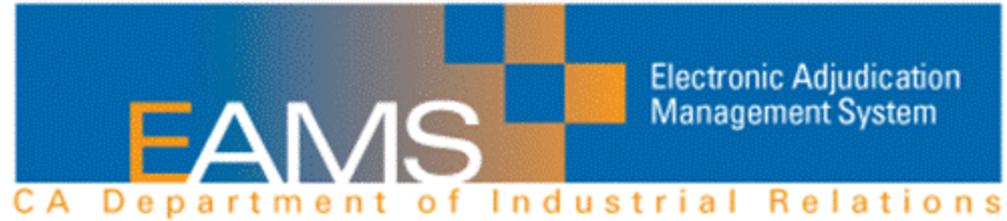
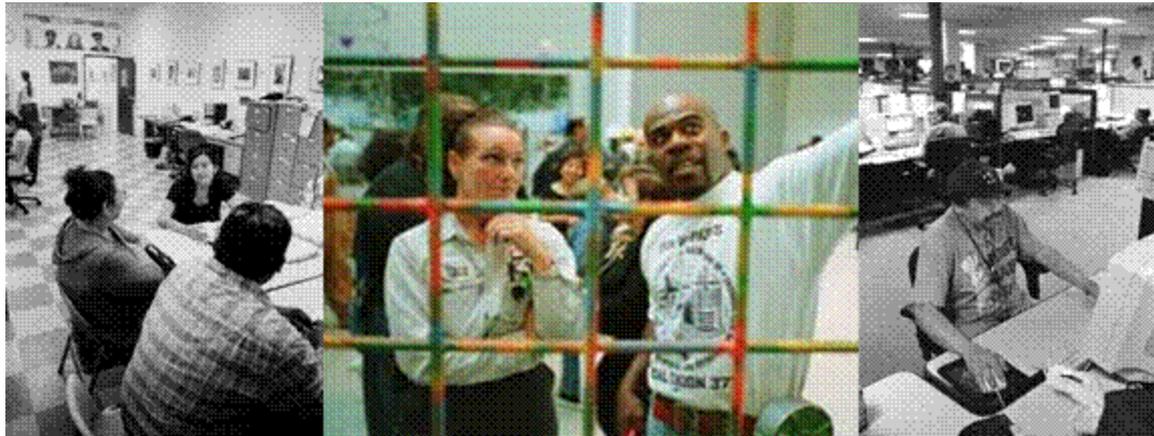


Division of Workers' Compensation



The Electronic Adjudication Management System (EAMS)



History of DWC Technology

- Prior to 1970, DWC recorded file location and case history in a ledger book
- In 1970 file tracking and case history were recorded on 4 x 6 index cards filed alphabetically in trays
- By 1985, the large number of case records coupled with limitations of the cards made this filing system unmanageable
- In 1986 DWC developed a computerized case tracking system—current WCAB on-line system—to replace cards
- DWC has operated the WCAB on-line system unchanged for over 20 years



WCAB On-Line System

```
WCAB - EXTRA! Personal Client
File Edit View Tools Session Options Help
LOC: EUR WCAB CASE HISTORY WCMP021
WCPM041
EUR 0026556

01 17 08 RECEIVED IN **** FROM OUTSIDE INTO EUR
11 28 07 SENT OUT **** FROM EUR TO SRC
09 06 07 RECEIVED IN **** FROM OUTSIDE INTO EUR
10 23 06 SENT OUT **** FROM EUR TO SRC
02 16 94 ORDER FINDING OF FACT
02 12 94 INTERIM ORDER SUBMISSION
12 09 93 JUDGE/REFEREE **** PARTY CONNECT CASE MAKEUP
CASE CONNECTED TO JUDGE 183

THERE ARE MORE HISTORY RECORDS
TO SCROLL BACK IN TIME, PRESS PF23
RETURN TO OPTIONS MENU <PF14>

4B :00.1 01/01
Connected to host 134.186.227.226 (TERM64)
start Inbox - Microsoft Out... Desktop WCAB - EXTRA! Pe... NUM 2:00 PM
```



EAMS

Integrated Case Home: INT40017 - Windows Internet Explorer

https://134.186.225.15:9046/Curam/en_US/IC_homePage.do?caseID=40000017&_o3rpu=Person_listCasePage.do%3FconcernRoleID%3D20268

Integrated Case Home: INT40017

EAMS New Task | New Activity

Home | Inbox | My Calendar | My Cases | Search | Log Out

navigation

- Home
- Case Participants
- Communications
- Events
- Notes
- Products
- Related Cases
- Request for Change of Physician
- Tasks
- User Roles

recent items

INT - INT40017

Integrated Case Home: INT40017

Options

[New Product](#) [Edit Case Header](#) [Add Insurance Claim Number](#)
[New Note](#) [Close Case](#)

Details

Case Reference:	INT40017	Type:	INT
Primary Client:	GAILE BAILEY (DAVIS)	Status:	Open
Owner:	SYSTEM	Priority:	High
Creation Date:	9/6/2007	Nature of Injury:	76 VDT-Related Disease
Archival Status:		Archival Rule:	
Date of Injury:		CT From Date:	6/28/2001
Special Circumstance:	No	CT To Date:	12/1/2001
Jurisdictional Claim No.:			

Insurance Claim Number(s)

Claims Administrator	Claim Number	Source

Case Documents

ADJ	VOC	UEBTF	INT
DEU	RSU	SIBTF	

Products

Case Reference	Primary Client	Type	Start Date	Status
VOC40017	GAILE BAILEY (DAVIS)	VOC Rehab	9/6/2007	Open

Case Members | **Comments**

start | Desktop Manager | Microsoft Off... | EAMS-RoadshowE... | Software Vendor | Microsoft Offic... | Internet Explorer | 4:04 PM



The Paper Dilemma



What EAMS Does

- Integrates disparate DWC units into one seamless case management model
- Simplifies and improves DWC's case management process
- Better serves injured workers and employers
- Streamlines process of creating cases, setting hearings, serving decisions, orders/awards
- Improves access to electronic case records while preserving confidentiality and strengthening security
- Eases transfer of case information between district offices
- Reduces environmental and physical stress—along with storage needs—through reduced use of paper
- Gathers information to help guide policy decisions and better allocate resource work load



EAMS Implementation Timeline

Stage I

- Contract award—November 2006
- Project kickoff—March 2007
- System requirements and integration—March to August 2007
- Build system— August to December 2007

Stage II

- Test, evaluate and refine system—December 2007 to June 2008
- Train internal users—Summer 2008
- Pilots—Summer 2008
- Internal system go-live—Late Summer 2008

Stage III

- Begin phasing in external users



Phased Approach to Implementation

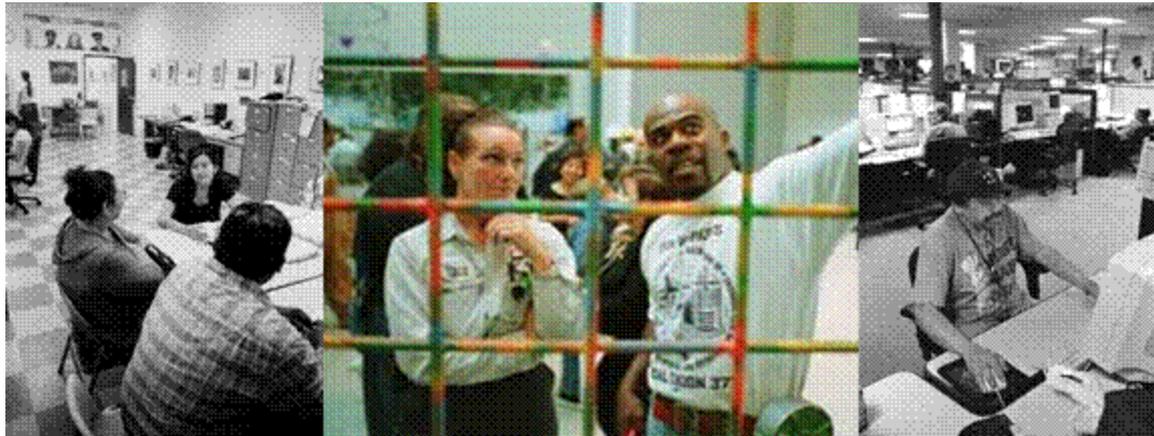
- Phasing **external** users into EAMS over time
 - ✓ Allows external users time to prepare
 - ✓ Allows DWC time to manage EAMS resources
 - ✓ Allows DWC to roll out log-ins in an organized manner
 - ✓ Ensures existing cases proceed expeditiously



Division of Workers' Compensation



EAMS Application Overview



EAMS Software Components

EAMS is built with commercial off the shelf software (COTS).
The two main programs are:

Cúram

- Case & contact management
- Workflows & event notification
- User profile management
- Calendaring & scheduling
- Case financial management

FileNet

- Electronic form processing and paper document processing
- Document retrieval and document search
- Image scanning



EAMS Case Overview

Integrated Case - INT

Injured workers, their attorneys & medical providers will file forms and documents which will feed into an **Integrated Case** file. Data from the integrated case file will feed into DWC unit-specific case files.

Division Units

↓
District
Offices -
ADJ

↓
Voc Rehab
- VOC

↓
Return to
Work (RSU)

↓
DEU

↓
UEF

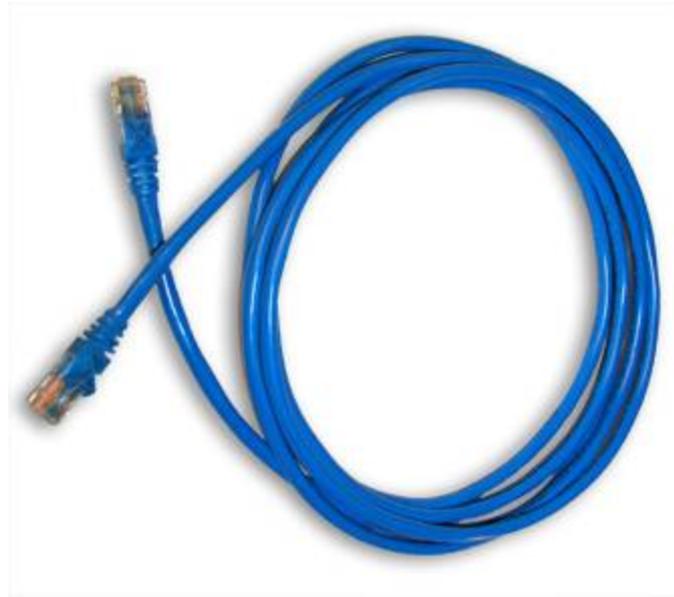
↓
SIF

DWC employees simply access information through any computer at any district office statewide. When phased into electronic environment, case participants will access information through EAMS Web site.



Accessing EAMS

- No special software required—all that's needed is a high-speed Internet connection and Web browser (Internet Explorer 6.0 or above)
- Communications about case delivered by preferred service method selected by users: e-mail, fax or U.S. mail
- Documents stored and indexed in electronic case file where they can be searched and sorted



Accessing EAMS contd.

The screenshot shows a Windows Internet Explorer browser window displaying the California Department of Industrial Relations (DIR) website. The address bar shows the URL http://www.dir.ca.gov/dwc/dwc_home_page.htm. The page features the CA.GOV logo and the text "Welcome to the California DEPARTMENT OF INDUSTRIAL RELATIONS". A navigation menu includes links for Labor Law, Cal/OSHA, Workers' Comp, Apprenticeship, Statistics & Research, Mediation, Boards, and Media. The main content area is titled "Division of Workers' Compensation" and provides information about the division's mission and services. A sidebar on the left contains sections for "I WANT TO..." and "LINKS". The EAMS logo is visible on the right side of the page. The Windows taskbar at the bottom shows several open applications, including Microsoft Office and Internet Explorer.

CA.GOV Welcome to the California **DEPARTMENT OF INDUSTRIAL RELATIONS**

DIR | Labor Law | Cal/OSHA | Workers' Comp | Apprenticeship | Statistics & Research | Mediation | Boards | Media

Injured Worker | Employer | A - Z Index | I&A | Claims Adjudication | DEU | Medical Unit | RRTW | Special Funds

I WANT TO . . .

- Know my rights
- Know what to do when I get hurt on the job
- Find a fact sheet
- Find a form
- Find a DWC office
- Contact DWC
- Participate in DWC rulemaking
- Participate in a DWC forum
- Participate in a WCAB forum

LINKS

- Workers' Compensation Appeals Board
- Commission on Health and Safety and Workers' Compensation
- Department of Insurance
- Employment Development Department
- State Compensation Insurance Fund
- More

Division of Workers' Compensation

The Division of Workers' Compensation (DWC) monitors the administration of workers' compensation claims, and provides administrative and judicial services to assist in resolving disputes that arise in connection with claims for workers' compensation benefits.

DWC's mission is to minimize the adverse impact of work-related injuries on California employees and employers.

Information just for you...

- [Injured Worker](#)
- [Employer](#)
- [Claims Administrator](#)
- [Attorney](#)
- [Self-Insured Employer](#)
- [Medical Provider](#)
- [Young Workers](#)

Workers' compensation programs and units

- [Audit & Enforcement Unit](#)
- [Claims Adjudication Unit](#)
- [Disability Evaluation Unit](#)
- [Electronic Adjudication Management System](#)
- [Information & Assistance Unit](#)
- [Medical Unit](#)
 - [Medical provider networks](#)
 - [Utilization review](#)
- [Research Unit](#)
 - [Workers' compensation information system \(WCIS\)](#)
 - [Carve-out programs](#)
 - [Electronic data exchange system \(EDEX\)](#)
- [Retraining and Return to Work Unit](#)
- [Special Funds Unit](#)

EAMS
Electronic Adjudication Management System



Accessing EAMS contd.



Welcome to

EAMS Electronic Adjudication Management System

Enter your username and password to log in.

Username:

Password:

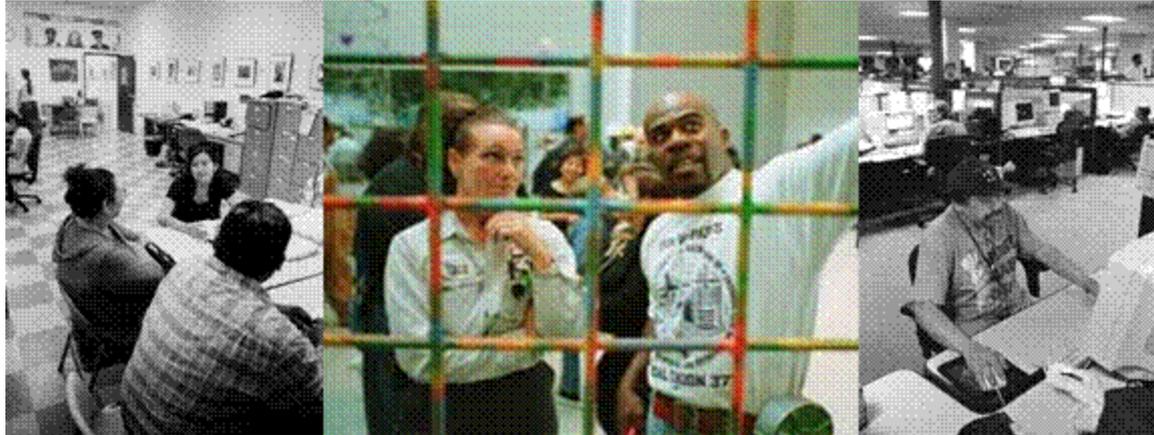
Login



Division of Workers' Compensation



Application Demo—Filing a Declaration of Readiness (DOR)



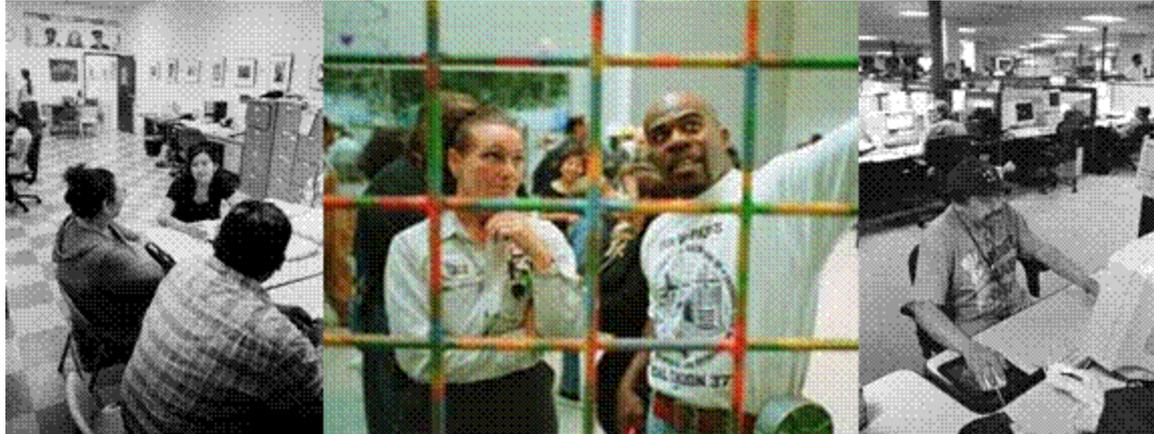
Demo



Division of Workers' Compensation



DWC Internal Go-Live



EAMS Implementation

How will DWC internal go-live affect external users?

- New regulations filed with OAL May 30. Public hearings:
 - **Monday, July 14, 2008 @ 10 a.m.**
Ronald Reagan State Office Building, Los Angeles
 - **Tuesday, July 15, 2008 @ 10 a.m.**
Elihu Harris State Office Building, Oakland
- Revised forms and form submission



EAMS Form Submission

- At DWC internal go-live, external participants will file on paper using new forms that have been formatted for optical character recognition (OCR) technology
- Forms and supporting documents will be scanned into EAMS at district offices
- OCR forms will be available on-line



Form Submission contd.

- Download OCR forms, cover sheets and document separator sheets from DWC Web site
 - ✓ Ensure clean forms are legibly filled every time
- Properly prepare documents:
 - ✓ No staples, paperclips or tape
 - ✓ No torn or creased pages
 - ✓ No sticky notes
 - ✓ Please use large manila envelopes
 - ✓ Cover sheet and document separator sheets in place



Opening a Case

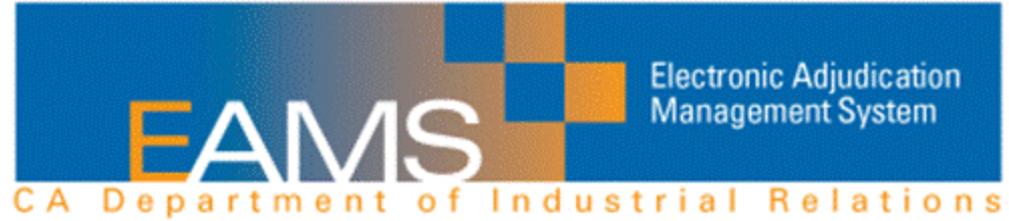
- Serve claim form on employer (as before)
- File application on new OCR form (as before but new form)
- Be sure to fill out the form completely
- Use document cover sheet & separator sheets (new)
- Mail or hand deliver to district office where documents will be scanned into system



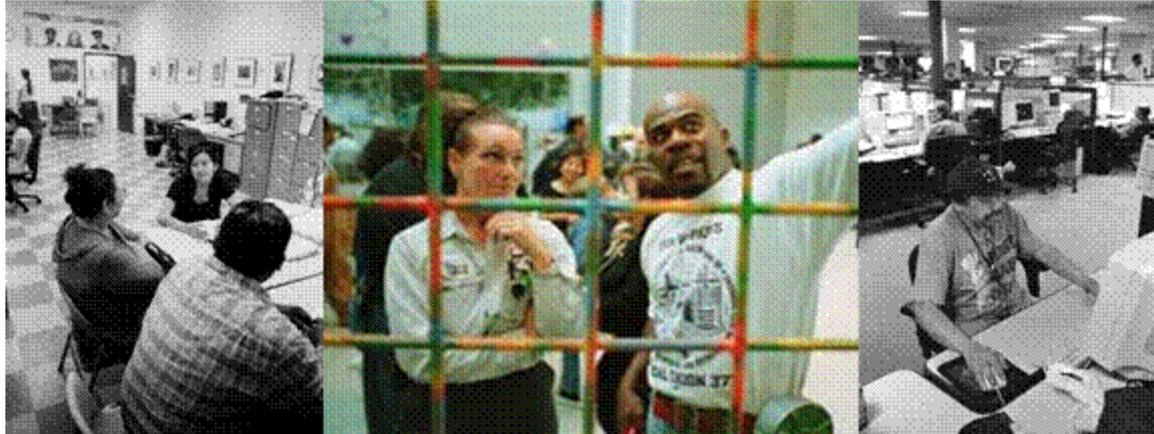
EAMS Courtroom



Division of Workers' Compensation



EAMS WCIS Interface



Contents

- Introduction
- Online Query Interface
- Nightly Case Opening Interface
- JCN Retrieval Interface



Introduction

- EAMS will share data with WCIS through a combination of three interfaces. These interfaces are:
 - Online Query Interface: to match incoming data on EAMS forms (during scanning) against existing claims in WCIS
 - Nightly Case Opening Interface: to transmit FROI information to WCIS when a case is opened in EAMS, but no match was found in WCIS
 - JCN Retrieval Interface: to establish a link between EAMS and WCIS through the JCN#



Online Query Interface

- The purpose of the Online Query Interface is to match data from scanned paper forms against existing claims in WCIS using real-time queries
- If a match is found, EAMS will retrieve the following data from WCIS:
 - Employer details (Name and address)
 - Insurer details (Name and address)
 - Claims administrator details (name and address)
 - JCN



Nightly Case Opening Interface

- The purpose of the WCIS - Daily Case Opening Interface is to create a nightly output file containing those cases for which a first report of injury (FROI) was not found in WCIS during the scanning operation
- The following data will be transmitted to WCIS in a file:
 - Case information
 - Injured worker details
 - Insurer details
 - Employer details
 - Third party administrator details
 - Claims administrator details



JCN Retrieval Interface

- The purpose of the WCIS - JCN Retrieval Interface is to receive a file every night containing JCN and the corresponding EAMS case number from WCIS. This JCN number will be populated into the EAMS database.
- The following data will be accepted by EAMS:
 - JCN#
 - EAMS case reference number



How DWC is Ensuring Success of EAMS

1. Phased implementation
2. Listening closely to judges, professional staff, clerical staff and other DWC employees
3. Extensive DWC employee involvement in the EAMS integration, testing and roll-out
4. Distributing EAMS knowledge through recurring meetings and up-to-date presentations and demonstrations
5. Intensive train the trainer program and robust training program for employees
6. Implementing tools and programs to ensure transfer of current system into EAMS as smooth as possible
7. Onsite end user support at pilot and go-live
8. Understanding there is a learning curve for both internal and external users



How You Can Help

- Read the new regulations
- Download the new forms
- Use only the new OCR forms as of 8/25/08
- Embrace the change



Want More Information?

- On the Web at www.dwc.ca.gov/eams
 - ✓ Project updates, including schedule of pilots
 - ✓ Fact sheets
 - ✓ Frequently asked questions
 - ✓ Glossary
 - ✓ Judge blogs
 - ✓ EAMS *Insider*—bi-monthly e-newsletter for external users

Questions, comments or feedback about EAMS? Write to eams@dir.ca.gov

