

Worker's Compensation Insurance Letter

INS #	443
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Program	Claims Management
Type	New Process
Replaces	None



State of Wisconsin
Department of Workforce Development

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To: Insurance Carriers, Self Insured Employers and Claims Handling Offices
From: John Conway, Division Deputy Administrator
Subject: New security system for Internet access to WC protected web sites and identification of security administrators

Purpose: Announce beginning of conversion to a new security system for Internet access to WC protected sites and request insurers and designated claims handling offices to identify a security administrator for implementation of the new system.

Background: Some insurers and claims handling offices have informed us that the existing security system is a barrier for them to participate in submitting electronic claim information using the Internet Pending Reports. The current security system will be replaced by a new system, Active Directory. All insurers and designated claims administrators must convert to Active Directory by September 15, 2003 in order to have access to the secured Worker's Compensation web sites.

This system will allow all insurers and designated claims administrators to have more latitude in granting security to individual users without the need to change security for everyone when an individual user is no longer performing this responsibility. Each insurer and designated claim administrator will appoint a Security Administrator who will grant users access to their claims and manage those users. Security Administrators will make the decisions on who will have access to their company's claim information through secured areas of the Assessment Reports, Claims Handling Performance Reports and the Insurer's Pending Reports web sites. Individual users will need to create and maintain their own Logon ID's and passwords.

The Division requests each Insurer and designated claims administrator to identify one individual who will be the Security Administrator for Active Directory.

On or about August 1, 2003, the Division will send another Insurance Letter to insurers and their designated claims administrators with specific implementation instructions. It will include a "delegation key" to be used by the security administrators to activate the authorization process that will allow "users" entry into the secured sites. This will be a one-time use delegation key. Instructions will follow in a subsequent letter for Security Administrators to begin the conversion process.

Action Requested: Identify your Security Administrator and ensure conversion is implemented before September 15, 2003. The Division strongly urges all insurers and their administrators to give serious consideration to use of the Internet or EDI for submission of required reports and other information.

Inquiries: For Internet and EDI submission questions, contact Tracy Aiello, (608) 266-0434. For Internet submission training opportunities, contact Diane Rodenberg at (608) 267-6890.

Enclosures: None

References: None