

2013

SC Workers'
Compensation
Commission

SCWCC ECASE STATUS PORTAL REGISTERED USER GUIDE

NEW FEATURES:

**WCC# HYPERLINK - EXPANDED STATUS
HISTORY AND CONTACT BUTTONS**

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. This portal has enabled the Commission to increase efficiency in the claim adjudication process.

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*** NEW FEATURES available November 2013**

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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 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 3 types of user: attorney, carrier or TPA. 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), select the **eCase Status** link in the center of the home page. The following screen will be displayed:

PO Box 1715 1333 Main Street, Suite 500 Columbia, SC 29202-1715 803-737-5700

South Carolina
Workers' Compensation Commission

On-Line Reporting Interface

Public User Registered User

Publicly Available Reports

Name	Description	Last Modified	Moderator
Agency Case Listing - Appeals	Listing of appealed cases based on user defined parameters	03/02/09	ajundert111@wcc.sc.gov

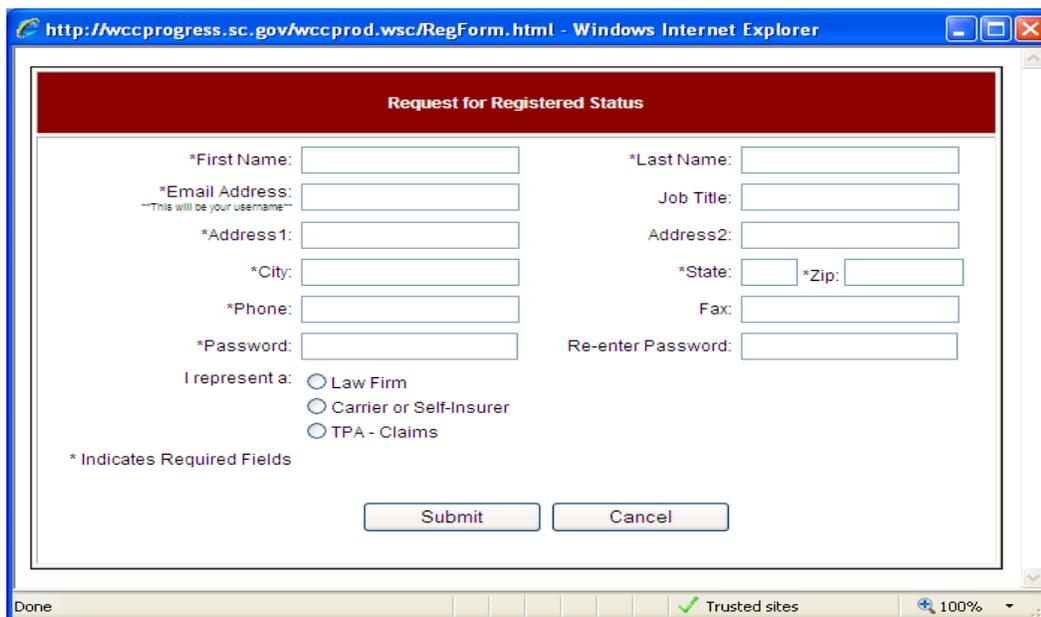
- 2. Select **Registered User**.



- 3. Select **New User – Register**.

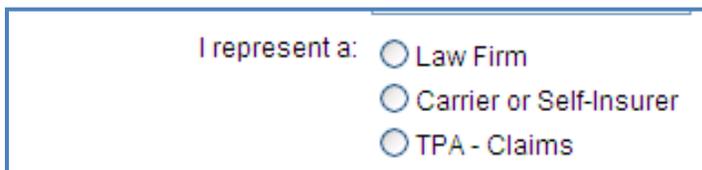


- 4. Enter registration information. The asterisk (*) indicates required information.



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:

First Name:

BarID:

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:
Attorney	Mary	SC Law Firm
789 Court Street		
Columbia SC 29202		

You will be returned to the previous screen. Click **ADD** to complete your link request.

Link to An Attorney

Last Name:

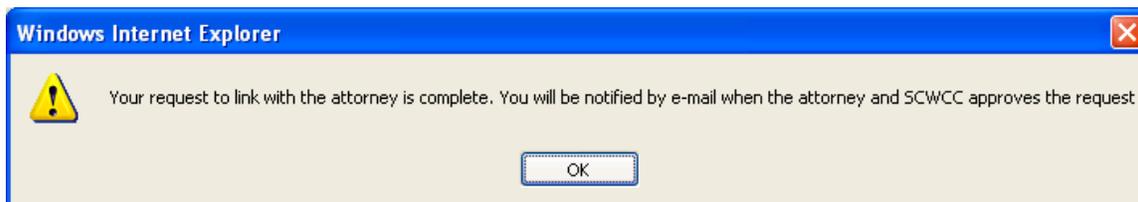
BarID:

First Name:

Authorizing Email:

Firm	Attorney	BarID	Authorizing Email	Confirmed

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. He or she 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
SC Law Firm	Mary C Attorney	12345	Mary@emailaddress.com	yes

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 Record

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:

ABC Insurance Company

123 Policy Street

New York NY 00111

You will be returned to the previous screen. Click **ADD** to complete the link request.

Link to A Carrier

Carrier Name:

Authorizing Email:

Carrier Name	Authorizing Email	Confirmed

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.

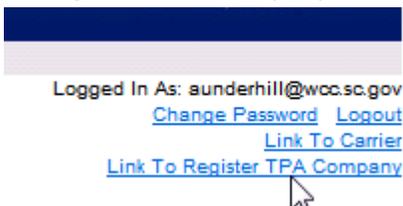
Link to A Carrier		
Carrier Name:	<input type="text"/>	
Authorizing Email:	<input type="text"/>	
	<input type="button" value="Search"/>	<input type="button" value="Add"/>
Carrier Name	Authorizing Email	Confirmed
ABC Insurance Company	Claimsmanager@abcinsurance.com	yes

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

Carrier User – Register TPA Company

An approved Carrier user may Register their TPA company information to enable linking to individual claims on a TPA basis. This feature applies if a user has a need to review case information for claims not associated with one of their approved Carrier links.

To Register a TPA Company, click 'Link to Register TPA Company'



Enter Company Name, Address, Phone and FEIN information and click **Submit**.

Request for Registered Status			
TPA Company Details			
Company:	<input type="text"/>		
Address1:	<input type="text"/>	Address2:	<input type="text"/>
City:	<input type="text"/>	State:	<input type="text"/>
		Zip:	<input type="text"/>
Phone:	<input type="text"/>	FEIN:	<input type="text"/>
<input type="checkbox"/> Is This FEIN User for EDI Claims Reporting:			
<input type="text"/>			
<input type="button" value="Submit"/>		<input type="button" value="Cancel"/>	

If information is accepted, a 'Link to a Case' screen will open. The user may now link to individual claims as outlined in the "TPA Link to Case" section on page 13.

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: <input type="text" value="Amanda"/>	Last Name: <input type="text" value="Adjuster"/>
Email Address: <input type="text" value="adjuster@abcinsurance"/> <small>--This will be your username--</small>	Job Title: <input type="text"/>
Address 1: <input type="text" value="P O Box 12345"/>	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="803-123-4567"/>	Fax: <input type="text" value="803-123-4567"/>
Password: <input type="password" value="••••••"/>	Re-enter Password: <input type="password" value="••••••"/>

I represent a:

- Law Firm
- Carrier or Self-Insurer
- TPA - Claims

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="P O Box 12345"/>	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="803-123-4567"/>	FEIN: <input type="text" value="123456789"/>
<input checked="" type="checkbox"/> Is This FEIN User for EDI Claims Reporting:	
Manager Name: <input type="text" value="John Manager"/>	Manager Email: <input type="text" value="John.Manager@abcinsl"/>

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. Then the user will be able to set up links to SCWCC cases as described in the TPA Link to Case section below.

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. Select the **eCase Status** link. The following screen will be displayed.

PO Box 1715 1333 Main Street, Suite 500 Columbia, SC 29202-1715 803-737-5700

South Carolina
Workers' Compensation Commission

On-Line Reporting Interface

Public User Registered User

Publicly Available Reports

Name	Description	Last Modified	Moderator
Agency Case Listing - Appeals	Listing of appealed cases based on user defined parameters	03/02/09	a.underhill@wcc.sc.gov

2. Select **Registered User**.

On-Line Reporting Interface

Public User 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: [sundermill@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	dearles@cio.sc.gov

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 #: WCC #:

Date of Injury: 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
0abc1234567	1001545	Donald Duck vs. ABC Distributors, LLC	07/11/2010	Unlink
1ABC1234567	1019345	Roger Rabbitt vs. ABC Distributors, LLC	07/10/2010	Unlink
6ABC1234567	1003656	Tweety Bird vs. ABC Distributors, LLC	04/20/2010	Unlink

Clicking the Blue WCC# will retrieve status information for the selected claim. Clicking the blue column headings will re-sort linked cases accordingly.

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: 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.

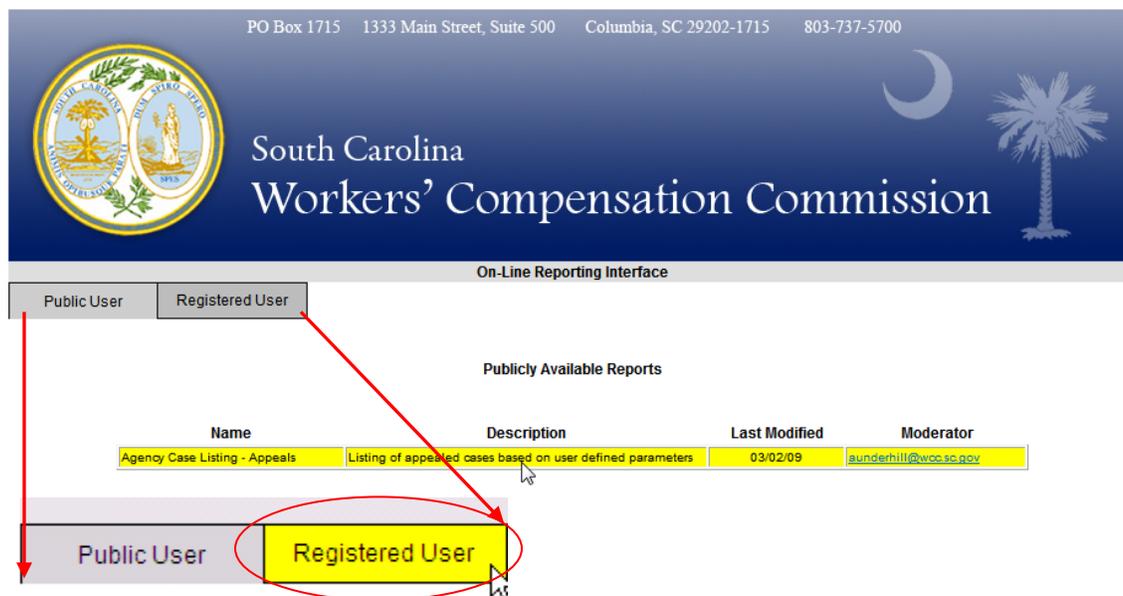
WCC#	Caption	DOI	Carrier	Attorney for Defendant	Attorney for Claimant	Status
WCC File No. (Hyper-link)	Employee Name v. Employer Name	Date of Injury	Carrier Name Mailing Address Phone Number Email for Service	Attorney Name Mailing Address Phone Number Email for Service	Attorney Name Mailing Address Phone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

WCC Case Number is a hyperlink to open complete status history for the SCWCC claim. The more detailed screen has Contact buttons available to appeal a fine or ask a question: (shown below)

<input type="button" value="Appeal a Fine"/> <input type="button" value="Ask a Question"/>						
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

Instructions to run an eCase Report:

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



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

Registered User Login

Email ID:

Password:

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

- Click Case Schedule Listing – Registered.

On-Line Reporting Interface

Public User

Registered User

Logged In As: [ecase@woosco.gov](#)
[Change Password](#) [Logout](#)
[Link To Case](#)

Registered User Reports

Name	Description	Last Modified	Moderator
Case Schedule Listing - Registered	Schedule listing of cases based on user defined parameters	03/02/09	beatles@dc.sc.gov

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

Select Option:

WCC #:

Date Range:

Status Group:

This information is subject to change and is not to be considered Official Notice from the SC Workers' Compensation Commission.

5. Enter Search Criteria.

Select Option:

WCC #: SSN:

Date Range: -

Status Group:

This information is subject to change and is not to be considered Official Notice from the SC Workers' Compensation Commission.

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

7. Click WCC# Hyperlink to display expanded Status History to show entire history of SCWCC's case file.

<input type="button" value="Appeal a Fine"/> <input type="button" value="Ask a Question"/>						
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 5/1/2010 Temp. Comp Award Terminated 2/10/2010 Form 20 Received 2/9/2010 Temp Comp Award Started 1/18/2010 Form 18 Received

Contact Buttons – “Appeal a Fine” and “Ask a Question”

Based on commonly asked questions, the SCWCC has added two contact buttons to the eCase Case Details screen. (Shown above) These options were created to better direct common inquiries to the appropriate Agency staff.

Appeal a Fine

The ‘Appeal a Fine’ button opens the Fines and Penalties page on the Commission’s website describing the process to appeal a fine. Email contacts are listed for each type of fine assessed by the Commission. Written appeal requests can be sent to the listed contact by email along

with any supporting documentation attached.

eCase Login | Fee Schedules | District Assignments | FAQs | Comments/Suggestions

[Home](#) > Fines and Penalties

Fine Appeal Procedure

In order to ensure and verify that the rights of the injured worker and the employer are properly addressed, the South Carolina Workers' Compensation Act requires that certain forms/documentation be filed with the Commission. When such forms/documentation is not filed in accordance with the Act, the Act stipulates that a fine or fines be assessed ([R67-1401](#)). If an injured worker or the employer (or the representative of the injured worker or employer) believes that a fine has been improperly assessed, they may appeal the assessment to the Commission by emailing such appeal to one of the addresses below, provided such appeal is made within 30 days of notice of the fine.

When filing an appeal, please indicate the WCC# and the related Form number (or document type; ex: "denial letter") in the subject line, if applicable. Please include a short narrative in the body of the email describing the nature of the appeal and the reasons the appellant believes the fine should be rescinded. Attach a copy of the fine letter received and any supporting documentation the appellant wishes to provide.

The Commission is generally able to render a decision concerning a fine appeal within five (5) business days.

Fine amounts effective April 1, 2009.

Violation	Fine Amount	Appeal To
Medical Rating per R67-804C(2)	\$200	claimsfines@wcc.sc.gov
Form 16, Agreement for Permanent Disability/Disfigurement Compensation	\$200	claimsfines@wcc.sc.gov
Form 17, Receipt of Compensation	\$200	claimsfines@wcc.sc.gov
Form 18, Periodic Report	\$200	claimsfines@wcc.sc.gov

To Appeal a Fine, click the email address for the violation being appealed. Compose an email to request a director's review of the assessment. Attach any supporting documentation to the email message.

Ask a Question

The 'Ask a Question' button is designed to list frequently asked questions regarding a specific claim and allow the eCase user to send their question directly from eCase. eCase will direct the question to the appropriate SCWCC Staff member based on case assignment and internal agency workload distribution.

1. Click the 'Ask a Question' button. The following screen will open:

eCase Question

SCWCC File #: [casenumber]
Caption: [employee v. employer]

From: [eCase.emailID, display read only]

Subject: ▼

Comments:

Submit Question

2. Select the appropriate question from the drop-down listed as 'Subject'. If your question is not specified, select 'I have a question not in this list.'
3. Enter a message in the comment box.
4. Click 'Submit.'
5. An email will be sent to the appropriate SCWCC contact, copying the eCase user's email, based on the current log-on.

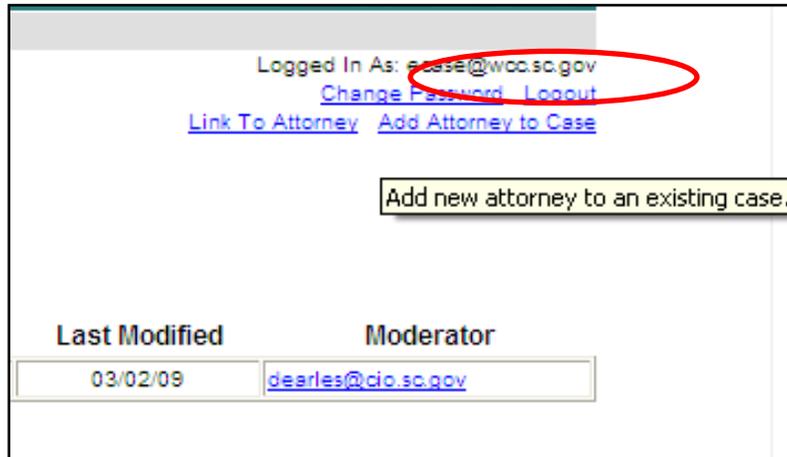
Attorney Add Feature

The Attorney Add feature replaces the submission of a letter of representation. 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

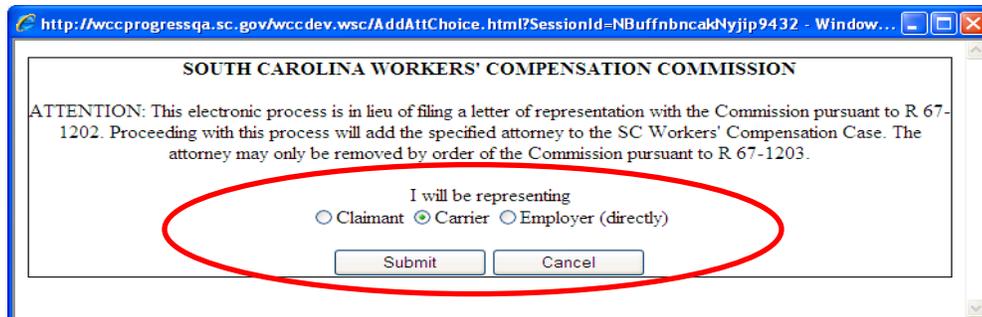
monitors each search performed in this portal. In order to access this feature, a user must first have a confirmed link to the attorney.

Instructions to add an attorney to a case:

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**.



4. In the next screen, enter case selection criteria to search for an existing case. **Date of Injury** and **Bar ID**, are always required. The **SCWCC number** is the best way to search. If the SCWCC number is unknown, enter the claimant's **SSN** and **last name**.

South Carolina Workers' Compensation Commission

SSN (999-99-9999): WCC#(optional): * Indicates Required Fields. SSN and Claimant last name are required if WCC# is not entered.

Claimant Last Name:

* Date of Injury (MM/DD/YYYY):

* Attorney Bar ID:

When all required fields are entered, click **Submit**.

- The screen expands to show the results of your search. Verify this is the correct case from the injury details. If not, click **Cancel**. If the correct case is found, click the name of the party to be represented by the attorney.

CASE DETAILS

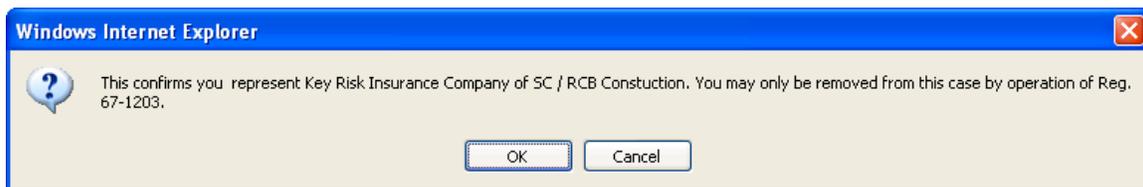
WCC #: 0611300
Date Of Injury: 01/21/2006
Claimant: Roger Rabbitt
Case Status: Open

INJURY DETAILS:
Multiple

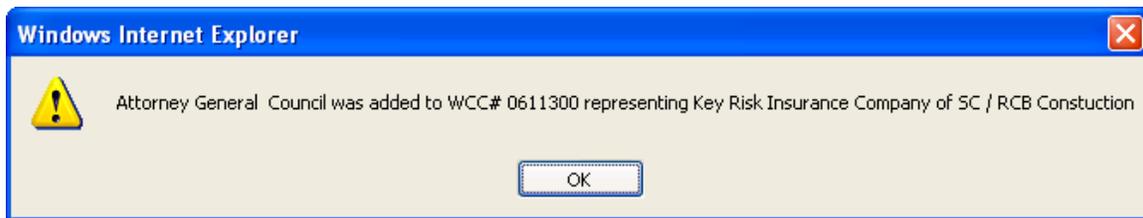
Please click on the name of the party attorney wishes to represent.

<u>Case Parties</u>	<u>Name</u>	<u>Attorneys</u>
Claimant:	Roger Rabbitt	
Employer:	Employer ABC	
Carrier:	Key Risk Insurance Company of SC / Employer ABC	

- Click **OK** to confirm.



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



- 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.)