



Overview and Goals

- Pointers on how to process work in the WC Insurer Portal - Pending Reports.
- FAQs for each reporting type available in the Help menu.
- Highlight functionality and features in the new version of WC Insurer Portal.

A screenshot of a web application's 'Help' menu. The menu is a vertical list with a blue header 'Help' and a sub-header 'Instructional Resources'. The list includes: 'Insurer Pending Reports FAQs', 'Internet WKC-12 FAQs', 'Internet WKC-13 FAQs', 'Internet WKC-13 AUA1 FAQs', 'Internet TPD Worksheet FAQs', and 'Technical Issues' at the bottom with a triangle icon.

The logo for the Department of Workforce Development, Wisconsin, featuring three stylized human figures in blue, orange, and green, followed by the text 'DWD WISCONSIN.GOV'.

First Report of Injury (WKC-12)

- If there is **NO LOST TIME** or the claim is denied, you do not need to submit a WKC-12. *One exception.
- If the claim is **NO LOST TIME** but later there is Permanent Partial Disability (PPD), you will need to submit the WKC-12. *DO NOT submit the claim until you have the PPD rating.
- FAQs for the First Report of Injury (FROI) to the right

A circular QR code with a black and white pixelated pattern. In the center of the QR code, there is a small logo that looks like the DWD logo.

The logo for the Department of Workforce Development, Wisconsin, featuring three stylized human figures in blue, orange, and green, followed by the text 'DWD WISCONSIN.GOV'.

Employer Lookup (WKC-12)

- New FEIN lookup for existing employer records in the Worker's Compensation database.
- Select "existing" or "add new" for both the employer and address location.

Employer Search

Note: Search by employer FEIN to find existing employers in the database. If none are found, enter an employer manually.

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Search



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FROI Tips (WKC-12) Injury Descriptions

- Use explicit descriptions for injuries.
- When coding the injury on a WKC-12, only use "all other" when absolutely needed.

Nature of Injury*

OTHER - SPECIFIC INJURIES (NOT OTHERWISE CLASSIFIED)



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FROI Tips (WKC-12)

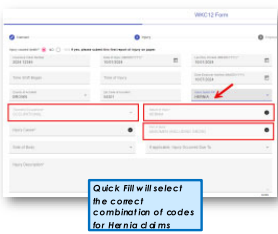
- Some descriptions of injuries can affect how the division runs reports.
 - Primarily affects claims that may have a safety violation.
- Be sure to enter date of hire.
 - This can affect setting of wages.



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FROI Tips (WKC-12) Hernia Claims

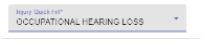
- Use the new **Quick Fill** option to code for hernias. When coding the claim, use **hernia** in the "nature of injury" code.
- Hernia claims do not require a final medical report.



Hearing Loss: Occupational

- Occupational hearing loss claims:
 - Will always be no lost time, but do not close them out as NO LOST TIME or DENIED. We need an audiogram and medical report to do a worksheet. We will extend the expected date for the first WKC-13 for these claims.

Quick Fill is also available on the FROI for Occupational Hearing Loss



Hearing Loss: Traumatic

- Traumatic hearing loss claims are due to a specific injury. They should be handled like any other claim.

First Supplemental Report: WKC-13

- WKC-13 is used to meet many reporting requirements.
- First payment reporting requirement is WKC-13 for initial payment.
 - AWW information can be sent with initial WKC-13 if it is not already in system.
- Establishes claim status.
- Sets expected wage information due date.



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First Supplemental Report: WKC-13

- Within 30 days of submitting the WKC-12, you must either:
 - Submit a WKC13 showing the first payment, or
 - Advise the DWD the claim is NO LOST TIME, is denied, or is being investigated.



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First Supplemental Report: WKC-13

- First supplemental WKC-13s with the first payment information are due by the later of:
 - 30 days after the date of injury, OR
 - 30 days after the last day worked before the first day of lost time.
- If you do not submit your first supplemental report in time, the claim can be subject to a \$100 surcharge and may be referred to the Office of Commissioner of Insurance (OCI) or, for self-insured employers, to the Bureau of Insurance Programs (BIP).



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First Supplemental Report: WKC-13

- All claims submitted to the division require a WKC-13 even if:
 - There is no last time,
 - The claim is denied, or
 - The claim is being investigated.
- WKC-13s can be submitted through the online WC Insurer Portal – Pending Reports application for non-litigated claims.



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Denials

- Submit through the first supplemental WKC-13, or
- Send the division a copy of the physical letter of denial you sent the injured worker.

Claim Status ☐ Being Investigated ☒ Denied

Has claimant been notified? ☒ Yes ☐ No

- Do not enter denials as "claim denied" on notes.



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Insurer Investigation

- Investigation status may be submitted through first report submission.

Claim Status ☒ Being Investigated

- By law, you have only 30 days to update after first reporting.
- Need an extension of time? Request by email or phone.
- Extension of time will not show up online, but once you have requested it, you can assume we extended it.

Note: Putting a claim into investigation will NOT automatically prevent the possibility of a delay penalty for late payment of benefits.



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Insurer Investigation

- We know that it takes time to investigate a claim, especially if you are getting an IME.
- Make every effort to get the investigation done within a reasonable time frame.
- During investigation, do not make a "good faith" payment.
 - Advise the claimant – in writing – that you're investigating and put the claim in investigation status.
- If claimant isn't cooperating (refusing to attend an IME), deny the claim. The burden is then put on the claimant.



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Reporting Last Day Worked (LDW)

- WKC-13 Initial Payment requires Last Day Worked (LDW) for all payment types.
- If you have already submitted the first WKC-13 showing payment, but you need to correct the Last Day Worked, **someone in the division will need to change the LDW** for you.
 - You can either call or email us.

[Send Email](#)



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Payment Types Allowed on Initial WKC-13

- Temporary Partial Disability (TPD)
- Temporary Total Disability (TTD)
- Salary continued + sick leave
- Duty disability (State Hazardous Duty Pay)
- Permanent Partial Disability (PPD)
 - Occupational hearing loss, nonscheduled disability, scheduled disability



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Supplemental Report – WKC-13

- Supplemental Report WKC-13 is used to meet many reporting requirements:
 - Change in benefit type: TTD to TPD, TTD to PPD, etc.
 - Suspension of benefit payments
 - Reinstatement of benefit payments
 - Final payment of compensation



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Due Date for Subsequent WKC-13

- Although the worker may still be receiving temporary disability, the division will request an updated WKC-13 by the due date, so payment information is current in our system.
- For temporary disability claims, the due date is generally 180 days from the date the division received the last WKC-13.



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TTD and TPD in the Same Week

- If you pay Temporary Total Disability (TTD) and Temporary Partial Disability (TPD) in the same week, the total week must be figured as TPD.
- TPD is reported by using Sunday to Sunday dates, using the earnings from Sunday to Saturday.
 - The only day other than a Sunday when a period of TPD can begin is the date of injury (DOI).



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Last Supplemental Report WKC-13 (TTD)

- When submitting a WKC-13 showing TTD payments made, if there is no balance due and you answer "no" to the question – *Will there be more Temporary Disability payments made on this claim in the future?* – the claim will close.
Do you want to enter more payment information for this claim now? ☐ Yes ☒ No
Will there be more Temporary Disability payments made on this claim in the future? ☐ Yes ☒ No
- If you answer "yes," the claim stays open, and you could receive a status letter (WC-86A) asking for further payments due. Be sure to answer this letter to avoid a surcharge!

Final Medical Report

- Final medical reports from the treating provider are required for all claims involving:
 - Permanent disability,
 - More than three (3) weeks of temporary disability (TTD or TPD), including salary continuation by the employer,
 - Surgery, including amputation (but not including hemias), or
 - Eye injuries requiring 3 or more medical visits away from the workplace.

Final Medical Report

- Final medical reports are due, along with the final WKC-13, 30 days after temporary disability period ends.
- If you cannot submit the final medical report on time, you are required to notify the division:
 - Why it could not be sent, and
 - Approximately when you anticipate sending the report.

Final Medical Report

- To extend the final medical report expected date, use the "Final Medical Expected Date" button. This can only be used if the status is "Waiting for final medical report."

Final Medical Expected Date

- You can only extend the expected date three times.
- If you are unable to extend the date using the pending reports medical expected date, use the email reply function of the pending reports or contact us by phone to request an extension.



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Final Medical Report

- When you notice the expected medical report date is approaching, extend that date to avoid a surcharge.
- If you do not update the expected medical report date in time, a surcharge notice automatically goes out **on** the actual expected date.
- Do not wait until 2 or 3 days before the due date to send us an email! We handle emails received through the pending reports the day after we receive them. An email sent on Monday will not be acted upon until Tuesday.



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Last Supplemental Report WKC-13 (PPD)

- Final supplemental WKC-13 to report payment of PPD benefits is due within 30 days after the date of the last PPD payment.
- Since the division does not request or record the final payment date, these reports are considered to be prompt if they are received within 45 days from the most recent reported return to work date.
- When PPD is due on a claim, the accrual date will reflect the date the final WKC-13 is due.



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Fatal and Permanent Total Disability

- The division requires updates on permanent total disability claims whenever there is a change in:
 - The injured worker's condition, or
 - Dependency information
- Annual updates for FataIs and Perm Totals are required. The division will send a paper status request form asking for updated claim status and amount paid.
 - AU03 form for Perm Totals
 - AU04 form for Fatal claims

Updated Document



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Balance Due

- If you receive a balance due letter from the division and are making an additional payment of TTD, TPD, or PPD, the Payment Info tab shows the dates that are on our system.
- Click the Edit Payment Amounts button to change the **amount** paid for any benefit line.
 - If you need to change a LDW or RTW date, send an email with the new LDW/RTW dates and we will change them.
- Do not add an additional line showing the balance due being paid.



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Litigated Claims

All documents for litigated claims must be faxed to:

608-260-3053

Please do not submit online.



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Questions?

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