Pennsylvania’s Workers’ Compensation Automation and Integration System (WCAIS)

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The PA Department of Labor & Industry strives to establish common ground where both workers and employers thrive in Pennsylvania’s economy. This is our mission statement, and it is passionately pursued daily by each Department employee. There are many pillars that support this mission, including a strong and effective workers’ compensation system. Workers’ compensation enables economic growth by permitting workers to pursue employment without fear of debilitating injuries and/or financial loss that they would be at risk for without workers’ compensation insurance. It also allows employers to offer jobs without fear of crippling law suits resulting from unexpected workplace injuries. In short, it protects both workers and employers, enabling both to thrive and prosper in Pennsylvania.

With this goal in mind, the Department embarked on a workers’ compensation technology upgrade in 2011. After an extraordinary investment of staff and stakeholder effort and commitment, the complete system for the Commonwealth of Pennsylvania went live on Sept. 9, 2013. Since implementing WCAIS, we have continued to update the system with quarterly releases that allow users greater functionality, efficiency and ease of use.

Known as the Workers’ Compensation Automation and Integration System or “WCAIS,” the application is a web-based system that integrates the program areas of the Bureau of Workers’ Compensation (BWC), Workers’ Compensation Office of Adjudication (WCOA), and the Workers’ Compensation Appeal Board (WCAB). The WCAB and the BWC Helpline were implemented in September 2012. Users gained the ability to file appeals, petitions and documents online with WCAB, as well as search and view their filings, related correspondence and appeal summaries. Users also gained the ability to contact the Helpline either by phone or through WCAIS to submit customer service tickets and to obtain basic information on the status of appeals. On Sept. 9, 2013, the Department implemented WCAIS for the rest of the workers’ compensation program, BWC and WCOA. Users can now file petitions, applications, forms and other documents online with BWC and WCOA. Additionally, they can search for and view these filings, documents and related correspondence.

With WCAIS, the workers’ compensation community has online access to all workers’ compensation matters. Simply access the WCAIS homepage at https://www.wcais.pa.gov, create an account and login to begin using the system.
WCAIS provides the workers’ compensation community:
- Greater transparency
- “24/7” availability of online service, including document filing and management
- Faster claims processing and litigation times and a more efficient adjudication system
- Improved data management and recordkeeping
- Program efficiency

WCAIS also introduced Electronic Data Interchange (EDI), Release 3, which is a national standard for documenting and reporting claims transactions. The WCAIS EDI interface supports claims management and workflow, and it allows staff and interested parties to view and annotate documents electronically.

In the end, WCAIS has introduced system efficiencies and enhanced customer service. With a more agile and customer-friendly system, claimants have 24/7 access to all their claim information. Stakeholders, including employers, insurers, TPAs, healthcare providers and self-insured employers, experience cost savings and enhanced customer service as a consequence of streamlined processes.

We continue to welcome feedback from the workers’ compensation community to ensure constant system improvements and maximize the effectiveness of the workers’ compensation system. The Department continues to promote economic development and strives to offer an improved business climate through a variety of initiatives and programs to help Pennsylvania’s employers and workforce to remain world-class and globally competitive. WCAIS is one of many tools used by Pennsylvania to ensure that workers and employers are beneficiaries of a robust and thriving economy.

**WCAIS User Registration**

You can join thousands of other employers in Pennsylvania and take control of your workers’ compensation information by registering for WCAIS. WCAIS eliminates paperwork, reduces timelines and increases access to claim-related information.

Register online through the WCAIS homepage: https://www.wcais.pa.gov. Follow the steps below to register as a WCAIS user.

1. Complete the online WCAIS registration process from the homepage.
2. Select “Are You a New User?”
3. On the Self-Registration User Selection screen, select the appropriate user group to register for WCAIS.
4. Based upon your user type, follow the prompts on the subsequent screens.
5. Read and agree to the WCAIS Data Release Agreement.
6. Create a unique password.
7. Verify that your information is correct, and then press Submit.

**WCAIS Training Resources**

There are a variety of training resources available for users of the Workers’ Compensation Automation and Integration system (WCAIS). These training resources are listed below and are organized by user group. Stakeholders can access these resources through the WCAIS webpage, https://www.wcais.pa.gov, click on the training resources link, and click on the appropriate user group to access customized information about WCAIS’ capabilities and functionality.
Several types of training and communications materials can be found on this resource page:

- **Overview Presentations**
  o Each presentation includes information targeted towards each user group covering benefits, resources and a high-level overview of system functionality.

- **Demos/Simulations**
  o Each demo/simulation contains video footage that shows users how to navigate WCAIS to execute specific business transactions.

- **Pre-recorded Webinars**
  o Webinars for specific user groups feature overview content and live system demonstrations conducted by the WCAIS project team. These webinars have been recorded and posted on the DLI website for on-demand viewing. The topics of these webinars vary and more details can be found on each user page.

- **Newsletters**
  o Newsletters are addressed to the workers’ compensation community and contain information such as project updates, upcoming trainings (if applicable) and helpful WCAIS tips and information.

**WCAIS FAQ**

**Q. Who has to register in WCAIS?**

A. All members of the Workers’ Compensation Community are encouraged to register in WCAIS. Enrollment will improve your access to information and allow you to access information and documents in a more timely manner.

**Q. What is Electronic Data Interchange (EDI), and what are the advantages?**

A. EDI is the computer-to-computer exchange of standard business data, and it is the standard used for reporting workers’ compensation data in Pennsylvania. Generally used within the workers’ compensation insurance community to exchange accident, payment, insurance and medical information, EDI permits the transfer of large volumes of information more efficiently and accurately than in paper form.

**Q. How do I get started with filing forms in WCAIS?**

A. Information on electronic filing can found by going to www.dli.pa.gov and navigating through the following paths:
  - Workers’ Compensation > WCAIS > EDI
  - Workers’ Compensation > WCAIS > Forms
  - Workers’ Compensation > Claims Information > WC Claim Forms

**Q. Is Help Documentation available to guide me through system processes?**

A. Yes. The online help section contains How-To Guides to walk you through completion of common processes in WCAIS.
Q. Is Helpline assistance available?

A. Yes. WCAIS’s Enhanced Customer Service Ticket System gives stakeholders the ability to create and track Helpline tickets 24/7 in WCAIS. This self-service feature provides an alternative to calling the Helpline during regular business hours. Registered users can also track their tickets, view the status of tickets, and receive responses right from their dashboards. Unregistered users receive responses via email and are offered the opportunity to receive Helpline assistance in becoming registered users.

A searchable knowledge base, compiled from resolved tickets, will allow external stakeholders to search FAQs, recent Q & A’s and perform text-based searches to find resolutions previously offered for similar issues and queries.

Q. If the system has been automated, will I still be able to call and speak with a live person?

A. Yes. BWC Information Services Helpline Staff are available to answer your questions and help address your concerns. The BWC Information Services Helpline is available Monday – Friday from 7:30 a.m. – 4:30 p.m. Toll free inside PA at 1-800-482-2383 or locally and outside PA at 717-772-4447. Email: ra-li-bwc-Helpline@pa.gov.

WCOA’s Resource Center responds to user inquiries regarding WCOA-related WCAIS problems, questions and suggestions. The Resource Center addresses issues such as data quality, defects, enhancements, general questions, profile updates and how-to questions. The WCOA Resource Center is available Monday – Friday from 8:00 a.m. – 4:30 p.m. Email: WCOAResourceCenter@pa.gov.

Q. What are your upcoming trainings? We’d like to schedule a training session.

A. You will need to submit a request for training through the WCAIS customer service portal. Make certain to provide details on what type of training you need and include topics and questions in the request.