Workers' Compensation Commission

KERMIT Update

December 20, 2019

As a result of the Commission pausing KERMIT functionality on December 17 and directing users to file pleadings and other documents by paper we have reactivated eCase to its full functionality as it was prior to when eCase was deactivated.

The following is the link to eCase on the Commission's website
https://wccprogress.sc.gov/wccprod.wsc/onlinereports.html

KERMIT will remain active for view only.

For any questions concerning this contact Gary M Cannon at gcannon@wcc.sc.gov.

Since our December 4th release of KERMIT, we have experienced problems with registration of organizations and role assignments for users. We currently have 261 organizations and 4,508 users registered.

Many of our users are still having difficulty registering with the system within the designated role assignments, which will impact notifications, certificates of service, and other functionality of the system. Proper role assignments are essential to the integrity of data migrated from the old system to KERMIT and is paramount to avoid any vulnerabilities in our new system. To that end, we have established the following steps to aid in this process:

1. Pause all data entry in KERMIT for a short period of time.
    - KERMIT will remain active as "View Only"
    - Users will submit forms and other documents by
        o US Postal Service
        o Hand delivery
        o Email to the appropriate email address
    - Commission will process the documents into KERMIT and make viewable to users as quickly as possible.

2. Assist with and correct organization registration and user role assignments.
    - Commission will audit each organization's registration and user role assignment.
    - Correct role misassignments and data vulnerability.
    - Those not yet registered or who cannot view claims should email Support@wcc.assist.freshdesk.com
    - Commission will manage new registrations through individual onboarding sessions with organizations or individuals.

3. Correct problems with system functionality or use.
    - Release functionality as corrections are made.
    - Users will be notified when corrections have been made and functionality released.

4. Implementation of EDI 3.1 - Will be moved to Spring 2020.

If you have questions about status of other matters not related to KERMIT, please contact:
    Claims - email Bbonette@wcc.sc.gov or sspann@wcc.sc.gov
    X-Files email - compliance@wcc.sc.gov
    FROI/12A - email coverage@wcc.sc.gov
    File closed or status of Form 15, 17, 18 or 20 – email bbonette@wcc.sc.gov
    Form 61/Clinchers – email dbackman@wcc.sc.gov
    Hearing requests/motions/informal conferences – email judicial@wcc.sc.gov

We appreciate your patience and understanding as we work through this transitional period. If you have any questions please feel free to contact Gary Cannon, Executive Director at GCannon@wcc.sc.gov.