

# 2010

SC Workers'  
Compensation  
Commission

## **[eCASE STATUS PORTAL]** **REGISTERED USER GUIDE**

### **NEW FEATURES:**

**TPA REGISTRATION AND LINK TO CASES**  
**ATTORNEY REPRESENTATION NOTIFICATION**

The eCase Status web portal offers registered users access to real-time SCWCC claim status and scheduling information based on the claims to which they are a party.

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**\* NEW FEATURES available December 2010**

*Click the Title to jump to Section*

# SCWCC eCase Status Web Portal

## Introduction

The SC Workers' Compensation Commission is proud to offer direct access to our claims database through the eCase Status web portal for registered users. Registered user reports allow the Commission to provide information to attorneys, carriers and TPAs who represent a party to the claim. Search options include SCWCC number, scheduling dates, and the current status of the claim. Registered attorneys may now link to their assigned cases electronically.

Only parties to a claim may register on eCase. The registration process requires an individual's access be approved by an attorney of record or a claims manager. Upon approval, the access is confirmed by the Commission. Registration is offered for attorneys, carriers or TPA's. The registration process consists of 2 steps: 1) creating a user account and 2) linking to a party or claim.

## Registration Instructions – Step 1

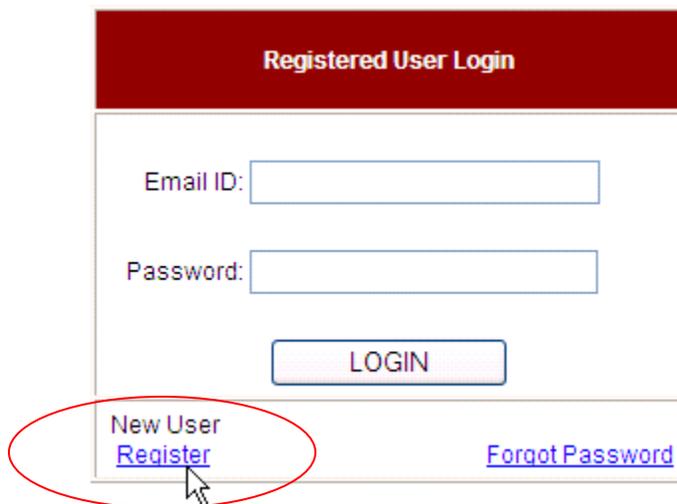
1. From the SCWCC website ([www.wcc.sc.gov](http://www.wcc.sc.gov)), select the **eCase Status** link in the center of the home page. The following screen will be displayed:



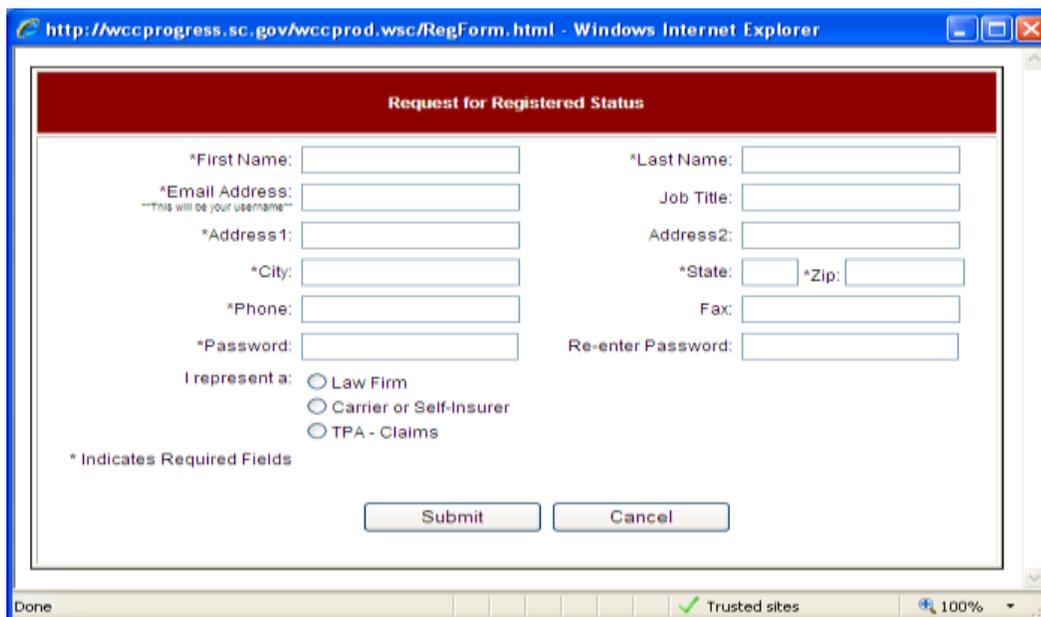
- 2. Select **Registered User**.



- 3. Select **New User – Register**.

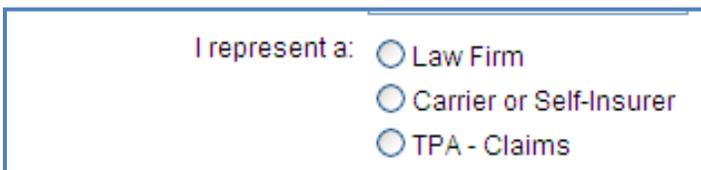


- 4. Enter registration information. The asterisk (\*) indicates required information.



The password you select must be at least 6 characters and may contain any combination of letters and numbers. Passwords are case-sensitive. Entering the password twice should prevent typographical errors. If you forget your password, the **Forgot Password** link on the Registered User Login screen will allow you to request a temporary password to be sent to your email.

5. Select user type by choosing **Law Firm, Carrier or Self-Insurer, or TPA – Claims** and click **SUBMIT**.



I represent a:  Law Firm  
 Carrier or Self-Insurer  
 TPA - Claims

## Registered User Links – Step 2

The eCase Status portal requires registered users to be approved by a company representative as well as the Commission. The link process is different based on type of user. Click the link below to skip to instructions for each user type:

**Law Firm**

**Carrier or Self-Insurer**

**TPA – Claims**

## Attorney Users – Linking to SCWCC Attorney Record

If **Law Firm** is selected, the following screen will be displayed. Enter all or part of the attorney’s **last and first name**, **Bar ID**, and **Authorizing Email** address. (The Authorizing Email address is that of the attorney to whom you are linking.)

When all information is entered click **SEARCH**. This locates the attorney in our database.

Link to An Attorney

Last Name:

BarID:

First Name:

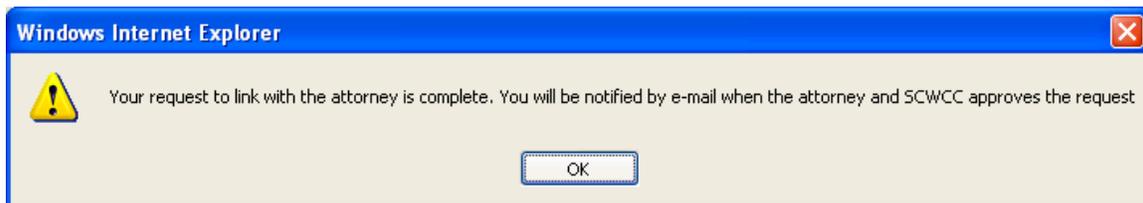
Authorizing Email:

Firm	Attorney	BarID	Authorizing Email	Confirmed

A second screen will display a list of attorneys matching your entry. Click the name of the attorney in blue to whom you are linking.

Last Name:	First Name:	Firm Name:
<a href="#">Attorney</a>	John	John Attorney at Law
123 Law Lane Columbia SC 29202		
<a href="#">Attorney</a>	Mary	Mary Attorney at Law
456 Court Street Columbia SC 29202		

You will be returned to the previous screen. Click **ADD** to complete your link request. You will see the following message if your link was processed correctly.



The attorney will receive an email at the **Authorizing Email** address you entered. The attorney must reply to that email message to either grant or deny permission. If the attorney is the user registering, the Commission will directly review the registration request with data on file with the Commission. Once approved, you will receive an email confirming your approval and the link will show “yes” in the confirmed column.

Link to An Attorney

Last Name:  First Name:

BarID:  Authorizing Email:

Firm	Attorney	BarID	Authorizing Email	Confirmed
John Attorney at Law	John Attorney	12345	attorney@law.com	no

eCase Status can accommodate a user linking to multiple attorneys. To do this repeat the linking process for each attorney.

## Carrier or Self-Insurer Users – Linking to SCWCC Carrier

If you represent a carrier and need access to ALL claims as the carrier of record, the following process will link you to the carrier record in our database.

If **Carrier or Self-Insurer** is selected, the following screen will be displayed: Enter all or the beginning of the **Carrier Name** and **Authorizing Email** (your manager's email address).

Click **SEARCH**.

Link to A Carrier

Carrier Name:

Authorizing Email:

Carrier Name	Authorizing Email	Confirmed

A second screen will display listing carriers in our database matching your entry. Click the name of the company in blue for which you are handling claims.

Carrier Name:
<a href="#">Hartford Accident &amp; Indemnity Co</a>
SE Workers' Comp. Claim Center PO Box 958459 Lake Mary FL 32746-8460
<a href="#">Hartford Casualty Insurance Co.</a>
SE Workers' Comp. Claim Center PO Box 958459 Lake Mary FL 32746-8460

You will be returned to the previous screen. Click **ADD** to complete the link request. You will see the following message if your link was processed correctly.



An email will be sent to the carrier at the email address you entered. A manager must reply to that message to grant permission to access those cases. The Commission will confirm the carrier’s information with data on file. Once approved, you will receive an email confirming your approval and the link will show “yes” in the confirmed column.

eCase Status can accommodate a user linking to multiple carriers. To do this repeat the linking process for each carrier.

### TPA Users

A TPA user is one who handles claim administration for multiple underwriting companies, which are otherwise unrelated.

If **TPA – Claims** is selected, the Registration screen will expand as shown below: enter required information that is marked with an asterisk (\*).

Request for Registered Status

\*First Name:       \*Last Name:

\*Email Address:       Job Title:   
--This will be your username--

\*Address 1:       Address 2:

\*City:       \*State:  \*Zip:

\*Phone:       Fax:

\*Password:       Re-enter Password:

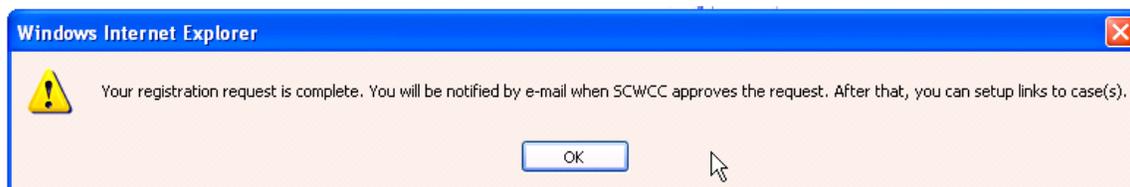
I represent a:  Law Firm  
 Carrier or Self-Insurer  
 TPA - Claims

\* Indicates Required Fields

TPA User Details

*Company: <input type="text" value="SCWCC"/>	
<input checked="" type="checkbox"/> Address Same as User:	<input checked="" type="checkbox"/> Phone Same as User:
*Address 1: <input type="text" value="PO Box 1715"/>	Address 2: <input type="text"/>
*City: <input type="text" value="Columbia"/>	*State: <input type="text" value="SC"/> *Zip: <input type="text" value="29202"/>
*Phone: <input type="text" value="803-737-5714"/>	*FEIN: <input type="text" value="570973850"/>
<input type="checkbox"/> This FEIN is Used for EDI Claims Reporting.	
*Manager Name: <input type="text" value="Betsy Hartman"/>	*Manager Email: <input type="text" value="hartman@cio.sc.gov"/>

The following message displays when the registration process is completed successfully.



A request for authorization is sent to the **Manager email**. A manager must reply to the email to approve the user’s access to eCase data. The Commission will review manager responses and confirm user registration requests. The user will receive an email when access is granted.

### TPA Link to Case

TPA Users’ access to claim information will be driven by links to individual cases in the SCWCC database. After registration is approved, you may link to SCWCC case data as described in this section:

1. Log into eCase from the SCWCC website.
  - a. Go to [www.wcc.sc.gov](http://www.wcc.sc.gov). Select the **eCase Status** link. The following screen will be displayed.



2. Select **Registered User**.



3. Enter **Email ID** and **Password**. Click **Login**.

**Registered User Login**

Email ID:

Password:

New User  
[Register](#) [Forgot Password](#)

4. Click **Link to Case** on right side of the On-Line Reporting interface screen.

**On-Line Reporting Interface**

Registered User

Logged In As: aunderhill@wcc.sc.gov  
[Change Password](#) [Logout](#) [Link To Case](#)

**Registered User Reports**

	Description	Last Modified	Moderator
stered	Schedule listing of cases based on user defined parameters	03/02/09	<a href="mailto:dearles@cio.sc.gov">dearles@cio.sc.gov</a>

5. Enter the **Carrier File #** (Claim Admin Claim Number as reported by EDI) and **WCC #**. If the WCC # is unknown, enter the **Date of Injury** and Claimant's **SSN**. Click **Add**.

Link to A Case

\* Indicates Required Fields. Date of Injury and SSN are required if WCC# is not entered.

\* Carrier File #:

Date of Injury:

WCC #:

SSN:

Currently Linked Cases				
Carrier File #	WCC#	Case Details	Date Injury	Unlink

6. Currently linked cases appear in the table sorted by Carrier File Number. All linked cases will be listed here for each user. If a case link is no longer needed, click "Unlink" to remove from user.

Currently Linked Cases				
Carrier File #	WCC#	Case Details	Date Injury	Unlink
123456789	0611300	Roger Rabbitt vs. Employer ABC	01/21/2006	<a href="#">Unlink</a>

## eCase Reports

eCase presents claim information to registered users by a reporting interface with four search parameters: hearing date range, WCC#, SSN and status group. A search for a hearing date range will display the following information:

Monday 12/13/10						
Commissioner: Derrick L. Williams						
RICHLAND						
SC Workers' Compensation Commission, 1333 Main Street, Suite 500, Hearing Room A						
Columbia, SC 29202						
Time	Type	WCC #	Caption	Attorney for Defendant	Attorney for Claimant	Status
Time	Hearing, Conference or Appeal	WCC #	Employee Name v. Employer Name	Attorney Name	Attorney Name	Current Status

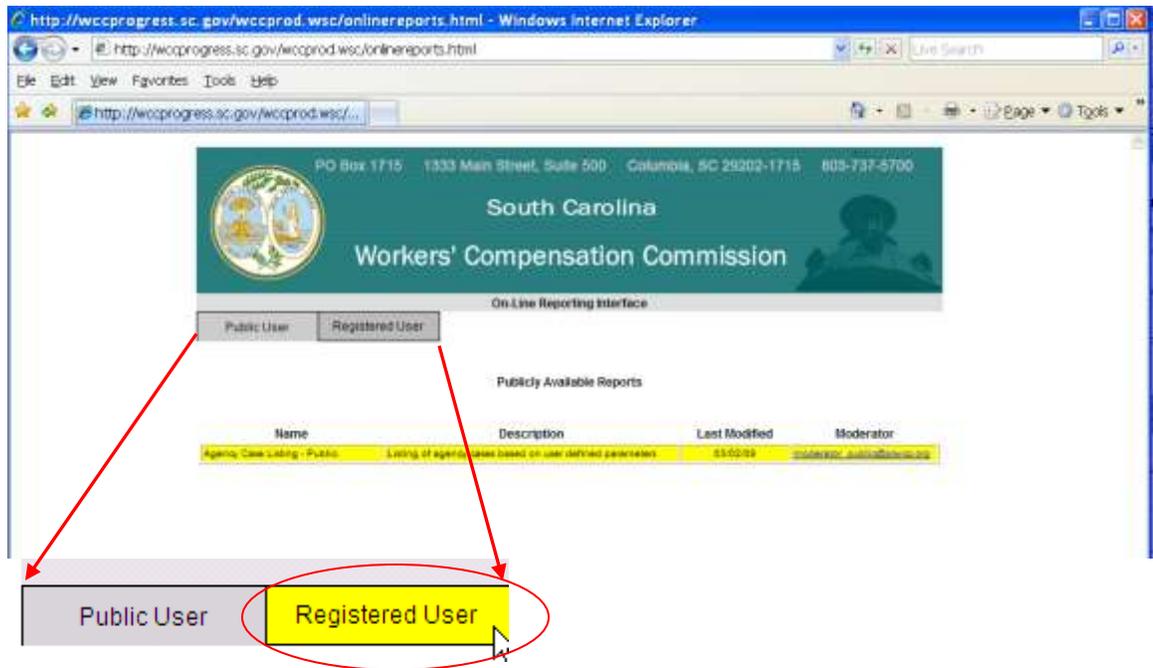
Searches on WCC#, SSN or Status Group will display the following claim information:

WCC#	Caption	DOI	Carrier	Attorney for Defendant	Attorney for Claimant	Status
WCC File No.	Employee Name v. Employer Name	Date of Injury	Carrier Name Mailing Address Phone Number Email for Service	Attorney Name Mailing Address Phone Number Email for Service	Attorney Name Mailing Address Phone Number Email for Service	Scheduling Information, if any  Most Recent Status Information

If the case is scheduled before the Commission, the date, time and location of the pending action will also be displayed in the status column.

Instructions to run an eCase Report:

1. Log in as a Registered User. (Go to [www.wcc.sc.gov](http://www.wcc.sc.gov), click eCase Status link on the home page.) Select **Registered User** box.



2. Log in with your Email ID and password created at registration.

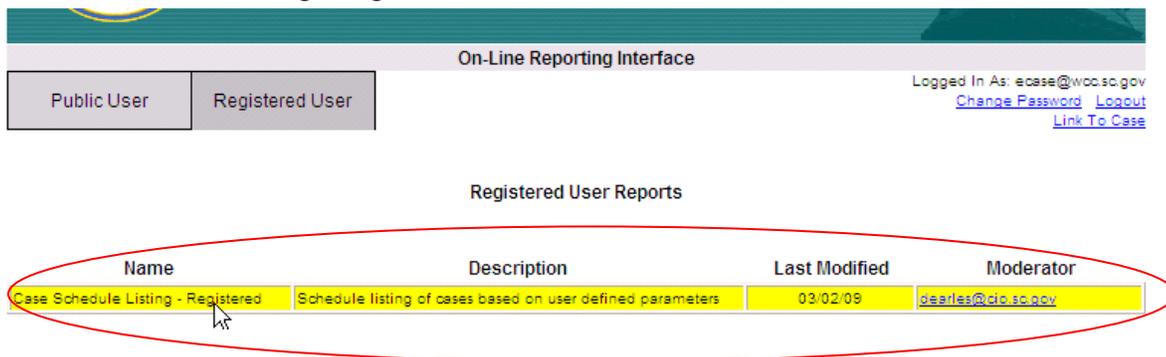
### Registered User Login

Email ID:

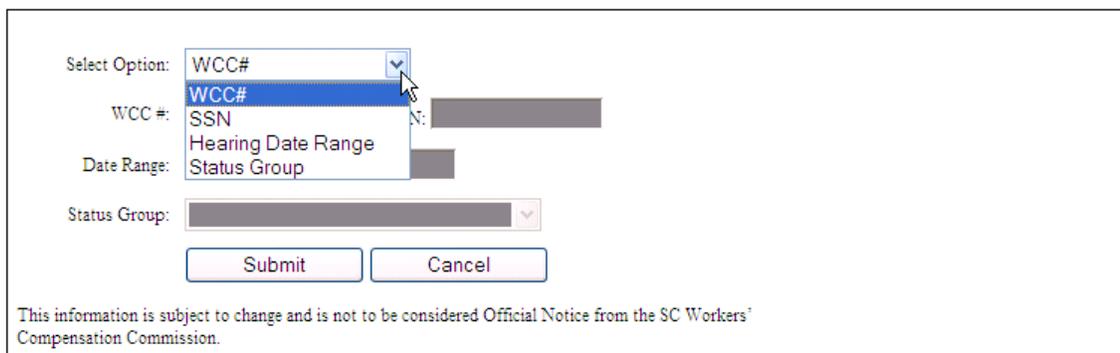
Password:

New User  
[Register](#) [Forgot Password](#)

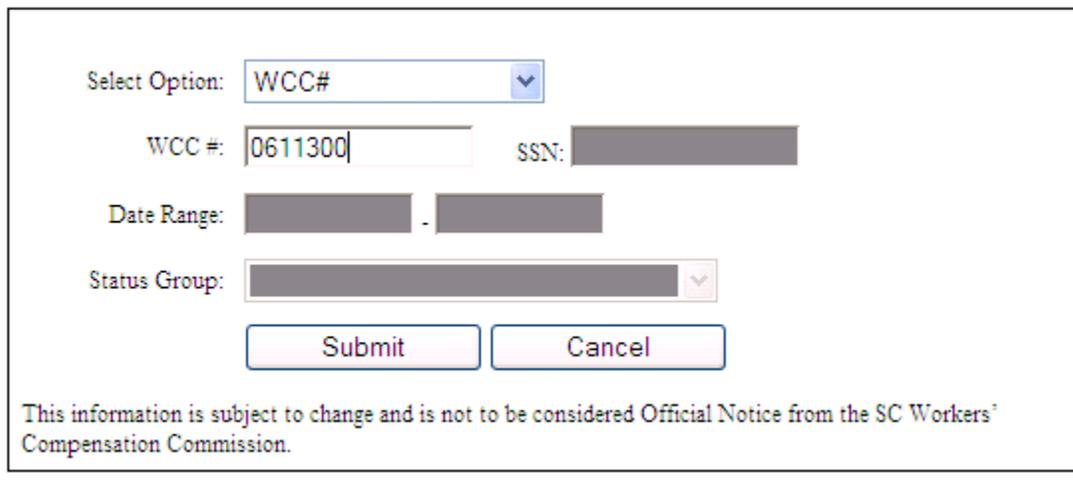
3. Click Case Schedule Listing – Registered.



4. Select Search Option: Search parameter fields will be enabled based on your selection.



5. Enter Search Criteria.



6. Results will display if link to case exists.

WCC#	Caption	DOI	Carrier	Attorney for Defendant	Attorney for Claimant	Status
0611300	Roger Rabbitt v. ABC Employer	1/16/2006	ABC Insurance Co. 123 Policy Street New York, NY 00111 800-123-4567 email@carrier.cco	John Attorney 456 Law Lane Columbia, SC 29202 803-555-1234 attorney@law.com	Mary Attorney 789 Court Street Columbia, SC 29202 803-555-7894 mary@attorney.com	Hearing Scheduled 12/31/2010, 10:00 AM at SCWCC, 1333 Main Street, Hearing Room A, Forms 50/51-Admitted before Comm. Williams  12/17/2010 Notice Printed 12/17/2010 Scheduled for Hearing 10/1/2010 Form 50 Hearing Requested 9/1/2010 Form 20 Received 7/16/2010 Form 18 Received

## Attorney Representation Notification Feature

The Attorney Representation Notification feature replaces the submission of a letter of representation to the Commission to satisfy Reg. 67-1202A. It also allows attorney users to search for existing claims in the SCWCC database for the purpose of obtaining the WCC#. The Commission will not notice opposing counsel. An attorney added to a claim electronically may only be removed by the operation of Reg. 67-1203. The Commission logs and monitors each search performed in this portal. In order to access this feature, a user must first have a confirmed link to the attorney.

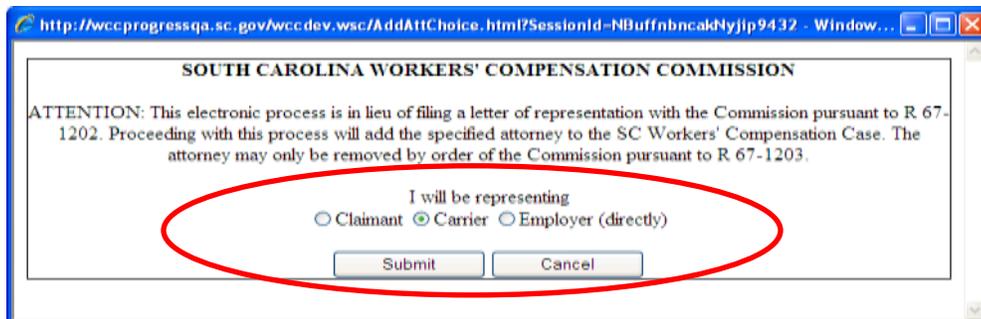
Instructions to notify the Commission of attorney representation:

1. Log in to eCase as a Registered User.

2. Select the link **Add Attorney to Case**.



3. The following screen will display. Select which party the attorney will be representing and click **Submit**.





6. Click **OK** to confirm.



7. When **OK** is clicked, the following message will appear confirming the attorney is now the attorney of record.



8. Click **OK** and the current status report for the case appears displaying SCWCC case status information.

WCC#	Caption	DOI	Carrier	Attorney for Defendant	Attorney for Claimant	Status
0611300	Roger Rabbitt v. ABC Employer	1/16/2006	ABC Insurance Co. 123 Policy Street New York, NY 00111 800-123-4567 email@carrier.cco	John Attorney 456 Law Lane Columbia, SC 29202 803-555-1234 attorney@law.com	Mary Attorney 789 Court Street Columbia, SC 29202 803-555-7894 mary@attorney.com	Hearing Scheduled 12/31/2010, 10:00 AM at SCWCC, 1333 Main Street, Hearing Room A, Forms 50/51-Admitted before Comm. Williams  12/17/2010 Notice Printed 12/17/2010 Scheduled for Hearing 10/1/2010 Form 50 Hearing Requested 9/1/2010 Form 20 Received 7/16/2010 Form 18 Received

To add an attorney to another case, close the report window and click **Add Attorney to Case** from the main eCase screen. (Repeat these instructions beginning with step #2.)