

Worker's Compensation
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State of Wisconsin
Department of Workforce Development

Worker's Compensation Insurance Letter

INS #	464
Date	October 3, 2006
Program	Claims Handling
Type	Procedure
Replaces	None

NAME
ADDRESS1
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To: Claims Handling Offices for Insurance Carriers and Self Insured Employers
From: Frances Huntley-Cooper, Division Administrator
Subject: View Correspondence Waiting for Reply on Web Site Pending Reports

Purpose: To inform claim handling offices that effective 10/10/2006, the Division will add a feature to its web based Pending Reports that will give insurers and claims adjusters immediate electronic access to Division correspondence needing a reply from the insurer.

Background: The Division and Worker's Compensation insurance community have historically sought a better way to communicate and confirm the timely receipt of communications relating to claims administration. The Division, with input from insurers, has added another feature to its Pending Reports that is designed to improve communications. This addition allows insurer representatives to view electronic copies of the hard copy correspondence sent by the Division to which the Division has not yet recorded a reply. This electronic copy indicates the date sent, mailing address as well as the information requested. The intent of this feature is to provide insurers an electronic "before-the-fact" means by which insurers can monitor claims correspondence needing a reply and make timely responses from any of its locations. This is another step in the development of a communications system less reliant on paper and the time and expense of paper communications. The Division has selected a downloadable image viewer as a standard viewer for use within the Pending Reports; this viewer is provided to users by the Division. Users will be required to download this viewer from within the Pending Reports.

Action Requested: On the effective date, each Pending Reports user must download the standard image viewer to view correspondence. See http://dwd.wisconsin.gov/wc/insurance/pending_rpts.htm for instructions on viewing open correspondence and downloading the standard image viewer. If your company restricts a user's ability to download files, you may need to contact your help desk or IT staff.

Inquiries: For concerns or questions regarding viewing open correspondence, contact the Claims Services Supervisor at (608) 267-4418. For concerns or questions regarding the Division's standard Pending Reports image viewer, contact WC IT Support staff at (608) 261-6533.

Enclosure: None