

Division of Workers' Compensation



EAMS Train the Trainers Session October 23, 2008



The Training Team

Judge Colleen Casey, DWC
Judge Jorja Frank, DWC
Judge Roger Tolman, DWC
Judge Mark Fudem, DWC
Judge Charles Ellison, DWC
Judge Cynthia Quel, DWC
Stephen Angelides, DWC
Jackie McConnie, DWC
Richard Neumann, DWC
Peter Melton, DWC
Susan Gard, DWC
William Giden, DWC
Linda Enriquez, DWC
Cynthia Leatherman, DWC

Denise Spelzini, SCIF
Evelyn Gotera, SCIF
Cheryl Kurpieski, Majestic Insurance
Aida B. Cook, Zurich
Nancy Heredia, Employers Insurance
Marc Glaser, Liberty Mutual
Gina Gartison, Liberty Mutual
Jett Ricafort, CompWest
Renee Sherman, Floyd, Skeren & Kelly
Linda Atcherly, CAAA
Lorna A. Voboril, Law Office of Lorna A. Vobo
Yvonne Lang, Pearlman, Borska & Wax
Wolf Schubert, Law Offices of T. Mae Yoshida
Kim Lincoln-Hawkins, EDD



The Paper Dilemma



3



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



4



Today's Process Details

- Focus on filing, not working in EAMS
- Going FAST
- Moderator to keep us on track
- Presentations, followed by Q&A
- Materials on the Web
- Restrooms
- Cell phones off



5



Agenda

- **10-10:10 a.m.:** Overview of EAMS and purpose of training
- **10:10-10:20 a.m.:** Decision point: e-Forms or OCR forms?
- **10:20-10:40 a.m.:** Uniform assigned names
- **10:40-11 a.m.:** Q&A on decision point and assigned names
- **11-11:30 a.m.:** OCR form filing
- **11:30 a.m.-noon:** Q&A on OCR form filing
- **Noon-1 p.m.:** Lunch on your own
- **1-1:45 p.m.:** e-Form trial overview and computer based training review for e-Form filers
- **1:45-2 p.m.:** EAMS help desk
- **2-2:15 p.m.:** The UDQ
- **2:15-3 p.m.:** Q&A on e-Form filing, the EAMS help desk and the UDQ



6



Division of Workers' Compensation



EAMS Decision Point: Are You an e-Form or Paper Form Filer?



Main Decision Considerations

- Currently ONLY two methods to get forms and documents into EAMS:
 - ✓ **e-Forms**
 - ✓ **Paper OCR forms**
- Advantages and disadvantages of each
- Timing of when each method can be used
- Available resources



EAMS e-Forms

- Web-based
- Filled out / submitted electronically on line
- Structured tabbed format
- Filled out one at a time
- Do not auto-populate
- Require a logon and password to access
- Filled form can be saved to hard drive and printed using new “print to PDF” function



9



EAMS OCR Forms

- Paper
- Files submitted same as current process (by mail or in person)
- Require files to be structured using new cover sheets and document separator sheets
- Available on DWC Web site without logon
- Auto-populate “ready”



10



EAMS Filing Method Major Considerations

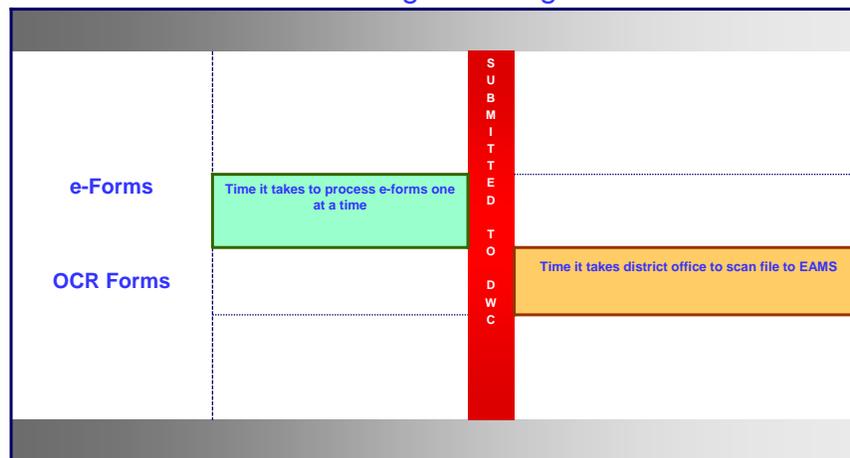
Neither filing method is perfect and both have potential impacts on your business process (depending on how you work now) and how district offices will function (depending on the amount of paper received)

	e-Forms	OCR forms
External user business process	Enter data individually	Auto-populate ready
DWC district offices	Submitted directly to EAMS	Scanning required
Printing for service	Print and/or save entire form at once through PDF print function	Print entire form at once through auto-populate process
File setup	System automatically structures file	User must structure file for submission with cover sheets and document separators



EAMS Filing Method Major Considerations

Processing time diagram



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	



Filing Method Action Items

- **OCR forms test lab: EAMS@dir.ca.gov “Test Lab Reservation”**
 - ✓ DWC headquarters offices in Oakland
- **e-Forms trial: EAMS@dir.ca.gov “E-Forms Trial Request”**
 - ✓ Began Sept. 22, continues until e-Form regulations effective
 - ✓ Must file all documents in EAMS using e-Forms for duration of trial
 - ✓ Must have status of party, lien claimant or representative
 - ✓ Your **location** gets one logon and password (i.e., each claims administration **office**, representative **office**, lien claimant **filing office**, etc)
 - ✓ You must designate one person responsible for the logon issued to your location



Division of Workers' Compensation



EAMS Uniform Assigned Names



Uniform Assigned Names

- Proposed Rule 10217
- Participant matching on forms
- Claims administrators' offices
- Representatives' offices
- Matching on name only



Pre-registration

- 1,400 representatives' offices
- Law firm CD's
- 35 case threshold
- 700 claims administrators' offices
- 50 case threshold
- Name = name/location combination
- Assigned by DWC
- Posted on Web site & updated



17



Live 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



18



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 - Windows Internet Explorer". The search interface includes a "SELECT 1" dropdown menu with the option "claims administrators' offices' or representatives' offices" selected. Below the search bar, there are links to "Database search instructions" and "Download tab-separated files for claims administrators' offices or representatives' offices".

19

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 "Submit Search" and "Clear Form" buttons. 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

20

Representative Search Results

DWIC EAMS - representatives' offices search

Back to [claims administrators' offices and representatives' offices](#) 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

EAMS No	Name	Addr 1	Addr 2	City	State	zip
	HANNA BROPHY					

List of representatives' offices

EAMS No	Name	Address Line 1	Address Line 2	City	State	ZIP	Phone	Service	Updated
4995983	HANNA BROPHY BAKERSFIELD	PO BOX 12488		OAKLAND	CA	94604	(661) 397-1212	US Mail	8/26/2008 11:16:00 AM
4538047	HANNA BROPHY FRESNO	PO BOX 12488		OAKLAND	CA	94604	(559) 435-9923	US Mail	8/26/2008 11:19:00 AM
4995984	HANNA BROPHY LOS ANGELES	PO BOX 12488		OAKLAND	CA	94604		US Mail	8/26/2008 11:19:00 AM
4435415	HANNA BROPHY OAKLAND	PO BOX 12488		OAKLAND	CA	94604	(510) 939-1180	US Mail	8/26/2008 11:00:00 AM
4660719	HANNA BROPHY REDDING	PO BOX 12488		OAKLAND	CA	94604	(830) 223-6010	US Mail	8/26/2008 11:19:00 AM
4860841	HANNA BROPHY RIVERSIDE	PO BOX 12488		OAKLAND	CA	94604		US Mail	8/26/2008 11:20:00 AM
4930676	HANNA BROPHY SACRAMENTO	PO BOX 12488		OAKLAND	CA	94604	(916) 925-8411	US Mail	8/17/2008 6:02:00 PM
	HANNA BROPHY	PO BOX					(811) 443	US	8/26/2008

21

Using Uniform Assigned Names on Forms

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.

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

SCIF **assigned name not required here**

Insurance Carrier Name (Please leave blank spaces between numbers, names or words)

1750 E 4TH ST
Insurance Carrier Street Address/PO Box (Please leave blank spaces between numbers, names or words)

Santa Ana City CA State 92705 Zip Code

DWC-CA form 10214 (c) (Rev. 7/2008) (Page 2 of 9)

Claims Administrator Information (if known and if applicable)

SCIF INSURED BAKERSFIELD **assigned name required here**

Name (Please leave blank spaces between numbers, names or words)

PO BOX 65005
Street Address/PO Box (Please leave blank spaces between numbers, names or words)

PINEDALE City CA State 03650 Zip Code

IT IS CLAIMED THAT:

1. The injured employee born [redacted] alleges that he/she sustained [redacted]

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

Received Date: []

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: **MEDICAL DOCS**

Document Title: **MEDICAL REPORTS**

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

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

Office Use Only

Received Date: []

Unknown Zone

Division of Workers' Compensation



Q&A Panel: Decision Point and Uniform Assigned Names



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



29



OCR Form Filing Agenda

- The importance of filing using OCR forms
- The timeline for when the forms should be used
- 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



30



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



31



OCR Form Filing Importance

- 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



32



OCR Form Filing Importance Cont'd.

- In 2007, there were 138,615 applications; 335,599 DOR's and 333,421 hearings held
- Use of the proper OCR form ensures speedy processing of these documents and timely setting the case for hearing
- If you use an "old" form Application or DOR, the information must be manually entered into the system by the district office clerical staff, increasing the time for processing your documents and setting a hearing



33



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



34



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



35



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



36



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 or legacy 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



37



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



38



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



39



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



40



Demonstration

- DOR



41



Division of Workers' Compensation



Q&A Panel: OCR Form Filing



Division of Workers' Compensation



e-Form Trial Overview and CBT Review for e-Form Filers



Introduction

During our discussions we will cover:

- The e-Form trial, what it entails, who is participating and how e-Forms impact EAMS
- We will go through those portions of the computer based training (CBT) relating to e-Forms completion and submission to give you a clear understanding of the e-Form process and how similar it is to the OCR filing process – JUST WITHOUT PAPER!!!
- Managing user name and logon, since each location will only be given ONE



e-Form Trial Overview

- Before ability to participate in the e-Form trial:
 - Organization must complete and sign the e-Form trial application and agreement
 - Organization must complete the CBT and obtain the EAMS user certification after completing the testing with a score of at least 80% (when available)
 - Username/ logons will be assigned upon completion of the above
 - Three rounds of e-Form trial participants already working in e-Forms
- ONE username/logons will be distributed PER entity location



45



e-Form Trial Overview Contd.

- EAMS e-Form trial started on Sept. 22, 2008
- The e-Forms trial is not an opportunity for offices to "try out" e-Forms because it is not a test—it is real filing in real cases
- It's a voluntary commitment and a legal contract for the office/entity to use e-forms exclusively during its participation
- Be **excited** about actually being "**paperless**" in your dealings with the DWC as you embrace the change



46



CBT Review for e-Form Filers

- Just as we discussed OCR forms in detail and how to complete them and file them we will now go through the CBT to illustrate working in the e-Form environment.
- Similar to OCR filing, completion of the DWC forms in the e-Form environment will be more time consuming than you are used to but the question for you as an external user is on which end do you want your time /resources spent – by you at the filing stage or by DWC staff and later your administrators, representatives and attorneys at the appearance stage?



47



Submitting eForms



Submitting eForms in EAMS

In EAMS you may submit an electronic form or eForm available on the DWC website. Examples include a Declaration of Readiness to Proceed, Application for Adjudication of Claim, or Request for Consultative Rating.

Page 05 of 45

Click Next to continue.

Exit (alt+x)

Course Map (alt+m)

Help (alt+h)

Glossary (alt+g)

Print (alt+p)

Back (alt+b)

Next (alt+n)

EAMS Submitting eForms 

Submitting an eForm

eForms are submitted on the Internet.
 Note: If you have any additional documents to be submitted with the eForm and your document is in hard copy format, scan the documents you want to submit so that you can upload them to EAMS electronically. You will attach the electronic copy to the eForm.

1. Visit the DWC website, log into EAMS and click the eForms link.
2. Select the relevant eForm link from the displayed list.
3. Fill in the form online.
4. If you have supporting documents to be submitted click the **Attachment** button:
 - i. Select the relevant **Document Type** and **Document Title**.
 - ii. Fill in the Document Date (the date of the document itself, not the date it is being submitted).
 - iii. Fill in the Author's name if appropriate (for example, the name of the doctor who completed a medical report that you attach).
 - iv. Click the **Browse** button and select the electronic copy of the document to attach.
 - v. Click the **Attachment** button.
 Repeat the above five steps for each document to be attached.
5. When all documents have been attached, click the **Done** button to exit the attachment section.
6. Click the **Submit** button to submit the eForm.

Note: If you need to keep a copy of the eForm for immediate use (such as for service on other parties), you must print each page of the eForm.

Page 06 of 45 Click Next to continue.

Exit (alt+x) Course Map (alt+m) Help (alt+h) Glossary (alt+g) Print (alt+p) Back (alt+b) Next (alt+n)

EAMS Using Documents 

EAMS Using Documents - Demo

1. Log into EAMS.



EAMS Electronic Application Management System

Fields marked with an asterisk (*) are required.
 Enter your username and password to log in.

Username:

Password:

Page 10 of 32 Click Next to continue.

Exit (alt+x) Course Map (alt+m) Help (alt+h) Glossary (alt+g) Print (alt+p) Back (alt+b) Next (alt+n)

EAMS Using Documents 

EAMS Using Documents - Demo

2. Click the **eForms** link in the left-hand navigation bar.



Page 11 of 32 [Click Next to continue.](#)

Exit (all+x) Course Map (all+m) Help (all+h) Glossary (all+g) Print (all+p) Back (all+b) Next (all+n)

CBT Review for e-Form Filers

- In the e-Form filing environment the cover sheet and document separator sheet are part of the DWC form
- The following is an example of filing an “Application for Adjudication” but the same “rules” apply to ALL DWC forms filed in the e-Form filing environment
- No ability to “auto-populate” within the EAMS e-Form filing environment



EAMS Submitting eForms 

EAMS Submitting eForms - Demo

3. Click the relevant eForm link from the list that appears.

EAMS External Audit System

Home Jobs My Calendar My Case

navigation

- External User search
- eForms**

recent items

eForms:

Adjudication	Vocational Rehabilitation
APPLICATION FOR ADJUDICATION	DWC-AD-10005 (RTW) REQUEST FOR REIMB
ANSWER TO APPLICATION FOR ADJUDICATION OF CLAIM	ACCOMMODATION EXPENSE
APPLICATION FOR SUBSEQUENT INJURIES FUND BENEFITS	DWC-AD-10139.53 (SJD8) NOTICE OF OFFE
COMPROMISE RELEASE	ALTERNATIVE WORK
COMPROMISE RELEASE DEPENDENCY CLAIM	DWC-AD-10139.55 (SJD8) REQUEST FOR DI
DECLARATION OF READINESS TO PROCEED	BEFORE THE ADMINISTRATIVE DIRECTOR
DOR EXPEDITED TRIAL	DWC-AD-10139.57 (SJD8) SUBJ VOUCHER
GOLDEN ROD LIEN FORM (DE2381)	NOTICE OF OFFER OF REGULAR WORK
NOTICE AND REQUEST FOR ALLOWANCE OF LIEN	NOTICE OF TERMINATION OF VOCATIONAL
PETITION TO TERMINATE LIABILITY FOR TEMPORARY DISABILITY	REQUEST FOR DISPUTE RESOLUTION
INDERMNITY	SETTLEMENT OF PROSPECTIVE VOCATIONA
ESTABLISHMENT WITH AWARD/DEATH	SERVICES

Page 10 of 45 Click Next to continue.

Exit (alt+x) Course Map (alt+m) Help (alt+h) Glossary (alt+g) Print (alt+p) Back (alt+b) Next (alt+n)

EAMS Submitting eForms 

EAMS Submitting eForms - Demo

4. The eForm opens and by default Page 1 is displayed. The eForm can comprise of multiple pages displayed as tabs along the top of the form.

EAMS External Audit System

Page 1 Page 2 Page 3 Page 4 Page 5 Page 6 Page 7 Page 8 Page 9 Page 10 Page 11 Page 12

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

Is this a new application? Yes No

Companion Cases Exist

More than 15 Companion Cases

Date (MM/DD/YYYY)

Case Number: SSN(Numbers Only)

Specific Injury

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

Body Part 1: Body Part 2:

Page 11 of 45 Click Next to continue.

Exit (alt+x) Course Map (alt+m) Help (alt+h) Glossary (alt+g) Print (alt+p) Back (alt+b) Next (alt+n)

EAMS Submitting eForms 

EAMS Submitting eForms - Demo

5. Every eForm contains a cover sheet from Pages 1 - 5. The relevant pages of the cover sheet must be completed preceding each form. Page one of the cover sheet must always be filled out. Pages two through five are only filled out if you have companion cases. Once you've filled out the relevant cover sheet pages you can skip to the form itself by clicking tab 6.

EAMS Electronic Adjudication Management System

Page 1 | Page 2 | Page 3 | Page 4 | Page 5 | Page 6 | Page 7 | Page 8 | Page 9 | Page 10 | Page 11 | Page 12

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

Is this a new application? * Yes No

Companion Cases Exist

More than 15 Companion Cases

Date: (MM/DD/YYYY)

Case Number: * SSN(Numbers Only)

Specific Injury (START DATE: MM/DD/YYYY) * (END DATE: MM/DD/YYYY)

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

Page 12 of 45 [Click Next to continue.](#)

Exit (alt+x) | Course Map (alt+m) | Help (alt+h) | Glossary (alt+g) | Print (alt+p) | Back (alt+b) | Next (alt+n)

EAMS Submitting eForms 

EAMS Submitting eForms - Demo

6. The eForm begins on page 6 after the coversheet. Note: The * adjacent to a field indicates that this is mandatory. You should not leave it blank.

EAMS Electronic Adjudication Management System

Page 1 | Page 2 | Page 3 | Page 4 | Page 5 | Page 6 | Page 7 | Page 8 | Page 9 | Page 10 | Page 11 | Page 12

**STATE OF CALIFORNIA
DEPARTMENT OF INDUSTRIAL RELATIONS
WORKERS' COMPENSATION APPEALS BOARD
APPLICATION FOR ADJUDICATION OF CLAIM**

Case Number Please Fill In Cover Sheet **Amended Application**

SSN(Numbers Only) Please Fill In Cover Sheet

Venue*

Residence of employee (LC section 5501.5(a)(1))

Location where injury occurred (LC section 5501.5(a)(2))

Page 13 of 45 [Click Next to continue.](#)

Exit (alt+x) | Course Map (alt+m) | Help (alt+h) | Glossary (alt+g) | Print (alt+p) | Back (alt+b) | Next (alt+n)

CBT Review Contd.

- Can print entire document in e-Form environment
 - Printed copy of the e-Form will be served on all parties, the old fashioned way ... by mail
- In Application example, other forms and documents must be attached to filing:
 - DWC-1
 - LC 4906(g) declaration
 - Letter of representation
 - Fee disclosure statement
 - Proof of service
- As an e-Form filer you attach the above to the e-form Application as follows...
 - In the CBT the attachment example is a QME report ... but remember this is only for illustration purposes... you would attach any of the above forms in the same manner



EAMS Submitting eForms 

EAMS Submitting eForms - Demo

8. If you want to attach supporting documents, click the **Attachment** button

Date (mm/dd/yyyy)

Case Number* SSN(Numbers Only)

Specific Injury START DATE (mm/dd/yyyy) END DATE (mm/dd/yyyy)

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

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 ADA

Companion Cases

Case 1:

Attachment Home Submit Instrucciones en español Help

Page 15 of 45 *Click Next to continue.*

Exit (alt+x) Course Map (alt+m) Help (alt+h) Glossary (alt+g) Print (alt+p) Back (alt+b) Next (alt+n)

EAMS Submitting eForms 

EAMS Submitting eForms - Demo

9. Select the Document Type and Document Title. Enter the document date and author. Then click the **Browse...** button.



Document Type*

Document Title*

Document Date: (mm/dd/yyyy)

Author:

File Upload* **Browse...**

Attachment

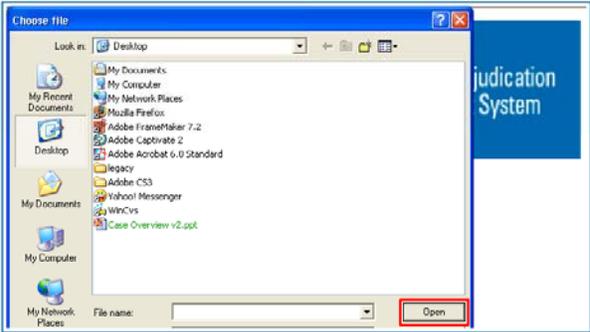
Page 16 of 45

Exit (alt+x) Course Map (alt+m) Help (alt+h) Glossary (alt+g) Print (alt+p) Back (alt+b) Next (alt+n)

EAMS Submitting eForms 

EAMS Submitting eForms - Demo

10. Select the file you want to attach and click the **Open** button.



judication System

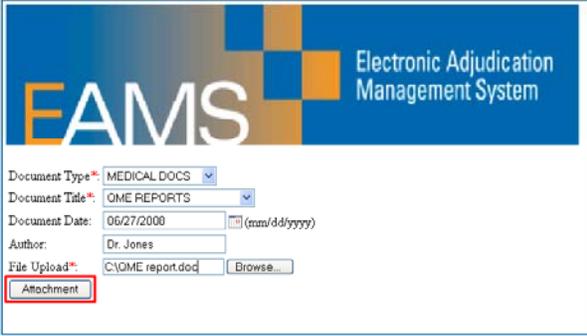
Page 17 of 45

Exit (alt+x) Course Map (alt+m) Help (alt+h) Glossary (alt+g) Print (alt+p) Back (alt+b) Next (alt+n)

EAMS Submitting eForms 

EAMS Submitting eForms - Demo

11. Click the **Attachment** button.



Electronic Adjudication Management System

Document Type*: MEDICAL DOCS
Document Title*: OME REPORTS
Document Date: 06/27/2000
Author: Dr. Jones
File Upload*: C:\OME report.doc
Attachment

Page 18 of 45 *Click Next to continue.*

Exit (alt+x) Course Map (alt+m) Help (alt+h) Glossary (alt+g) Print (alt+p) Back (alt+b) Next (alt+n)

EAMS Submitting eForms

EAMS Submitting eForms - Demo

12. A row is added to the list of documents at the bottom of the screen. You can repeat the steps to attach multiple files to the eForm. When you have finished attaching documents, click the Done button.

EAMS Management System

Document Type*:

Document Title*:

Document Date:

Author:

File Upload*:

Document Type	Document Title	File Name	
MEDICAL DOCS	QME REPORTS	CAQME report.txt	<input type="button" value="Delete"/>

Page 19 of 45 Click Next to continue.

EAMS Submitting eForms

EAMS Submitting eForms - Demo

13. Click the **Submit** button after you have filled-in all details and attached relevant supporting documents. Remember, if you need to keep a copy for yourself for immediate use, you must print each page of the eForm.

Case Number*: SSN(Numbers Only)

Specific Injury (START DATE: MM/DD/YYYY) (END DATE: MM/DD/YYYY)
 Cumulative Injury (If Specific Injury, use the start date as the specific date of injury)

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 ADA

Companion Cases

Case 1:

Page 20 of 45 Click Next to continue.

14. Every eForm is accompanied by an instruction page, usually the last page. In this example it is page 12. For additional instructions on how to fill this form click the Help button.

Filing an Application
Filing of this application begins formal proceedings against the defendant(s) named in your application.

Assistance in Filing Out Application
You may request the assistance of an information and assistance officer of the Division of Workers' Compensation.

Right to Attorney
You may be represented by an attorney or agent, or you may represent yourself. The attorney fee will be set by the DWC at the time the case is decided and is ordinarily payable out of your award.

Filing Out Application
All blanks in the application shall be completed. Where the information is unknown, place "unknown" in the blank. If medical treatment is paid for by Medical, Medicare, group health insurance or private carrier, please specify.

Service of Documents
Your attorney or agent will serve all documents in accordance with Labor Code Section 5501 and Section 10500 of the Workers' Compensation Appeals Board's Rules of Practice and Procedure.
If you have no attorney or agent, copies of this application will be served by the

Attachment Home Submit Instrucciones en español **Help**

Page 21 of 45 *Click Next to continue.*

Exit (alt+x) Course Map (alt+m) Help (alt+h) Glossary (alt+g) Print (alt+p) Back (alt+b) Next (alt+n)

CBT Review Contd.

- No rejection NOTICE sent from EAMS, so e-Form filer should / can check the status of submitted documents within four hours of filing, after the "batch" has been uploaded into EAMS
 - A document that fails to go through the batch process will end up in the unprocessed document queue. DWC employees will work through this queue and either correct mistakes and resubmit forms, if possible, or notify filers and give them the opportunity to correct the problem and resubmit the form (Please review the proposed regulations in this regard)
 - Also, if you look in EAMS within 24 hrs and see your case but do not see your document, you know it did not get into EAMS (If you subscribe to EDEX you will know whether your document made it into EAMS through "case watch")
- When you hit "submit" on an e-Form you will receive a batch number to prove your submission.
 - We suggest that you print this for your records, it is the same as a date stamp on an OCR form



CBT Review Contd.

- Many questions have arisen about filing OTHER pleadings
 - To do this in the e-Form filing environment of EAMS use the **unstructured e-Form**
- OTHER pleadings incorporate all other documents external users file with district offices in the course of adjudicating a case:
 - Petitions to compel attendance at deposition/ medical exam
 - Petition for change of venue
 - Petitions for reconsideration
 - Substitution of attorney



67



Using Documents

What is an Unstructured eForm?

Unstructured eForm refers to a generic form that you use only to submit documents related to a case, such as a supplemental medical report. You will not use this eForm to submit any DWC forms that can be submitted using the form-specific eForm, such as an Application for Adjudication of Claim eForm or a Declaration of Readiness to Proceed eForm. You may use this eForm anytime throughout the lifecycle of a case.

Page 06 of 32

Click Next to continue.

Exit (alt+x) Course Map (alt+m) Help (alt+h) Glossary (alt+g) Print (alt+p) Back (alt+b) Next (alt+n)



How to submit documents electronically

- You will be able to attach electronic documents to the eform from your desktop.
1. Visit the DWC website, log into EAMS and click the eForms link in the left-hand navigation bar.
 2. Find the DWC Miscellaneous section and click the **UNSTRUCTURED EFORM** link.
 3. Fill-in the form providing the case details for which you are submitting documents.
 4. Click the **Browse...** button.
 5. Select the electronic copy of the document you want to submit and click the **Open** button.
 6. Click the **Attachment** button.
Repeat steps 4 through 6 above to attach another document.
 7. When all documents have been attached, click the **Submit** button.

If your document is in hard copy format, scan the documents you want to submit so that you can upload them to EAMS electronically.

Note: Forms and documents you submit online will not be visible in EAMS until the following business day. Instructions for how to find your documents are provided later in this module.



EAMS Using Documents - Demo

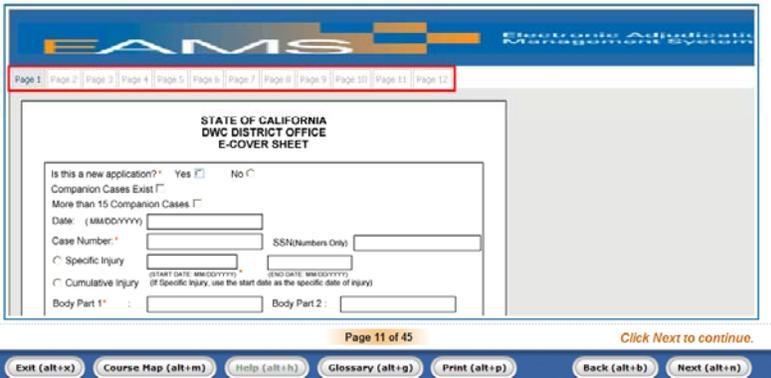
3. Click the **UNSTRUCTURED EFORM** link from the DWC Miscellaneous section.

	STIPULATIONS WITH REQUEST FOR AWARD THIRD PARTY COMPROMISE AND RELEASE
Disability Evaluation Unit	Uninsured Employment Fund
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	APPLICATION FOR DISCRETIONARY PAYMENTS FROM THE UEF
DWC Miscellaneous	
GENERAL PUBLIC REQUEST FOR INFORMATION UNSTRUCTURED EFORM	

EAMS Submitting eForms 

EAMS Submitting eForms - Demo

4. The eForm opens and by default Page 1 is displayed. The eForm can comprise of multiple pages displayed as tabs along the top of the form.



Page 1 | Page 2 | Page 3 | Page 4 | Page 5 | Page 6 | Page 7 | Page 8 | Page 9 | Page 10 | Page 11 | Page 12

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

Is this a new application? * Yes No

Companion Cases Exist

More than 15 Companion Cases

Date: (MMDDYYYY)

Case Number: * SSN(Numbers Only)

Specific Injury

Cumulative Injury (START DATE: MMDDYYYY) (END DATE: MMDDYYYY)
(If Specific Injury, use the start date as the specific date of injury)

Body Part 1 * Body Part 2

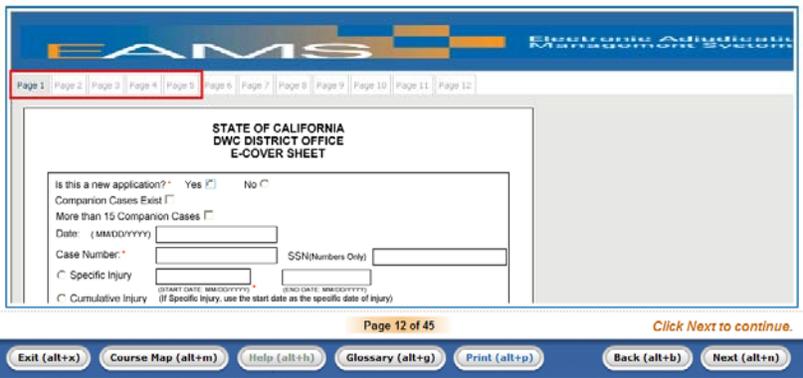
Page 11 of 45 Click Next to continue.

Exit (alt+x) | Course Map (alt+m) | Help (alt+h) | Glossary (alt+g) | Print (alt+p) | Back (alt+b) | Next (alt+n)

EAMS Submitting eForms 

EAMS Submitting eForms - Demo

5. Every eForm contains a cover sheet from Pages 1 - 5. The relevant pages of the cover sheet must be completed preceding each form. Page one of the cover sheet must always be filled out. Pages two through five are only filled out if you have companion cases. Once you've filled out the relevant cover sheet pages you can skip to the form itself by clicking tab 6.



Page 1 | Page 2 | Page 3 | Page 4 | Page 5 | Page 6 | Page 7 | Page 8 | Page 9 | Page 10 | Page 11 | Page 12

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

Is this a new application? * Yes No

Companion Cases Exist

More than 15 Companion Cases

Date: (MMDDYYYY)

Case Number: * SSN(Numbers Only)

Specific Injury

Cumulative Injury (START DATE: MMDDYYYY) (END DATE: MMDDYYYY)
(If Specific Injury, use the start date as the specific date of injury)

Page 12 of 45 Click Next to continue.

Exit (alt+x) | Course Map (alt+m) | Help (alt+h) | Glossary (alt+g) | Print (alt+p) | Back (alt+b) | Next (alt+n)

EAMS Using Documents 

EAMS Using Documents - Demo

4. Fill-in the relevant case details for which you are submitting documents. Note that all fields marked * are mandatory. Entering more fields will make it easier to locate the document later.

EAMS Management System

Master Case Number*: ADJ10595

Case Reference:
Case Reference

Enter Case Reference: **ADD** **DELETE**

Case Type*: ADJ

Document Type*: MEDICAL DOCS

Document Title*: QME REPORTS

Author: Dr. Jones

Document Date: 06/27/2008 (mm/dd/yyyy)

File Upload*: **Browse...**

Attachment **Close**

Page 13 of 32 *Click Next to continue.*

Exit (alt+x) **Course Map (alt+m)** **Help (alt+h)** **Glossary (alt+g)** **Print (alt+p)** **Back (alt+b)** **Next (alt+n)**

EAMS Using Documents 

EAMS Using Documents - Demo

5. Click the **Browse...** button

EAMS Management System

Master Case Number*: ADJ10595

Case Reference:
Case Reference

Enter Case Reference: **ADD** **DELETE**

Case Type*: ADJ

Document Type*: MEDICAL DOCS

Document Title*: QME REPORTS

Author: Dr. Jones

Document Date: 06/27/2008 (mm/dd/yyyy)

File Upload*: **Browse...**

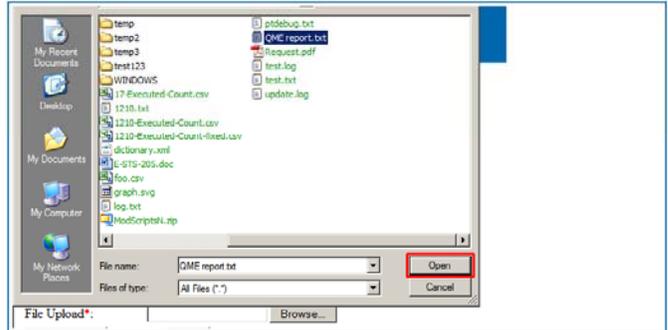
Attachment **Close**

Page 14 of 32 *Click Next to continue.*

Exit (alt+x) **Course Map (alt+m)** **Help (alt+h)** **Glossary (alt+g)** **Print (alt+p)** **Back (alt+b)** **Next (alt+n)**

EAMS Using Documents - Demo

6. Select the file you want to attach and click the **Open** button.



EAMS Using Documents - Demo

7. Click the **Attachment** button.

Master Case Number*:

Case Reference:

Enter Case Reference:

Case Type*:

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

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

Author:

Document Date: (mm/dd/yyyy)

File Upload*:

EAMS Using Documents - Demo

8. A row is added to the list of documents to attach at the bottom of the screen. Repeat this process to attach additional supporting documents.

Case Reference:

Enter Case Reference: **ADD** **DELETE**

Case Type*:

Document Type*:

Document Title*:

Author:

Document Date: (mm/dd/yyyy)

File Upload*: **Browse...**

Attachment **Close**

Master Case Reference	Case ID	Case Type	Document Type	Document Title	File Name	
ADJ10595		ADJ	MEDICAL DOCS	QME REPORTS	C:\QME report.txt	Delete

Submit

EAMS Using Documents - Demo

12. Click the **Submit** button after attaching all documents.

Case Type*:

Document Type*:

Document Title*:

Author:

Document Date: (mm/dd/yyyy)

File Upload*: **Browse...**

Attachment **Close**

Master Case Reference	Case ID	Case Type	Document Type	Document Title	File Name	
ADJ10595		ADJ	MEDICAL DOCS	QME REPORTS	C:\QME report.txt	Delete
ADJ11025		ADJ	LIENS AND BILLS	REQUEST FOR/NOTICE OF WITHDRAWAL OF LIEN	C:\Request.pdf	Delete

Submit

EAMS Using Documents 

CAUTION

IMPORTANT REMINDER
Please remember to LOG OUT of the EAMS application immediately, each time you have finished using it.

The EAMS application is used by thousands of users. Every time you login you are using a user license. If you do not release the license by logging out, you are stopping other potential users from using the license.



Page 30 of 32 *Click Next to continue.*

[Exit \(alt+x\)](#) [Course Map \(alt+m\)](#) [Help \(alt+h\)](#) [Glossary \(alt+g\)](#) [Print \(alt+p\)](#) [Back \(alt+b\)](#) [Next \(alt+n\)](#)

Managing User Names and Logons

- Some thoughts about how an external user group may manage their ONE username / logon:
 - Central computer
 - Central pass
 - Small group of external users / administrators
 - Technological solution



e-Form Filing and YOU

We hope this brief overview of the e-Form filing process has shown you:

- Although filling out the e-Form will be a little more time consuming on your end
- Once it's filled out, your submission time will be much faster and your document processing will happen faster at the district office
- Which means you receive your results in an efficient, timely fashion



Division of Workers' Compensation



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)



83



Call Vs E-Mail

- Examples:
- 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)
- e-Form Filers
 - Call: when you have questions on where to find the forms or navigation questions
 - E-mail: when you receive an error message while trying to submit an e-Form (take screen shots)



84



EAMS Help Desk Procedures

- External users with questions or problems e-mail EAMSHelpDesk@dir.ca.gov
 - Provide detailed information about question. Are you an e-Form filer or OCR filer?
 - Example of a good e-mail:
**“I am an external e-form trial participant. I have a batch # where I cannot confirm the filing.
Batch ID 252390 – On 10/06/08 at 10:07 a.m. I filed a Petition for Contribution on these two cases. It is not showing as being filed yet. This is for ADJ11192118 and ADJ2423696 - IW is Mickey Mouse.”**
- EAMS expert will research problem and assist you via e-mail or by phone (please provide your contact information)
- If it's not a quick fix/answer and needs further investigation, your problem may be submitted to “issue tracker”



85



EAMS Help Desk Problem Solving

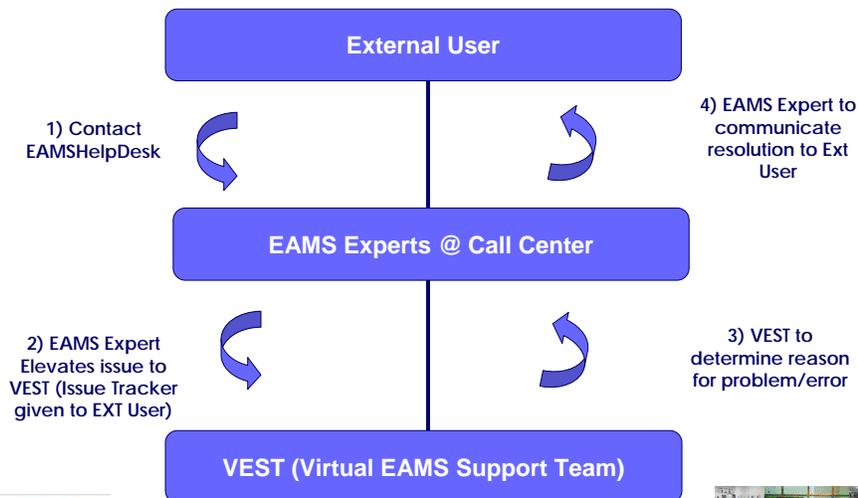
- What is issue tracker?
- A system where DWC tracks problems encountered by external users and internal users
 - Additional EAMS experts called VEST (Virtual EAMS Support Team) will investigate issues
 - Issue tracker ID# will be generated and given to external users as a reference number to track status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



86



Problem Solving Chain of Command



87



EAMS Help Desk Helpful Hints

- Take screen shots of error messages: Use ALT + print screen, save into Word document, attach to your Help Desk e-mail for review & submission to issue tracker (if needed)
- Include name of IW, case # and detailed description of problem
- Provide all your information and best way to reach you
- OCR filers – Go over the OCR handbook
http://www.dir.ca.gov/dwc/EAMS/SampleFiles/EAMS_OCR%20handbook.pdf (we will be referring you to this book)
- e-Form filers – Go over CBT (computer based training)
- http://www.dir.ca.gov/dwc/EAMS/EAMS_CBT.htm
- Use Control + F when navigating EAMS Web site
- http://www.dir.ca.gov/dwc/EAMS/EAMS_FAQs.htm
- Trust the process!



88



Division of Workers' Compensation



The UDQ



What's the UDQ?

- Unprocessed document queue
- Where forms with mistakes end up
- OCR forms UDQ processed at district offices
- e-Forms UDQ processed centrally for now
- In the future e-Forms UDQ will also be processed at district offices



Staying out of the UDAQ

- Make sure you have your own uniform assigned name and everyone else's exactly right
- 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
- 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!
- DO NOT file a document multiple times



91



Staying out of the UDAQ

- Make sure the uniform assigned name—not the claims adjuster's name—is in the claims administrator field
- 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)
- 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



92



Staying out of the UDQ

- Use the proper document title for attachments
 - e-Form drop down list contains both DWC internal and external users titles
 - e-Form filers need to refer to external document title list that accompanies the OCR document separator sheet for external document titles and ONLY use those
- e-Form filers: Don't check a box unless you mean it—you can't "uncheck"
- e-Form filers: Can't see your case in EAMS? E-mail the Help Desk and get it associated with your login so you can see your case and get the information you need before you file your e-Form
- e-Form filers: If your EAMS reference number in the case is not your primary number, e-mail the Help Desk and get the number changed before you file your e-Form



93



Division of Workers' Compensation



CA Department of Industrial Relations

Q&A Panel: e-Forms, EAMS Help Desk and the UDQ



EAMS Available Resources

- **Web site:** www.dwc.ca.gov/eams
 - ✓ Demos
 - ✓ FAQs
 - ✓ How-to's
 - ✓ Newsletter
 - ✓ Computer based training (CBT) for e-forms trial participants
- **Email:** eams@dir.ca.gov
 - ✓ Put nature of what you're looking for, such as "test lab" or "e-forms trial" in subject line
- **External sources:**
 - ✓ Forms vendors
 - ✓ Statewide and local professional associations—CWCI, CAAA, State Bar, etc



95



What's Next?

- ✓ Make a decision about filing if you haven't already
- ✓ Take the necessary action to implement decision
- ✓ Read the regulations
- ✓ Train your staff
- ✓ Embrace the change



96

