

Division of Workers' Compensation



EAMS Bulk Filing Public Meeting Jan. 26, 2009



Meeting Objectives

- Discuss current methods for filing in EAMS
- Discuss EAMS architecture
- Discuss potential for development of bulk filing mechanism
- Talk about desired functionality
- Answer questions and receive input
- Form working advisory group



What EAMS Does

- Integrates disparate DWC units into one seamless case management model
- Simplifies and improves DWC's case management process
- 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
- Gathers information to help guide policy decisions and better allocate resource work load



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Current Filing Mechanisms

- Currently two methods to get forms and documents into EAMS:
 - ✓ **e-Forms**
 - ✓ **Paper OCR forms**
- Each has advantages and disadvantages
- Neither is best solution for big filers



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EAMS e-Forms

- Web-based
- Filled out / submitted electronically on line
- Structured tabbed format
- Filled out one at a time
- Do not currently auto-populate
- Require a logon and password to access
- Filled form can be saved to hard drive and printed using “print to PDF” function
- Currently over 200 user locations using e-Forms



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EAMS OCR Forms

- Paper
- Files submitted by mail or in person
- Require files to be structured using cover sheets and document separator sheets
- Available on DWC Web site without logon
- Auto-populate “ready”
- Many developers have incorporated forms into auto-populate systems



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Benefits of Bulk or Batch Filing

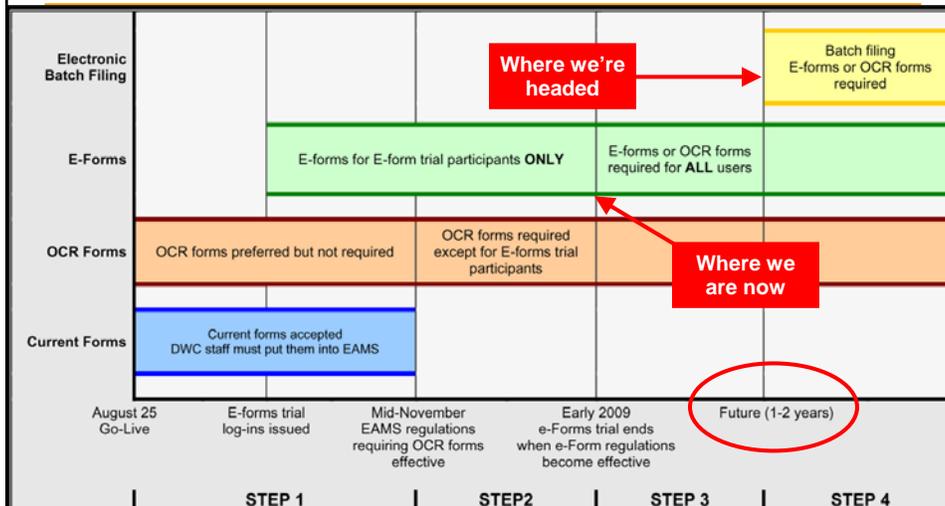
- Direct and indirect benefits:
 - Direct benefit for large filers
 - Indirect benefit for all system users through increased resources: Since big filers will likely choose this method, more resources available for e-Form and OCR form filers
- Reduces scanning and completion duties so district office staff focus on case management functions
- Moves state closer to truly paperless workers' compensation system



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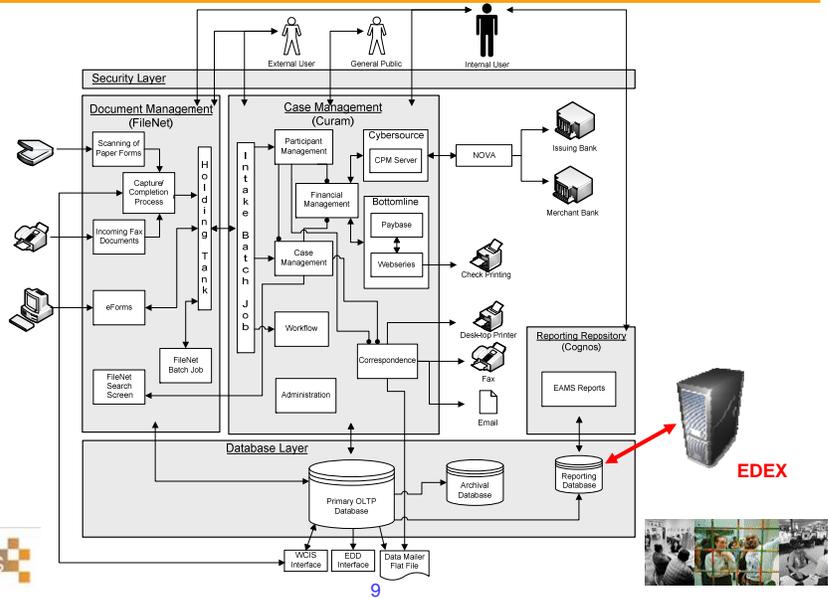
EAMS Filing Method Timeline



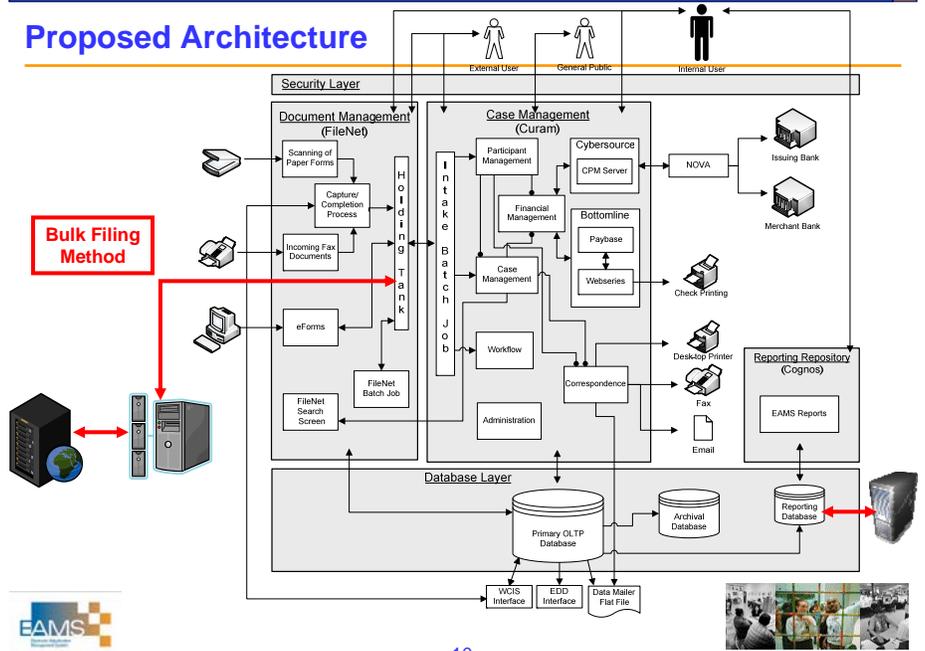
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Existing EAMS Architecture



Proposed Architecture



Desired Functionality

- What features are desired for third filing method?
 - Fully electronic system to system communication
 - Compatible with systems currently used by filers
 - Validate data / communicate errors
 - Populate EAMS database
 - Acknowledgment of receipt / successful filing
 - Mechanism to allow access to case documents in EAMS
 - Others?



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DWC Considerations

- Any e-filing system DIR builds has to go through state's design, bidding and procurement process
- Must allow filing of properly authenticated and complete document (whether a lien, pleading or form) that meets WCAB and appellate court evidentiary standards
- Should be extensible to small and large users alike – one pro se litigant or an insurance company
- Must be compatible with EAMS (Curam and FileNet)
- Security to protect sensitive case information
- Easy to maintain



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Division of Workers' Compensation



Questions and Input



Establish Working Group

- To participate in working group, email eams@dir.ca.gov:
 - ✓ Your experience with workers' comp system
 - ✓ Your experience with electronic data exchange
 - ✓ What you'll bring to the team
 - ✓ "Bulk filing working group" in subject line

www.dwc.ca.gov/eams

