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INS 405

TO: Select Insurers and Claims Handling Offices

FROM: Judy Norman-Nunnery, Administrator

SUBJECT: Web Site Access to the Insurers' Claims

PURPOSE: Announce Web Site Access to Detail for Claims Handling Performance Indicators

You will soon be able to view and download the claims detail relating to the Claims Handling Performance Indicators Report from the Worker's Compensation web site. Beginning in mid-August, detail will be published with password protection. Before publication, the site will be tested by a group of selected insurers.

The Performance Indicator Summary Report and associated claims detail is limited to carriers and self-insured employers who have had a minimum of 85 Wisconsin paid claims over the last three-year period, ending in 1998.

The first claims detail published on the web site will be for the second quarter of 1999. Claims detail will be retained on the web site for five calendar quarters. Summary data will continue to reflect a three-year history and the summary data for each quarter will be retained for three years.

Claims detail for future quarters will be published on the web site 2 to 4 weeks after the end of each calendar quarter. At the same time, a "preliminary" publication of the quarterly summary data will be published. A "final" publication of the summary will be done prior to the publication of the next quarter's "preliminary" summary. This will allow time for insurers to review and comment to the Division on performance indicator data prior to final publication.

Performance summary data on the web site is open to the public. However, claims detail is confidential information and will be encrypted on the web site.

Each insurer and claims administrator is now assigned an individual, separate confidential log-on identification number and password. Insurers will have access to all claims detail for claims on the report that they insure. Claims administrators will have access to claims detail for all claims on the report that they administer regardless of the insurer. The insurer's performance indicator claims detail will identify the claims administrator.

Your initial password and log-on identification is enclosed along with information about how to change your password. All insurers and claims administrators may change passwords at any time after the site becomes available. You are encouraged to view your data on the web site on or soon after August 16, 1999. Your password is your responsibility. Ensure the confidentiality of your data and security of your password through careful instruction about security and privacy of information to your claims-handling staff.

If you lose or forget a password that you have created, it will be necessary for you to contact Debra Hillmann at the Division to "re-set" your password. This will be done through confidential communications and will require verification of the identification of the requestor.

This communication and updates to it will be available at the WC web address [www.dwd.state.wi.us/wc/](http://www.dwd.state.wi.us/wc/) under the "Bulletins and Directives to Insurers" menu option. To access the Performance Summary Report and/or the Claims Detail on the web site, use the "Claims Handling Performance/Assessments Reports" menu option.

If you have any comments or questions about the indicators or the data, please contact Lee Shorey at (608) 267-9407, or e-mail him at [shorel@dwd.state.wi.us](mailto:shorel@dwd.state.wi.us). If you have questions about access to the web site or passwords, please contact Debra Hillmann at (608) 261-6533 or e-mail her at [hillmde@dwd.state.wi.us](mailto:hillmde@dwd.state.wi.us).

Enclosures: Password and logon ID