SOUTH CAROLINA WORKERS' COMPENSATION COMMISSION

KERMIT

KEY ELEMENT REPORTING MANAGEMENT AND INCIDENT TRACKING

WWW.WCC.SC.GOV

Contents

Introduction

The South Carolina Workers' Compensation Commission is pleased to welcome you to our new portal, KERMIT (Key Element Reporting Management and Incident Tracking). KERMIT was designed to provide easier access and better service for Claimants, Carriers, Attorneys, Self-Insured and Trading Partners. Parties involved in workers' compensation claims will now be able to submit claims, complete required reports and forms, and pay any applicable fees and fines, electronically.

Accounts

KERMIT Accounts will be set up using the security of Microsoft Azure Active Directory. Users will create accounts with Microsoft that synchronizes with Active Directory to use the password that is associated with the email address of the user. **Attorney accounts will be set up through the South Carolina Supreme Court AIS system and will use the attorney's BAR ID and password for the Supreme Court's system to access KERMIT.**

If you have not already registered, please read the registration documentation carefully before registering. This documentation is provided within KERMIT when you click the Register button.
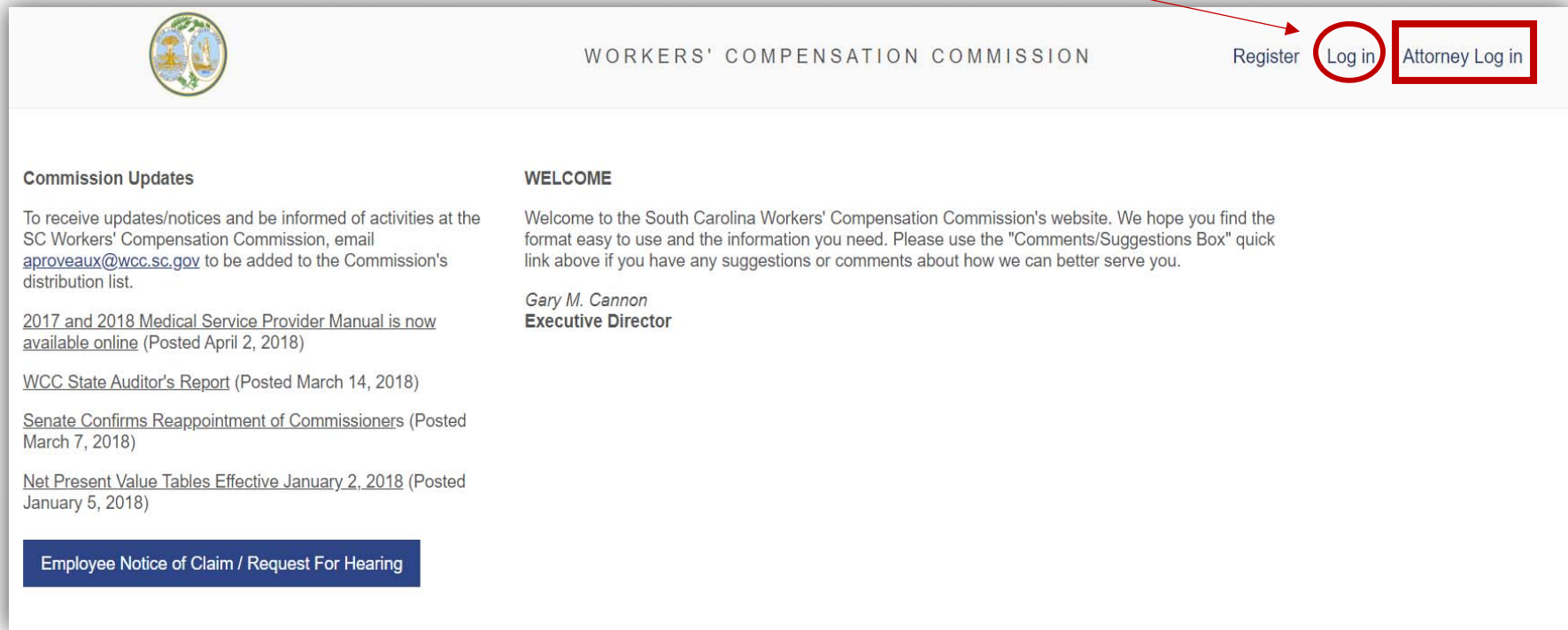
Roles

Once you are registered, you will be given a role or roles by your Organizational Administrator. Roles will be dependent upon the party a user is representing. For example, an Attorney for a Carrier will not have the option to file a Form 50 - Request for Hearing while an Attorney for a Claimant will not have the option to file a Form 21 - Request for Hearing. In addition, a user who is in a paralegal role, will not have the ability to sign legal submissions. The paralegal can create a filing that will fall into their attorney's account where he/she will be able to complete and submit a submission after using an electronic signature.

To learn more about the roles please review the Organization Roles documentation here: https://wcc.sc.gov/it-kermit-system-updates

Logging In

Once a user has registered, they will be brought back to the main screen where they can "Log in". Attorney's will use the Attorney Log in option while all other users will use the regular Log in option.

After choosing Log in, users will be prompted to choose or enter their email account that is associated with Microsoft.
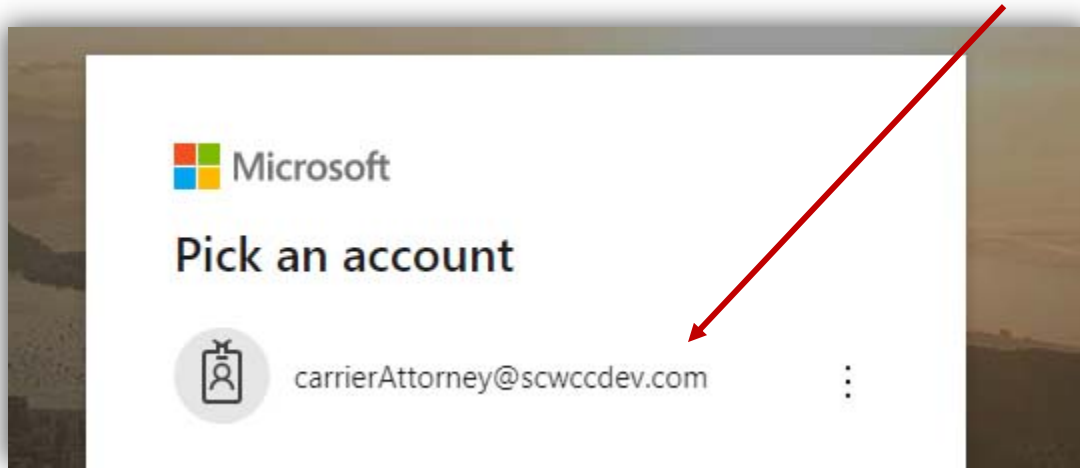
Next, users will enter the password that is associated with their Microsoft email account.
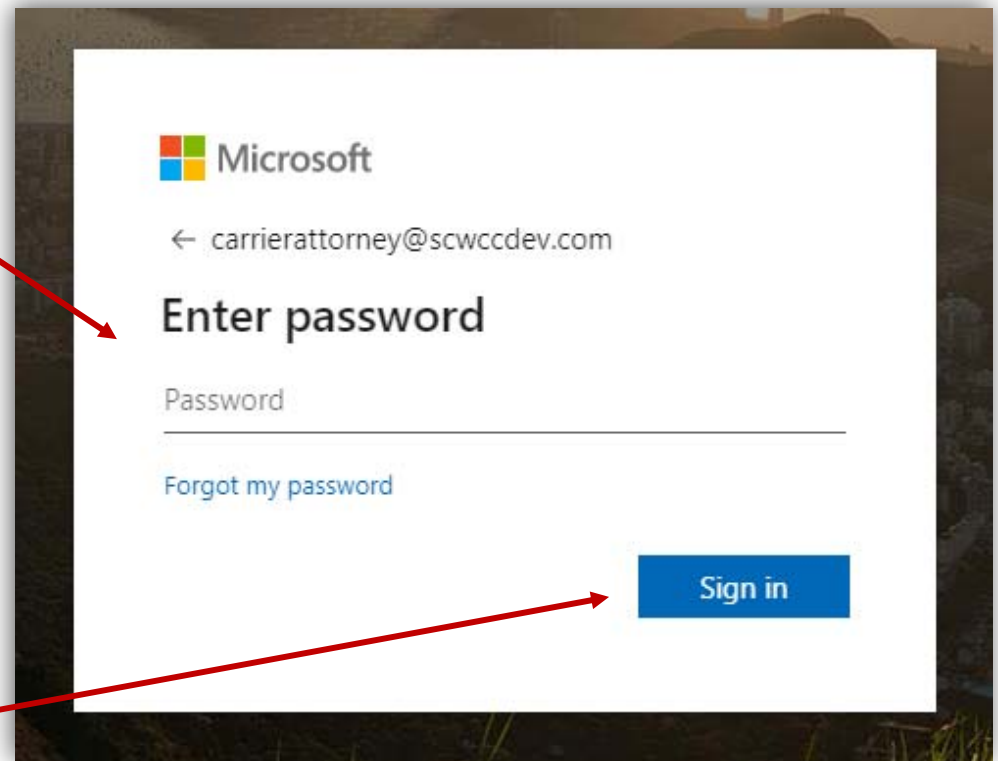
Then the user can click "Sign in".

Landing Page

Once a user is logged in, they will be able to see the main landing page. Here users will be able to navigate their way throughout KERMIT. While in KERMIT, if a user ever wants to get back to the landing page, they can click the seal, as it acts as a "home" button to refresh the users screen and bring the user back to the landing page, in KERMIT.

If a user has any questions about navigating, or submitting work through KERMIT, they can click on the Help link that is found on every page of KERMIT.

Account Management

In the top right corner of the landing page, users can view their account settings by clicking the Welcome drop-down.

Clicking on the user's name above, will provide the drop down shown, on the left.

If Account Management is selected, the user will be able to access their Profile, Organization information, and Notification settings.

Users can also use the drop down to Log off.

My Work

The My Work tab is always shown on the front of the landing page. All items that are listed in My Work are items that need additional actions taken by the user before being submitted to the Commission. For example, the view of the My Work tab below shows 9 items listed in the "Awaiting Certification of Service" status. This user can open any of the items by double clicking the row of the listing to complete service.

If the user knows the file or submission that needs be completed, they can use any of the search fields shown below. Simply type the criteria that needs to be located and hit the return button on the keyboard. (These type of search fields will be found throughout KERMIT.)

Submission Type	Claimant Name	Employer Name	Submission Date	Claim #	Status
Form 21			10/28/2019		Awaiting Certification Of Service
Form 51 - Response to Hearing			11/01/2019		Awaiting Certification Of Service
Form 51 - Response to Hearing			11/01/2019		Awaiting Certification Of Service
Form 51 - Response to Hearing	Andrew Blue	LARRY HARDEES AUTOMOTIVE SERVICE CENTER	11/07/2019	201910214264	Awaiting Certification Of Service
Form 51 - Response to Hearing			11/13/2019		Awaiting Certification Of Service
Form 51 - Response to Hearing			11/19/2019		Awaiting Certification Of Service
Form 51 - Response to Hearing			11/19/2019		Awaiting Certification Of Service
Form 15 II - Suspension	George Davenport	PETSMART INC	11/21/2019	2019111941530	Awaiting Certification Of Service
Form 51 - Response to Hearing	Mike Alexander	MOTIVATIONAL SPORTS PRODUCTS	11/21/2019	2019111641328	Awaiting Certification Of Service

Users may also increase the number of items that show on a page by selecting 10, 20, or 50, at the bottom of the page.

Claims

Right next to the My Work tab is the Claims tab. This tab will show every claim that is associated with the user. In addition to the search fields, the user can search by Open claims, Closed claims, or All claims, by clicking the drop-down on the far right.

A user may open the claim by double clicking anywhere on the row of the claim they wish to open.

**Users can search for the Claim by using a minimum of the last 4 digits of the SC WCC Claim number. **

Claim Synopsis

Once a user has opened a claim to view, the first screen the user will see is the Claim Synopsis screen. This screen gives a snapshot of the main details of a claim. The tab at the top of the window will show the claim number of the claim that is currently open.

Users may have more than one claim open at a time.

Documents

Directly below the Claim Synopsis tab, is the Documents tab. Users will find every document that is associated with a claim on this tab. Users can open each document by clicking on the PDF symbol.

Filings

The Filings tab serves 2 functions. The first function is the top drop-down, "Select Available Filings" that allows the user to file Forms and Pleadings. When this drop-down is selected, only filings that can be filed by the user's role and filings that directly corelate with the current status of the claim will be available. For example, a Claimant's attorney will not be able to file a Form 21; or a Form 51 will not be available to be filed, if a Form 50 has not been filed.

When the user selects the Form or Pleading, they would like to file, a second page will open to guide the user through filling out the proper data that applies to the submission.

At the top of each submission, the user will see general claim information along with expandable areas that the user can open by clicking on the Section Title. (This is the same information that is currently at the top of all the Commission's paper forms.)

The second function of the Filings tab gives the user the ability to view filings that have already been submitted to the Commission. By clicking on the row of the filing, the user will be able to see the data that was entered in the KERMIT submission.

** Please note that information found in the Filings tab will only be from data entered in KERMIT. There will be no historical data in the Filings tab. **

Case Parties

The Case Parties tab is where the user can find all case parties and the associated contact information. By clicking on the row for each case party, the contact information will populate on the right. If there is a Claim Administrator associated with the claim, that contact information will also be found on this tab and will show as its own row and the Associated Party will be labeled, "Claim Administrator".

Judicial

The Judicial Tab consists of any Judicial Action Request, "JAR", that has occurred on a claim. A JAR is created for every initiating pleading. Users can navigate to the Judicial tab to see the status of any JAR. If a user needs to respond to a pleading that created a JAR, a "Respond" link will be available.

If a user would like to see a summary of the pleadings, they can click anywhere on the row for that JAR to view the JAR Synopsis.

JAR Id	Created On	Pleading Type	Submitter	Status	Assignment	Commissioner	
1362441	10/25/2019	NoticeofClaimOrRequestforHearing	Joshua Bailey	Awaiting Response			Respond

JAR Synopsis View

JAR INFORMATION

Claim File #:	Synopsis For Jar #:	JAR Status:
201910244346	1362441	Awaiting Response

Submission Confirmation Number:	Is Hearing Held:	Filing Response Due Date:
201910244346	No	11/23/2019

Claim Details:
Tom Jones vs. Employer: BOGARTS RESTAURANT   Carrier: HARTFORD ACCIDENT AND INDEMNIT

Claimant Represented By:
Joshua A. Bailey

Carrier Represented By:
HARTFORD ACCIDENT AND INDEMNIT represented by Kimberly L. Smith
ACCIDENT FUND INS CO OF AMERIC represented by Kimberly L. Smith

Employer Represented By:
Employer Attorney(s)

Date of Injury:	Pleading:	Commissioner:
9/4/2019	Form 50 - Hearing Request	

Scheduled:

ISSUES TO BE DETERMINED

Issues To Be Determined

DOCUMENTS

Open Document	Form Name	Document Name	Document Type	Submitted Date
[pdf]	ReportRepresentation	201910244346_201910254392_ReportRepresentat PDF.pdf	.pdf	10/24/2019

Compensation

The Compensation tab contains the record of any compensation that has been paid on a claim. The user can quickly see if there is currently an open period of compensation.

If a Form 18 has been filed, the option to view it from this screen, will be available.

The same option will also be available if a Form 20 has been filed.

Each record of compensation can be expanded for more detailed information by clicking the triangle on the far left of the row.

| | Temporary Total | 09/29/2019 | 10/02/2019 | 10/31/2019 | 500.00 | | 4 | 4 | 2500.00 | ALLMERICA FINANCIAL ALLIANCE I |

Temporary Compensation Forms

PDF Document	Submitted Date	Submitted By	Benefit Period Start Date	First Payment Date	Compensation Period	BenefitType	Compensation Rate
View Documentation	10/03/2019	John Carrierson	09/29/2019	10/02/2019	Initial Period	Temporary Total	500.00

Temporary Compensation Suspension Forms

Suspension PDF Document	Submitted Date	Submitted By	Benefit Period Stop Date	Reason For Payment Suspension	Denial Reason	Method of Service
View Documentation	11/13/2019	John Carrierson	10/31/2019	Claimant has returned to work at least 15 days and no temporary partial compensation is due.		
View Documentation	11/13/2019	John Carrierson	10/31/2019	Claimant has returned to work at least 15 days and no temporary partial compensation is due.		

Users can click "View Documentation" if they would like to open the submission from the Compensation tab.

Notes

The Notes tab can be used by any party to a claim. All notes entered on this tab will be able to be viewed by every party to the claim, including the Commission. If a party needs to add a note or would like to upload correspondence to the claim, they can do so by clicking the "ADD NOTE" button.

My Work	Claims	20190929396 ✕		
Claim Synopsis				
Documents				
Filings	**ADD NOTE**			
Case Parties	Open Document	Title		Created On
Judicial	▶ 📄	Representation		10/16/2019
Compensation				
Notes				
Fees and Fines				
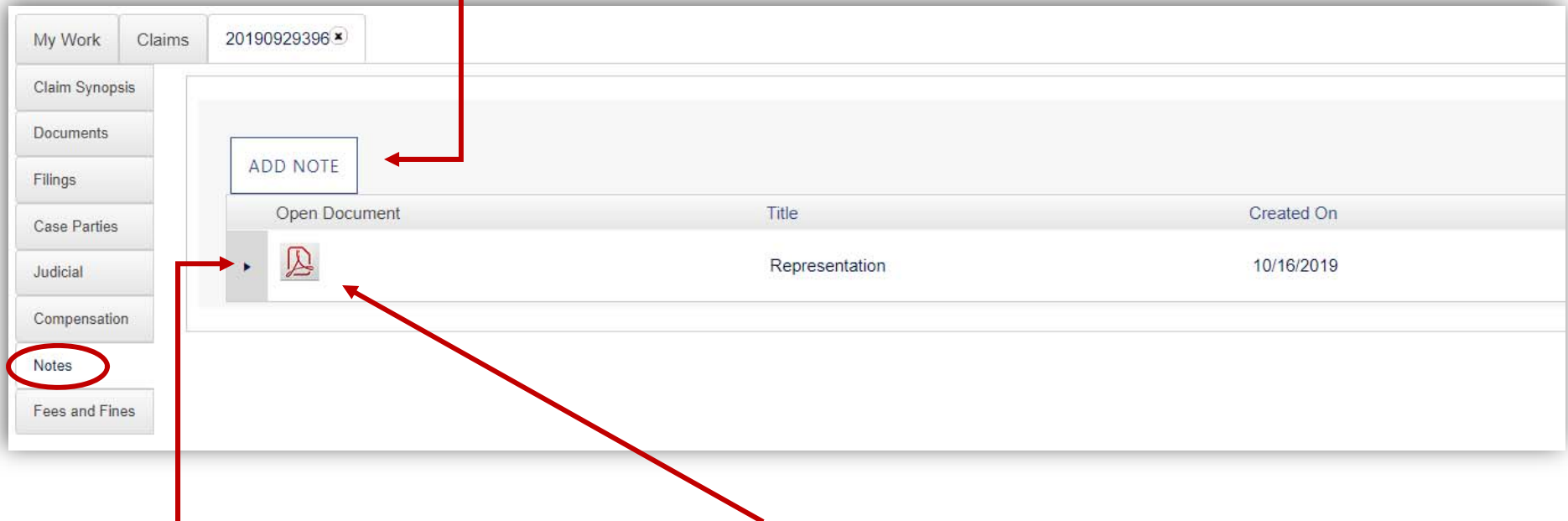
Each note can be expanded for more detailed information by clicking the triangle on the far left of the row.

Users will also have the option to attach PDF documents and view PDF documents in notes.

Fees and Fines

The Fees and Fines tab can be used to view the record of fees and fines that have occurred on a claim. Users can choose to only see the fees and fines they are responsible for, or the user can see all fees and fines associated with a claim by clicking the "SHOW ALL" button.

Users can also pay a fee or fine associated with a claim by checking the "Pay Charge" box.

SCWCC Tasks

The SCWCC Tasks box is another area of the landing page that holds more great features of KERMIT. The options that are listed under SCWCC Tasks is based on role and will vary from user to user. For example, Carriers and Claim Administrators have the option to "File First Report of Injury" (12A) while Claimant Attorneys have the option to "File a Claim with Representation" (Form 50) in order to initiate a claim from either side. Another example is, if the user has the Financial Role (ability to pay fees and fines) they will have "Outstanding Balance" as an option under SCWCC Tasks.
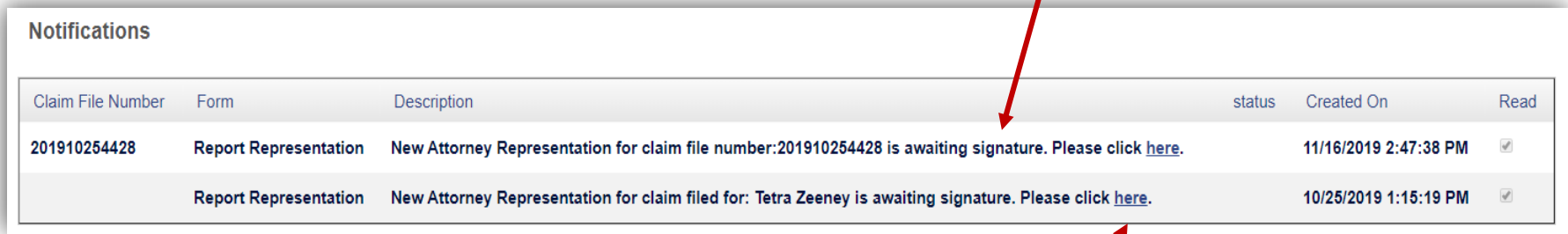
Users can access any feature by clicking on the title.

Notifications

Any time activity occurs on a claim, a Notification will be sent to all parties of a Claim. Notifications will also be sent between paralegals and attorneys when an action needs to be taken by the party. For example, if a paralegal has created a Form 50 that needs to be signed by an attorney, that attorney will receive a Notification that he/she has a Form 50 awaiting signature.

Notifications

| Claim File Number	Form	Description	status	Created On	Read
201910254428	Report Representation	New Attorney Representation for claim file number:201910254428 is awaiting signature. Please click here.		11/16/2019 2:47:38 PM	☑
	Report Representation	New Attorney Representation for claim filed for: Tetra Zeeney is awaiting signature. Please click here.		10/25/2019 1:15:19 PM	☑

Each user can access the Form or Pleading they need to act on by clicking the "here" hyperlink. By clicking this link, KERMIT will take the user directly to the action that needs to be completed. In addition to having the Notification appear in the user's Notification box of KERMIT, the user will also receive an email that there is a Notification available.

Calendar

The calendar feature will allow users to see dates for hearings and allow attorneys to enter protection.
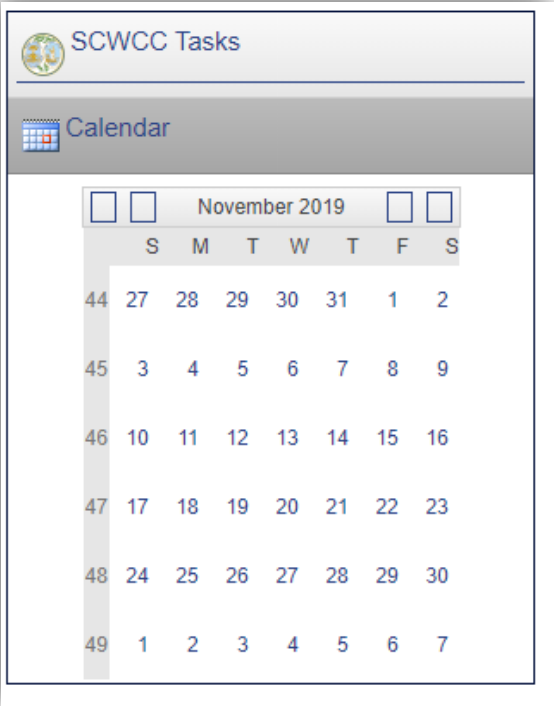
 In order to add protection, the user can select the date they wish to be protected on and it will open a day/week/month/multi-day view. Users will be able to add a protection period from hours, to days, at a time.

Electronic Signature

When electronically signing documents, the user will check the confirmation box, type their name, and hit tab to have the system populate the Signature Time Stamp.

ELECTRONIC SIGNATURE *

Check box to confirm - *Required*

☐ I, Joshua Bailey , verify the contents of this submission are true and accurate to the best of my knowledge.

Signature - *Required*

Signature Time Stamp

ELECTRONIC SIGNATURE *

Check box to confirm - *Required*

☑ I, Joshua Bailey , verify the contents of this submission are true and accurate to the best of my knowledge.
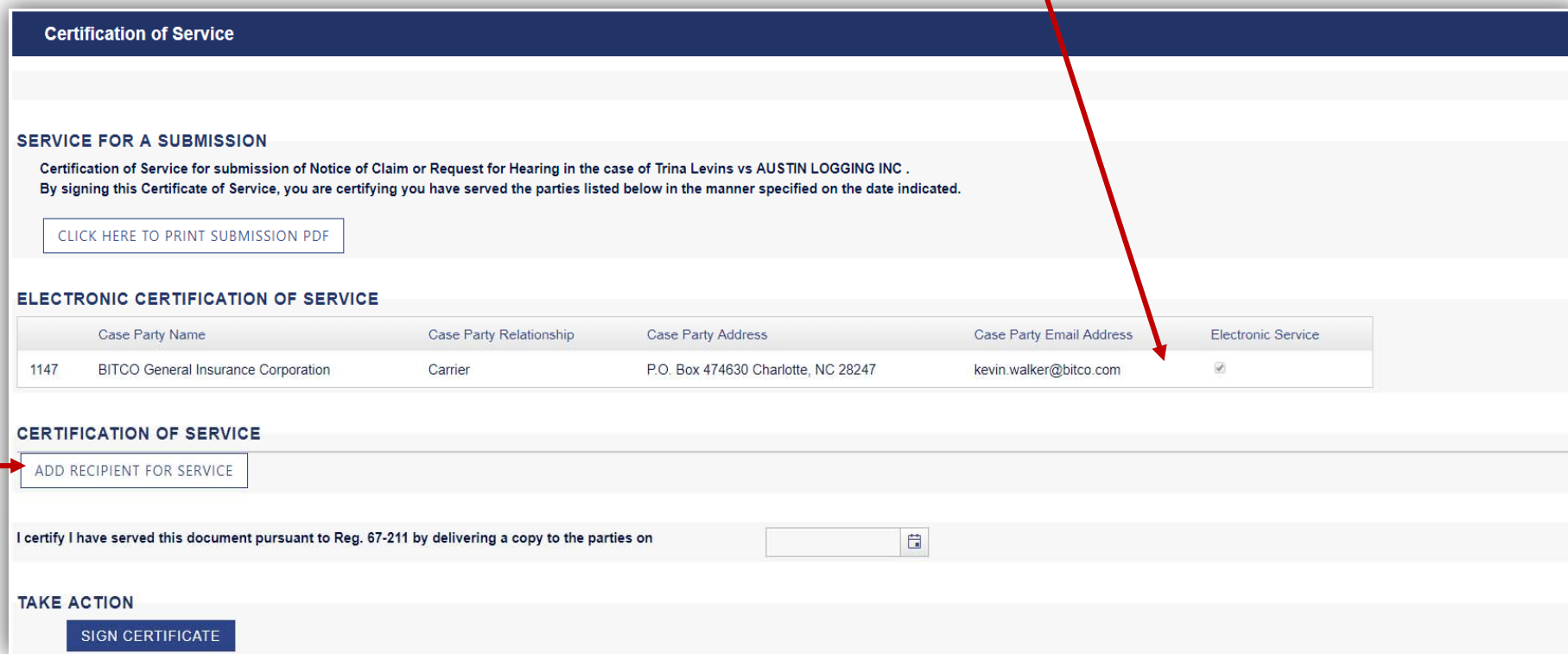
Signature - *Required*

Joshua Bailey

Signature Time Stamp

11/24/2019 3:54:46 PM

Service

Everyone who registers in KERMIT will receive Notifications via KERMIT's electronic service feature. When serving a Form or Pleading, the parties that are registered in KERMIT, will default to Electronic Service.
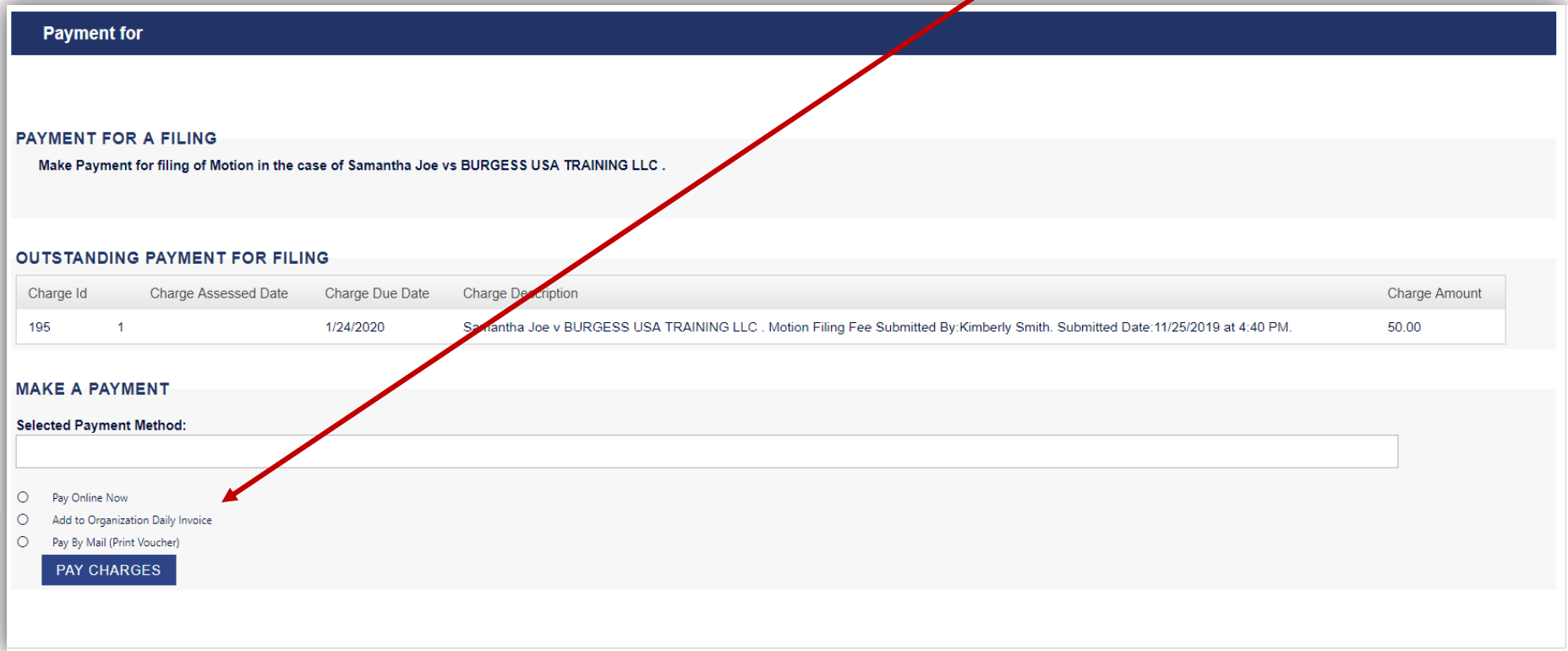

If there are additional parties that need to be served, that are not registered in KERMIT, users can add their information and service address with the "ADD RECIPIENT FOR SERVICE" button.

** Service will be completed by KERMIT when a Form or Pleading is completed, and payment of any filing fees has been made. **

Payments

When making a payment for a filing or fee, users will have 3 options to pay charges. 2 options are done electronically while the third requires the user to mail in a check.

Payment for

PAYMENT FOR A FILING

Make Payment for filing of Motion in the case of Samantha Joe vs BURGESS USA TRAINING LLC .

OUTSTANDING PAYMENT FOR FILING

Charge Id		Charge Assessed Date	Charge Due Date	Charge Description	Charge Amount
195	1		1/24/2020	Samantha Joe v BURGESS USA TRAINING LLC . Motion Filing Fee Submitted By:Kimberly Smith. Submitted Date:11/25/2019 at 4:40 PM.	50.00

MAKE A PAYMENT

Selected Payment Method:

○ Pay Online Now
○ Add to Organization Daily Invoice
○ Pay By Mail (Print Voucher)

PAY CHARGES

➢ If the user selects, "Pay by Mail (Print Voucher)", KERMIT will provide a PDF for the user to print off and mail in with a check.

➢ If the user selects, "Add to Organization Daily Invoice", the charge will be added to an invoice for the Financial Manager of their Organization.

➢ If the user selects, "Pay Online Now", the user will be taken to SC.GOV's website to pay the charges with Credit Card or Electronic Check.

When the user selects between Credit Card or Electronic check, SC.GOV's surcharge will be added to the total. For Credit/Debit Card Transactions, SC.GOV charges and retains a $1.00 portal fee plus a 1.7% merchant fee. On all ACH/Electronic Check transactions, SC.GOV charges and retains a flat rate convenience fee of $2.50. For example, if Credit Card was picked for the payment type, the SC.GOV total would show $51.85.

Users can select Credit Card or Electronic Check from the Payment Type drop-down.

Conclusion

This user guide is a brief overview of our new KERMIT system. We will be continuously rolling out updates that may change the appearance of these screens. We also may roll out new functionality before this guide is updated. We appreciate your patience and understanding during this exciting time.