUDICATION OF CLAIM
APPLICATION FOR SUBSEQUENT INJURIES FUND BENEFITS
COMPROMISE RELEASE
COMPROMISE RELEASE DEPENDENCY CLAIM
DECLARATION OF READINESS TO PROCEED
DOR EXPEDITED TRIAL
GOLDEN ROD LIEN FORM (DE2581)
NOTICE AND REQUEST FOR ALLOWANCE OF LIEN
PETITION TO TERMINATE LIABILITY FOR TEMPORARY DISABILITY INDEMNITY
STIPULATION WITH AWARD(DEATH)
STIPULATIONS WITH REQUEST FOR AWARD DOI pre 1-1-2013
STIPULATIONS WITH REQUEST FOR AWARD DOI post 1-1-2013
SUPPLEMENTAL LIEN FORM AND SECTION 4903.05(c) DECLARATION
THIRD PARTY COMPROMISE AND RELEASE
Return To Work/Supplemental Job Displacement
DWC-AD-10005 (RTW) REQUEST FOR REIMBURSEMENT OF ACCOMMODATION EXPENSE
DWC-AD-10133.53 (SJDB) NOTICE OF OFFER OF MODIFIED OR ALTERNATIVE WORK
DWC-AD-10133.55 (SJDB) REQUEST FOR DISPUTE RESOLUTION BEFORE THE ADMINISTRATIVE DIRECTOR
DWC-AD-10133.57 (SJDB) VOUCHER
NOTICE OF OFFER OF REGULAR WORK
Disability Evaluation Unit
EMPLOYEE'S PERMANENT DISABILITY QUESTIONNAIRE AND REQUEST FOR SUMMARY DETERMINATION - QME REPORT
REQUEST FOR CONSULTATIVE RATING
REQUEST FOR RECONSIDERATION OF SUMMARY RATING BY THE AD
REQUEST FOR SUMMARY RATING DETERMINATION - PRIMARY TREATING PHYSICIAN REPORT
REQUEST FOR SUMMARY RATING DETERMINATION - QME REPORT
Uninsured Employment Fund
APPLICATION FOR DISCRETIONARY PAYMENTS FROM THE UEF
DWC Miscellaneous
GENERAL PUBLIC REQUEST FOR INFORMATION
UNSTRUCTURED EFORM

# e-form Layout





Attachment | Submit | Help | Print PDF

r Sheet -1 | Cover Sheet -2 | Cover Sheet -3 | Cover Sheet -4 | Cover Sheet -5 | Form - 1 | Form - 2 | Form - 3 | Form - 4 | Form -5

# STATE OF CALIFORNIA
# DWC DISTRICT OFFICE
# E-COVER SHEET

Companion Cases Exist ☐ Location:

More than 15 Companion Cases ☐ Walk Thru Yes ○ CTL ▾ o ◉

Date: ( MM/DD/YYYY)

Case Number*: SSN(Numbers Only)

○ Specific Injury (If Specific Injury, use the start date as the specific date of injury)

○ Cumulative Injury (START DATE: MM/DD/YYYY) - (END DATE: MM/DD/YYYY)

Body Part 1 : Body Part 2 :

Body Part 3 : Body Part 4 :

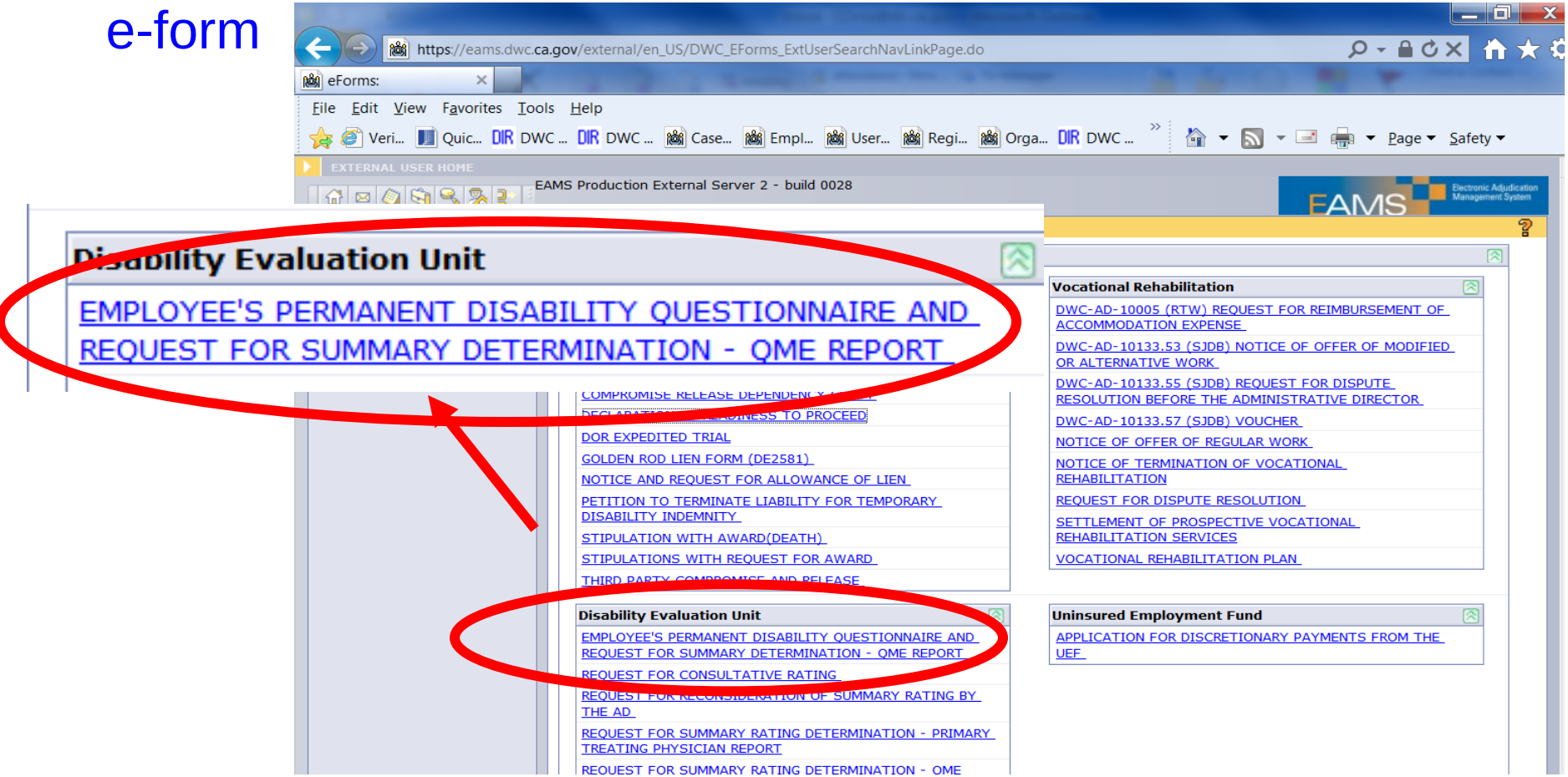
Other Body Parts :

**Please check unit to be filed on ( check only one box )-**

○ ADJ ○ DEU ○ SIF ○ UEF ○ VOC ○ INT ○ RSU

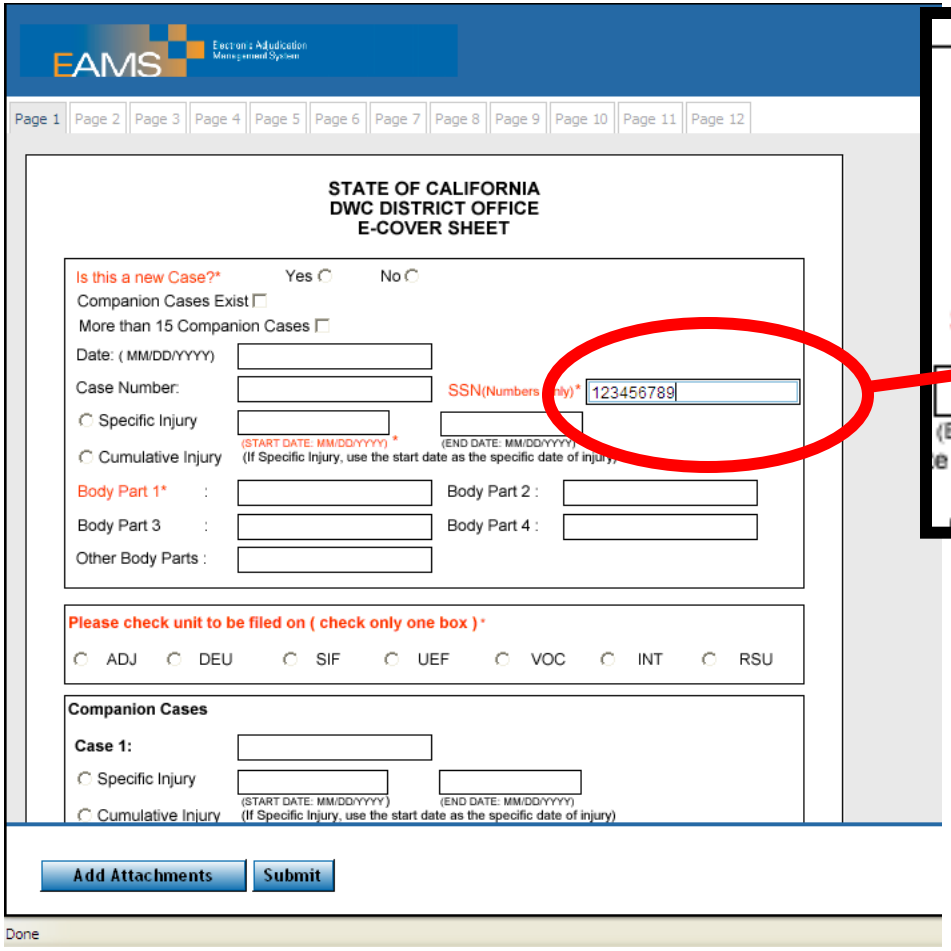
# e-forms: DEU 101 and DEU 100

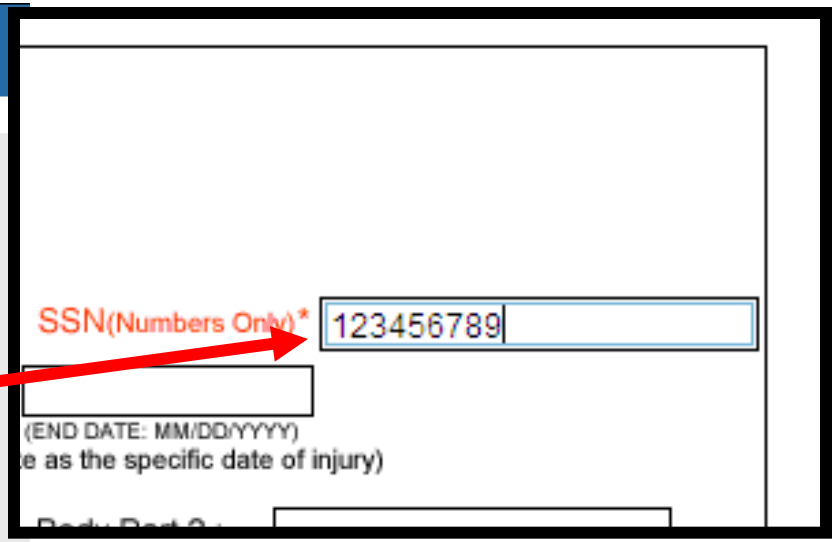
DEU-101 (Request for Summary Rating Determination) and DEU-100 (Employee's Disability Questionnaire) are in "one" e-form



# e-forms: Social Security Number

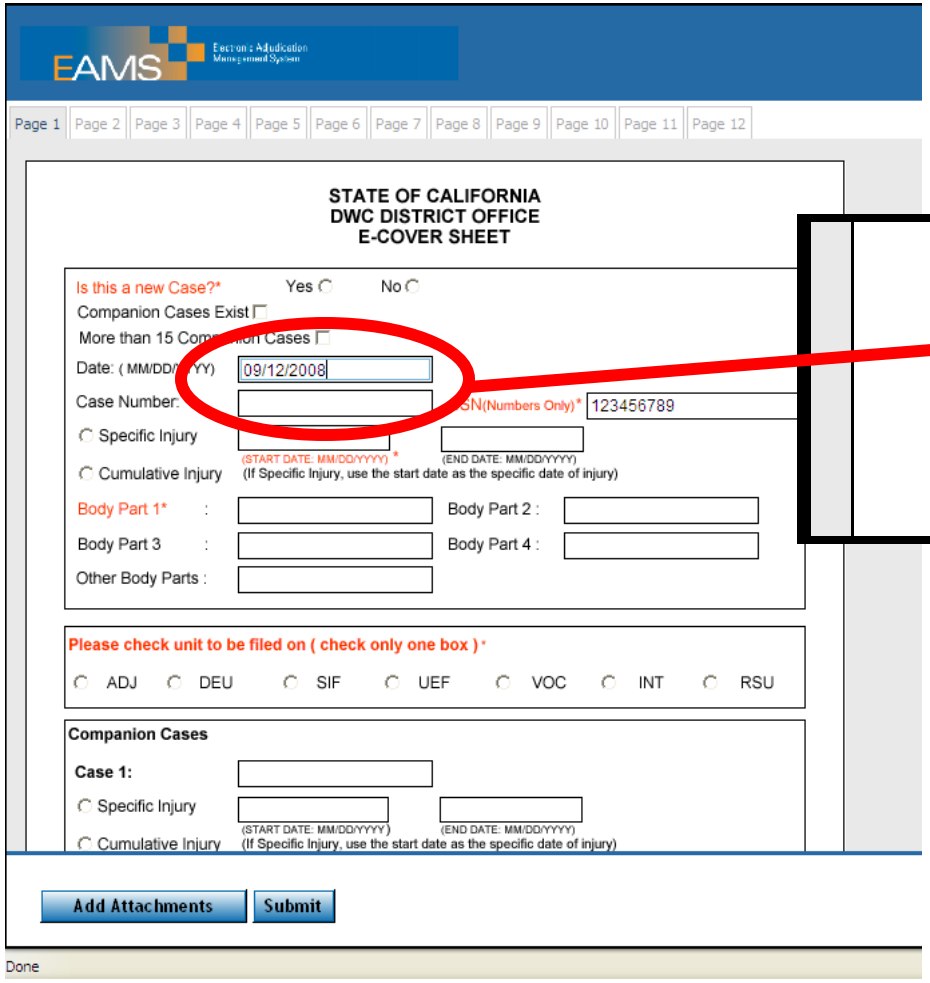
SSN – NOT a required field – but use it on case opening documents if you have it. Do not enter the dashes, just numbers

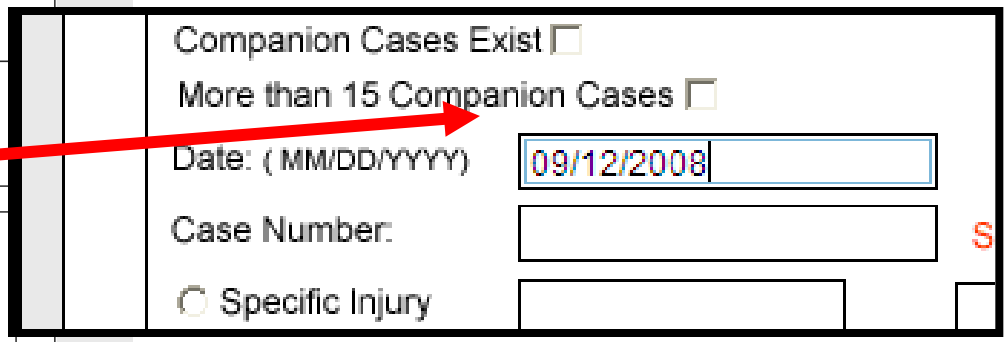


# e-forms: Date Format

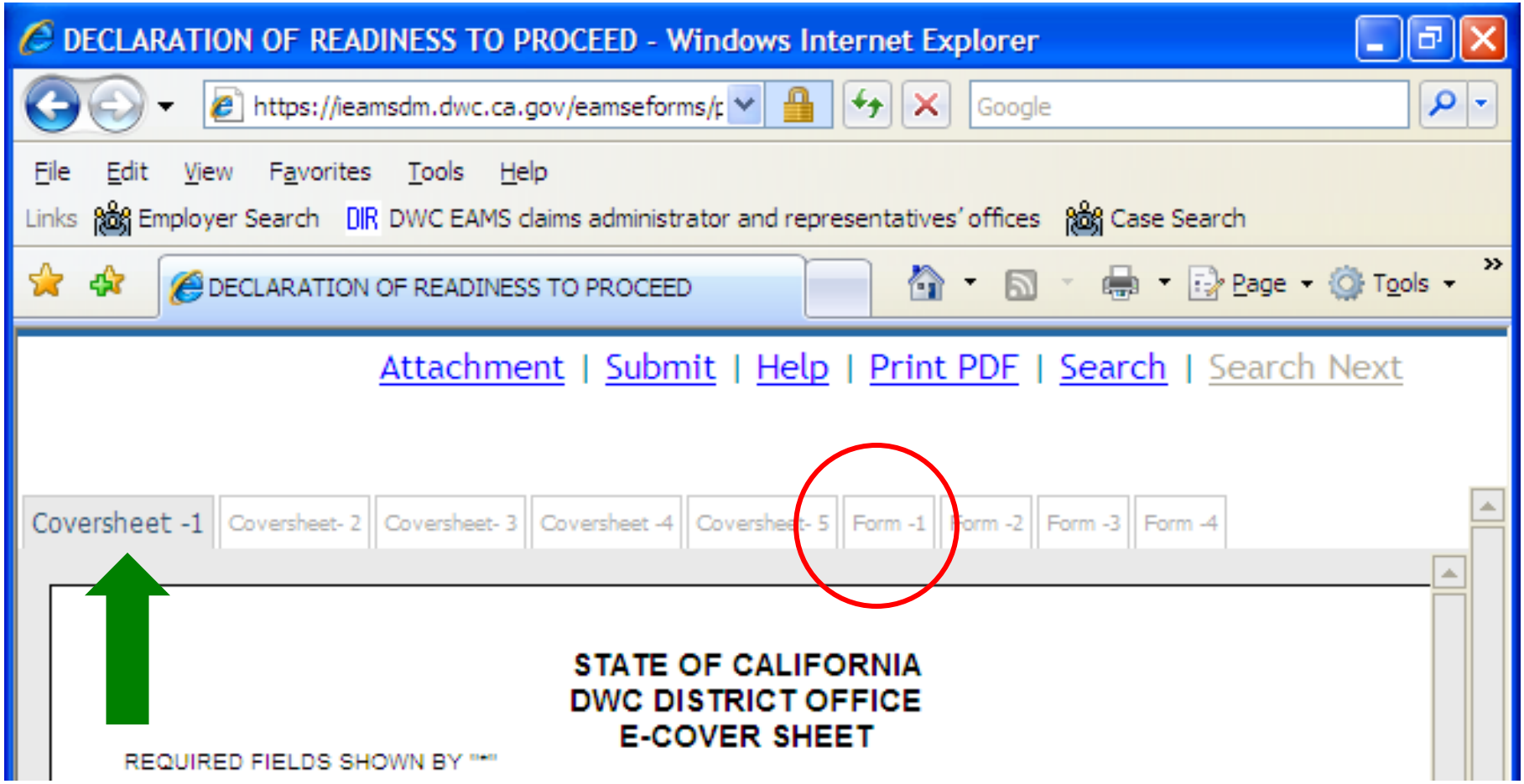
Dates MUST be in MM/DD/YYYY format – with leading “0” when a single digit month or day



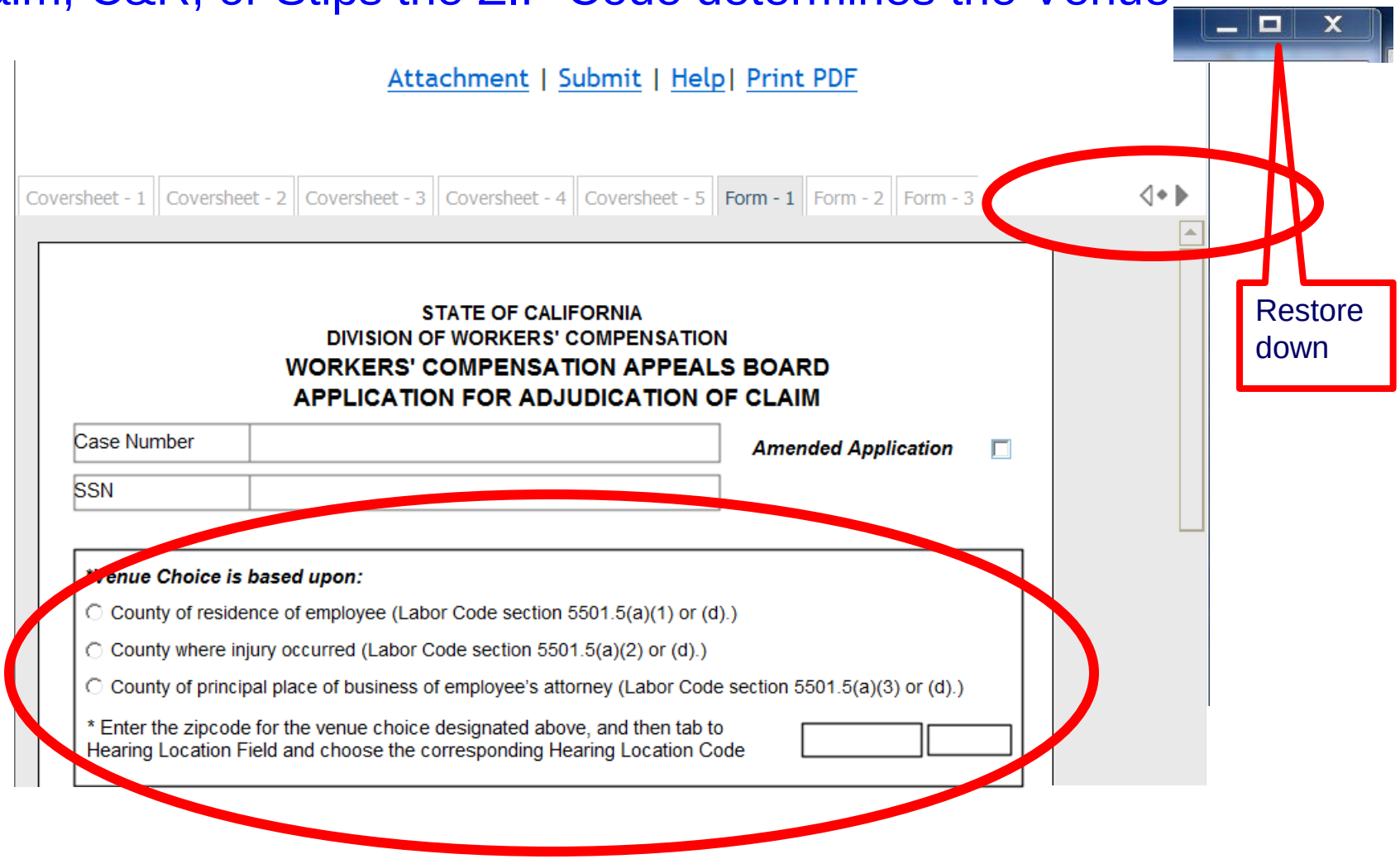
# e-forms: No Companion Cases

- If there are no companion cases, fill out Coversheet 1 and then click on Form 1



# e-forms: Venue Location

When filling out Form 1 (page 1) of the Application for Adjudication of Claim, C&R, or Stips the ZIP Code determines the Venue



# Unstructured e-form - con't



EAMS Electronic Adjudication Management System

Master Case Number*: ADJ7891234 ×

Enter Companion Case Number: ADJ3456123 ADD

Companion Case Number: Companion Case Number DELETE

After you click "ADD" the companion case number(s) moves to this field

Case Type*: ---select---

Document Type*: ---select---

*(You must select Case Type before selecting Doc Type)*

Document Title*: ---select---

*(You must select Doc Type before selecting Doc Title)*

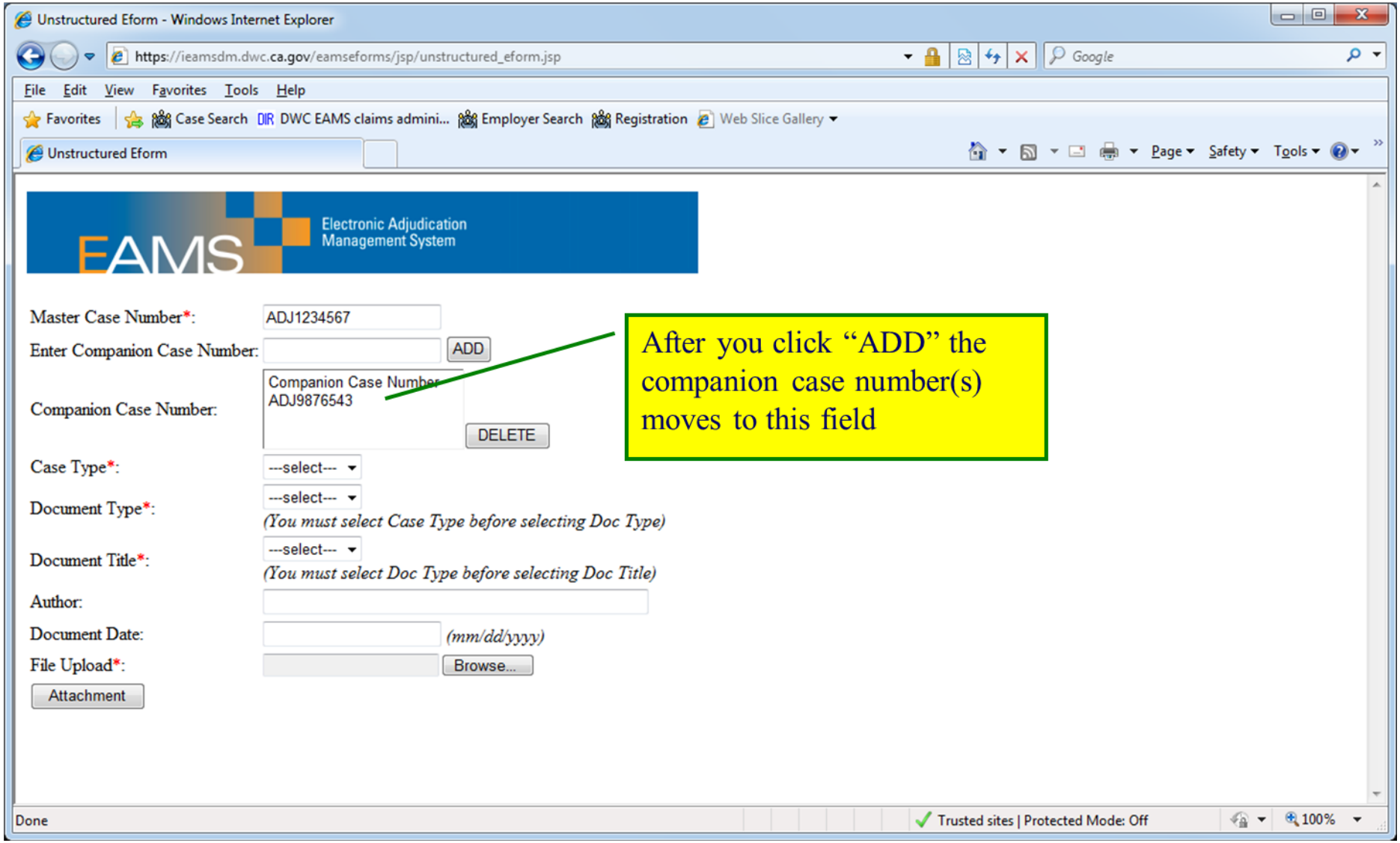
Author:

Document Date: *(mm/dd/yyyy)*

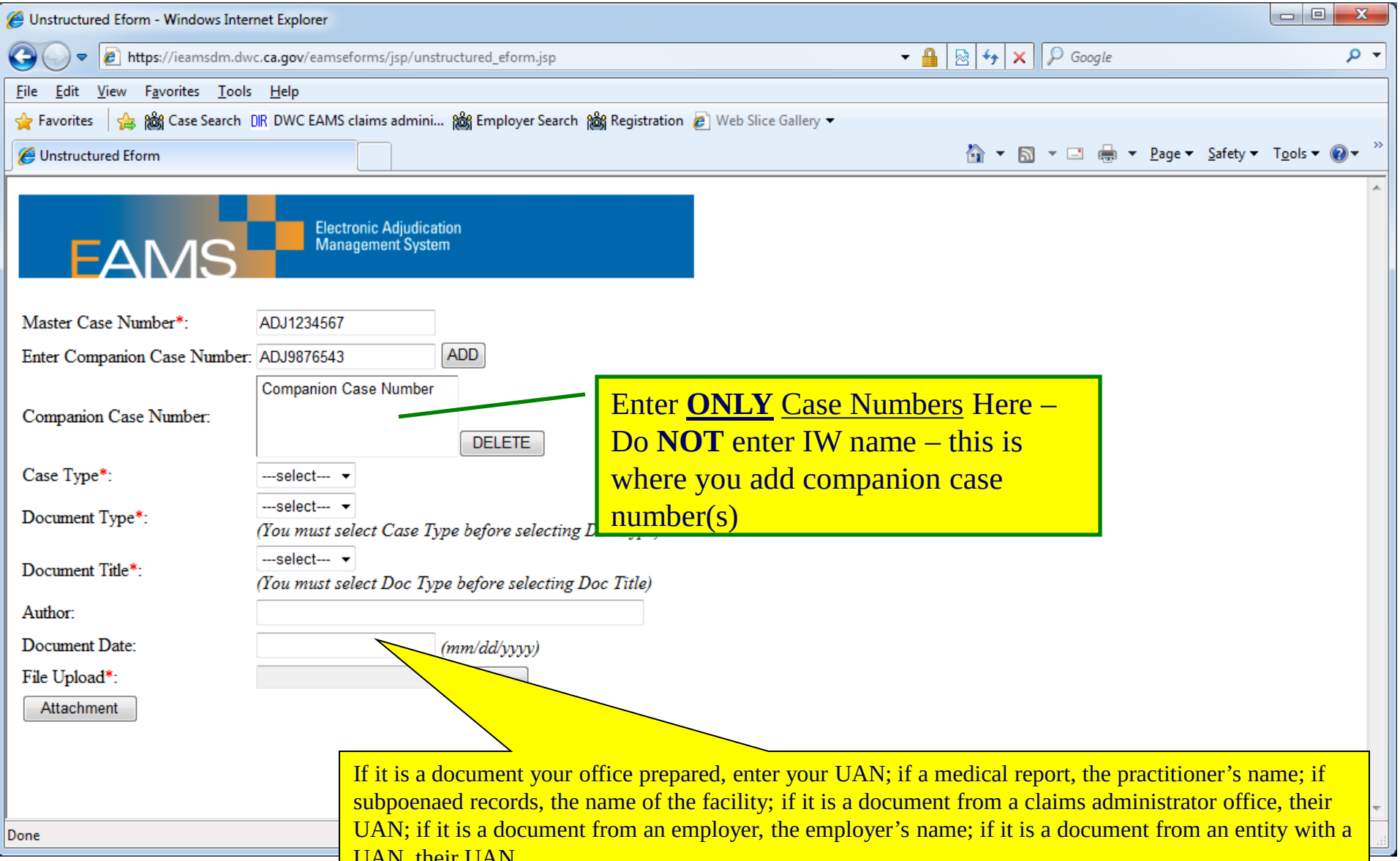
File Upload*: Browse...

Attachment

# Unstructured e-form - con't



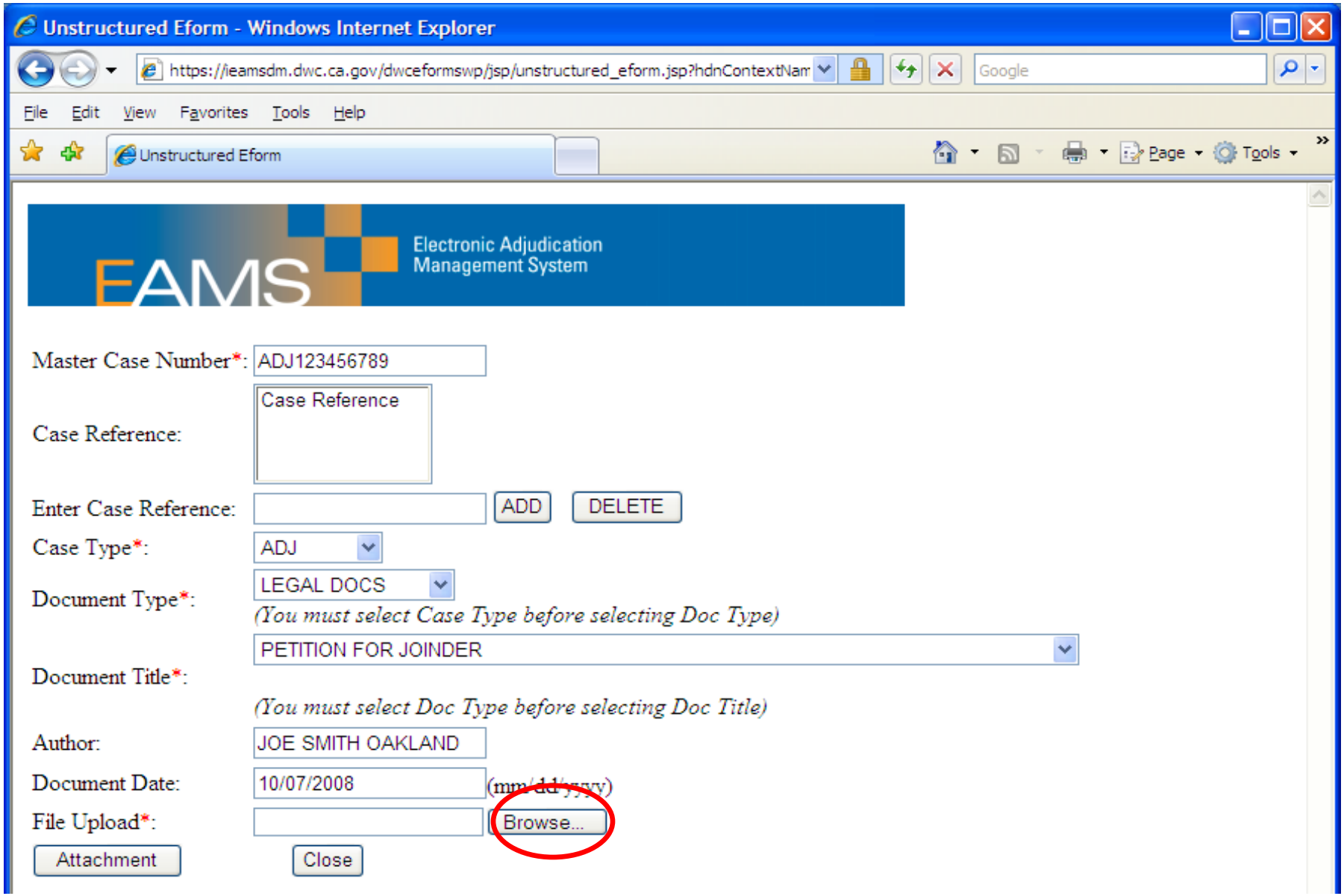
# Unstructured e-form - con't



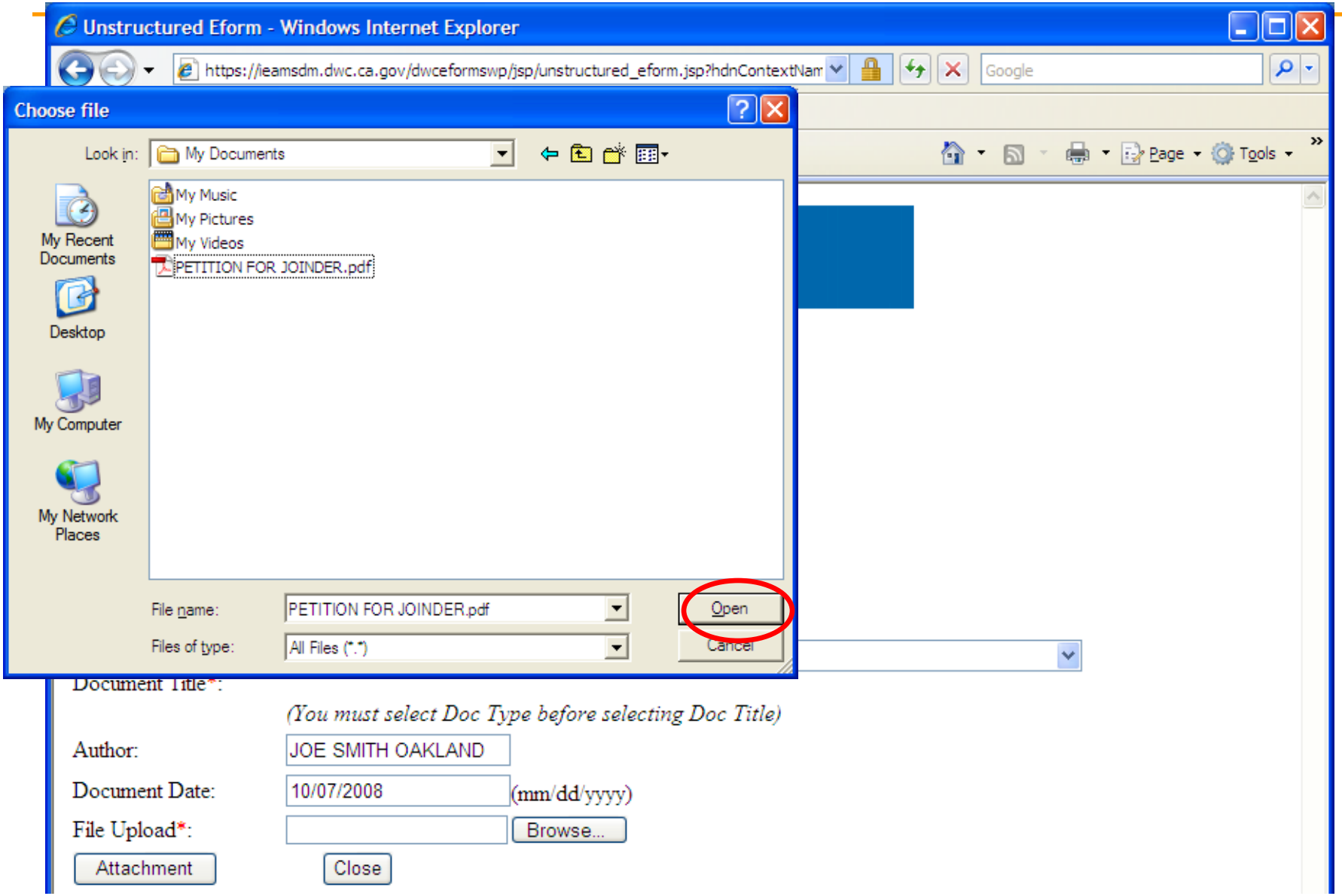

Enter **ONLY** Case Numbers Here – Do **NOT** enter IW name – this is where you add companion case number(s)

If it is a document your office prepared, enter your UAN; if a medical report, the practitioner's name; if subpoenaed records, the name of the facility; if it is a document from a claims administrator office, their UAN; if it is a document from an employer, the employer's name; if it is a document from an entity with a UAN, their UAN

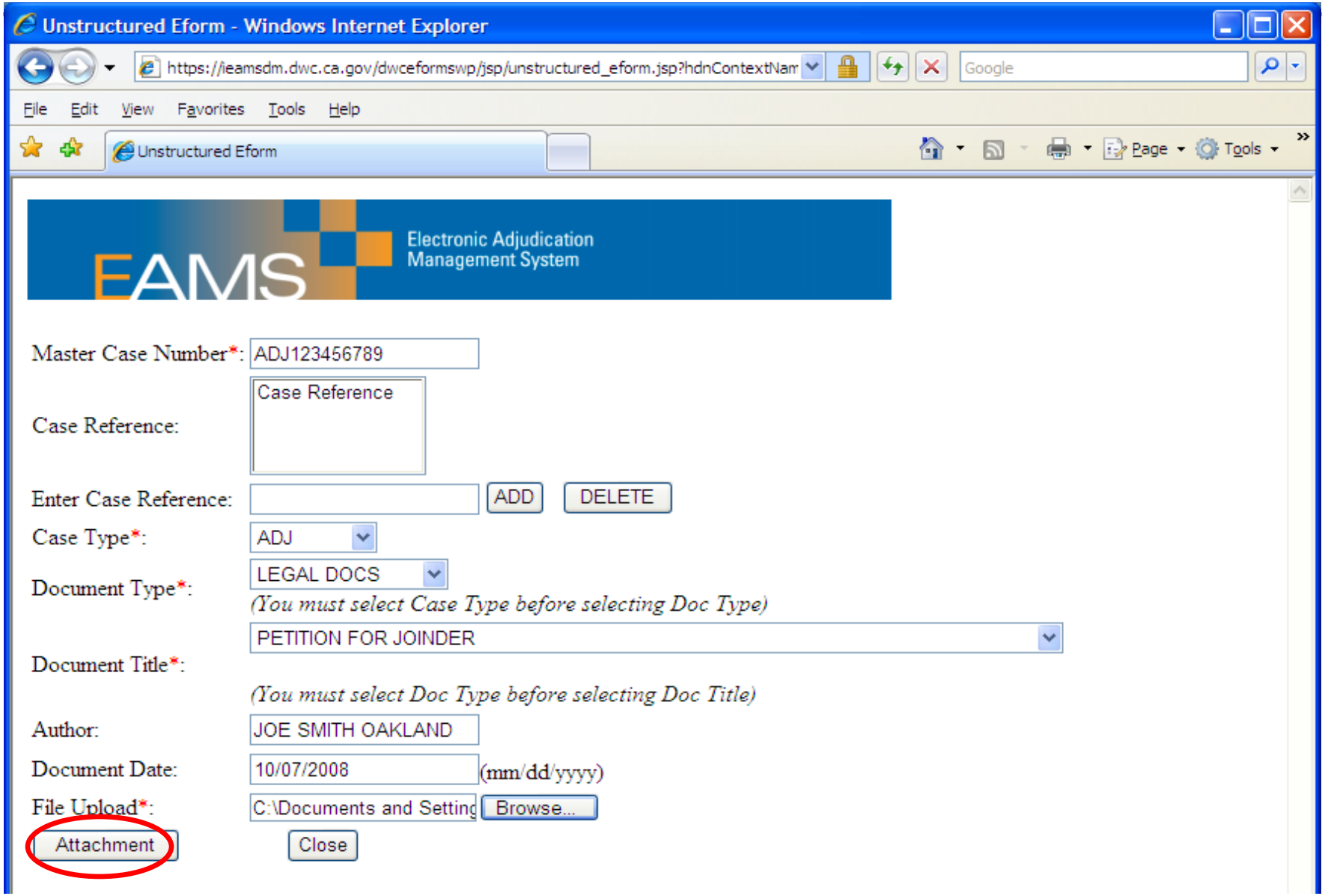
# Unstructured e-form – con't



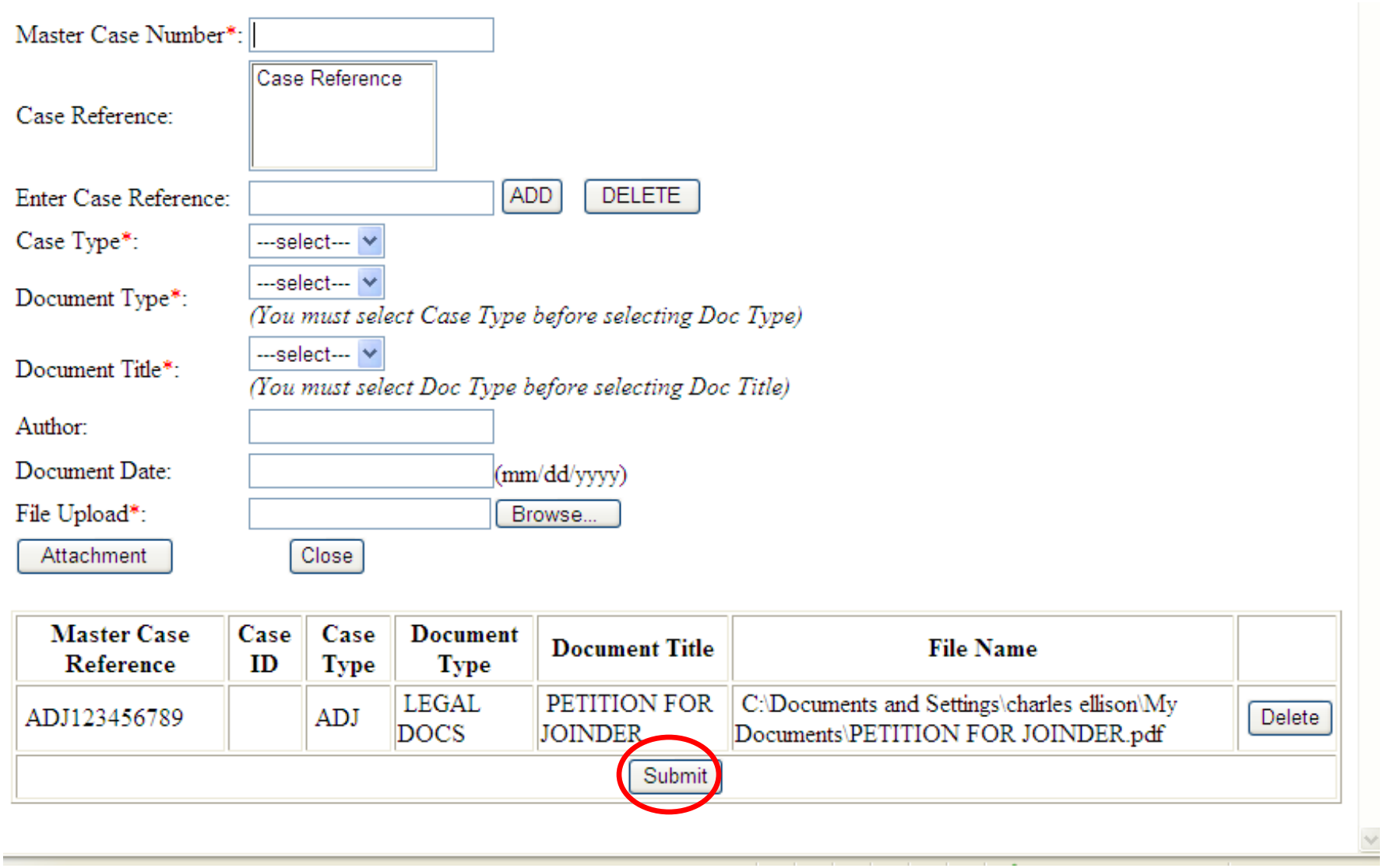
# Unstructured e- form - Select File to Attach



# Unstructured e- form - Attachment selected

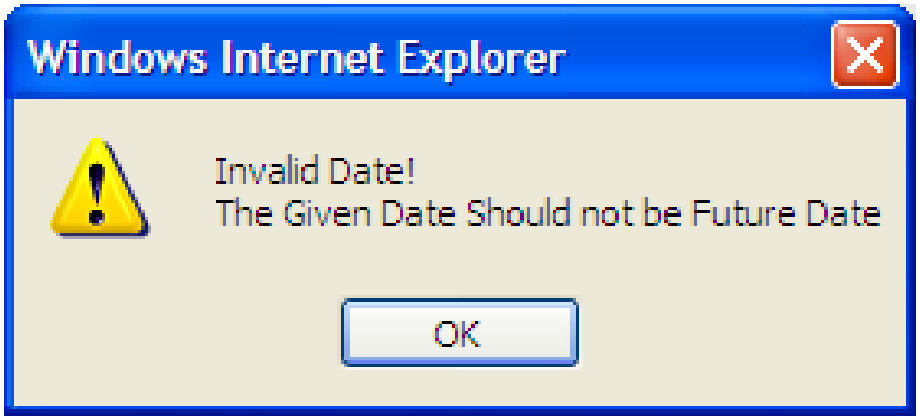


# Unstructured e- form - Ready to Submit



# e-forms: Errors

If you enter a future date in a required field, or fail to enter any information in a required field you'll get an error message when you click Submit. Click OK and you will be redirected to the specific field to fix the error. HOWEVER, if you misspell names, addresses, etc. in a required field – your document will then go to the unprocessed document queue (UDQ) where a clerk will try to figure out what went wrong.

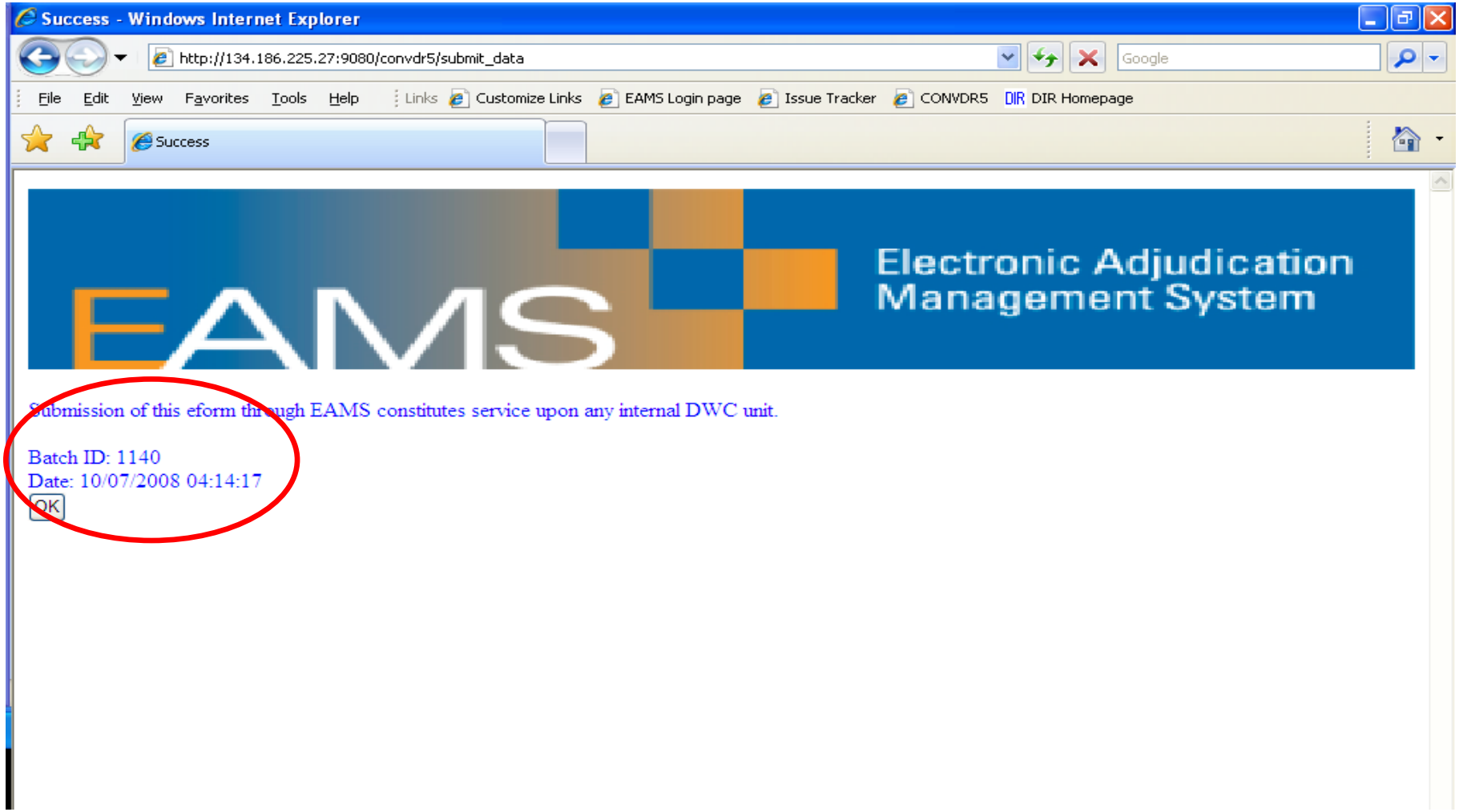


# e-forms: Document Service

- When you have to serve documents to other parties you will need to print your e-form.
- Use the “print PDF” function on the form to print all at once and/or save to your hard drive
- You only need to print the pages on which you have filled in data

- **PRINT BEFORE YOU CLICK SUBMIT**

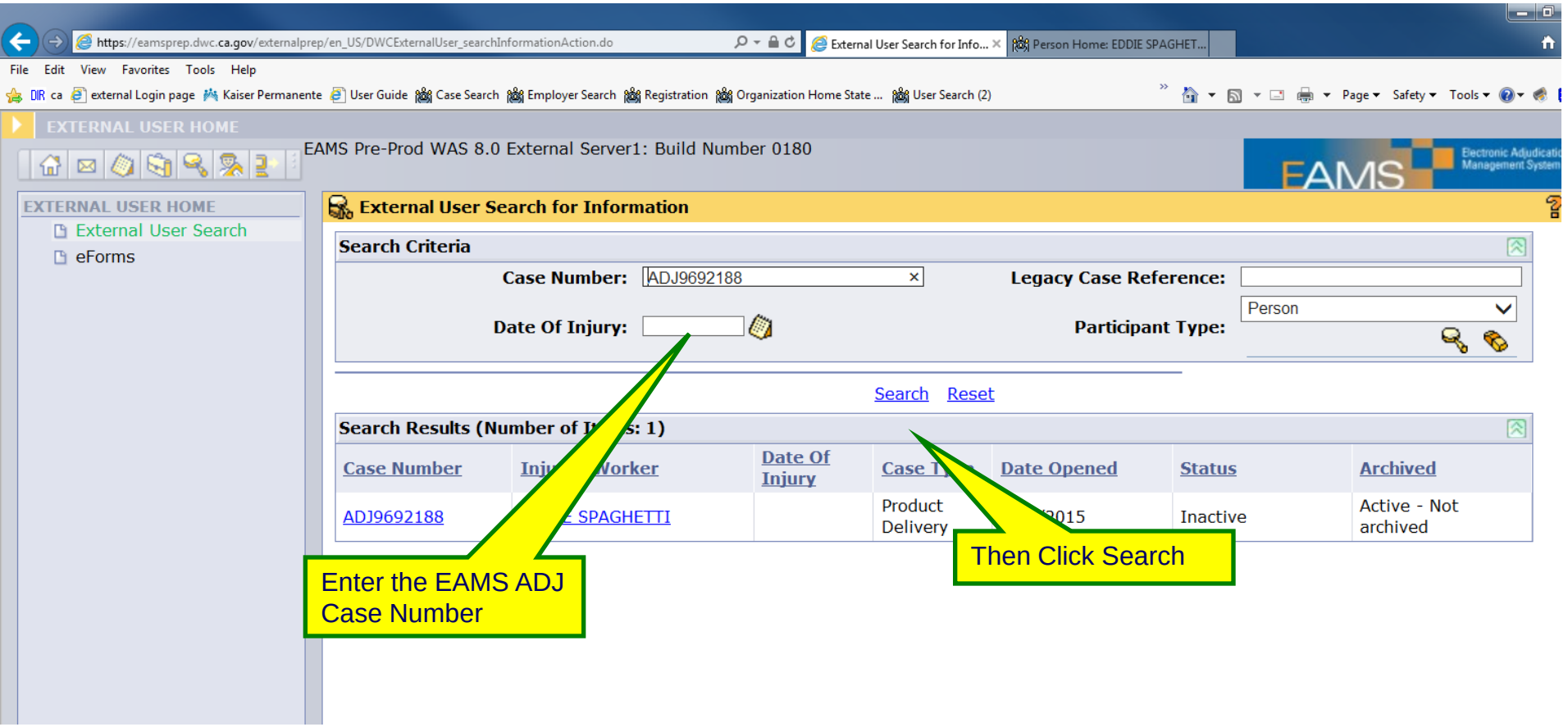
# Batch ID - Success!



# View Your Documents in FileNet

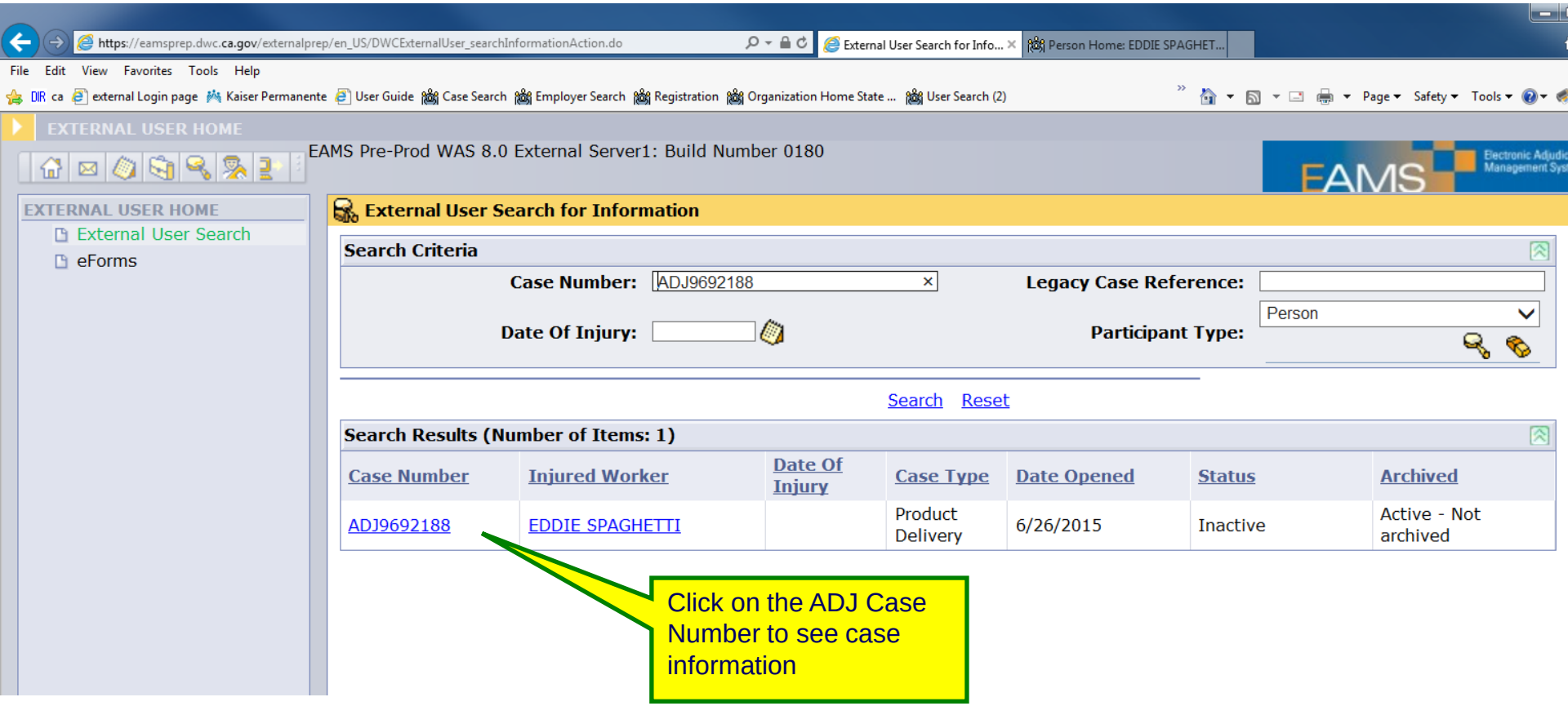
- Open the ADJ Home Page
- Click on the “INT” tab in the upper left – this opens the INT Home Page
- Scroll to the Case Documents Section – Click on the INITIALS – “ADJ”  (if you click on the case number just below it, you will go back to the ADJ Home Page)
- FileNet opens – follow the directions in the Reference Guide on how to best view the documents

# External Home Page



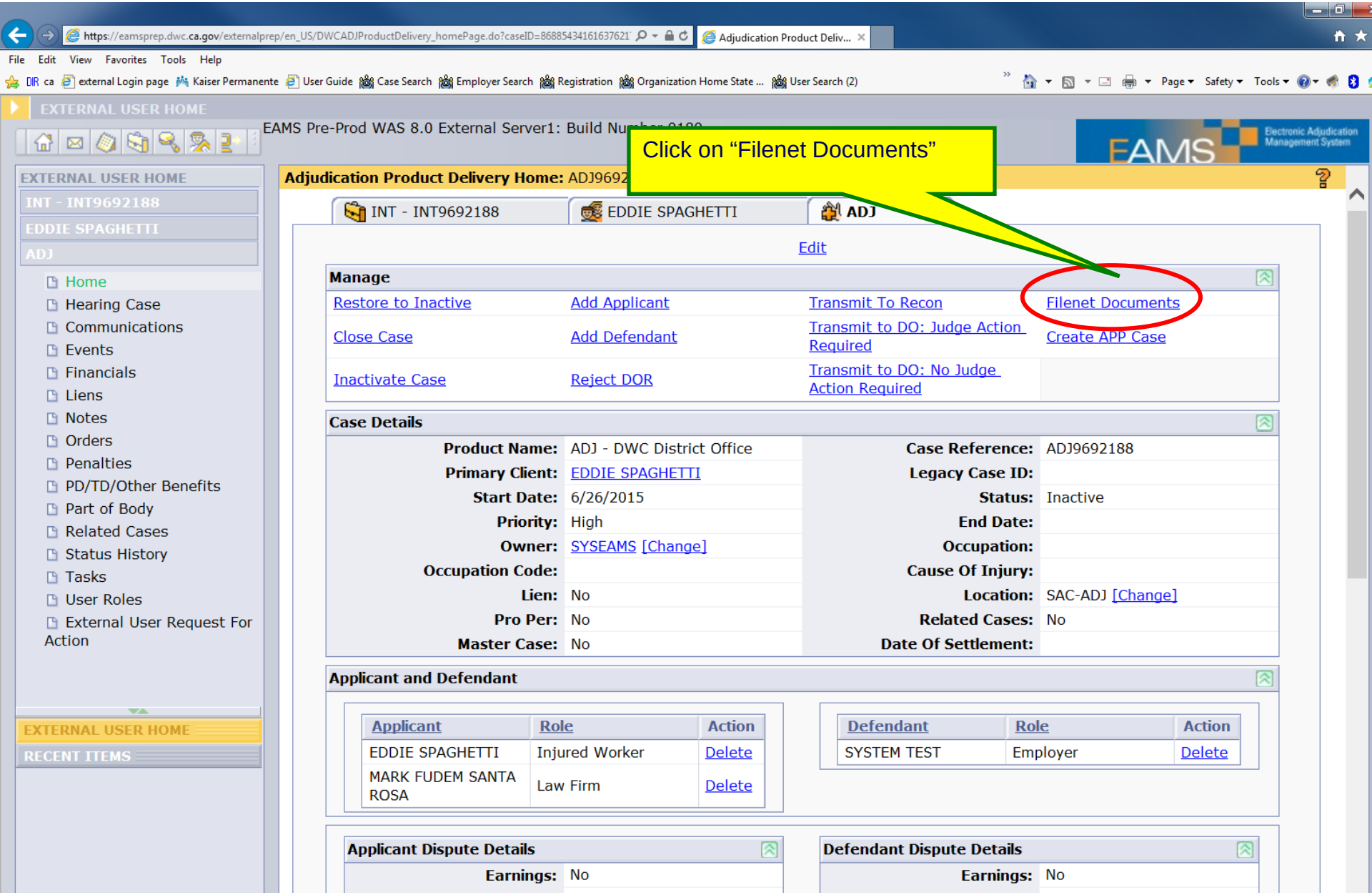
# Search by EAMS Case Number – cont'd





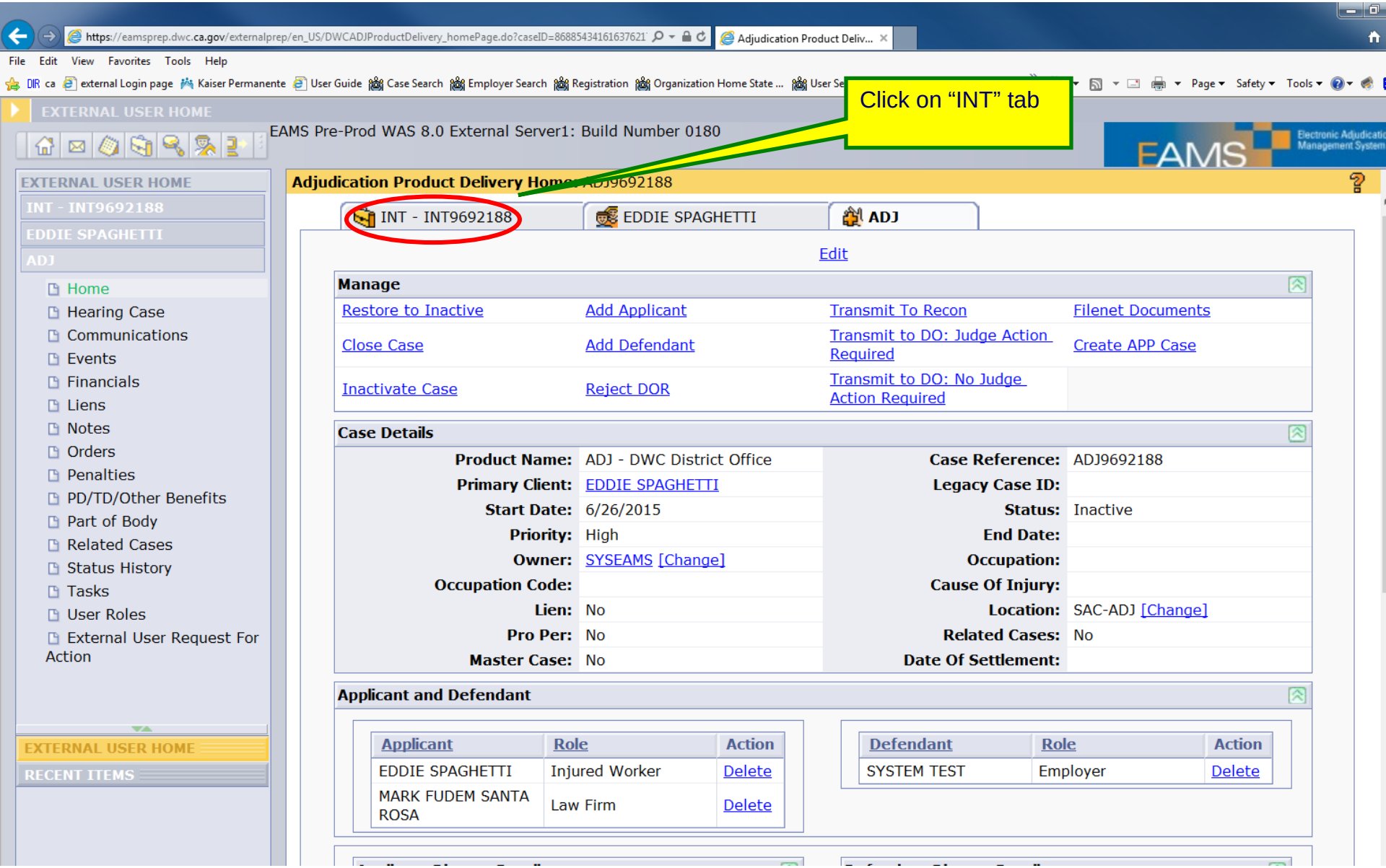
# 2 ways to access Filenet





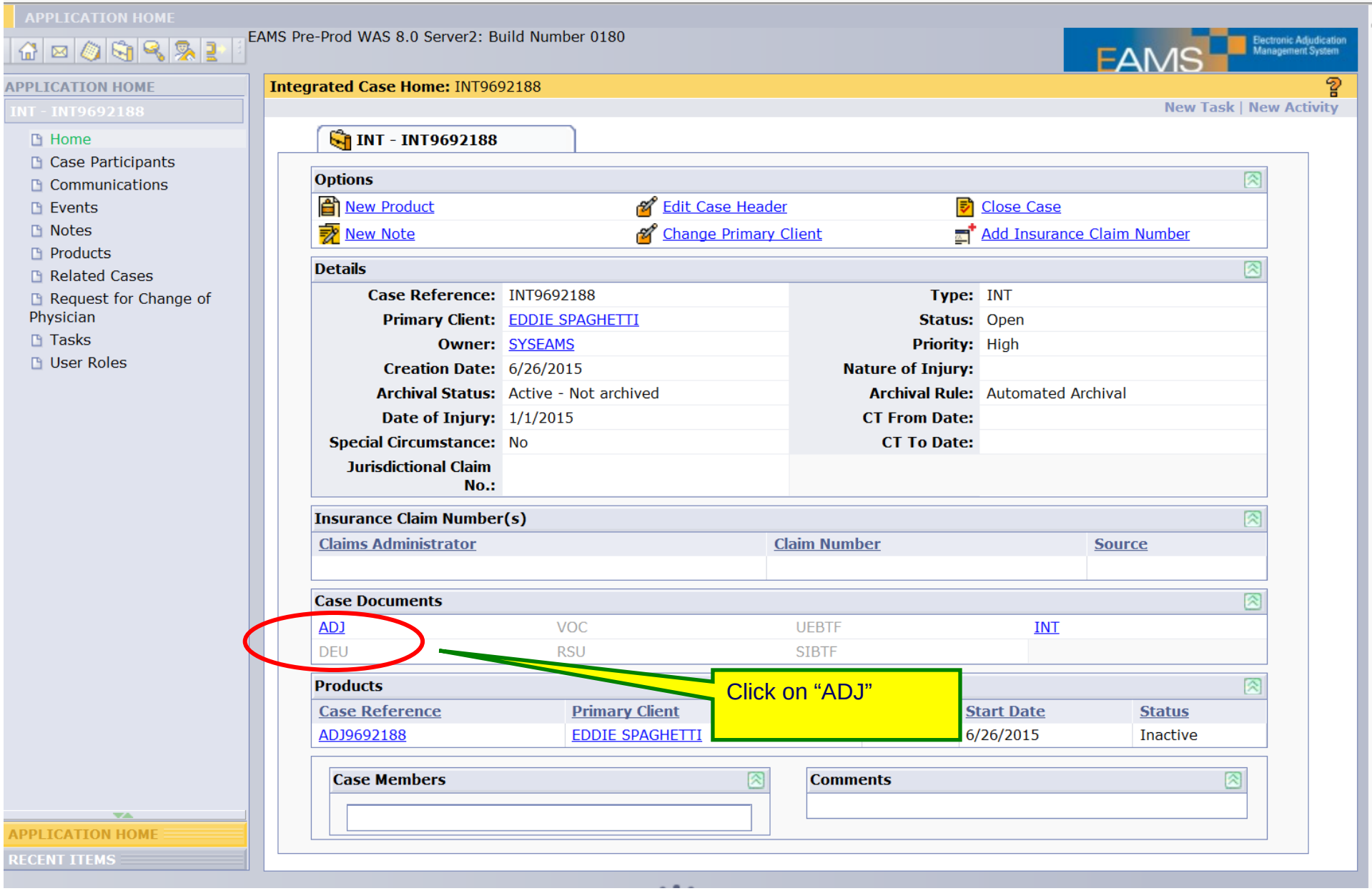
# Access Filenet – con't



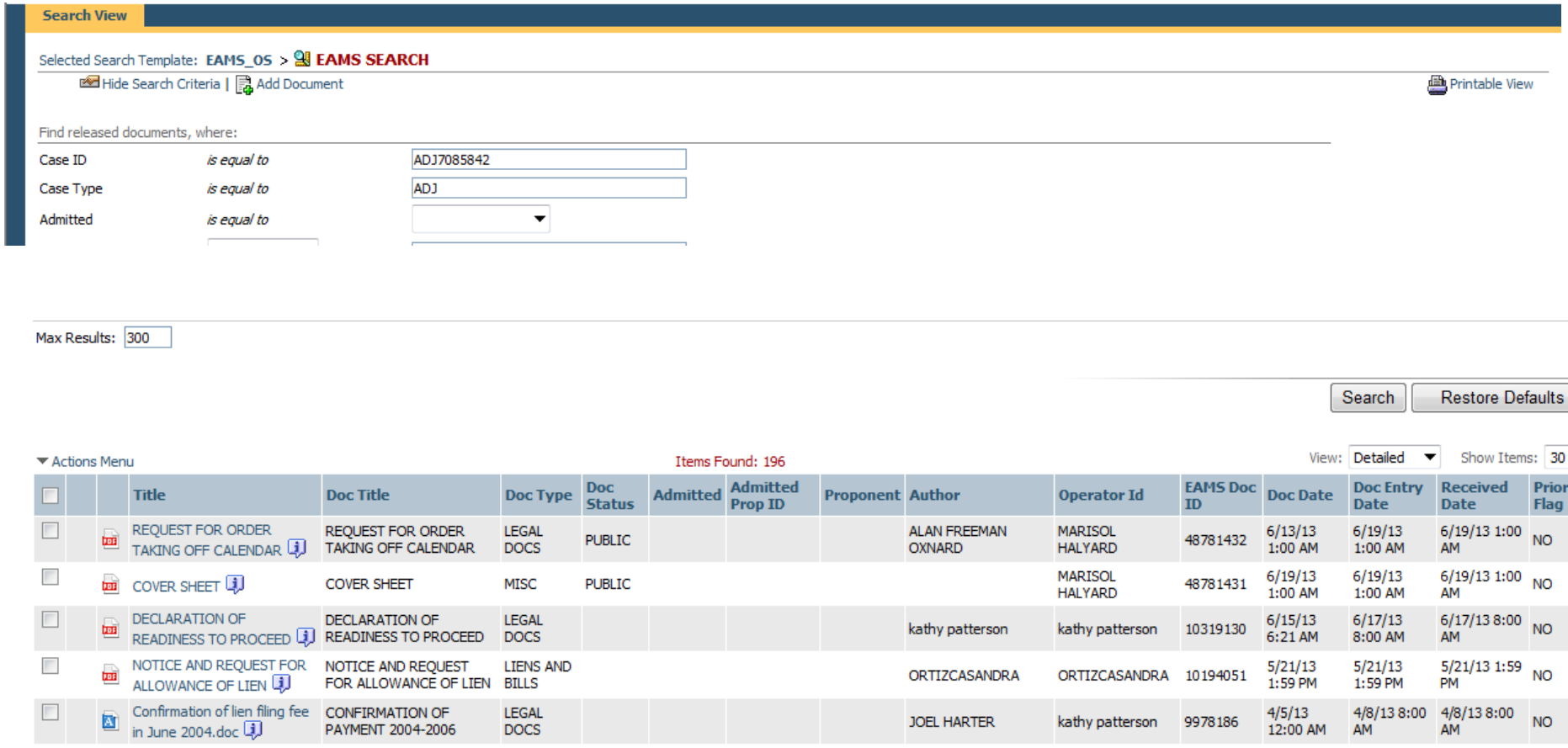


# Access Filenet - INT Home Page





# FileNet Page



# Attachments

- Do not file the following separately.  Scan them in together as a single document/attachment
  - Benefit Notices – you can separate TTD from PD notices
  - Explanation of Benefits (EOBs)
  - L C  4906(g) statements
  - Medical Management Reports
  - Physical Therapy Notes
  - PR-2 Reports

# Attachments to an e-form

- If you are submitting an e-form that will have attachments:

**Use the Attachment link at the top of the page**

- Do not submit the e-form and then fill out an unstructured e-form

# Case Number

- Biggest problem – sloppy typing – especially on unstructured e-form
- ADJ case numbers NEVER have zero for the first digit
- Do NOT just put “ADJ” in front of the Legacy Case Number
- Do NOT enter both the ADJ and Legacy Case Number
  - Example: do NOT put the EAMS ADJ number in the main case field and the corresponding Legacy case number in the companion case field – they are the same case

Master Case Number*:

Enter Case Reference: ADD

Case Reference: Case Reference DELETE

Case Type*: ---select---

Document Type*: ---select---

*(You must select Case Type before selecting Doc Type)*

Document Title*: ---select---

*(You must select Doc Type before selecting Doc Title)*

Author:

Document Date: *(mm/dd/yyyy)*

File Upload*: Browse...

Attachment

Uploaded Documents

| Master Case Reference | Case ID | Case Type | Document Type | Document Title | File Name | |
|---|---|---|---|---|---|---|
| ADJ1234567 | | ADJ | MEDICAL DOCS | AME REPORTS | C:\Documents and Settings\Charles Ellison\Desktop\Smith AME 10-1-09.doc | Delete |
| ADJ1234567 | | ADJ | MEDICAL DOCS | AME REPORTS | C:\Documents and Settings\Charles Ellison\Desktop\Smith Supplemental AME 11-1-09.doc | Delete |
| ADJ1234657 | | ADJ | MEDICAL DOCS | TREATING PHYSICIAN | C:\Documents and Settings\Charles Ellison\Desktop\Jones PR-2s 9-1-07 thru 4-1-09.doc | Delete |
| ADJ1234567 | | ADJ | MEDICAL DOCS | P & S REPORT | C:\Documents and Settings\Charles Ellison\Desktop\Jones P&S 6-1-09.doc | Delete |

Submit

Trusted sites 100%

EAMS Electronic Adjudication Management System

Master Case Number*:

Enter Case Reference: ADD

Case Reference: Case Reference DELETE

Case Type*: ---select---

Document Type*: ---select---

*(You must select Case Type before selecting Doc Type)*

Document Title*: ---select---

*(You must select Doc Type before selecting Doc Title)*

Author:

Document Date: *(mm/dd/yyyy)*

File Upload*: Browse...

Attachment

Uploaded Documents

| Master Case Reference | Case ID | Case Type | Document Type | Document Title | File Name | |
|---|---|---|---|---|---|---|
| ADJ1234567 | | ADJ | MEDICAL DOCS | AME REPORTS | C:\Documents and Settings\Charles Ellison\Desktop\Smith AME 10-1-09.doc | Delete |
| ADJ1234567 | | ADJ | MEDICAL DOCS | AME REPORTS | C:\Documents and Settings\Charles Ellison\Desktop\Smith Supplemental AME 11-1-09.doc | Delete |
| ADJ1234657 | | ADJ | MEDICAL DOCS | TREATING PHYSICIAN | C:\Documents and Settings\Charles Ellison\Desktop\Jones PR-2s 9-1-07 thru 4-1-09.doc | Delete |
| ADJ1234567 | | ADJ | MEDICAL DOCS | P & S REPORT | C:\Documents and Settings\Charles Ellison\Desktop\Jones P&S 6-1-09.doc | Delete |

Submit

Trusted sites 100%

# Companion Cases

- Do NOT select the radio button “Companion Cases Exist” nor enter any companion case numbers for:
  - Application for adjudication of claim
  - Amended application for adjudication of claim
  - Answers
  - Case opening settlement documents
  - Lien claims

# Doc Titles

- Use the correct document titles
- Refer to the Doc Type and Title list found on the e-forms website
- **Never** use Exhibit or Evidence Doc Titles
- Scanned settlement documents use ONLY
  - ADJ – MISC – CORRESPONDENCE-OTHER – even if you are doing a walk-through of the settlement – The document coversheet is where you select “walk-through” “Yes”

# Duplicate Filing

- If you don't see the document in FileNet after the next batch run, ***WAIT***, check the next morning
- If it still is not there, email the EAMSHelpDesk
  - IW name & DOB, Batch ID #, UAN – EAMS case number if used
  - ***DO NOT REFILE***

- If told it is in the UDQ, ***WAIT*** for the email from the UDQ Operator – ***DO NOT REFILE***
  - UDQ Operator may have to un-archive a case
  - May fix the problem and reprocess
  - Will email you with the problems

# Duplicate Filing – con't

- You have emailed the EAMSHelpDesk…
- If told it is **not** in the UDQ, email the UDQ supervisor, *put UDQ in the subject line to get assistance
- EFORMS@DIR.CA.GOV
- with the Batch ID, IW Name & DOB, the type of document, the EAMS case number from the Document Coversheet you filed (incorrect case number may have been entered)
  - The supervisor will email you to advise if the documents were moved to the correct case or deleted.
  - ***DO NOT REFILE*** unless the email says they were deleted

# Duplicate Filing – con't

- Right after you click "Submit" you realized you made a mistake
- Email UDQ supervisor with
  - IW Name
  - Batch ID
  - Case Number
  - Document type
  - ***DO NOT REFILE***
- If the Batch is in the UDQ it will be deleted
- If the Batch processed successfully, the documents will be deleted
- Either way, ***DO NOT REFILE*** – wait for an email

# Fields

- If there is no information to enter in a field, **LEAVE IT BLANK**

- For example:
  - SSN – if not listing, do NOT type “NONE”
  - New case – in the case number field do NOT type “UNASSIGNED”
  - Self-insured employer – in the insurance company name do NOT type “NONE” or “SELF-INSURED”

**LEAVE IT BLANK**

# Filing Date

- As you know, if you submit a batch after 5:00 p.m., or on a holiday or Saturday, assuming it is successful, the filing date is on the next DWC business day

# Labeling your Documents

- Do **not** use “EXHIBIT”, “EVIDENCE” “APPLICANT 1” etc.
- Abbreviations
  - They must make sense to anyone reading it
  - I don’t know what “LSSPOFS” or “A273458353.pdf” means
  - Some you just can’t abbreviate to make sense to everyone
  - For Example:
    - Signed C&R — Compromise and Release
    - Signed Stips — Stipulations with Request for Award
    - NOR — Notice of Representation
    - Pet 5710 — Petition for LC Section 5710 attorney’s fee
    - Pet Recon — Petition for Reconsideration
    - Answer-Recon — Answer to Petition for Reconsideration
    - Smith AME 1/4/9 — Dr. Smith’s AME report of 01/04/2009
    - POS — Proof of Service
    - PD Notice — Permanent Disability Notice
    - Wage Stmt — Wage Statement

# Non-mandatory fields

- Filling in just the marked “mandatory” fields is not enough
- Just because it isn’t mandatory doesn’t mean that the information is to be left out – just as it was pre-EAMS, you need to fill in all the information available in order for the form to be complete
- The e-form settlement document fields need to mirror or match the fields on the scanned in signed settlement document

# OCR Documents

- Do **not** attach the corresponding OCR form to your e-form
  - Exceptions:
  - Settlement Documents
  - Death Application

- Do **not** prepare OCR Coversheets and Separator Sheets for unstructured documents. The Unstructured e-form takes care of this

# Proof of Service

- Use the correct format in the upper left hand corner:

- Your proof of service needs all of the following in the upper left hand corner:
- Uniform Assigned Name
- EAMS Administrator Name
- EAMS Administrator's Phone – Direct or with Extension
- EAMS Administrator's Email
  - See instructions in the Reference Guide

# Proof of Service – cont'd

- If you are attaching a list of the case participants you are serving, make it an additional page of the proof of service and scan all the pages together so you only have one document

# Reprocessed Batch

- You receive an email that says “Your batch has been reprocessed”
  - This means that the UDQ Operator FIXED what was wrong that caused the batch to err to the UDQ and has re-submitted it
  - After the next batch run, check to see if the document(s) are in FileNet
    - If not, ***DO NOT REFILE***
    - Email the UDQ Operator for follow-up

# Self-Insured Employers

- In the Employer section, select the radio button “Self Insured”

- Do **not** enter anything in the Insurance Company section on the form – **LEAVE IT BLANK**

- You **MUST** enter the Claims Administrators’ Office UAN and address
  - If they self administer their claims, enter their UAN and address
  - If they use a TPA, enter the TPA’s UAN and address

# Form Specifics

- Get your forms and form packages correct
- Use the reference guide for instructions

# Application form package

- Application for Adjudication of Claim e-form
  - **All filers**

- 4906(g) – ADJ-LEGAL DOCS-4906(g) DECLARATION

  - **If filed by Representative for IW only add:**
- Fee Disclosure Stmt – ADJ-LEGAL DOCS-FEE DISCLOSURE STATEMENT
- Venue Authorization – ADJ-LEGAL DOCS-VENUE VERIFICATION

  - **If filed by/on behalf of Lien Claimant add**
- 10770.5 Verification – ADJ-LEGAL DOCS-10770.5 VERIFICATION

  - **All Filers add**
- Proof of Service – ADJ-LEGAL DOCS-PROOF OF SERVICE

# DOR form package

- Declaration of Readiness to Proceed e-form
- Medical Report – file one, select from below:
  - ADJ-MEDICAL DOCS-QME
  - ADJ-MEDICAL DOCS-AME
  - ADJ-MEDICAL DOCS-P & S REPORT
  - ADJ-MEDICAL DOCS-TREATING PHYSICIAN
  - If the issue is non-medical, attach one document addressing the issue using ADJ – MISC – CORRESPONDENCE-OTHER
  - **If filed by/on behalf of Lien Claimant add**
- 10770.6 Verification – ADJ-LEGAL DOCS-10770.6 VERIFICATION
- Proof of Service (all filers) – ADJ-LEGAL DOCS-PROOF OF SERVICE

# Lien form package

- Notice and Request for Allowance of Lien e-form

| | |
|---|---|
| • 10770.5 Verification | ADJ-LEGAL DOCS |
| • Proof of Service | ADJ-LEGAL DOCS |
| • 4903.8(d) OR 4903.8(a)(b) | ADJ-LIENS AND BILLS |
| • Original Bill | ADJ-LIENS AND BILLS |

- File the itemized statement of charges with the lien. Remember to serve the other parties all documents.

# Lien form package updates

- All lien submissions must include an Original Bill
- Medical liens filed on or after 1/1/2017 that require payment of lien filing fee must provide additional information in the lien form
  - Rendering provider information
  - Billing provider information
  - Declaration under Labor Code Section 4903.05(c)
    - first section must be filled out; additional sections to be used only for additional providers

# Lien eform changes

**NOTE: ORIGINAL BILL AND ITEMIZED STATEMENT JUSTIFYING THE LIEN MUST BE ATTACHED**

**Provider Information (Completion of this section is required if filing a lien under Labor Code section 4903(b).)**

| | | | |
|---|---|---|---|
| Provider Type | | | |
| Other Provider Type | | | |
| Rendering Provider's Name | | | |
| Rendering Provider's NPI | | Rendering Provider's License/Cert No | |
| Billing Provider's Name | | | |
| Billing Provider's NPI | | Initial Date of Service | |

**Declaration pursuant to Labor Code section 4903.05(c). (Completion of this section is required if filing a lien under Labor Code section 4903(b).)**

**I declare under penalty of perjury under the laws of the State of California that the Lien Claimant is a provider or proper assignee of the provider and the following is true and correct:**

**• The dispute that is the subject of this lien is not subject to independent medical review and independent bill review; and**

| | |
|---|---|
| The Provider: | |

( Signature of Lien Claimant)

1/12/2017
(MM/DD/YYYY)

# Lien updates

- Medical liens filed between 1/1/2013 and 12/31/2016 must file a 4903.05(c) Declaration by 7/1/2017
  - New eform created:  SUPPLEMENTAL LIEN FORM AND SECTION 4903.05(c) DECLARATION
    - (must include the lien reservation number)
    - Tool tips in each field to help
    - First provider section must be filled out
    - Additional sections to be used only for additional providers

# Ratings

- Pro Per (unrepresented)

  Use only these e-forms:

  – EMPLOYEE'S PERMANENT DISABILITY QUESTIONNAIRE AND REQUEST FOR SUMMARY RATING-QME REPORT

  or

  – REQUEST FOR SUMMARY RATING DETERMINATION-PRIMARY TREATING PHYSICIAN REPORT

- If you do not have an DEU case number, file it as a NEW CASE

- If you attach a proof of service use the attachment link on the e-form and use DEU-MISC–PROOF OF SERVICE

# Ratings – con’t

- Represented IW
  - Use DEU Prefix even if DEU PDU does not exist – Guide page 54-55

    Use only this e-form:
- REQUEST FOR CONSULTATIVE RATING

- When you attach a proof of service use the attachment link on the e-form and use DEU-MISC–PROOF OF SERVICE

Division of Workers' Compensation

EAMS Electronic Adjudication Management System

CA Department of Industrial Relations

# EAMS Help Desk

# Contacting the EAMS Help Desk

- e-form users to contact EAMS Help Desk when you have question(s)/problem(s)
- Preferred method of contact is:

  1) Send an e-mail to EAMSHELPDESK@DIR.CA.GOV

  2) Call the Call Center @ 1-888-771-3267

  **Hours: 7 a.m. to 6 p.m.**

  - e-mails after 5 p.m. may be handled the next business day

- NOTE: Only the administrator or alternate may contact the EAMSHelpDesk

# e-form Submission

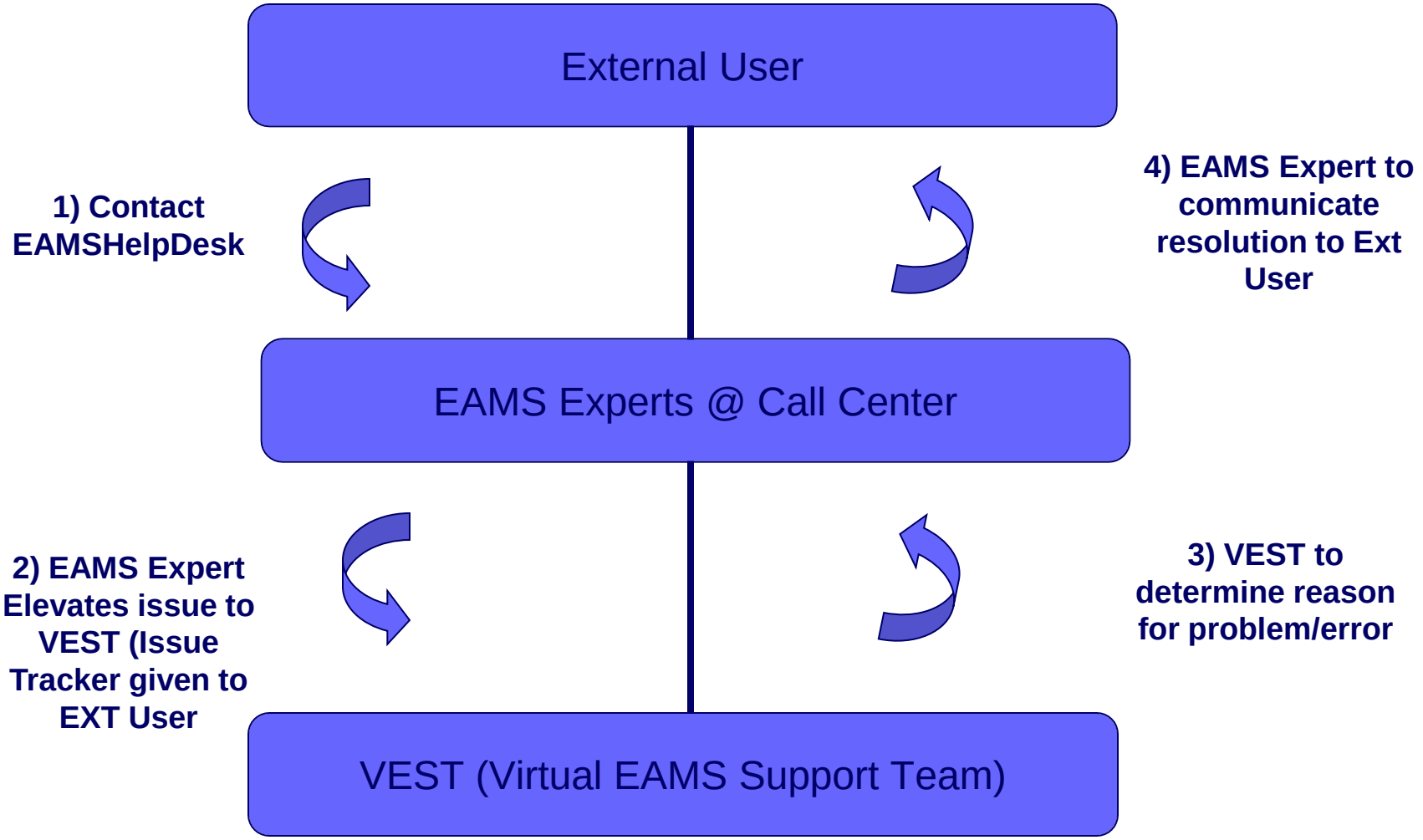
- Completion of e-form submission will generate a batch ID#
- Print batch ID# and keep for future reference
- Verify next day to see if your e-form was successfully submitted in case
- Don’t see it???
- E-mail information to EAMSHELPDESK@DIR.CA.GOV so we can research to see what happened to the e-form – remember, **only** the primary or alternate administrator can email the EAMSHelpDesk

  (Please include Batch ID #, case #, IW’s name, and the type of e-form submitted, screen shots when appropriate, your contact information including your UAN)

# Problem Solving in EAMS

- If EAMS expert is unable to determine problem after researching issue will be submitted to “issue tracker”
- What is issue tracker?
  - Additional team of EAMS experts who investigate and resolve issues
  - Issue tracker ID# will be given to external user as a reference number to track status
  - Upon response from issue tracker, external user will be contacted and notified of outcome

# Problem Solving Chain of Command



# Helpful Hints

- Take screen shots of error messages
- How? **ALT + Print Screen** then save into a Word document and attach to your e-mail for EAMS Help Desk to view & possibly submit to issue tracker
- 15 minutes of inactivity on EAMS will time you out
- 30 minutes of inactivity on e-form will time you out & you will have to start e-form all over

# e-form Filer Partnership

- Patience & teamwork
- e-form participants help find potential bugs
- Thank you!!!

Division of Workers' Compensation

EAMS Electronic Adjudication Management System

CA Department of Industrial Relations

# The UDQ

# What's the UDQ?

- Unprocessed document queue
- Where forms with mistakes end up
- Processed centrally
- Currently have three (3) UDQ Operators

# Staying out of the UDQ

- Review your case in EAMS to get all information you need to file your document BEFORE you file it – check for correct spellings, addresses and dates

- If you are a case participant and can't see your case in EAMS, E-mail the EAMS Help Desk **before** you file your document

- Please use the EAMS case number, not the legacy case number on your documents. Use the case number lookup tool on the Web site.

# Staying out of the UDQ

- Don’t check a box/radio button unless you mean it—you can’t uncheck, you will have to exit and start from scratch
- Leave fields blank where they do not apply: If there is no applicant or defense attorney, leave the fields blank. Do **NOT** type N/A, NONE, IN PRO PER or anything else in the field
- If filing a case opening document, application, C&R, Stips, do **NOT** type "unassigned" in the case number field: Leave it blank; when filing new or amended applications, answers, liens do **NOT** include companion case numbers on the Cover Sheet, even if they exist

# Staying out of the UDQ – Amended Application

- Filing an amended Application for Adjudication: make sure the amended box is checked!
- You must enter the DOI on the Document Coversheet – failure to do so results in a default DOI being assigned.
- In paragraph 2 or in an addendum, please identify what is being amended, such as DOI, DOB, Name, Body Parts, etc.– for example, **“Amending DOI to 01/01/2010.”** We have to manually make the change so we need to know what you are changing.
- If you are changing the claims administrator in an amended Application, enter the new one in that section on the e-form, noting the change in paragraph 2 or an addendum.

# 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 name field. Unless the employer is uninsured, this field must always have an UAN
- If the employer is self-insured, Do **NOT** put a name and address in the insurance company fields – they are not given the role of insurance company
- Claims administrators & lien claimants filing applications: You are the "applicant" in this instance; if there is an attorney representing the defendant or lien claimant, their UAN goes in the applicant attorney field

# Staying out of the UDQ: Document Titles

- Use the proper document title for attachments:
  - The drop down list contains DWC external users titles only
  - 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

- What if there is no document title for your attachment?
  - First question: Does the document require immediate review and action by a Judge?
  - If no, it will be filed under ADJ – MISC - CORRESPONDENCE – OTHER
  - If yes, the document is filed ADJ – MISC - TYPED OR WRITTEN LETTER

# Staying out of the UDQ: Document Titles cont'd

- Examples:
  - A QME Notice – yes, it is a letter, but does not need to go to the **immediate** attention of the judge
  - Use ADJ – MISC – CORRESPONDENCE-OTHER

  - Cross-examination of Rater (see Reference Guide)
  - File DOR requesting Conference
  - File LETTER requesting case be set for testimony
  - Use ADJ – MISC – TYPED OR WRITTEN LETTER

  - It is extremely rare that you would use TYPED OR WRITTEN LETTER

# Staying out of the UDQ: LIEN FILING

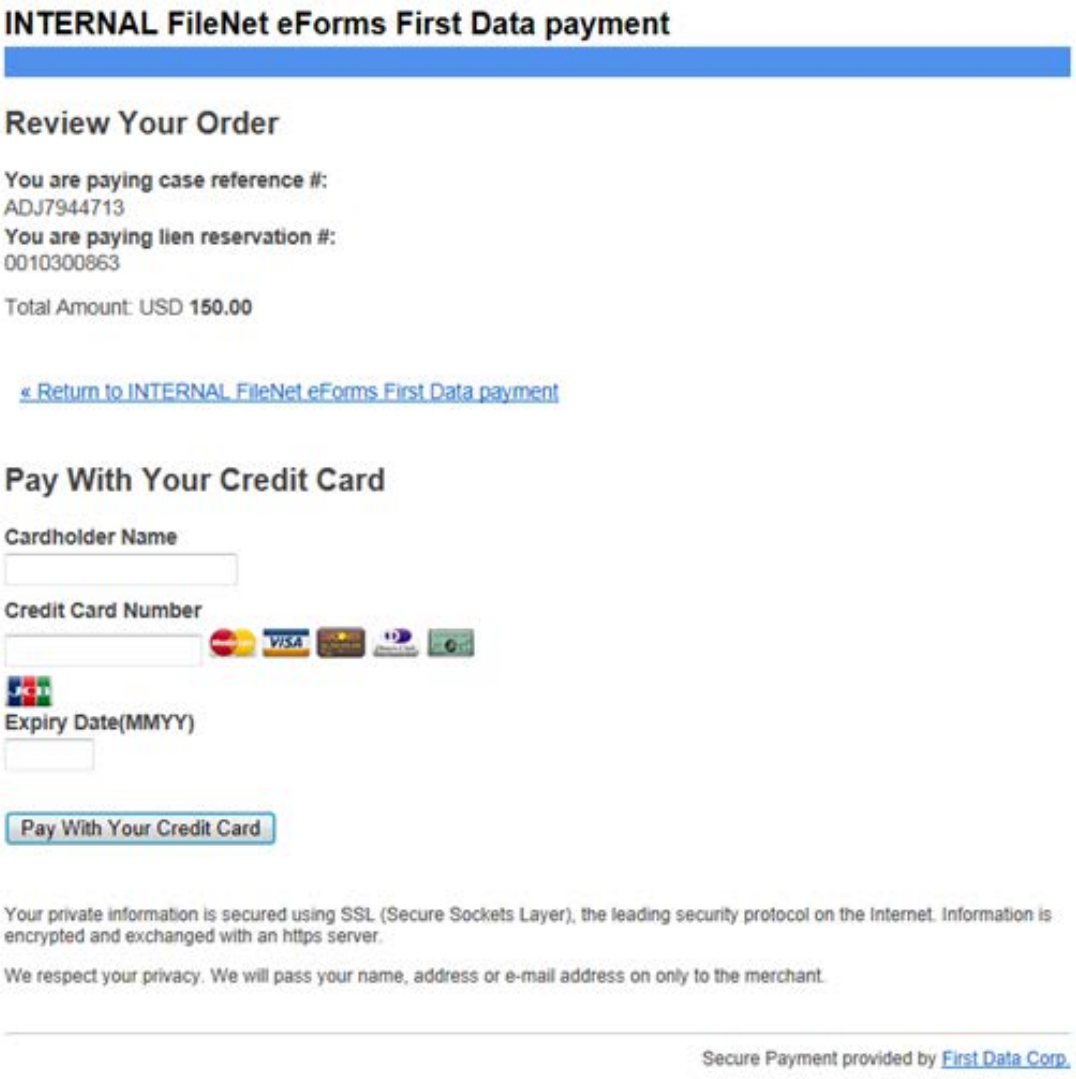
- **ALL LIENS MUST BE FILED AS ORIGINAL** – Enter the date you prepare the lien in the field “DATE OF ORIGINAL LIEN” – this is the same date as entered on the Document Cover Sheet
- No amended liens can be filed with the board!
- Proof of service and 10770.5 verification are attached separately *note the new attachments for exempt liens

  If something on your lien has changed, do not file amended lien with the board; however, you must serve the other parties with the amended lien.

  – To Withdraw a lien, the drop down you will use is (external titles to use is incorrect)

  ADJ-LIENS AND BILLS-REQUEST FOR WITHDRAWAL OF LIEN

# New Lien procedures for 2013



# Staying out of the UDQ: Other Tips

- Please do **NOT** file cover letters.  They are not needed
- Do **NOT** file copies of prior MOH/Awards/Orders; they are already in the District Office file
- If an e-form was filed and the attachments or proof of service were not filed; Do **NOT** file the same e-form again; just file the attachments/proof of service using the unstructured e-form
- Filing to do a walk-through:  **BEFORE** going to the District Office you **MUST** verify that the documents are in EAMS

# Staying out of the UDQ: Other Tips

- When entering EAMS case numbers on the Cover Sheet, the DOI field can be blank, and ensure that none of the boxes are checked for specific or cumulative trauma; this also applies to companion cases; but, make sure the case numbers are correct and belong to the correct injured worker
- Please be sure to enter your UAN on the Notice of Representation or Substitution of Attorney; e.g. “Please enter our appearance for XXXXXXXX.  Our UAN is XXXXXXX”
- If you are filing a Dismissal of Attorney with a Substitution of Attorney, scan them together as a single multi-page document.

Division of Workers' Compensation

EAMS Electronic Adjudication Management System

CA Department of Industrial Relations

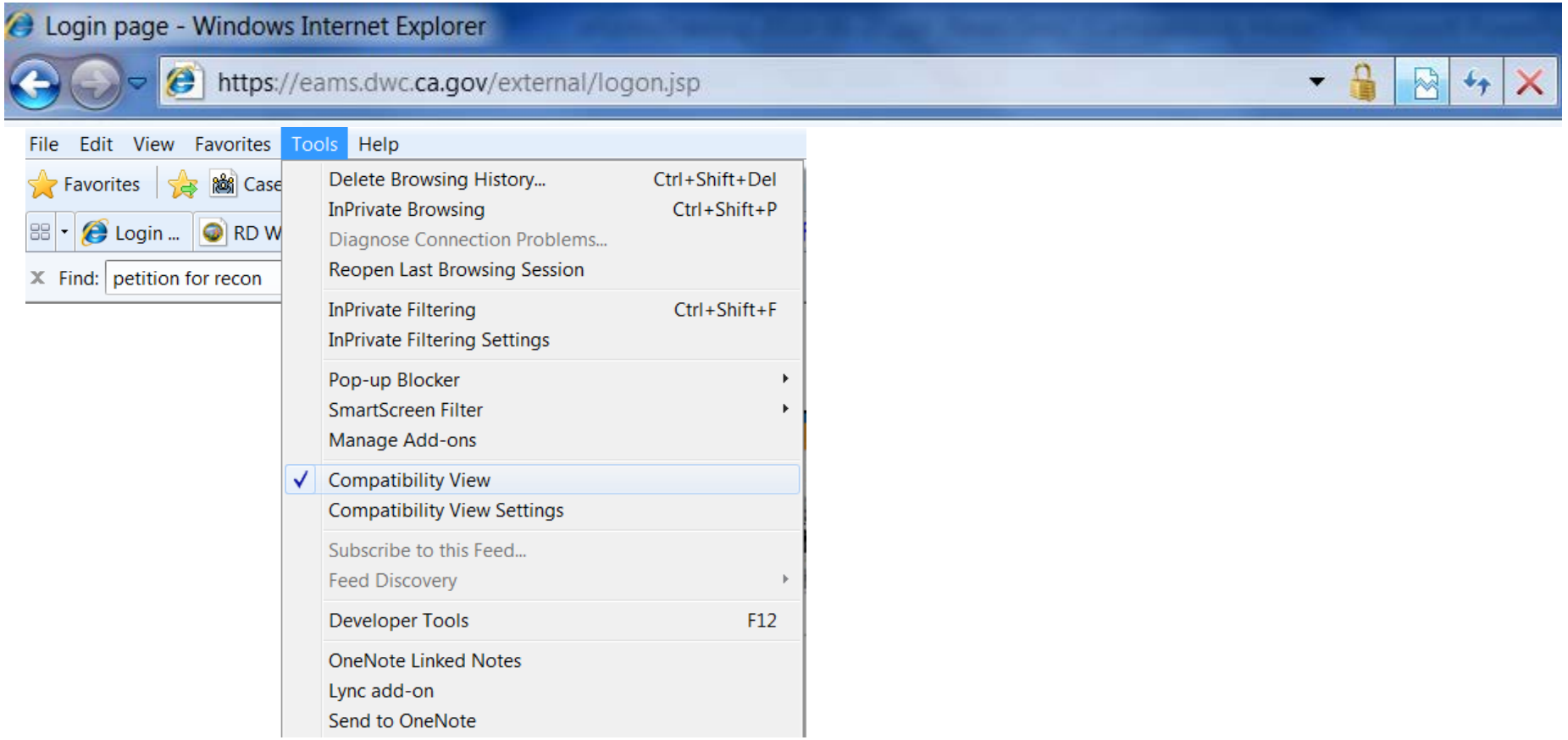
# Tips & Tricks

# e-forms Tips and Tricks

- Take advantage of the available tools and resources!
  - EAMS Web site
  - EAMS Help Desk
- Administrator and alternate
  - Managing the login and password
  - Training
  - Problem solving
  - Contacting the EAMS Help Desk
- Provide feedback!
  - Report problems
  - Report useful tips

# e-forms Tips and Tricks

- Use Internet Explorer
  - Compatibility issues
  - Trusted Sites



# e-forms Tips and Tricks

- ORDER: Gather all pertinent info AHEAD OF TIME
  - EAMS case numbers
  - Uniform assigned names
  - Addresses for parties
  - Body parts, etc.
- PREPARE, SIGN and SCAN all documents to be submitted with your e-form *ahead of time*.
- LOG-OUT - Fill out your e-Forms *without interruptions* to avoid being logged out from EAMS/e-forms
- PRINT your e-Form *before submitting* & serve on parties

# e-forms Tips and Tricks

- E-filing allows for:
  - Accurate, faster submission time for you
  - Faster document processing at the District Office
  - Immediate submission status check

*Overall efficiency and timely results*

AND IT'S EASIER!

# Filling out e-forms by Copy and Paste

- Copy text blocks from your report and paste them into your e-form
- e-forms and mice don’t like each other:
  - Trick for right-hand mouse users: Use <CTRL>c to copy, <CTRL>v to paste
  - Trick for left-hand mouse users: Use <CTRL><Insert> to copy, <SHIFT><Insert> to  paste

# Copy and Paste your Batch ID Info

- Highlight your Batch ID number, date and time
- To copy, press Ctrl + c
- Open your Batch ID spreadsheet
- Paste this info into the proper field
- You can add the IW name, case number and the type of document filed
- This provides a central list of the batches submitted

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# Q&A