

User Guide

SC Workers' Compensation Commission eCase Portal User Guide



User Guide

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

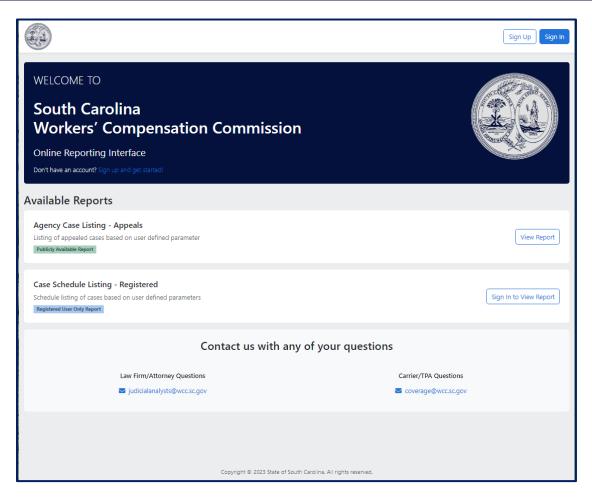
The registration process requires a multistep procedure. Step one is creating an individual eCase User id. Step two is linking to a record with SCWCC. Step three, access must be approved. Step four, upon approval, access is confirmed by the Commission. Once the registration process is complete, the user will have access to eCase features for the user's cases at SCWCC.

Step 1: Create eCase Account

1. From the SCWCC website (<u>www.wcc.sc.gov</u>), select the **eCase Status** link in the center of the home page. The following screen will be displayed:



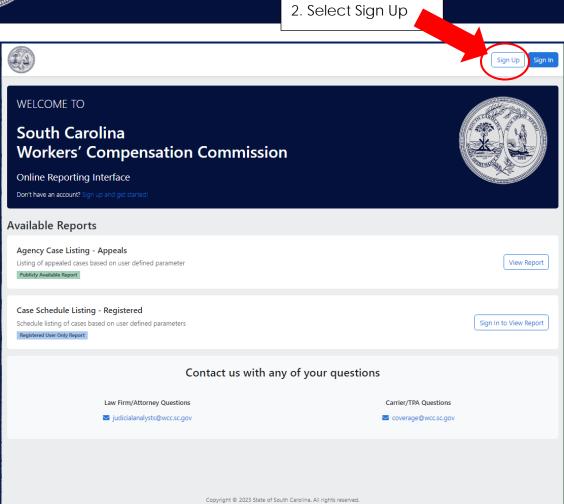
User Guide



2. Select Sign Up



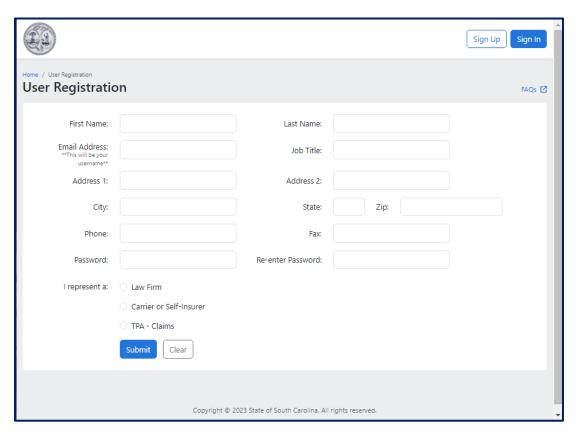
User Guide



3. Enter Registration Information. The asterisk (*) indicates required information.



User Guide

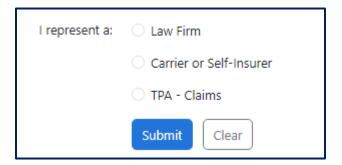


The password you select must be at least six (6) characters and may contain any combination of letters and numbers with the exception of "&" "%" "+" "= ". Passwords are case-sensitive. Entering the password twice should prevent typographical errors. If you forget your password, the **Forgot Password** link on the Registered User Login screen will allow you to request a temporary password to be sent to your email. Please remember to change your temporary password to one that you can remember.

4. Select user type by choosing Law Firm, Carrier or Self-Insurer, or TPA and click Submit

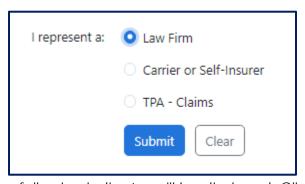


User Guide



<u>User Type = Law Firm</u>

1. Select user type by choosing Law Firm and click **Submit**



2. The following indicator will be displayed. Click **OK**

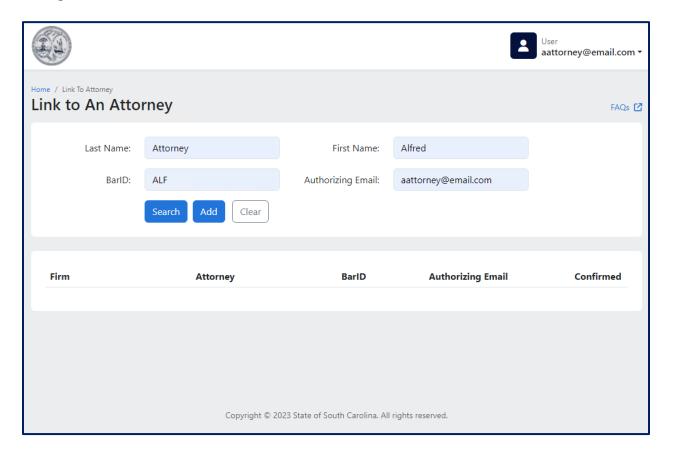


Step 2: Link Your eCase Account To An Attorney



User Guide

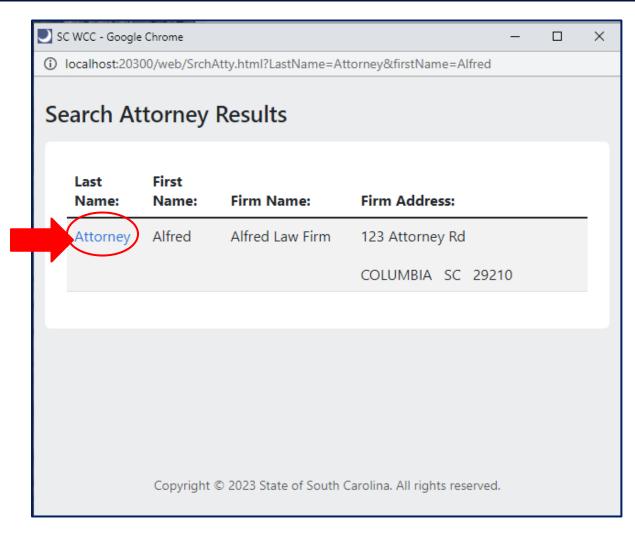
1. Enter all or part of the attorney's last and first name, Bar ID, and Authorizing Email address. (The Authorizing Email address is that of the attorney to whom you are linking.)



- 2. When all information is entered click **SEARCH**. This locates the attorney in our database.
- 3. 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.



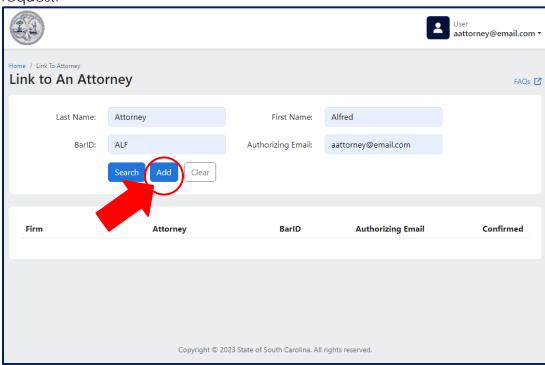
User Guide



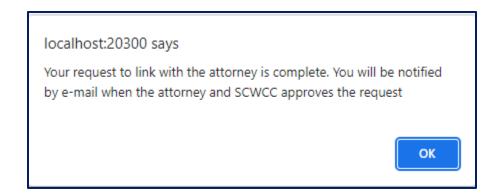


User Guide

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



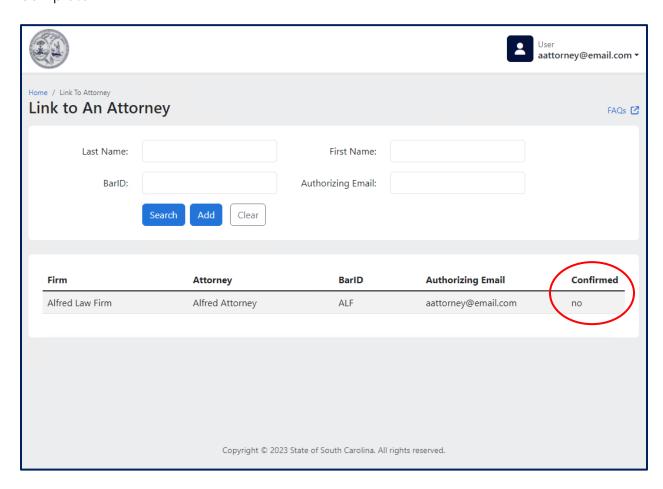
5. You will see the following pop-up message if your link was processed correctly.





User Guide

6. After clicking **OK**, notice the attorney will be displayed but the confirmed column indicates "no". This is normal until the Attorney Authorization (step 3 below) is complete.



<u>Note</u> - eCase can accommodate a user linking to multiple attorneys. To do this repeat the linking process (step 2) for each attorney. If you have questions or issues regarding registering as an attorney or linking to an attorney, please contact <u>judicialanalysts@wcc.sc.gov</u>

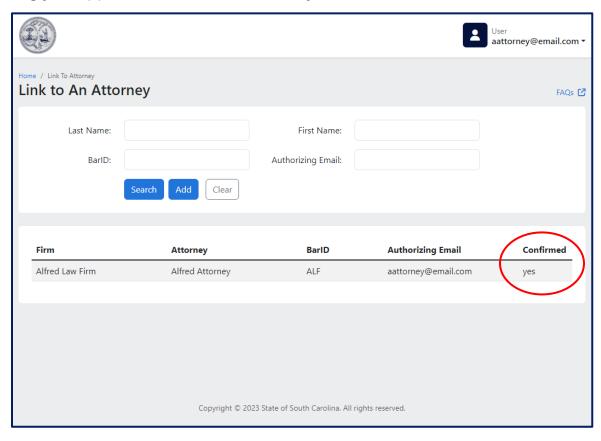


User Guide

Step 3: Attorney Authorization

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.



<u>Note</u> - eCase can accommodate a user linking to multiple attorneys. To do this repeat the linking process (step 2) for each attorney. If you have questions or issues regarding registering as an attorney or linking to an attorney, please contact <u>judicialanalysts@wcc.sc.gov</u>



User Guide

Adding an attorney to a Case

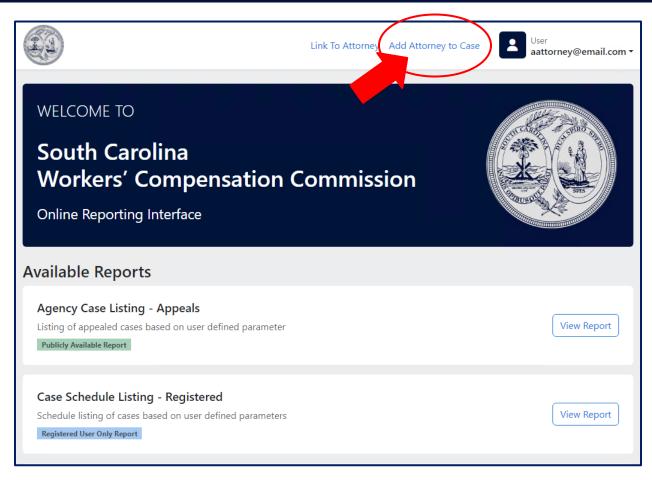
The **Add Attorney to Case** feature replaces the submission of a letter of representation. It also allows attorney users to search for existing claims in the SCWCC database for the purpose of obtaining the SCWCC#. The Commission will not notice opposing counsel. An attorney added to a claim electronically 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.

Process to add an attorney to a case:

- 1. Log in to eCase as a Registered User
- 2. Select the link Add Attorney to Case



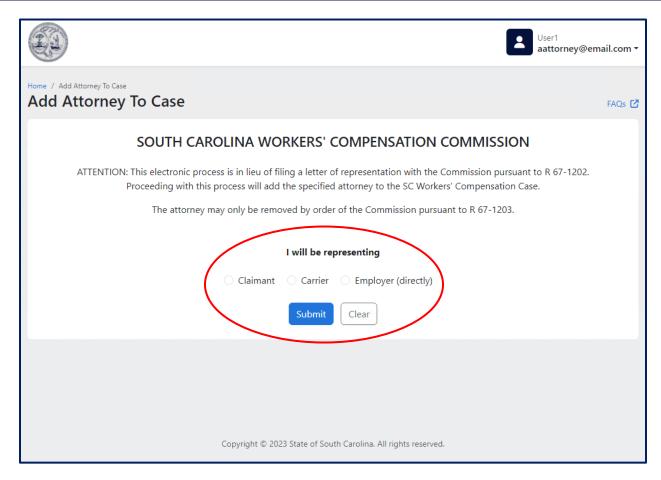
User Guide



3. The following screen will display. Select which party the attorney will be representing and click **Submit**.



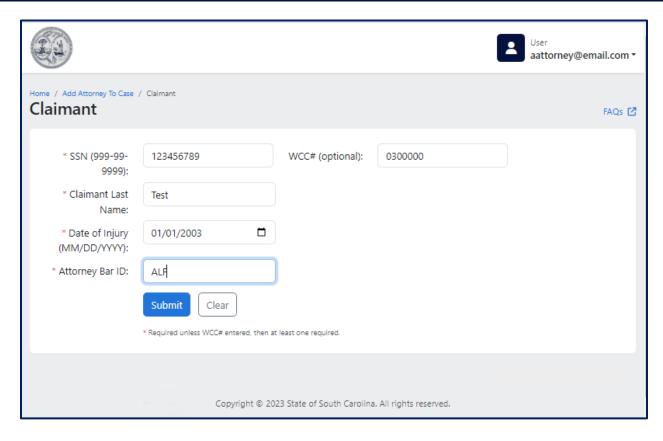
User Guide



4. In the next screen, enter case selection criteria to search for an existing case. If the SCWCC number is known, enter WCC#, Date of Injury and Bar ID of the attorney to be added. This is the best way to search. If the SCWCC number is unknown, enter the claimant's SSN, last name, Date of Injury and Bar ID. When all required fields are entered, click **Submit**.



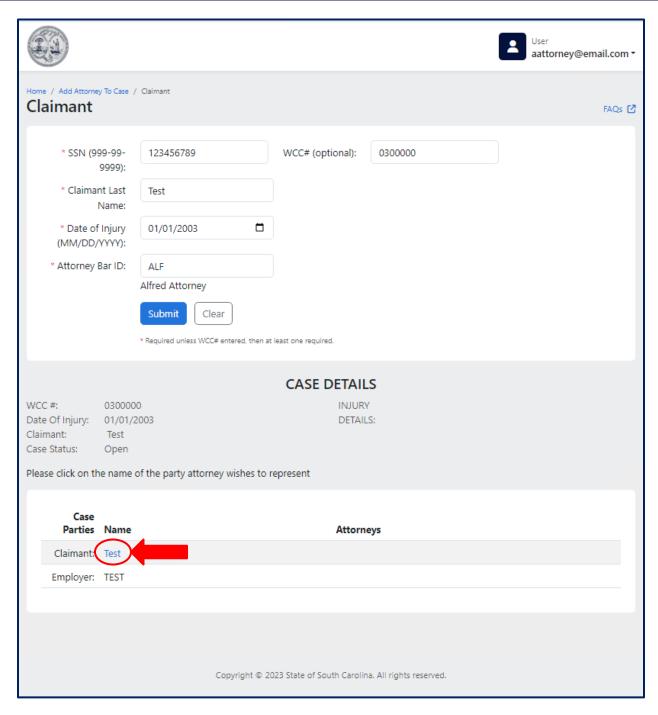
User Guide



5. 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.



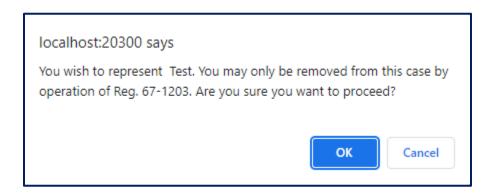
User Guide



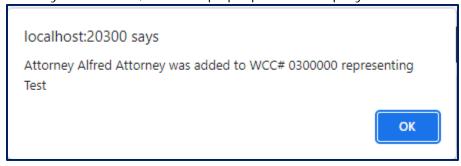


User Guide

6. You will see the following pop-up display on screen. Click OK to proceed or Cancel to abort.



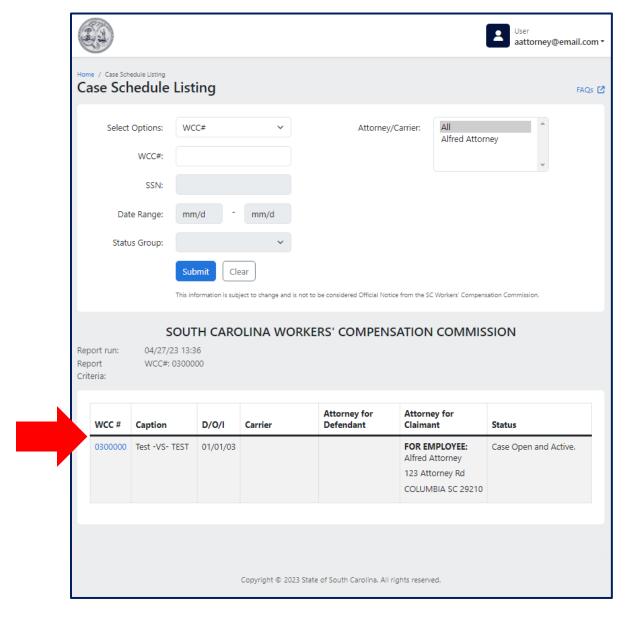
7. Once you click OK, another pop-up will be displayed for confirmation. Click OK.



Now the screen should display the SCWCC case status information:



User Guide



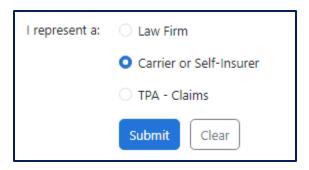
To add an attorney to another case, close the report window and click Add Attorney to Case from the main eCase screen. (Repeat these instructions beginning with step #2.)



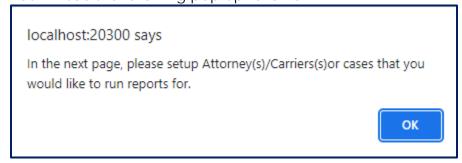
User Guide

<u>User Type = Carrier or Self-Insurer</u>

1. Choose Carrier or Self-Insurer and click SUBMIT



2. You will see the following pop-up. Click OK



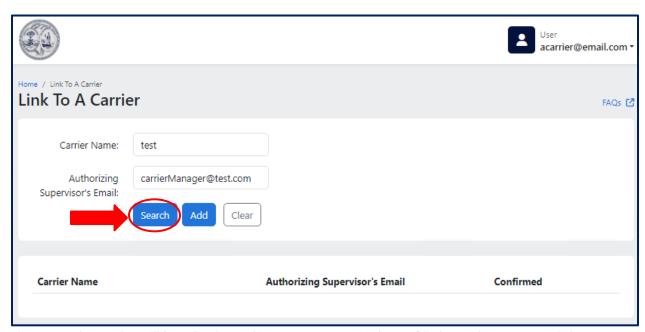
<u>Carrier User - Link to Carrier(s) or Cases</u>

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.

1. Enter the Carrier Name and Authorizing Supervisor's Email address and click Search



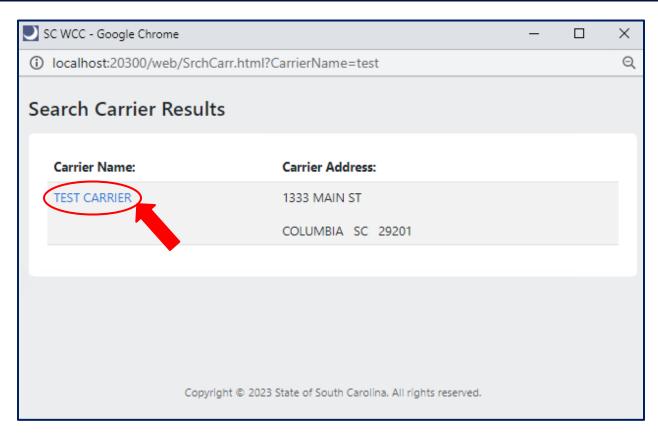
User Guide



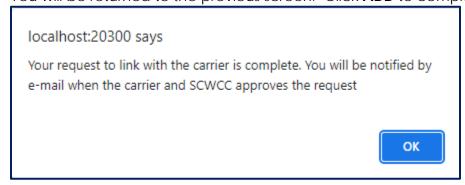
2. The search results will be displayed in a pop-up window. Click on the name of the carrier in blue to whom you wish to link.



User Guide



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

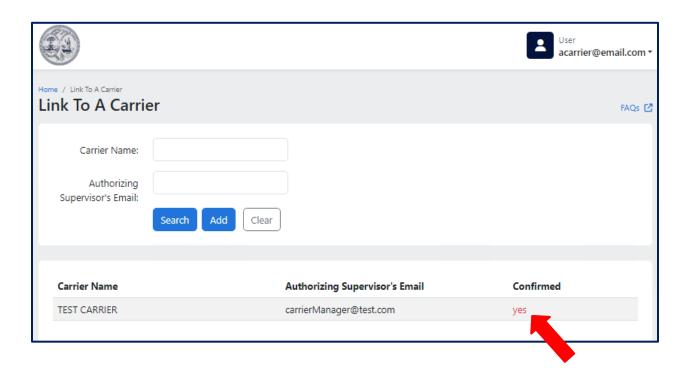


An email will be sent to the carrier supervisor at the email address you entered. A manager must reply to that message to grant permission to access those cases. The Commission will confirm the carrier's information with data on file. Once



User Guide

approved, you will receive an email confirming your approval and the link will show "yes" in the confirmed column.



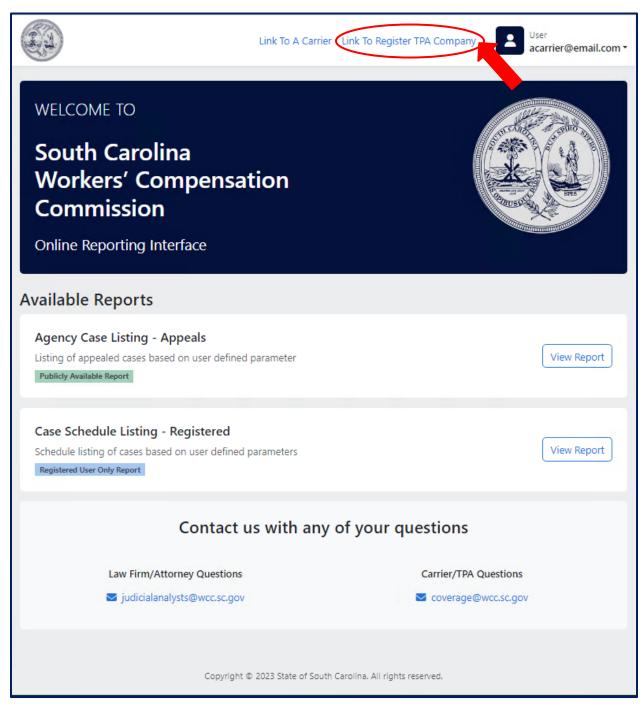
eCase Status can accommodate a user linking to multiple carriers. To do this repeat the linking process for each carrier.

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'.



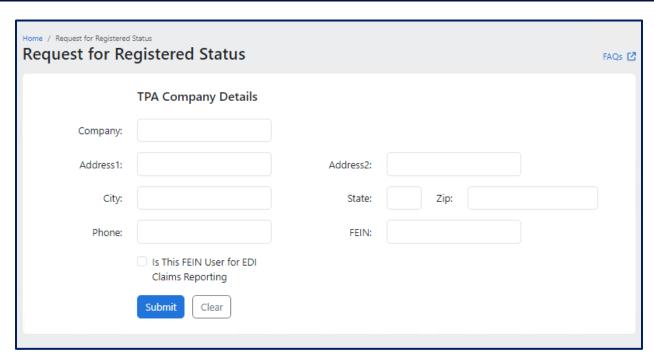
User Guide



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



User Guide



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 of this document.

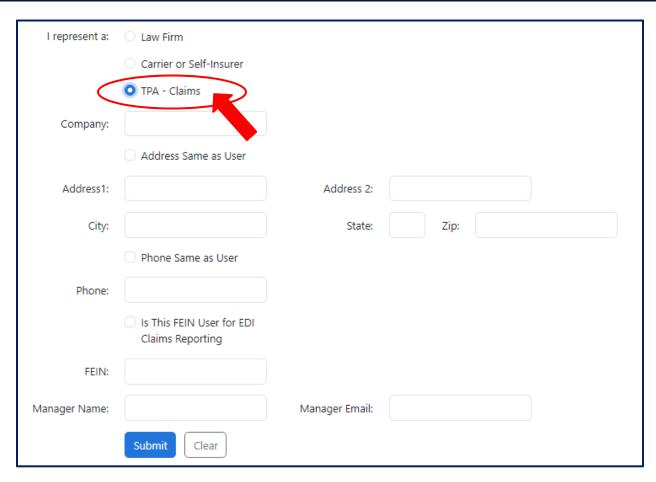
<u>User Type = TPA</u>

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 (*).

1. Click TPA – Claims. (Note, the screen will expand to display new entry fields below)



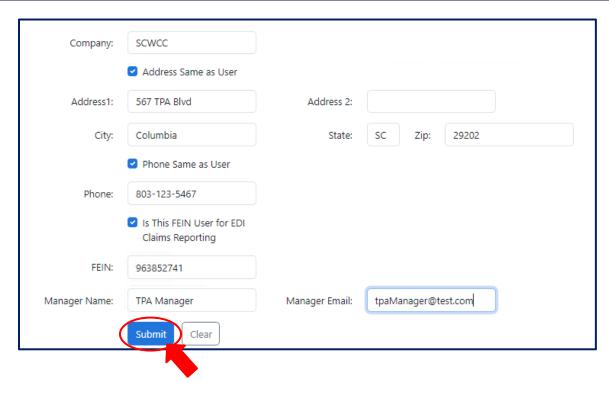
User Guide



2. Enter the additional TPA Company information and click 'Submit'



User Guide



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.



User Guide

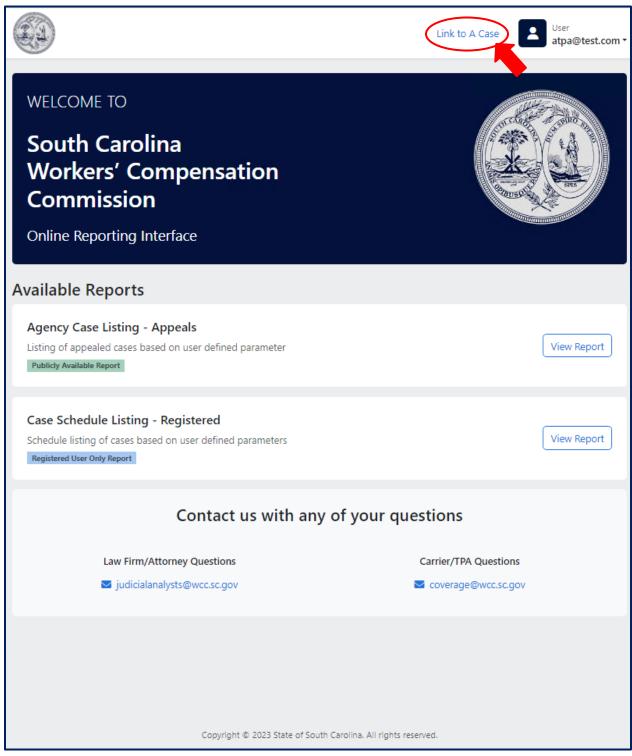
TPA Link to Case

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
- 2. Click the 'Link to A Case' option at the top of the screen



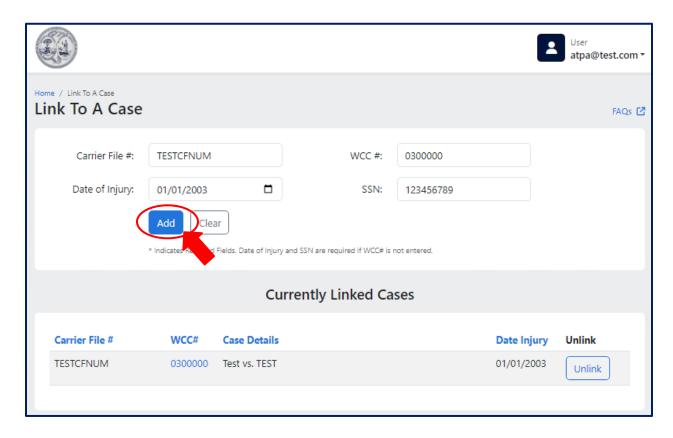
User Guide





User Guide

3. 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.



4. 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.

eCase Reports

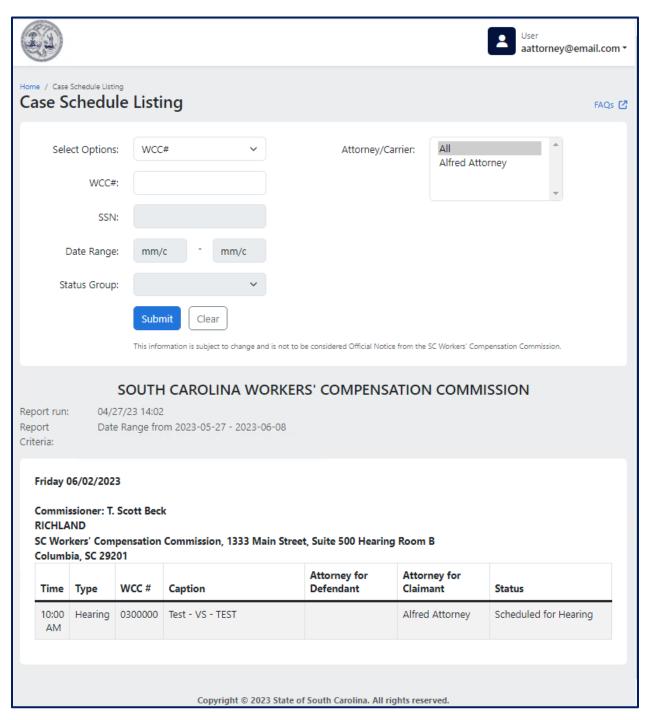


User Guide

eCase presents claim information to registered users by a reporting interface with four search parameters: hearing date range, SCWCC#, SSN and status group. A search for a hearing date range will display the following information:



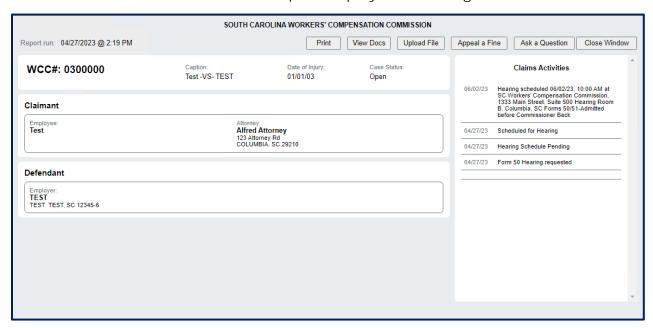
User Guide





User Guide

Searches on WCC#, SSN or Status Group will display the following claim information:

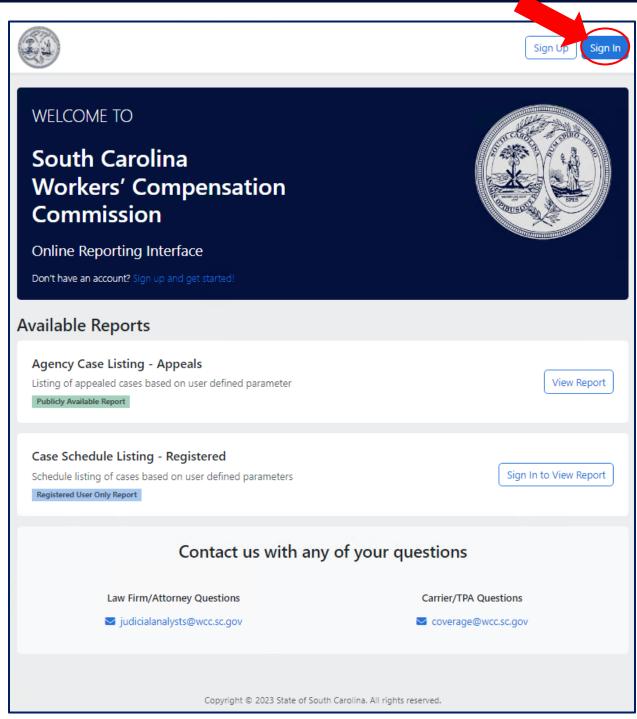


eCase Report Features

1. Login as a Registered User. (Go to www.wcc.sc.gov, click eCase Status link on the home page.) Select Sign In.



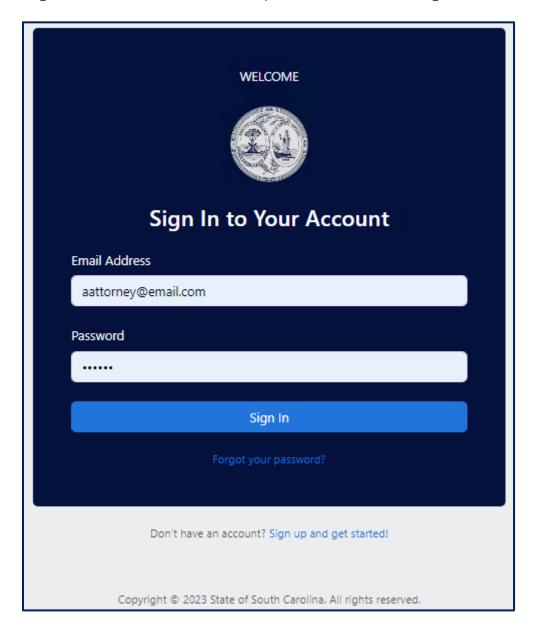
User Guide





User Guide

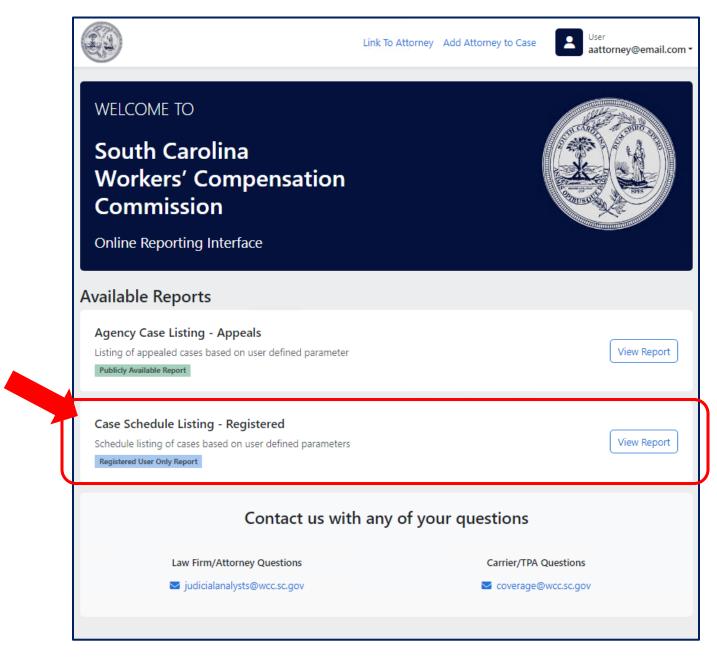
2. Log in with the Email Address and password created at registration



3. Click Case Schedule Listing - Registered



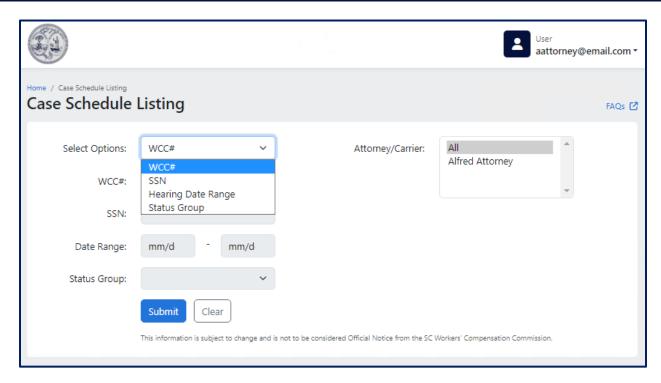
User Guide



4. Select Search Options: Search parameter fields will be enabled based on your selection.



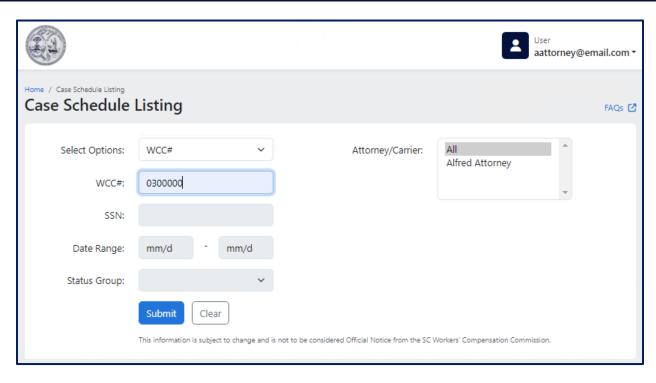
User Guide



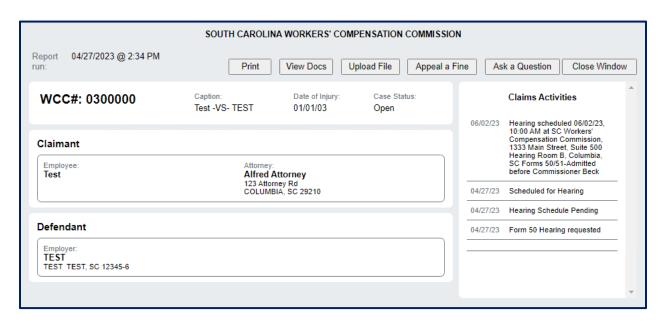
5. Enter search criteria.



User Guide



6. The following results will display if link to case exists when searching by WCC # or SSN.



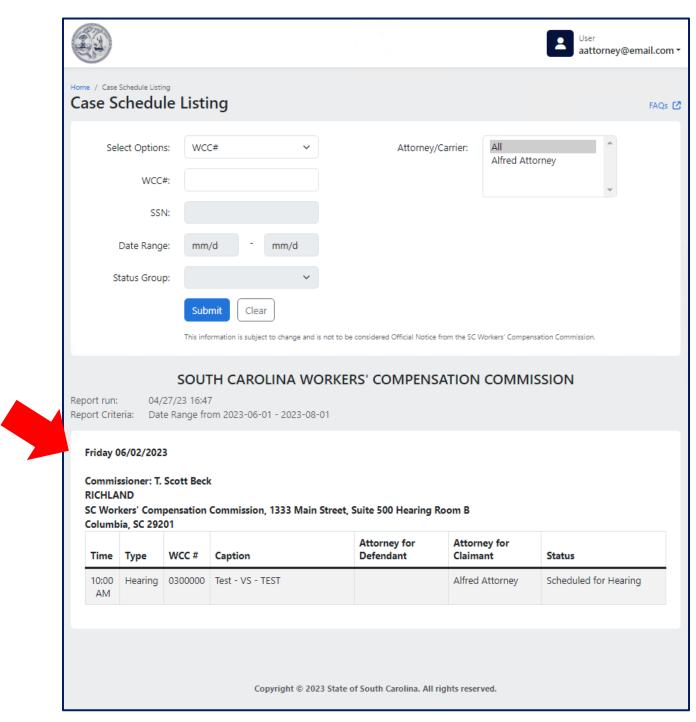


User Guide

7. The following results will show when searching by Hearing Date Range.



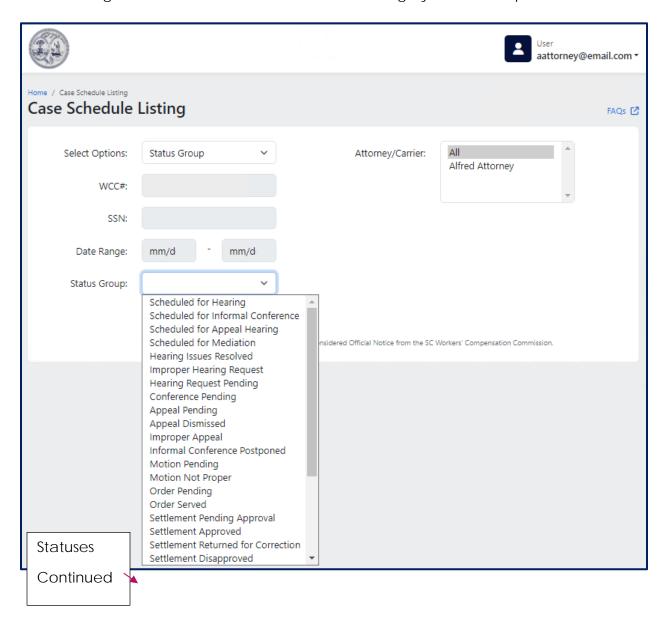
User Guide





User Guide

8. The following are selections to choose when searching by Status Group





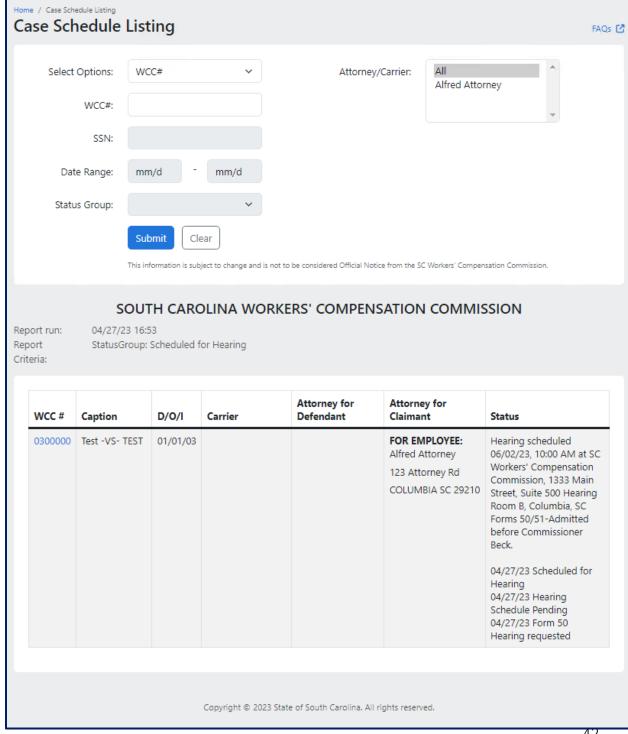
User Guide

Fee Petition Pending Approval
Fee Petition Returned for Correction
Fee Petition Approved
Fee Petition Disapproved
File Deficiency
Case Closed
Attorney Added
Reopened Cases
EDI R3 - 12A Posted

9. The following is an example of selecting Hearing Request Pending Status Group



User Guide





User Guide

Expanded Claims Activity Detail

The updated eCase (2023) now shows all claims activity in a scrolling window on the right side of the screen. This allows users full access to claims history.



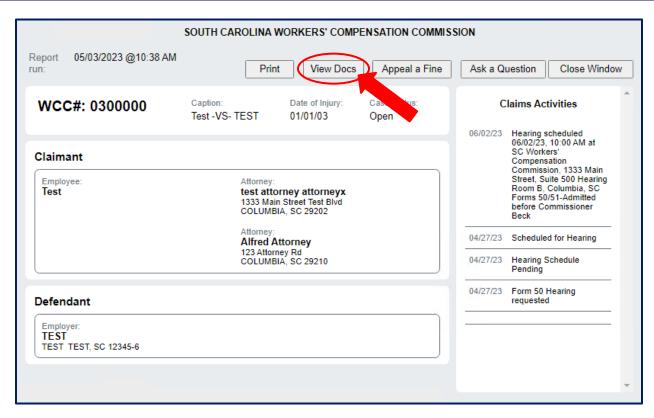
View Documents Associated with a Claim

With the latest update to eCase, SCWCC is proud to introduce the document view feature for claims document. In order to access this feature, Do the following:

- 1. Login as a registered user
- 2. Access the claim number you wish to review
- 3. Click on the button for View Docs



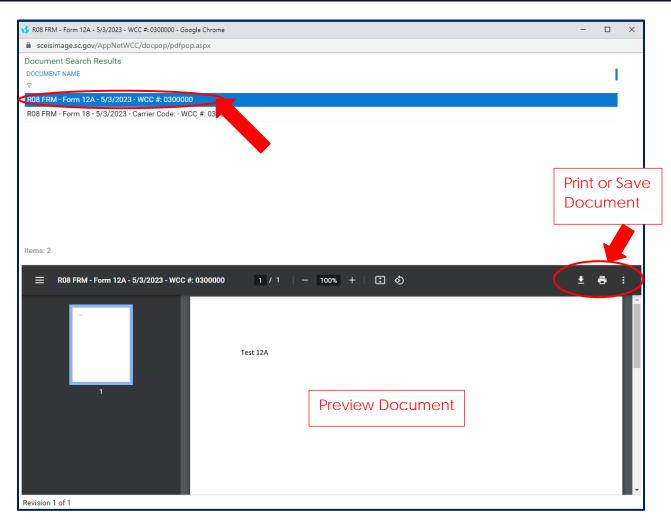
User Guide



4. A window will open up with claim documents of record. Click on the document name at the top and the bottom of the screen will show a preview of the document. From here, you can print the item.



User Guide



Ask a Question Button

1. Click ask a question button



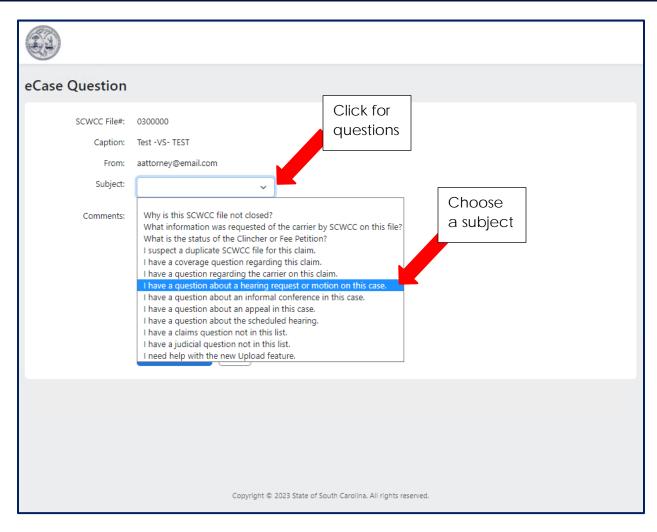
User Guide



2. Select question



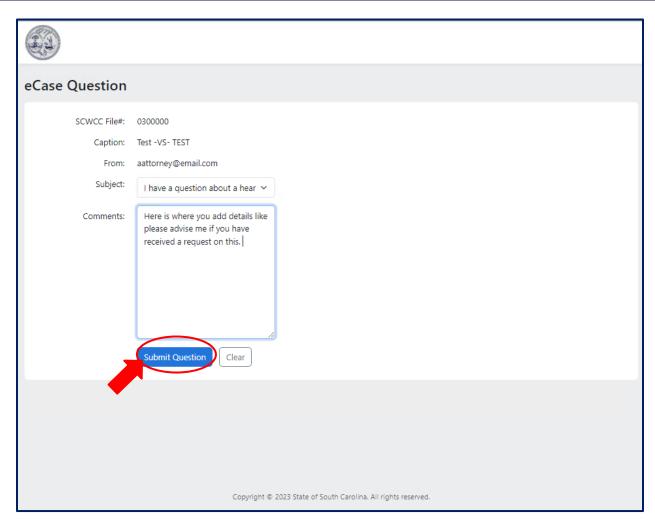
User Guide



3. Compose message and then click Submit Question



User Guide



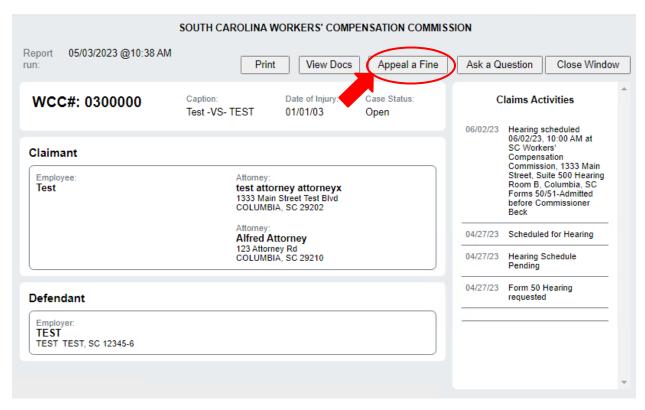
4. An Email will be sent to appropriate SCWCC Contact and a copy to you.

Appeal a Fine

- 1. Log in as a registered user
- 2. Access the claim associated with the fine you would like to appeal
- 3. Click the Appeal a Fine button at the top of the screen



User Guide



4. This will take you to the Fines and Penalties page to show you how to appeal a specific type of fine

Upload

An upload option is available for eCase attorney users for a selected group of document types. Documents submitted by the parties for individual Commissioner Hearings and Appellate Panel Hearings may be submitted to the Commission electronically by uploading. The eCase upload feature replaces secure email, standard email or USPS methods for serving these document types on SCWCC.



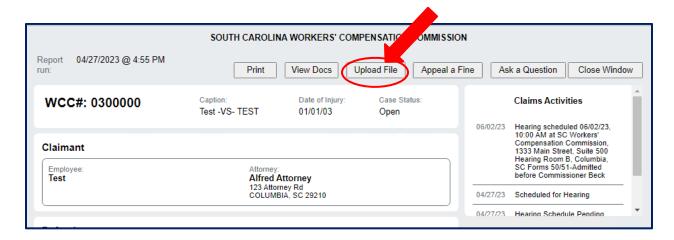
User Guide

APA
APA - Supplemental
Appellant Brief
Appellant Brief - Amended
Appellate Reply Brief
Deposition
Memorandum of Law
Pre-Hearing Brief - Notice of Witnesses
Pre-Hearing Brief - Notice of Witnesses - Amended
Pre-Hearing Brief Notice of Witnesses-Supplemental
Proffered Document
Respondent Brief
Respondent Brief - Amended
Trial Exhibits

Using the Upload Feature:

Note – to access the upload feature, the user must be linked to an active case party of record.

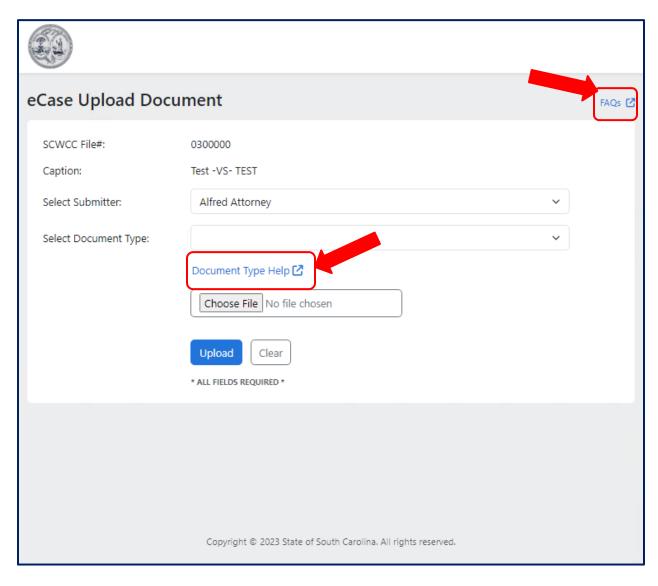
- 1. Log into eCase.
- 2. Pull up the WCC case (See eCase Report Features Section of this document).
- 3. View expanded case detail by clicking the WCC#.
- 4. Click the "Upload File" Button.





User Guide

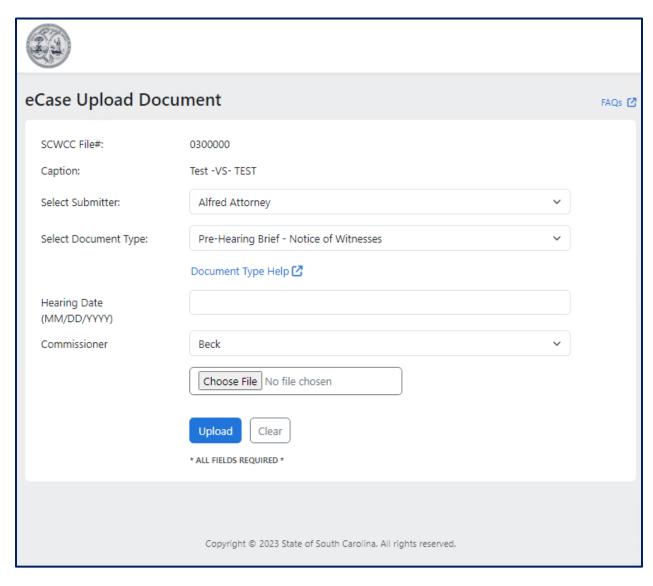
5. Please note the Document Type Help and User Guide buttons. These are for your use in determining what Document types you should select and other information on this process.



6. Select submitter and Document Type. Other fields expand for entry.



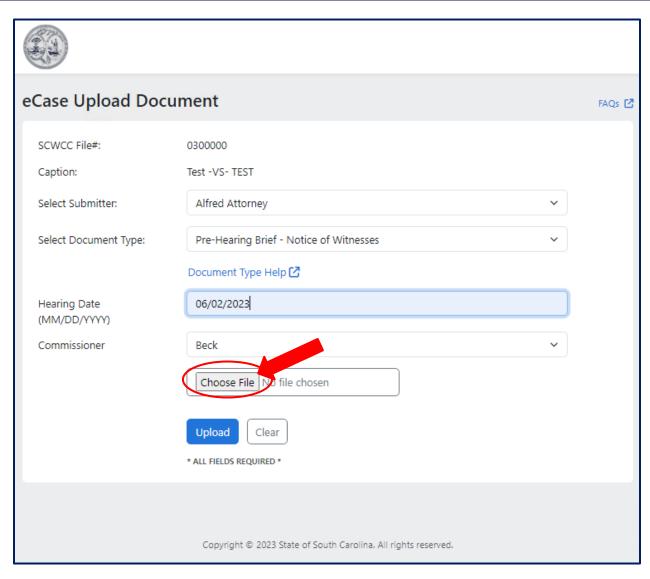
User Guide



- 7. Enter all fields. All fields are required.
- 8. Select Choose File to select a file on your computer and click 'Open'



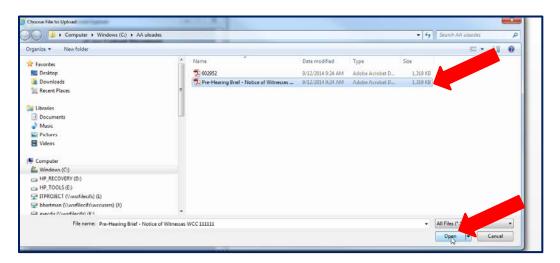
User Guide



9. Browse to select a file on your computer and click 'Open'



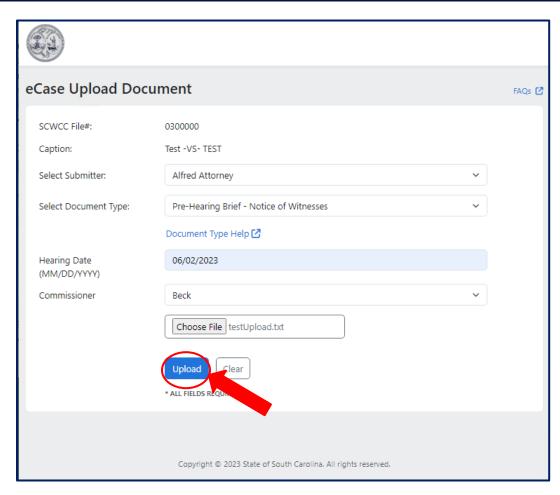
User Guide



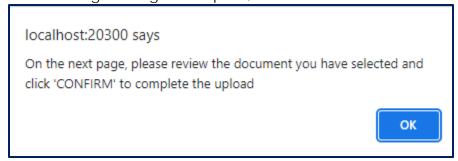
10. Click Upload button.



User Guide



11. The following message box opens; click OK.



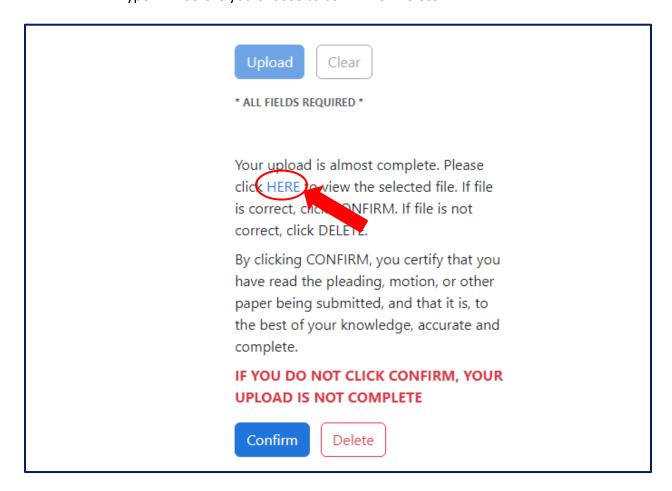
12. Once you have clicked okay, scroll down below the Upload and Clear buttons to find expanded text.



User Guide

Note: the upload is NOT complete at this point (until you click Confirm).

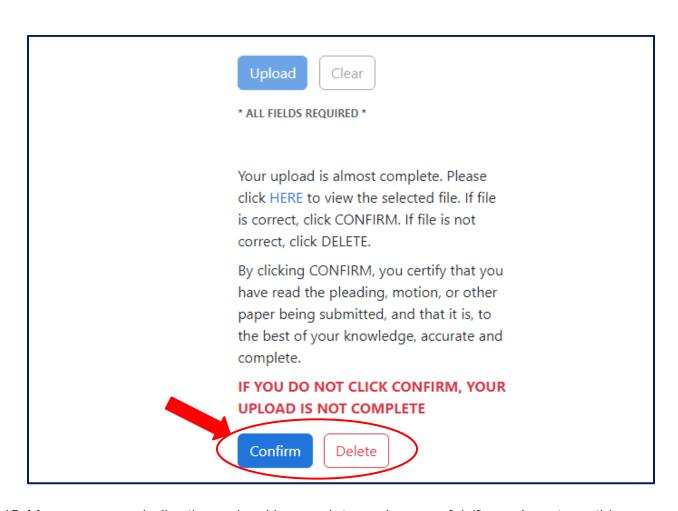
To preview the selected document and verify the uploaded file is correct, click the blue 'HERE' hyperlink before you choose to confirm or Delete.



- 13. Document will open for user to preview and verify it is correct. Please review for case number, document type and the quality of the document. To close the preview window, click the red X
- 14. If document previewed or any of the information entered was not correct, click the 'Delete' button, and repeat the process. If the document looks correct, click 'Confirm'



User Guide



15. Message opens indicating upload is complete and successful. If you do not see this message box, the upload did not complete.





User Guide

16. Please Note that each document type must be loaded as one complete document. Size limitation for the upload is approximately 120MB. If you are having technical issues with the upload, please contact wccit@wcc.sc.gov. If you have questions about what document type to use, please contact the commissioner's office that has jurisdiction over the case in question.

Technical Notes

Creating PDF documents for upload

Each document type must be loaded as one complete document in PDF format. The PDF should be created in black and white and optimized for size. This will reduce the issue with size limitations. If the PDF is created with grey scan or color it increases the size of the document and the time it takes to upload. The size limitation for the upload is approximately 120MB. If you are having technical issues with the upload, please contact wccit@wcc.sc.gov. If you have questions about what document type to use, please contact the Commissioner's office that has jurisdiction over the case in question.

What is a Document Type?

The upload function mimics the documents that you would have mailed, emailed and or brought to the hearing. For example, the Pre-Hearing Brief, Form 58, and List of Witnesses is the same document that would have been submitted prior to the Hearing. The APA is the same document that you would submit at the hearing. The APA must be paginated, contain an index outlining the individual documents contained in the APA with page number references.



User Guide

Document Type Help Guide

| Document Type | Hearing Type | Business Definition | Filing Timeframe | Туре |
|---|------------------------|--|---|-----------------------------------|
| APA | Single Commissioner | Medical records, physical & written evidence offered and admitted to the record | After hearing is held | pdf |
| Proffered Document | Single Commissioner | APA submissions of any written or physical evidence offered as evidence at the hearing but objected to by an opposing party, the Commissioner receives the document; however, the Commissioner does not consider the document contents when making the ruling. | After hearing is held | Pdf |
| Deposition | Single Commissioner | Original written transcript, or any portion thereof, of any prior testimony of a party or witness offered as evidence at a hearing. Must be original. If the Commissioner keeps the original after the hearing, the Commissioner office will upload. Please do not duplicate with a copy | After hearing is held | Pdf |
| Trial Exhibits | Single Commissioner | All written or other physical evidence, which are submitted at the hearing and clocked in as evidence | After hearing is held | Pdf, tif, jpeg, gif, avi |
| Pre-Hearing Brief – Notice of Witnesses | Single Commissioner | WCC Form 58 stating the facts in controversy and legal issues involved, together with the document "Notice of Witnesses and Written Medical Reports", and a Certificate of Service. The actual evidence shall not be filed with the Commission prior to the Hearing. Please include the Notice of Witnesses as part of the upload with the form 58 | 15 days before the hearing for the moving party and 10 days before the hearing for the non-moving party | Pdf |
| Pre-Hearing Brief – Notice of Witnesses – Amended | Single Commissioner | Any amendments to the WCC Form 58 made subsequent to the uploading of the initial Pre-hearing Brief. | At least 5 days before the hearing | Pdf |
| Pre-Hearing Brief – Notice of Witnesses Supplemental | Single Commissioner | Notice to the commission and opposing parties that APA Submissions, witnesses, or evidence, listed on the initial Pre-Hearing Brief, is supplemented | At least 5 days before the hearing | Pdf |
| Memorandum of Law | Single Commissioner | If requested by commissioner, an argument in support of the party's position, less formal than a brief. | After the hearing is held | Pdf |
| Appellant Brief | Appeal Hearing | Written brief of the party seeking review by the full commission of the single commissioner's Decision and Order outlining the support in law and fact for the position Appellant is arguing on appeal | On or before the date provided for on the Form 31 | Pdf |
| Appellant Brief – Amended | Appeal Hearing | Any amendments to the Brief of Appellants made subsequent to the uploading of the Brief of Appellants | On or before the date provided for on the Form 31, but at least 5 days before the Appellate Hearing | Pdf |
| Respondent Brief | Appeal Hearing | Written brief of the party responding to an adverse party's request for Full Commission review | Within 15 days of service of the Appellant's Brief, but no less than 5 days before the Appellate Hearing | Pdf |
| Respondent Brief – Amended | Appeal Hearing | Any amendments to the Brief of Respondents made subsequent to the uploading of the Respondents Brief | Within 15 days of service of the Appellant's Brief, but no less than 5 days before the Appellate Hearing | Pdf |
| Appellate Reply Brief | Appeal Hearing | Brief of Appellant responding to issues raised in Brief of Respondents | Within ten days of service of Respondents Brief, but at least 5 days before the Appellate Hearing | pdf |



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| Appellant | Appeal Hearing | Any amendments to the Brief of Appellant responding to | Within ten days of service of | pdf |
|---------------|----------------|--|-----------------------------------|-----|
| Reply Brief – | | issues raised in Brief of Respondents | Respondents Brief, but at least 5 | |
| Amended | | | days before the Appellate Hearing | |