

# COMMONWEALTH OF VIRGINIA WORKERS' COMPENSATION COMMISSION



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## WebFile Guide for Claim Administrators

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## Welcome to WebFile

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Welcome to Virginia Workers' Compensation Commission's **WebFile** system.

This Guide is designed to assist Claim Administrators with using WebFile, the Virginia Workers' Compensation Commission's self-service claims management system. The Commission implemented this efficient, easy-to-use web-based system so that carriers would have an additional resource to view and manage their portfolio of claims. Questions about any of the information provided in this guide should be directed to [WebFile.Support@workcomp.virginia.gov](mailto:WebFile.Support@workcomp.virginia.gov).

This document provides the information and instructions necessary for navigating the new online claim submission tool for claim administrators. It has been designed to be used in two different ways:

- the printed document may be used as a hard-copy comprehensive reference manual
- the electronic file may be used as a quick reference guide by clicking the role-based questions in the Contents section

You may also request that your organization's Site Administrator submit a question on your behalf to [WebFile.Support@workcomp.virginia.gov](mailto:WebFile.Support@workcomp.virginia.gov).

## WebFile Introduction

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### Background

In Virginia an employer with more than two employees must provide workers' compensation insurance coverage for its employees. In exchange, an employee who suffers a workplace injury or disease is precluded from bringing a civil action against his or her employer for damages caused by the injury or disease. Benefits available under the insurance policy in question are outlined in the Virginia Workers' Compensation Act.

The Virginia Workers' Compensation Commission administers the Act, and adjudicates disputes relating to coverage. The Commission also monitors insurance policies to prevent, as much as possible, employers having lapses in coverage. The Commission certifies employers who seek to self-insure their workers' compensation liability. The Virginia State Corporation Commission, Bureau of Insurance, on the other hand, certifies insurers to offer workers' compensation coverage, and sets premium rates for this coverage. The two agencies—the Workers' Compensation Commission and the State Corporation Commission—are governed independently from each other.

Under the Workers' Compensation Act, employers are required to file accident reports with the Commission. The Act spells out certain data that must be included, but authorizes the Commission to collect additional information that it deems necessary. The Act also charges the Commission with oversight of compensation payments made under the Act, as well as adjudicating disputes with respect to compensation and other benefits.

### WebFile - A Commission-Hosted Claims System for all EDI Filers

As a self-service system, WebFile allows all EDI Filers to view and manage their portfolio of claims. Claim administrators may view claim history, review accepted transactions, and upload relevant documents such as Agreement Forms and 20-Day Order Responses. WebFile has been set up to facilitate, through an organization's Site Administrator and its Claim Managers, the assignment and administration of an organization's full set of claims.

## WebFile Acronyms

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The following terms are used throughout this guide and within the WebFile system:

<b>CA</b>	<b>Claim Administrator</b>	Carrier, third party administrator, or self-insured party which manages workers' compensation claims
<b>EDI</b>	<b>Electronic Data Interchange</b>	A general term used to describe the method and standards for transferring data via electronic transmission; VWC follows IAIABC Release 3.0 EDI standards for accepting claim data
<b>FEIN</b>	<b>Federal Employer Identification Number</b>	A business' US Federal Tax ID. The FEIN is a primary data element used to link parties to claims data in <b>WebFile</b>
<b>FROI</b>	<b>First Report of Injury</b>	Claim record submitted to the VWC in accordance with First Report of Injury requirements
<b>SROI</b>	<b>Subsequent Report of Injury</b>	Claim report submitted to the VWC describing subsequent transactions, such as a payment, suspension, denial, etc.
<b>JCN</b>	<b>Jurisdiction Claim Number</b>	A unique identifier assigned to a claim by the VWC once a FROI submission has been accepted
<b>VWC</b>	<b>Virginia Workers' Compensation Commission</b>	The state agency which administers the Virginia Workers' Compensation Act

## WebFile Access

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The *WebFile* system is set up with two levels of permissions. Review the descriptions below to determine which access role applies to you.

### Claim Administrator

**Description:**

From the Commission's standpoint, a Claim Administrator is an organization which is recognized by the Commission as legally able to access and view, Workers' Compensation Claim records. A Claim Administrator may be an Insurance Carrier, Third Party Administrator, or a Self-Insured Employer. Self-Administered entities act as their own Claim Administrator (organization).

- An organization can have multiple Claim Administrators
- At least one member of the Claim Administrator organization will also serve as a Site Administrator
- Employees of the Claim Administrator's organization are "users" under the Claim Administrator's account.

Claim Administrators can

- Access and View Claim Records via WebFile
- Upload relevant documentation
- Submit relevant Web Forms

### Site Administrator

**Description:**

The WebFile Site Administrator is an employee of an approved Claim Administrator who is accountable for managing access to the Commission's WebFile system.

**Responsibilities: The External Site Administrator will**

- Manage all access requests from within own organization, and agree not to grant access to non-employees (access requests from third parties must be managed by the approved Site Administrator from each organization desiring access)
- Manage the user list (add, delete, modify), including password resets
- Communicate with the Commission to ensure current WebFile access matches approvals granted by Site Administrator
- Serve as the primary point-of-contact between the Commission and own organization on all matters related to WebFile

- Designate a backup Site Administrator
- Use the Commission's dedicated e-mail channel, [WebFile.Support@workcomp.virginia.gov](mailto:WebFile.Support@workcomp.virginia.gov), as the means to send questions and comments related to WebFile

## Requesting Access

If you need to be set up as a Site Administrator, send an e-mail to

[WebFile.Support@workcomp.virginia.gov](mailto:WebFile.Support@workcomp.virginia.gov) and include the following information:

- Justification for request (including 2008 non-minor claim volume)
- E-mail address
- Your first and last name
- Your phone number
- List of Claim Administrator FEINs on whose behalf you will be submitting claims (this list must match the FEINs submitted on your EDI Trading Partner documents)

Other employees of Claim Administrators: You must request WebFile access through your organization's Site Administrator. (e.g. "adjustors")

## WebFile Support

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All Claim Administrator WebFile users are required to contact their organization's WebFile Site Administrator for support requests. The WebFile Site Administrator can provide support to users for the following needs:

- WebFile account creation and updates
- WebFile password resets
- WebFile Manager role configuration

WebFile Site Administrators may contact the Commission for WebFile support by emailing [WebFile.Support@workcomp.virginia.gov](mailto:WebFile.Support@workcomp.virginia.gov).

Claim Administrators may contact the Commission for EDI-related support by emailing [EDI.Support@workcomp.virginia.gov](mailto:EDI.Support@workcomp.virginia.gov).

### **Maintain FEIN Information**

Attention Site Administrators: Within WebFile, names and addresses are associated with FEINs. If the information that displays in WebFile is incorrect, or if you need to update your organization's list of FEINs, submit a request via e-mail with the correct information to [WebFile.Support@workcomp.virginia.gov](mailto:WebFile.Support@workcomp.virginia.gov). This request will be forwarded to the appropriate department within VWC and additional information may be requested before updates are made.

## WebFile Security

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The **WebFile** system uses a variety of security protocols to help ensure that case records remain confidential. A key component of this structure (which governs access rights) is username and password.

### Username

All **WebFile** users will have individual usernames. The username cannot be changed after the registration and activation process is complete.

### Passwords

All users are required to use a password along with the username. The initial password will be set up by the Commission. The user will then set up a new password at the time of registration.

#### Password Criteria

- ✓ Must be at least 8 characters in length.
- ✓ Must have at least one number.
- ✓ Must have at least one letter.
- ✓ Must contain one special character (i.e., @, #).
- ✓ Must not have been used within the previous 12 months.

### Timeout Feature

The system has been set up with a 45-minute timeout feature. If there is no activity within 45 minutes, the user will receive a message notifying them that they need to log back in to **WebFile**.



#### IMPORTANT

Entering data is still viewed by the system as being idle – users who take longer than 45 minutes to submit data or to conduct other transactions will be automatically logged off of the system, and all information not saved or submitted will be lost.

## Login and Registration

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**Registration is only required the first time a user logs in.**

**Applicable Roles:** Site Administrator, Claim Administrator User

**Prerequisite Actions:** User has been set up in system and a confirmation e-mail has been sent.

**Business Scenario:** User has received e-mail with logon and temporary password.

Access the **WebFile** website at: <https://webfile.workcomp.virginia.gov/>

1. Click the “Login” link.



2. Enter Username and temporary password received from:

[webfile.support@workcomp.virginia.gov](mailto:webfile.support@workcomp.virginia.gov)

The symbol  indicates a required field.

3. Create a Username.
4. Create a new password and confirm.

**Login information**

**Username:** ⓘ

Please change your password

**Current Password:** ⓘ

**New Password:** ⓘ

**Confirm New Password:** ⓘ

5. Select and answer three security questions. These questions will assist you in case you are ever locked out of the system or forget your password. Answers are case sensitive.

**Security Question:** ⓘ  
Select a Security Question... ▼

**Answer:** ⓘ

**Security Question:** ⓘ  
Select a Security Question... ▼

**Answer:** ⓘ

**Security Question:** ⓘ  
Select a Security Question... ▼

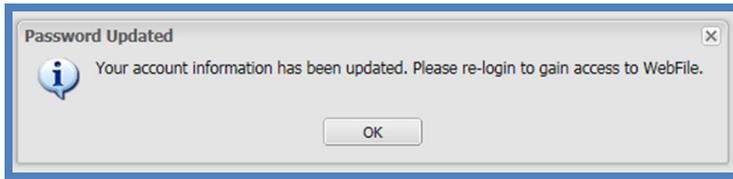
**Answer:** ⓘ

6. Review the Terms and Conditions by clicking on the “Terms and Conditions” link in the bottom left hand corner.
7. After reviewing, check the box to accept the Terms and Conditions.
8. Click “Save” to complete your registration.

Check this box to accept [Terms and Conditions](#)

9. Confirmation message verifying your successful registration is displayed.

10. Click the "OK" button.



11. Log back in to **WebFile** with the new Username and permanent password.

# Reset Passwords

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**This module covers how to reset your password. The directions differ based on your scenario. Scenario 1 is for forgotten or expired passwords. Scenario 2 is for voluntarily resetting your password.**

**Applicable Roles:** Claim Administrator User, Site Administrator

**Prerequisite Actions:** User has been set up and has registered in *WebFile*.

**Business Scenario 1:** User forgot his password or it has been 90 days and password has expired.



## Password Reset

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**This section covers how to reset a password. There are two methods that can be used in *WebFile*. One is to reset a forgotten password and the other is to elect a password reset.**



### BEFORE YOU GET STARTED

Remember the ***WebFile*** Password Criteria:

- ✓ Must be at least 8 characters in length.
- ✓ Must have at least one number.
- ✓ Must have at least one letter.
- ✓ Must contain one special character (i.e., @, #).
- ✓ Must not have been used within the previous 12 months.

## Reset Forgotten Password



### STEPS TO COMPLETE

When the log in screen displays, you have the option to request a new password yourself.

1. Click on the “Forgot Password” link.

**Portal Login**

Username:

(Please log in with your email address if this is your first time logging in or if you have not yet created a username.)

Password:

[Forgot Username/Forgot Password](#)

2. Enter a username and click the "Submit" button.

**Forgot Password**

**Forgot Password**

Enter your username to display your security questions

Username:

3. Answer the three security questions from initial registration and click the "Submit" button. Answers are case sensitive.

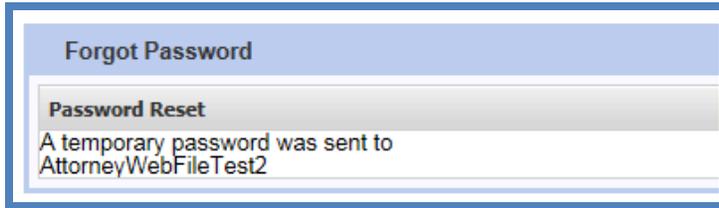
**Forgot Password**

Security Question: What is the name of your favorite pet?  
Answer:

Security Question: In what city were you born?  
Answer:

Security Question: What is your mother's maiden name?  
Answer:

4. A confirmation message will appear and an email will be sent.



5. Retrieve the email from [noreply@workcomp.virginia.gov](mailto:noreply@workcomp.virginia.gov) containing the new, temporary password. This temporary password will expire after five (5) days. Email could be in a Junk/Spam folder.
6. After logging in with Username and new/temporary password, you will be required to re-register.

If you cannot remember the answers to your security questions, contact the Commission at **1-877-664-2566** or [webfile.support@workcomp.virginia.gov](mailto:webfile.support@workcomp.virginia.gov).

## Elect to Reset Password



STEPS TO  
COMPLETE

1. From the main **WebFile** menu, click on “Manage Profile”.



2. Scroll down to the Reset Password section.
3. Enter current password and new password as prompted.
4. Click the “Reset” button.

Check this box to accept [Terms and Conditions](#)

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**Reset Password**

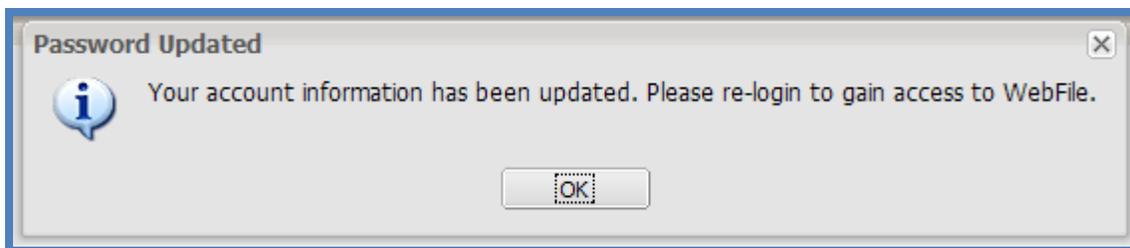
Password is case sensitive, must be at least 8 characters long, contain at least 1 number, 1 letter and 1 special character. Password will expire every 90 days and will

**Current Password:**

**New Password:**

**Confirm New Password:**

5. Click "OK" to return to the main **WebFile** page.



6. Log in with the new password.

# Setting Up User Relationships

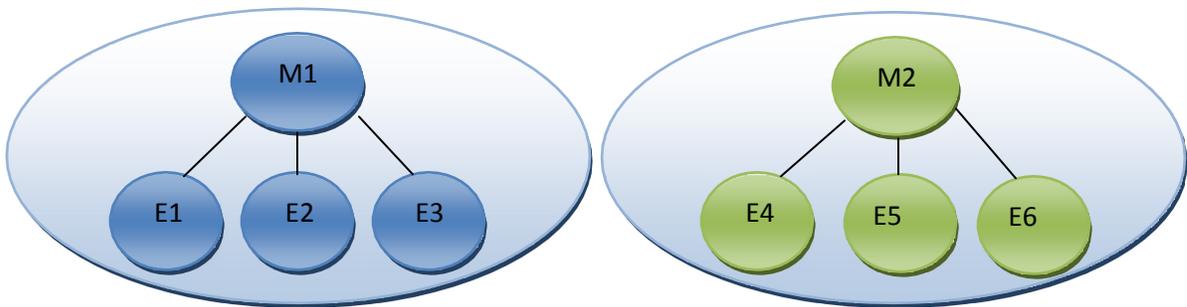
This module outlines recommendations for how Site Administrators may choose to structure Claim Manager – Claim Administrator Employee relationships within *WebFile*. These recommendations may or may not mirror the *actual* organizational structure and reporting relationships.



Properly organizing your Claim Manager – Claim Administrator Employee relationships within *WebFile* is key to ensuring the proper visibility and management of your organization’s claims by the appropriate parties. Having this structure defined up front will clarify how best to make changes as transitions occur in your organization.

## Geographically Dispersed Organization Model

Within this organization Claim Managers run independent units which may be in different geographic locations. This design enables Managers in each unit to manage and view a discrete set of Claim Administrator Employee claims.



M = Claims Manager E = Claim Administrator Employee

## WebFile Claim Administrator Manager/Non Manager Association model

Manager One

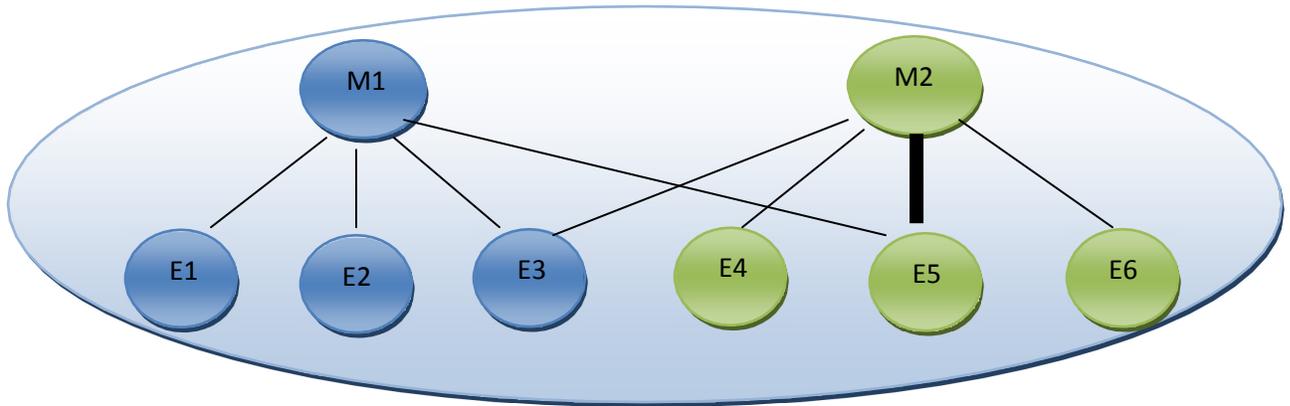
Available Employees	Assigned Employees
Employee, Six	Employee, One
Manager, Two	Employee, Three
Manager, Three	Employee, Two
Employee, Four	
Employee, Five	

Manager Two

Available Employees	Assigned Employees
Manager, One	Employee, Five
Manager, Three	Employee, Four
Employee, One	Employee, Six
Employee, Two	
Employee, Three	

## Shared Floor Model

Within this organization, managers run partially shared units. Managers can view and manage those claims for their direct employees as well as employees of other managers, as appropriate.



In this scenario, the model allows the claims of some Claim Administrator Employees to be viewed by both Claim Managers, while others cannot be viewed (based on how they have been associated).

## WebFile Claim Administrator Manager/Non Manager Association model

Manager One

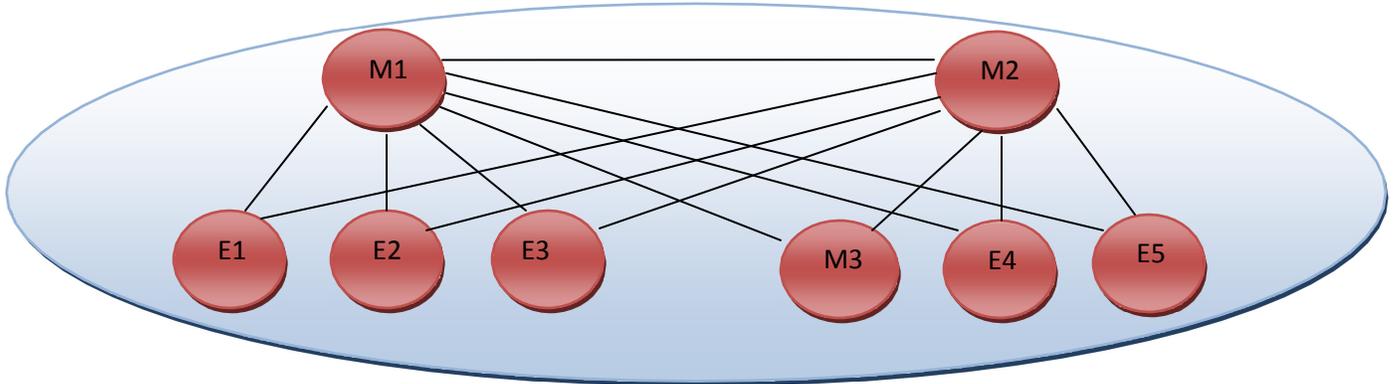
Available Employees	Assigned Employees
Employee, Six	Employee, Five
Manager, Two	Employee, One
Manager, Three	Employee, Three
Employee, Four	Employee, Two

Manager Two

Available Employees	Assigned Employees
Employee, One	Employee, Five
Employee, Two	Employee, Four
Manager, One	Employee, Six
Manager, Three	Employee, Three

## Small Shop Model

Within this organization, all Claim Managers share ownership of all claims. Any manager can view and manage all claims within the organization.



This model allows all claims to be viewed by all Claim Managers. Also, Manager 2 can also see Manager 3's claims, since Manager 3 is **also** a Claim Administrator. Though not pictured here, neither Manager 1 nor Manager 2 **would be able to view** the claims of Manager 3's Employees, unless each Employee was assigned to Manager 1 and Manager 2 as well.

## WebFile Claim Administrator Manager/Non Manager Association model

Manager One

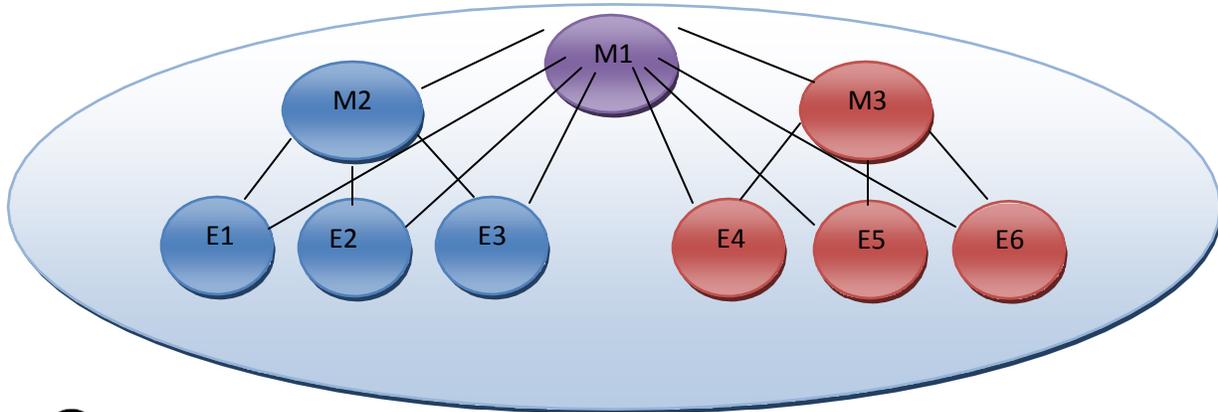
Available Employees	Assigned Employees
Manager, Two	Employee, Five
	Employee, Four
	Employee, One
	Employee, Six
	Employee, Three
	Employee, Two
	Manager, Three

Manager Two

Available Employees	Assigned Employees
Manager, One	Employee, Five
	Employee, Four
	Employee, One
	Employee, Six
	Employee, Three
	Employee, Two
	Manager, Three

## Supervising Manager Model

Within this organization, there is a multi-tier Claim Management structure where a Supervising Manager can view his managers' claims. In effect, his managers are, from WebFile's perspective, considered Claim Administrator Employees just as with other non-manager employees.



This model allows Manager 1 to view all claims within the organization. Manager 2 and manager 3 can only see claims for their employees.

## WebFile Claim Administrator Manager/Non Manager Association model

Manager One

Available Employees	Assigned Employees
	Employee, Five
	Employee, Four
	Employee, One
	Employee, Six
	Employee, Three
	Employee, Two
	Manager, Three
	Manager, Two

Manager Two

Available Employees	Assigned Employees
Employee, Five	Employee, One
Employee, Four	Employee, Three
Employee, Six	Employee, Two
Manager, One	
Manager, Three	

Manager Three

Available Employees	Assigned Employees
Manager, One	Employee, Five
Manager, Two	Employee, Four
Employee, One	Employee, Six
Employee, Two	
Employee, Three	

## Additional Things to Consider During the Set Up Process

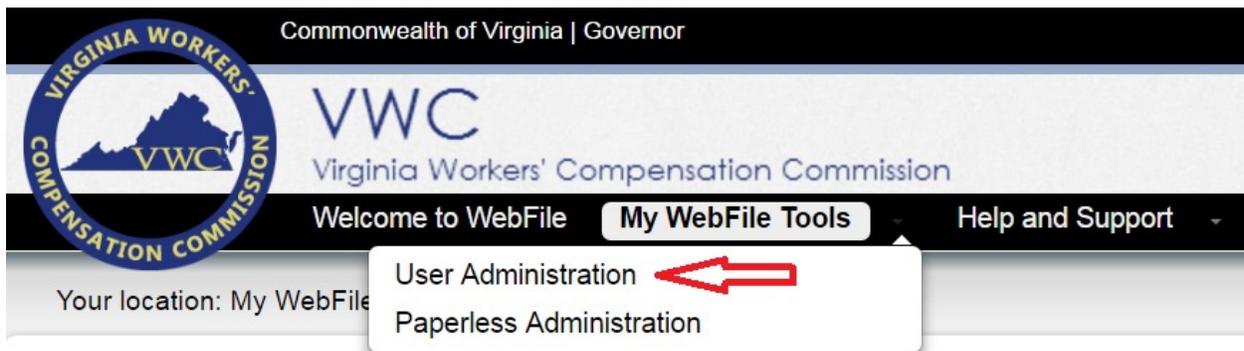
- Claim Manager – Claim Administrator Employee relationships can be changed temporarily in **WebFile** (to accommodate vacations or temporary leave), or permanently (to handle changes in your organization).
- Users can alter the “viewing rights” of a Claim Administrator by filing an EDI transaction, and updating the Claim Administrator user name (e-mail address), which may alter a Manager’s viewing rights, based on how it has been structured.

## Create a New User

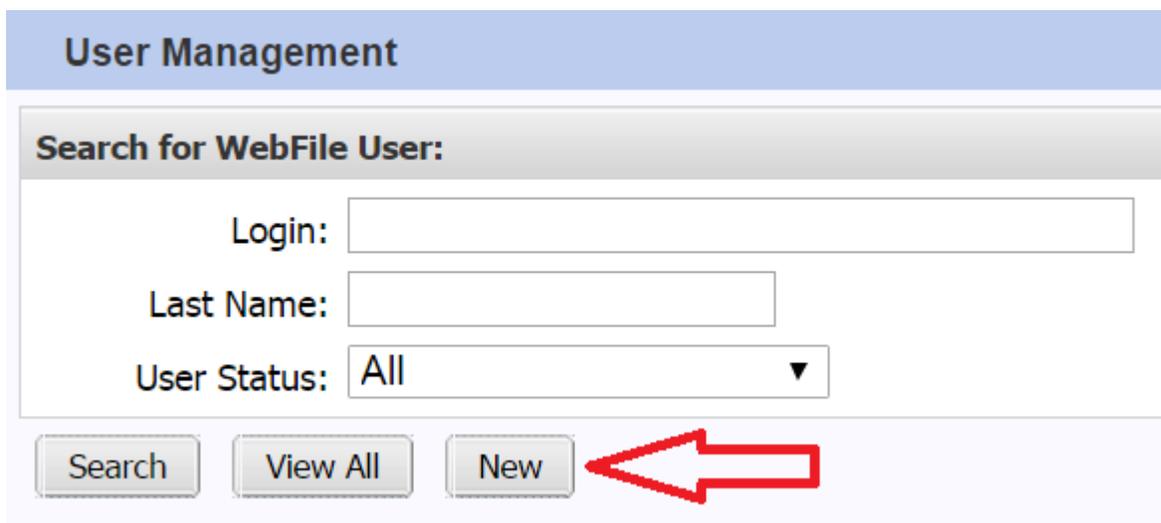
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**New WebFile Claim Administrator users must be created by the organization's WebFile Site Administrator.**

After logging into WebFile, click the drop-down arrow to the right of "My WebFile Tools" and click "User Administration" on the drop-down menu.



Click the "New" button on the "User Management" screen.



Enter the new user's information, assign the "Manager" role if necessary, and assign an existing Manager to the user if necessary.

### User Management

#### Create New WebFile User:

<b>Name</b>	<b>Address</b>
<b>Email:</b> ⓘ	<b>Address 1:</b> ⓘ
<input type="text"/>	<input type="text"/>
<b>First Name:</b> ⓘ	<b>City:</b> ⓘ
<input type="text"/>	<input type="text"/>
<b>Middle Name:</b>	<b>State:</b> ⓘ
<input type="text"/>	Virginia
<b>Last Name:</b> ⓘ	<b>Zip Code:</b> ⓘ
<input type="text"/>	<input type="text"/>
	<b>Country:</b> ⓘ
	United States

**Manager**    **Status:** Current User

Available Managers	Assigned Managers
Phillips, Landry	
Green, Ethan	
Todd, Jason	
Storm, Erika	
Gresham, Pam	

→  
←

Cancel    Save

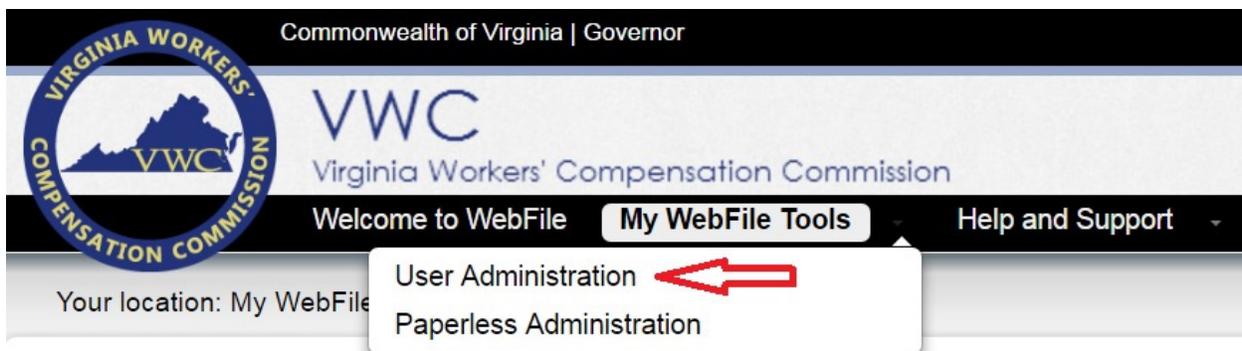
## Access and Update User Profile

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A Claim Administrator organization's WebFile Site Administrator is responsible for maintaining their users' WebFile profiles. User Profile maintenance includes:

- Keeping contact information current
- Assign or unassign the "Manager" role
- Assign or unassign employees to managers
- Resetting user passwords
- Deactivating users WebFile access as necessary

After logging into WebFile, click the drop-down arrow to the right of "My WebFile Tools" and click "User Administration" on the drop-down menu.



To search for an individual user, enter their login or last name. To view all users, click the “View All” button in the “User Management” window.

Your location: [My WebFile Tools](#) » [User Administration](#)

### User Management

**Search for WebFile User:**

Login:

Last Name:

User Status:  ▼

Click “Edit” next to the user to update.

User Management							
WebFile User Search Results:							
Login	Name	Role	Status	Manager?	Locked?	Registered?	Site Admin?
alorton157	Al Orton	Claim Administrator	Current User	N	N	Y	Y
claimadminuser1	Landry Phillips	Claim Administrator	Current User	Y	N	Y	Y
erikastorm	Erika Storm	Claim Administrator	Current User	Y	N	Y	N
ethg400	Ethan Green	Claim Administrator	Current User	Y	N	Y	N
jasontodd507@yahoo.c...	Jason Todd	Claim Administrator	Current User	Y	N	Y	Y
newestcaadddition@gma...	Jebidiah Zang	Claim Administrator	Current User	N	N	N	N
pamgresham	Pam Gresham	Claim Administrator	Current User	Y	N	Y	N
seanb90	Sean Buford	Claim Administrator	Current User	N	N	Y	N

New [Back to Search](#)

Update user's account as necessary.

**User Management**

**Create New WebFile User:**

<b>Name</b>	<b>Address</b>
<b>Login:</b> ethg400	<b>Address 1:</b> ⓘ 11732 W Broad St
<b>First Name:</b> ⓘ Ethan	<b>City:</b> ⓘ Richmond
<b>Middle Name:</b> 	<b>State:</b> ⓘ Virginia
<b>Last Name:</b> ⓘ Green	<b>Zip Code:</b> ⓘ 23233-1005
	<b>Country:</b> ⓘ United States

**Manager**    **Status:** Current User

Available Employees	Assigned Employees
Phillips, Landry	Todd, Jason
Buford, Sean	
Storm, Erika	
Gresham, Pam	
Zang, Jebidiah	
Orton, Al	

Reset Password    Deactivate Account    Cancel    Save

# Assign Managers to Employees or Employees to Managers

On the “User Management” screen, use the arrow buttons to move available Managers or Employees to assigned Managers or Employees.

### User Management

#### Create New WebFile User:

<b>Name</b>	<b>Address</b>
<b>Login:</b> alorton157	<b>Address 1:</b> 11732 W Broad St
<b>First Name:</b> Al	<b>City:</b> Richmond
<b>Middle Name:</b>	<b>State:</b> Virginia
<b>Last Name:</b> Orton	<b>Zip Code:</b> 23233
	<b>Country:</b> United States

**Manager**    **Status:** Current User

Available Managers	Assigned Managers
Phillips, Landry	
Green, Ethan	
Todd, Jason	
Storm, Erika	
Gresham, Pam	

Reset Password    Deactivate Account    Cancel    Save

**User Management**

**Create New WebFile User:**

**Name**      **Address**

**Login:**  
alorton157

**Address 1:**  
11732 W Broad St

**First Name:**  
Al

**City:**  
Richmond

**Middle Name:**

**State:**  
Virginia

**Last Name:**  
Orton

**Zip Code:**  
23233

**Country:**  
United States

**Manager**      **Status:** Current User

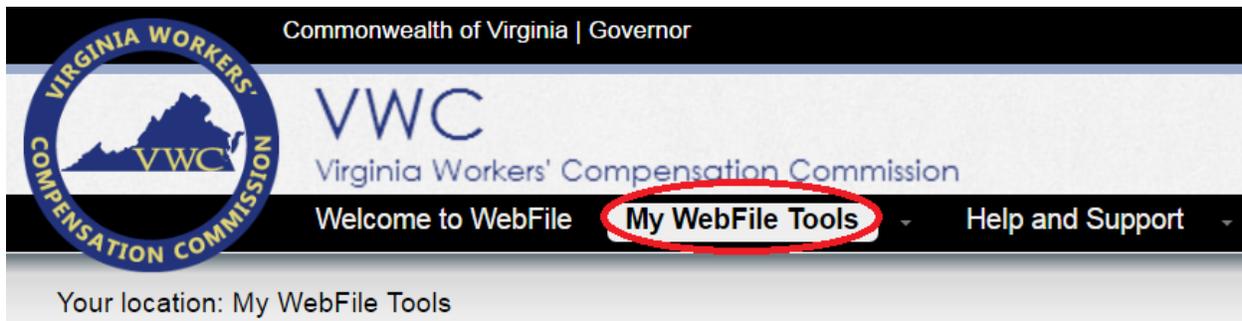
Available Managers	Assigned Managers
Phillips, Landry	Todd, Jason
Green, Ethan	
Storm, Erika	
Gresham, Pam	

*The image above shows that Employee Al Orton has been assigned to the Manager Jason Todd. As a Manager, Jason Todd will be able to view all claims assigned to Al Orton and assign new claims to him as-needed.*

## Searching for and Viewing Claims

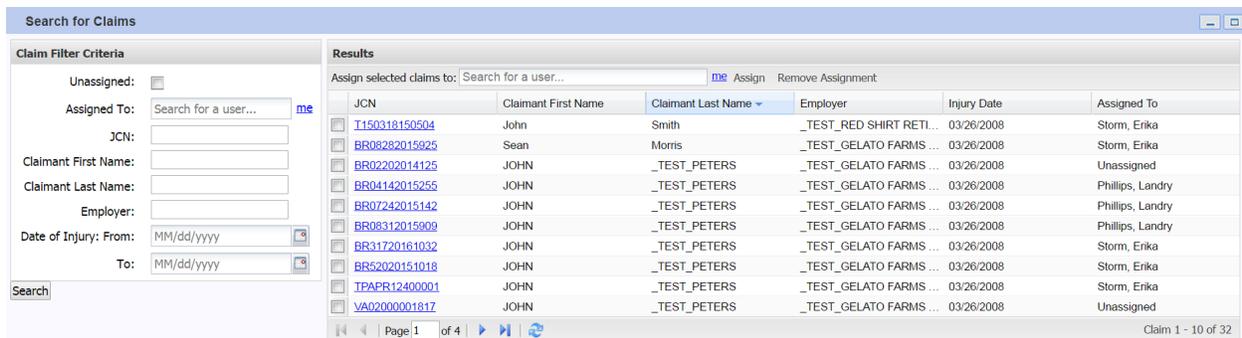
Claims that are assigned to a Claim Administrator organization within the Commissions system may be viewed by the organization's WebFile users. WebFile users with the Manager role may view all unassigned claims and all claims assigned to themselves and their assigned employees. WebFile users without the Manager role may only view claims that have been assigned to them in WebFile by their Manager(s).

Users may access the search tool and view their list of claims by clicking "My WebFile Tools" at any time.



### Searching for Claims

The "Search for Claims" portlet is divided into two sections: Claim Filter Criteria and Results. Enter any combination of the search criteria to search for a particular claim. The percentage sign (%) can be used as a search wildcard.



### Search Examples:

- Checking the “Unassigned” box will show all unassigned claims in the Results area.
- Entering *Smith* into the “Last Name” field will show all claims for claimants with the last name Smith in the Results area.
- Entering *Smit%* into the “Last Name field will show all claims for claimants whose last name begins with Smit. These might include the last names Smith, Smithson, Smitt, and Smitts.
- Entering *John* into the “First Name” field and *Smith* into the “Last Name” field will show all claims for claimants with the first name John AND the last name Smith.

**Possible reasons a claim might not appear:**

- The claim does not yet exist in the Commission’s database.
- The claim is assigned within WebFile to another user.
- The claim is unassigned in WebFile but the user does not have the Manager role (only Managers may view unassigned claims).
- The claim exists in the Commission’s database but an EDI FROI with the Claim Administrator FEIN has not been accepted for that JCN.

**Viewing Claims**

To view a claim, click the link in the “JCN” column of the Results area.

Results					
Assign selected claims to: <input type="text" value="Search for a user..."/> <a href="#">me</a> Assign Remove Assignment					
JCN	Claimant First Name	Claimant Last Name	Employer	Injury Date	Assigned To
<a href="#">T150318150504</a>	John	Smith	_TEST_RED SHIRT RETI...	03/26/2008	Storm, Erika
<a href="#">BR08282015925</a>	Sean	Morris	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika
<a href="#">BR02202014125</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Unassigned
<a href="#">BR04142015255</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Phillips, Landry
<a href="#">BR07242015142</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Phillips, Landry
<a href="#">BR08312015909</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Phillips, Landry
<a href="#">BR31720161032</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika
<a href="#">BR52020151018</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika
<a href="#">TPAPR12400001</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika
<a href="#">VA02000001817</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Unassigned

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The Claim Summary will display

Your location: My WebFile Tools » Claim Summary

**Claim Summary**

<b>Claimant:</b> PETER DILLARD	<b>Employee ID Assigned by Jurisdiction:</b> 000911
<b>Jurisdiction Claim Number:</b> 0169570	<b>Claim Administration Claim Number:</b> TCURN3
<b>Date of Injury:</b> 3/15/1971	<b>Claim Type:</b> Notification Only
<b>Employer:</b> _TEST_METAL SHAPERS INC	<b>Insurer:</b> CHESTER INS CO

**Claim Status Overview**

<input type="checkbox"/> Claim for Benefits Filed	<input type="checkbox"/> Payments Reported
<input type="checkbox"/> Claim Denied by Insurer	<input checked="" type="checkbox"/> Average Weekly Wage: \$0.00
	<input checked="" type="checkbox"/> Award Entered by Commission

## Claim Details Tab

The “Claim Details” tab is selected by default.

Claim Details | Document & Filings | Make New Submission | Submit Web Forms

**Instructions**

- Please contact the Claim Adjuster if there is any incorrect information in this claim.

**Incident Details**

**Claimant Details**

**Employer Details**

**Claim Administrator Details**

**Insurance Carrier Details**

**Additional Parties**

The Claim Details can be viewed by expanding desired sections.

- Pressing the  button will display the information for the corresponding section.
- Pressing the  button will hide the information for the corresponding section.

## Claim Details Tab

Incident Details	Provides general information regarding the reported incident such as dates, description and location.
Claimant Details	Provides general personal and contact information on the Claimant. There is a separate section that identifies Attorney contact information.
Employer Details	Provides general information about the Employer of the Claimant. There is a separate section that identifies Attorney contact information.*
Claim Administrator Details	Provides general information about the company in the Claim Administrator role. There is a separate section that identifies Attorney contact information.
Insurance Carrier Details	Provides general information about the Insurance Carrier. There is a separate section with designated contact information. There is also a section that identifies Attorney contact information .*
Additional Parties	Can be used to indicate medical provider involvement as well as next of kin information should the incident be fatal. Use of the Uninsured Employer’s Fund can also be noted in this section.

## Documents and Filings Tab

The “Documents and Filings” tab displays all documents and filings for the claim. Individual documents may be viewed by clicking the + icon to the left of the Work Event for the document.

Claim Details
Document & Filings
Make New Submission
Submit Web Forms

**Documents & Filings:** Documents and filings related to this claim are shown in the table below.

**Instructions**

- o You may bundle documents by checking the boxes to the left of the document name and clicking **Create Doc Bundle** at the bottom which will create a single PDF containing all selected items to view on your computer. You may select items on multiple pages.
- o Imaged documents require a compatible Adobe PDF viewer to view and print. If you do not have compatible Adobe PDF software you may download and install it at no charge by visiting the Adobe website.



**Imaged Documents:** All imaged documents for this Claim are displayed below. Click the Document Type to view the document.

<input type="checkbox"/> Work Event(s)	Seal... Recipient	Description	Source	Service D...	Date Filed
<b>Work Event: Claim Related Document for Compliance (1 File)</b> <span style="float: right;">Date Filed: 02/04/2016</span>					
<input type="checkbox"/>		<a href="#">Claim Related Document for Compliance</a>	Web	02/04/2016	02/04/2016
<b>Work Event: Agreement Form (1 File)</b> <span style="float: right;">Date Filed: 02/04/2016</span>					
<b>Work Event: Awards Related Correspondence (1 File)</b> <span style="float: right;">Date Filed: 01/28/2016</span>					
<b>Work Event: Exhibit (1 File)</b> <span style="float: right;">Date Filed: 01/07/2016</span>					
<b>Work Event: Letter from Attorney - Claim Related (1 File)</b> <span style="float: right;">Date Filed: 01/05/2016</span>					
<b>Work Event: Request for Benefits Related Correspondence (1 File)</b> <span style="float: right;">Date Filed: 12/14/2015</span>					
<b>Work Event: Awards Related Correspondence (1 File)</b> <span style="float: right;">Date Filed: 08/31/2015</span>					
<b>Work Event: Written Statement (1 File)</b> <span style="float: right;">Date Filed: 08/31/2015</span>					
<b>Work Event: Agreement Form (1 File)</b> <span style="float: right;">Date Filed: 07/31/2015</span>					
<b>Work Event: Dispute Form (1 File)</b> <span style="float: right;">Date Filed: 07/31/2015</span>					
<b>Work Event: Sealed document Claimant (1 File)</b> <span style="float: right;">Date Filed: 03/18/2015</span>					
<b>Work Event: Notification of Injury All Parties (3 Files)</b> <span style="float: right;">Date Filed: 03/18/2015</span>					

Expand Groups | Select a Document... | Apply to selected
Results 1 - 14 of 14

## Make New Submission Tab

Users may make filings by uploading documents under the “Make New Submission” tab. The filing must be in PDF format and the user must choose a Filing Type and date for the filing.

**Upload a Filing**

**Filing Upload Form**

**Select Filing Type:**    
Award Agreement  

**Document Date:**    
MM/dd/yyyy 

**File(s) must be Non-Encrypted PDFs** 

No file chosen

I hereby certify that the document(s) have been signed by all applicable parties.

The available Filing Types are:

### Award Agreement

Claim for Benefits / Request for Hearing  
Claim-Related Correspondence (General)  
Employer's Application for Hearing  
Medical Record(s)  
Motion for the Preservation of Evidence  
Position Statement OTR Hearing  
Request for Cost of Living Adjustment  
Response to an Employer's Application  
Termination of Wage Loss Award  
Written Statement -- Review Hearing

### Submit Web Forms Tab

Users may also make filings under the "Submit Web Forms" tab by selecting the Form Type and completing the form online.

The screenshot shows a web interface with four tabs: "Claim Details", "Document & Filings", "Make New Submission", and "Submit Web Forms". The "Submit Web Forms" tab is active. Below the tabs, there is a header "Instructions: Select Web Form" and a sub-header "Step 1 of 3: Select a Web Form". Underneath, the text "Select Form Type" is displayed. A dropdown menu is open, showing the following options: "Select Form Type...", "Select Form Type...", "Employer's Application for Hearing", "Order Response Form - Claim Filed", and "Order Response Form - Payments Made".

# Assigning Claims to Users

Users with the Manager role may assign claims to themselves or to employees who are assigned to their group.

## Assign a claim

Check the box next to the unassigned claim in the “Results” area.

Results						
Assign selected claims to:		Search for a user...		me	Assign	Remove Assignment
JCN	Claimant First Name	Claimant Last Name	Employer	Injury Date	Assigned To	
<input type="checkbox"/>	T150318150504	John	Smith	_TEST_RED SHIRT RETI...	03/26/2008	Storm, Erika
<input type="checkbox"/>	BR08282015925	Sean	Morris	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika
<input checked="" type="checkbox"/>	BR02202014125	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Unassigned
<input type="checkbox"/>	BR04142015255	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Phillips, Landry
<input type="checkbox"/>	BR07242015142	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Phillips, Landry
<input type="checkbox"/>	BR08312015909	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Phillips, Landry
<input type="checkbox"/>	BR31720161032	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika
<input type="checkbox"/>	BR52020151018	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika
<input type="checkbox"/>	TPAPR12400001	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika
<input type="checkbox"/>	VA02000001817	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Unassigned

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Type the last name of the user to whom the claim is to be assigned into the field labeled “Assign selected claims to:” and then click “Assign”.

Results						
Assign selected claims to:		storm		me	Assign	Remove Assignment
JCN	Storm, Erika erikastorm	Claimant Last Name	Employer	Injury Date	Assigned To	
<input type="checkbox"/>	T150318150504	John	Smith	_TEST_RED SHIRT RETI...	03/26/2008	Storm, Erika
<input type="checkbox"/>	BR08282015925	Sean	Morris	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika
<input checked="" type="checkbox"/>	BR02202014125	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Unassigned
<input type="checkbox"/>	BR04142015255	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Phillips, Landry
<input type="checkbox"/>	BR07242015142	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Phillips, Landry
<input type="checkbox"/>	BR08312015909	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Phillips, Landry
<input type="checkbox"/>	BR31720161032	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika
<input type="checkbox"/>	BR52020151018	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika
<input type="checkbox"/>	TPAPR12400001	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika
<input type="checkbox"/>	VA02000001817	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Unassigned

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The claim will then be assigned to the user and they should be able to view it immediately.

Results						
Assign selected claims to: <input type="text" value="Search for a user..."/> <a href="#">me</a> <a href="#">Assign</a> <a href="#">Remove Assignment</a>						
JCN	Claimant First Name	Claimant Last Name	Employer	Injury Date	Assigned To	
<input type="checkbox"/> <a href="#">T150318150504</a>	John	Smith	_TEST_RED SHIRT RETI...	03/26/2008	Storm, Erika	
<input type="checkbox"/> <a href="#">BR08282015925</a>	Sean	Morris	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika	
<input type="checkbox"/> <a href="#">BR02202014125</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika	
<input type="checkbox"/> <a href="#">BR04142015255</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Phillips, Landry	
<input type="checkbox"/> <a href="#">BR07242015142</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Phillips, Landry	
<input type="checkbox"/> <a href="#">BR08312015909</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Phillips, Landry	
<input type="checkbox"/> <a href="#">BR31720161032</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika	
<input type="checkbox"/> <a href="#">BR52020151018</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika	
<input type="checkbox"/> <a href="#">TPAPR12400001</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika	
<input type="checkbox"/> <a href="#">VA02000001817</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Unassigned	

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## Unassign a claim

To unassign a claim from a user, check the box next to the assigned claim in the “Results” area and click “Remove Assignment”.

Check the box next to the unassigned claim in the “Results” area.

Results						
Assign selected claims to: <input type="text" value="Search for a user..."/> <a href="#">me</a> <a href="#">Assign</a> <a href="#">Remove Assignment</a>						
JCN	Claimant First Name	Claimant Last Name	Employer	Injury Date	Assigned To	
<input checked="" type="checkbox"/> <a href="#">T150318150504</a>	John	Smith	_TEST_RED SHIRT RETI...	03/26/2008	Storm, Erika	
<input type="checkbox"/> <a href="#">BR08282015925</a>	Sean	Morris	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika	
<input type="checkbox"/> <a href="#">BR02202014125</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika	
<input type="checkbox"/> <a href="#">BR04142015255</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Phillips, Landry	
<input type="checkbox"/> <a href="#">BR07242015142</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Phillips, Landry	
<input type="checkbox"/> <a href="#">BR08312015909</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Phillips, Landry	
<input type="checkbox"/> <a href="#">BR31720161032</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika	
<input type="checkbox"/> <a href="#">BR52020151018</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika	
<input type="checkbox"/> <a href="#">TPAPR12400001</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Storm, Erika	
<input type="checkbox"/> <a href="#">VA02000001817</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Unassigned	

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The claim will be unassigned and able to be viewed and reassigned by any user with the Manager role.

Results						
Assign selected claims to: <input type="text" value="Search for a user..."/> <a href="#">me</a> Assign Remove Assignment						
	JCN	Claimant First Name	Claimant Last Name	Employer	Injury Date	Assigned To
<input type="checkbox"/>	<a href="#">T150318150504</a>	John	Smith	_TEST_RED SHIRT RETI...	03/26/2008	Unassigned
<input type="checkbox"/>	<a href="#">UAT0002359907</a>	UAT_JOHN	SEAMSTER	PEMBELTON FOREST P...	08/21/2007	Unassigned
<input type="checkbox"/>	<a href="#">BR08312015854</a>	Todd	Macklin	_TEST_GELATO FARMS ...	03/26/2008	Unassigned
<input type="checkbox"/>	<a href="#">VA02000008278</a>	Jamar	Jones	SANTIAGO ALVAREZ	05/15/2010	Unassigned
<input type="checkbox"/>	<a href="#">BR08312015851</a>	Martin	Dean	_TEST_GELATO FARMS ...	03/26/2008	Unassigned
<input type="checkbox"/>	<a href="#">BR08312015846</a>	Oliver	Creed	_TEST_GELATO FARMS ...	03/26/2008	Unassigned
<input type="checkbox"/>	<a href="#">VA02000009053</a>	Sean	Adrian	SANTIAGO ALVAREZ	05/15/2010	Unassigned
<input type="checkbox"/>	<a href="#">BR03062016120</a>	WILL	_TEST_WEST	_TEST_NOODLES R US	03/12/2008	Unassigned
<input type="checkbox"/>	<a href="#">VA02000001817</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Unassigned
<input type="checkbox"/>	<a href="#">BR02032015748</a>	JOHN	_TEST_PETERS	_TEST_GELATO FARMS ...	03/26/2008	Unassigned

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## Paperless Option

Claim Administrator organizations that use WebFile have the option to enroll in the Commission's paperless program which eliminates the receipt of mail from the Commission regarding claims on which the Claim Administrator is noted.

The paperless program applies to **all** claims, **all** users, and **all** organizations listed for the Claim Administrator organization. The paperless option cannot be applied to selected claims, Claim Administrator personnel, or selected Claim Administrator organizations if more than one exists in their group.

WebFile Site Administrators and users with the Manager role may opt their organization into or out of the paperless program at any time, however the option may only be changed once per business day.

When enrolled in the paperless program, the Claim Administrator organization will receive two types of notifications in lieu of the physical mail they would otherwise receive.

1. An electronic notification will appear in the Notifications section of the user's WebFile screen. Among the details in these notifications are the claimant's name, date and JCN of the filing, description of the filing, and links to the document filed.



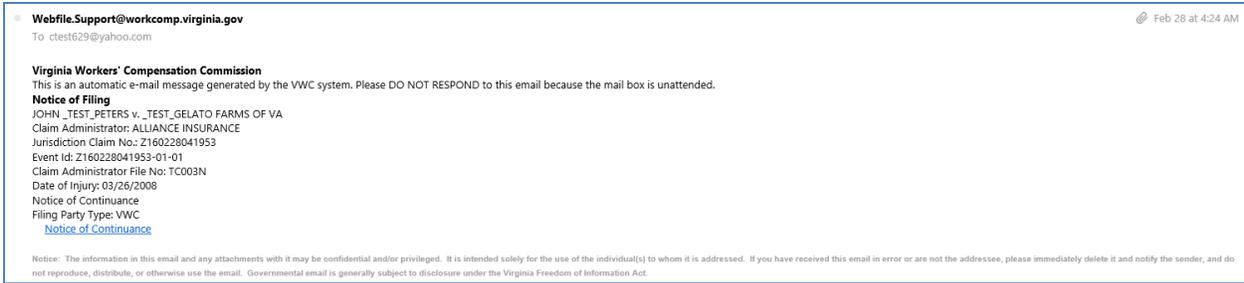
The Notifications section displays all documents that have been delivered while opted into Paperless.

VWC Notifications: You have received the following notifications concerning your represented claims. Click on the notification name in order to see the document image or click on the JCN to open the claim summary.

Status	Date	Notification	Description	Jurisdiction Claim Number	Claimant First Name	Claimant Last Name	Assigned To	Claim Admin Claim Number
Unread	2016-02-22 08...	<a href="#">Awards Related Correspondence</a>	test	<a href="#">BR04142015255</a>	JOHN	_TEST_PETERS	Phillips, Landry	TC003N
Read	2016-01-13 15...	<a href="#">Fatal Award Order</a>	test	<a href="#">BR08312015909</a>	JOHN	_TEST_PETERS	Phillips, Landry	TC003N
Read	2016-01-13 15...	<a href="#">Injured Body Parts Update Request</a>	test description	<a href="#">BR07242015142</a>	JOHN	_TEST_PETERS	Phillips, Landry	TC003N
Read	2016-01-08 09...	<a href="#">Request for Benefits Related Correspondence</a>	test	<a href="#">BR04142015255</a>	JOHN	_TEST_PETERS	Phillips, Landry	TC003N

Page 1 of 1 | Select an Item... | Apply Action | Results 1 - 4 of 4

2. An email notification will be sent to the email address provided upon enrollment into the paperless program. Among the details in these emails are the claimant's name, date of injury, date and JCN of the filing, and links to the document filed. When the link to the document is clicked the document will display if the user is already logged into WebFile. If the user is not logged in the WebFile login screen will open.



## Opt Into Paperless

WebFile Site Administrators and users with the Manager role may opt their organization into the Paperless program by clicking on “My WebFile Tools” and clicking the “Opt In Now” link.



The “Paperless Administration” window will open where the user will opt into paperless, provide the email address where all email notifications from the Commission will be received, and choose whether to receive no mail or continue to receive mail for six months in addition to the electronic notices from the Commission.

Your location: My WebFile Tools » Paperless Administration

**Paperless Administration**

Select the Paperless Option to stop receiving physical mail from the Virginia Workers' Compensation Commission. Users will be notified via a group email address when new documents are filed to a claim, and all documents will be accessible in WebFile. For a limited time, users will be able to opt in to a 6 month trial and continue to receive the physical mail in addition to the email notifications. After 6 months, the company will move to Paperless unless you opt out.

You are receiving mailed notifications.

Opt Into Paperless
  Opt Out Of Paperless

Company Notification Email Address:   
 Confirm Company Notification Email Address:

Select one:

Opt into Paperless: Receive Email Notifications and no physical mail  
 Opt into Paperless Trial: Receive Email Notifications and also physical mail

**VWC WebFile Paperless Option Terms and Conditions**

By choosing the Paperless Option, the user agrees to be bound by and adhere to the following terms and conditions:

I acknowledge that I have read and understood the above Paperless Option terms and conditions.

## Company Notification Email Address

The email address provided in this field will receive all email notifications from the Commission regarding filings on the organization's claims. It is the sole responsibility of the Claim Administrator organization to monitor and distribute the emails in this account as-needed.

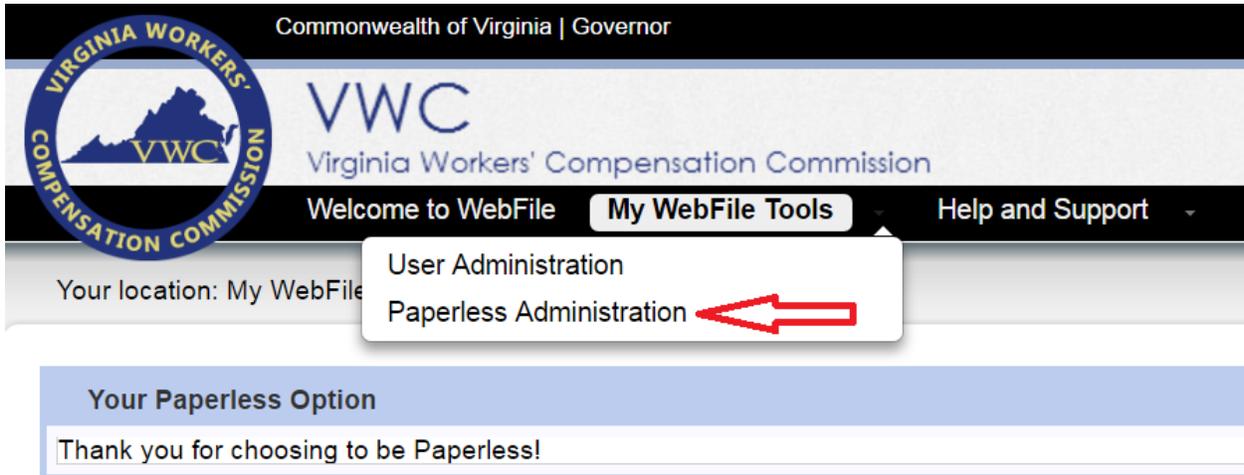
The Commission can send and troubleshoot any issues with emails that leave our server. However, delivery of emails to outside servers is beyond the control of the Commission. The user agrees the responsibility and troubleshooting of their email server is their responsibility.

## Six Month Trial Option

During the opt-in process, the user must choose whether to immediately stop physical mail from the Commission and rely solely on the electronic and email notifications **OR** to begin receiving the electronic and email notifications in addition to the physical mail for six months. Choosing to enroll in the six-month trial allows the organization to continue their physical mail processing while becoming familiar with and accustomed to the electronic and email notices. If the six-month trial option is chosen, the physical mail will automatically stop when the trial period ends unless the organization opts out of the paperless program before that date.

## Opt Out of Paperless

WebFile Site Administrators and users with the Manager role may opt their organization out of the Paperless program by clicking on “My WebFile Tools” and choosing “Paperless Administration”.



Choose the option “Opt Out of Paperless” to turn off electronic notices and emails and resume receiving physical mail from the Commission.

