

- Policy & Procedure
- Take Note
- Milestones

State of California

DWCNewsline

Division of Workers' Compensation
Carrie Nevans, Administrative Director

1515 Clay Street, 17th floor, Oakland, CA 94612 (510) 286-7100

Internet Web Page: <http://www.dir.ca.gov>

Bulletin No. 48-08

August 6, 2008

Division of Workers' Compensation to hold "train the trainers" session on filing forms and documents in EAMS

The Division of Workers' Compensation (DWC) will conduct two "train the trainer" sessions for external users on filing forms and documents in the Electronic Adjudication Management System (EAMS). The first session will be held Aug. 14 in Los Angeles and the second will be held Aug. 15 in Oakland. The sessions, which are specifically for organizational trainers, will focus primarily on filing forms and documents in EAMS.

"We are phasing external users into EAMS over time," said DWC Court Administrator Keven Star. "The first step in that process is ensuring they know how to file their forms and documents with us at go-live."

The August sessions will not provide details about working in the electronic environment and are not general sessions for end-users. They are specifically for trainers at organizations such as claims administrators, law firms, lien claimant representatives and others who regularly file forms and documents at district offices. The trainers who attend a session will, in turn, be expected to provide this training to the rest of their organizations' staff who will need to understand how to keep their files moving through the workers' compensation courts as EAMS is implemented.

Space for the sessions is limited, therefore each organization will be allowed to send two representatives maximum per representative location. For example, a claims administrator with five adjusting locations may send up to 10 staff maximum to the training. DWC is taking reservations for the sessions, on a first come, first served basis. The sessions will be held:

Thursday, Aug. 14, 2008

10 a.m. to 3 p.m. (break for lunch from noon-1 p.m.)

Ronald Reagan State Office Building – auditorium

300 South Spring Street

Los Angeles, CA

Friday, Aug. 15, 2008

10 a.m. to 3 p.m. (break for lunch from noon-1 p.m.)
Elihu Harris State Building – auditorium
1515 Clay Street
Oakland, CA

Those organizations wishing to send representatives to one of the training sessions should send an e-mail to eams@dir.ca.gov and put “RSVP EAMS train the trainer session” and the date they will attend in the subject line. The body of the email should contain the name, organization, location and email address of each person requesting a seat at the session. Once the space is filled, reservations will be closed for these sessions.

While the DWC is already working on the next phase of electronic filing, which will allow forms and documents to be submitted in bulk fashion, there are currently only two methods to get forms and documents into EAMS: e-forms and optical character recognition (OCR) paper forms. When EAMS goes live on Aug. 25, 2008 all users will file on paper for a period of time while DWC monitors system performance.

Soon after go-live, e-forms will become available to users who’ve been selected and have agreed to file all their forms and documents using this method. Once that happens, there will be an e-form (electronic) filing group and an OCR form (paper) filing group. External users need to first decide which filing method works best for their business practice, determine what changes they may need to make to be ready, and gear up for filing in EAMS.

To help external users understand, make and implement this decision about filing, the DWC has convened a group of claims administrators, attorneys and lien claimants to craft advisory and educational materials targeted to external users.

“You do not want to be unprepared for this exciting change in the local district offices,” says Nancy Heredia, corporate claims litigation manager for Employers Insurance Company, a key member of the external user team working with DWC to prepare training materials. “Make sure to attend so that you have all the latest and most up to date information.”

The division will conduct additional similar sessions in September following EAMS go-live, and will continue to provide advisory and training materials for external users as EAMS implementation progresses and users are phased into the electronic filing environment.

The DWC recently posted a new page on the EAMS Web site called “[Getting ready for EAMS.](#)” The purpose of the page is to provide “one stop shopping” for external users who need information on working in EAMS.

The page currently contains a forms submission demo, which shows how OCR and e-forms are processed in EAMS, a decision-point demonstration, which helps external users figure out which filing method (e-forms or OCR forms) will work best for them, a filing method timeline, and a recent court administrator memo on preparing files for submission in EAMS.

In the next few days DWC will also post an OCR form “how to” guide and sample files—which demonstrate how to set paper files up for submission using new cover sheets and document separator sheets—along with new FAQs.

“The team of external users we’re working with has played an integral role in helping us get system users ready to work in EAMS,” said Star. “And they’ve done it all voluntarily while continuing to perform their regular duties, for which we are extremely grateful.”

For more EAMS information, go to www.dwc.ca.gov/eams.

###