

Division of Worker's Compensation
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Worker's Compensation Insurance Letter

To: **Attorneys Representing Parties in Worker's Compensation Disputes**
From: **Steven Peters, Division Administrator**
Subject: **WC Litigated Case Portal for the Submission of Applications for Hearing and Litigated Mail**

Insurance Letter Number: 522
Date Sent: July 11, 2019
Program: Claims Management
Type: New Process

Replaces: None

Purpose: Inform attorneys representing parties in worker's compensation disputes and claims handling offices of the latest method for submitting Applications for Hearing and Litigated Mail.

Background: The Worker's Compensation Division (WCD) processes all Applications for Hearing and Litigated Mail submitted via fax to WCD or mail to either the Office of Worker's Compensation Hearings (OWCH) or the WCD. In addition to the use of fax ((608) 260-3053) for the submission of Applications for Hearing and documents related to litigated claims, there is a new means for submitting said documents: the WC Litigated Case Portal. This portal is hosted by DWD WCD, requires a secure login, and should not require additional software or result in additional costs to your office.

Action Requested: If you wish to use the portal, instead of or in addition to the fax number (608) 260-3053, then please complete the following steps immediately upon receipt of this letter.

Set-Up:

Prefer to watch a video illustrating the set-up? Paste the following link into your browser to view a video:

1. Create your DWD/Wisconsin Logon account at (we suggest you bookmark the site for future reference). Click Logon Creation, click Accept, enter the required information and click Submit. **Do not share logon accounts between staff.**
2. Login to the WC Litigated Case Portal at (we suggest you bookmark the site for future reference). You will be prompted for your login information; use your DWD/Wisconsin Logon User Name and Password (created in set-up step #1) and click OK.
3. You will be prompted to enter Portal User Profile information on your initial login to the WC Litigated Case Portal. Enter the required information and click Create Profile to proceed. Note: if you later need to update existing Portal User Profile information then hover over Requests, highlight Update User Profile from the drop-down menu, and click.
4. Hover over Requests (upper left corner of the screen), click Link to Attorney. Enter your Firm Name, click Search. Search results provide a listing of firm name/address combinations; click on the Firm Name associated with your address. If you do not find your firm name, then call the number listed in the Inquiries section below.
5. From the Attorney Name drop down list, select the attorney name for whom you will be submitting documents. Enter a valid WC Claim Number for which the selected attorney is an active attorney, click Link to Attorney. If you receive the "Success!" message, then you are ready to upload PDF files. Note: when choosing an attorney name and entering a WC Claim Number, it is not necessary that the claim currently be in litigation, the claim can be in a Case Closed status. If you do not find the correct attorney name, please call the number listed in the Inquiries section below.

Uploading Applications for Hearing and Documents Related to Litigated Claims:

Note: only PDF files can be uploaded; if your document is not a PDF then it will need to be converted.

1. Click Requests, click Upload File.
2. Click Browse. The Choose File to Upload pop-up window will display, navigate to your file location, select your PDF file, and click Open.
3. Your file name will appear in the Select File field. Click Upload to transmit the file to the WCD and complete the upload. You will receive a successful upload message displaying the name of the uploaded PDF file, the file size, and the date/time of upload. A confirmation email with the same information will be sent to the email address stored in your Portal User Profile.

Special Notes Regarding the WC Litigated Case Portal:

- The WC Litigated Case Portal allows uploads of documents. You are not currently able to view the status of a case through the Portal.
- Every document uploaded will have an electronic image created, and that image will be stored in an imaging database.
- You need to link to an attorney **once**. If your account is linked to one attorney at your firm address, you can upload for any attorney at that firm address.
- **Do not share User Logon accounts.** If four staff members in your office will be uploading documents then each of the four must go through the above Set-Up steps.
- Only PDF files can be uploaded. If your document is not in PDF format then it will need to be converted.
- Only one file can be uploaded at a time. If you have multiple files to upload, you will go through the upload process for each file.
- The name of uploaded files cannot exceed 126 characters. Spaces count as part of the name.
- Photos, videos, MRIs, X-rays, etc. cannot be uploaded via the portal. These need to be mailed to the WCD and upon receipt they will be associated with the proper claim and stored in a physical location that permits easy retrieval.
- If you are unable to navigate to the file location on your end (when browsing for a file), contact your internal IT department.
- If you receive errors when uploading, contact the WCD by clicking the Contact Us (person) icon in the upper right corner of the screen. Click on the email address link to initiate an email, provide a description of your error including an image of the error or text, if applicable, then send.
- Contact the DWD IT Solutions Center at (608) 266-7252 (press #5 after the recording begins) for any issues creating your DWD/Wisconsin Logon account, or if you experience problems logging into the WC Litigated Case Portal with your user name and password.

Special Note Regarding Mediation Cases with an OWCH ALJ: For cases being mediated by OWCH Administrative Law Judges Wally Thurow, Mark Shore, Kathleen Grant, or Jennifer Collington **do not use** the WCD litigated fax number or WC Litigated Case Portal for the submission of **mediation-specific materials**. Use standard mail for mediation-specific materials and mail to OWCH, Attention ALJ Thurow, Shore, Grant, or Collington, PO Box 7922, Madison, WI 53707-7922. Please make sure that you note **MEDIATION** on the cover letter.

Inquiries: Please contact the WCD at (608) 266-1340, reference the number of this insurance letter, and ask to speak with either a WCD ALJ or the Claims Monitoring Section Chief.

Reference: None.