

# WebFile – Paperless Option for Claim Administrators

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Beginning Friday, April 29, 2016, Claim Administrator WebFile users will have the option to "go paperless". The users who opt into this program will rely only on electronic notifications from the Commission and will no longer receive paper copies of notices and filings.

## ***Here are a few things to know about the paperless option:***

- The paperless preference for a Claimant is set individually.
- Claimants may log into WebFile and opt into or out of the paperless program at any time. However, they may not change their paperless option more than once per day.
- A Claim Administrator's access to WebFile will now be based on the Trading Partner Documents submitted for EDI setup in Virginia.
  - This means that you will only have access to those JCNs in WebFile that contain a Claim Administrator FEIN listed on your Trading Partner Documents.
  - In addition, this means that if you select to go paperless, you will be turning on paperless for all companies, Claim Administrators, listed on your Trading Partner documents.
- When WebFile Users log in to WebFile, a banner at the top of the screen will display their current paperless status.
- WebFile Users who have chosen to be paperless will be labeled with a green leaf icon indicating that they do not need a mailed copy of the filing.

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.

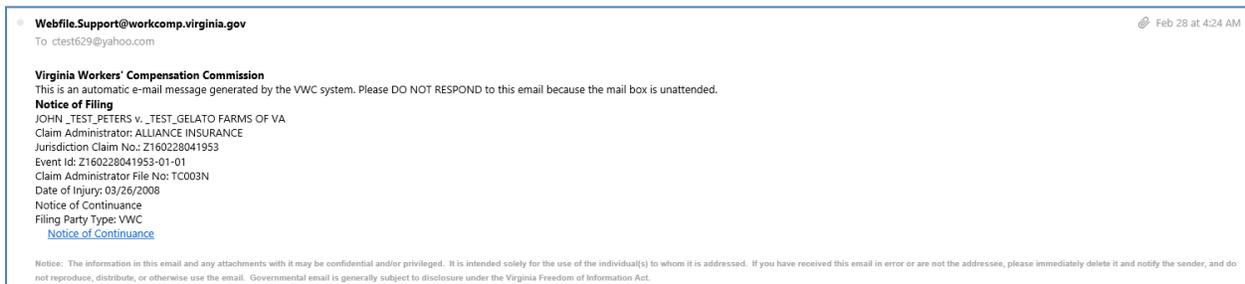
The Notifications section displays all documents that have been delivered while opted into Paperless.

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

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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.

### 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

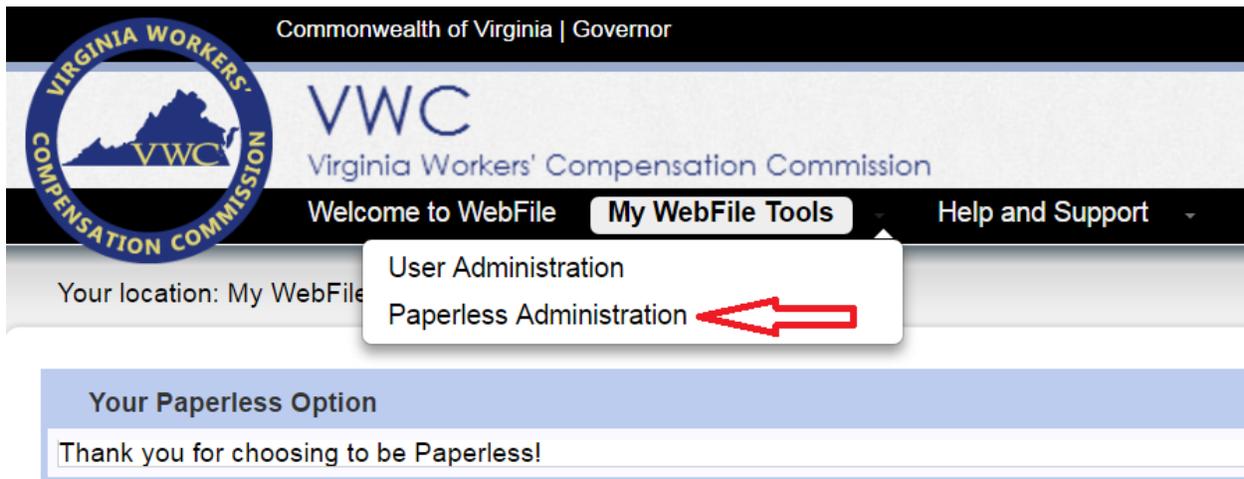
Commission. The user agrees the responsibility and troubleshooting of their email server is their responsibility.

### 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.



