

2015

SC Workers'
Compensation
Commission

SCWCC ECASE STATUS PORTAL CARRIER AND TPA REGISTERED USER GUIDE

The eCase Status web portal offers registered users access to 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.

TABLE OF CONTENTS

Introduction.....	4
Carrier or Self-Insurer.....	5
Registration Instructions	5
Step 1: Create eCase User ID.....	5
Step 2: Link to Carrier / Self-Insurer Record.....	7
Step 3: Manager Authorization	8
Step 4: SCWCC Confirmation.....	8
Register a Carrier as a TPA – Hybrid User.....	8
TPA Users.....	10
Registration Instructions	10
Step 1: Create eCase Account	10
Step 2: Manager’s Authorization.....	13
Step 3: SCWCC Confirmation.....	13
TPA Link to Case	13
eCase Reports.....	17
eCase Report Features	18
Expanded Case Detail	23
Ask a Question Button.....	24
Appeal a Fine Button	25

Click the Title to jump to Section

SCWCC eCase Status Web Portal

Introduction

The South Carolina Workers' Compensation Commission is committed to continuously improving the Workers' Compensation system by enhancing processes and procedures to be more efficient and effective. These changes provide opportunities for the Commission and our stakeholder-partners to reduce business cost and ultimately reducing the overall cost to the system. The original eCase Portal was launched in 2009 and had minimal functionality to allow the Commission to provide information offered for three types of user: attorney, carrier, or TPA. This guide is addressed to the Carrier/TPA users. Search options include SCWCC number, scheduling dates, and the current status of the claim. The registration process was created to be a multi-step process that ensures only the parties of record may obtain access to a case. This user guide is created to walk each type of user from registration through various functions that are associated with each user type.

Through the years, enhancements to eCase have included; TPA link to case; Contact buttons to appeal a fine, Ask a Question and expanded status reporting. Future enhancements will include an ePayment function for filing fees, fine payment and copy requests; View documents in the SCWCC electronic imaging database.

The Commission is always open to feedback, both positive and negative to ensure that we are meeting the needs of the users. If you have any questions or suggestions, please don't hesitate to contact wccit@wcc.sc.gov. In each of the sections that follow, there will be additional contact information for each type of user.

Carrier or Self-Insurer

This user account type is designed for the adjuster handling SC Workers' Compensation claims. If the user representing a carrier needs access to ALL claims for that carrier of record, Carrier/Self-Insurer is the correct eCase user account type. Self-Insured employers who have been approved by the Commission, may be linked to using this type of eCase account.

Registration Instructions

The registration process requires a multistep procedure. Step one is creating an individual eCase User ID. Step two is linking to a carrier/self-insured record with SCWCC. Step three, access must be approved by a manager of the Carrier organization. This may be your supervisor or the person set up to do approvals for your organization. Step four, upon the Carrier manager approval, the access is confirmed by the Commission. Once the registration process is complete, the user will have access to all the claims assigned to that carrier.

Step 1: Create eCase User ID

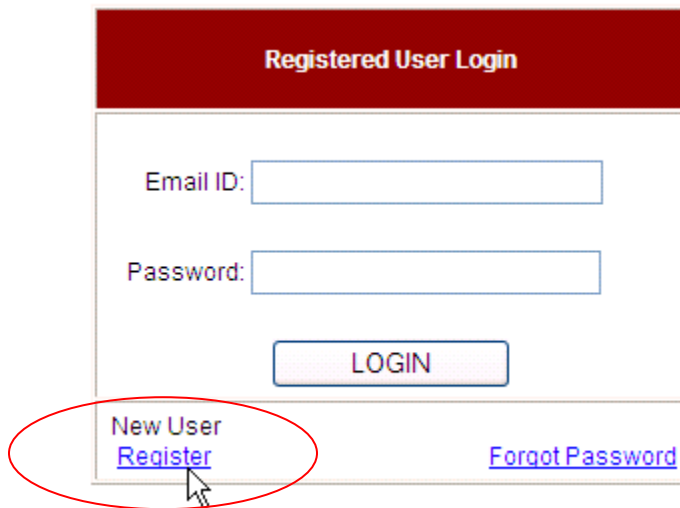
1. From the SCWCC website (www.wcc.sc.gov), select the **eCase Status** link in the center of the home page. The following screen will be displayed:



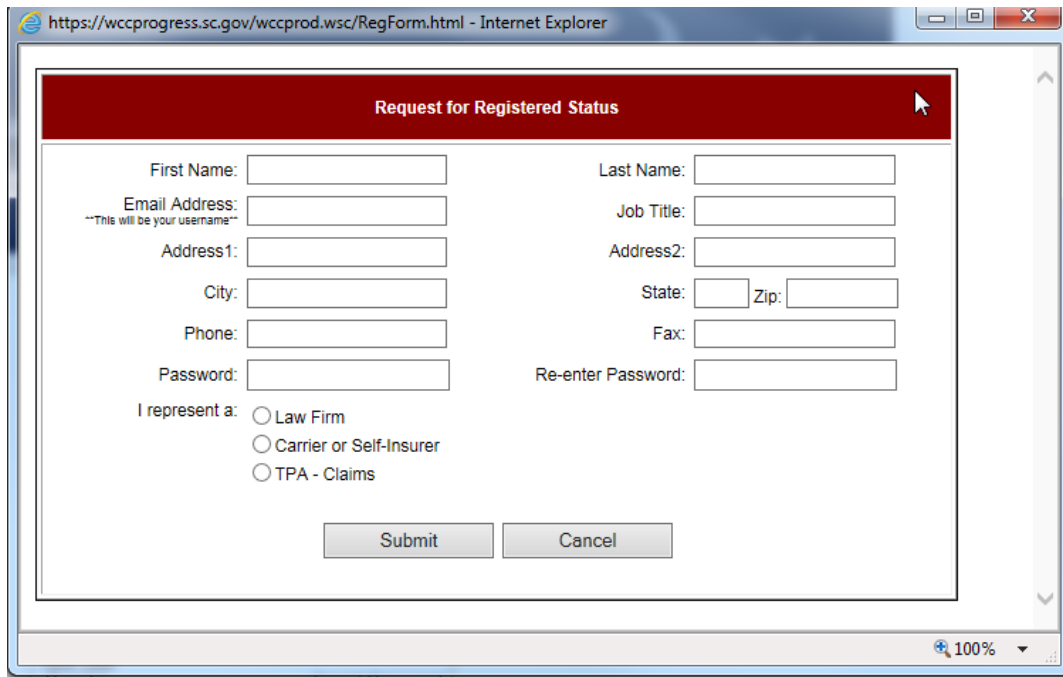
2. Select **Registered User**.



3. Select **New User – Register.**



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



The password you select must be at least 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 you temporary password to one that you can remember.

5. Select user type by choosing **Carrier or Self-Insurer** and click **SUBMIT**.

The following screen will be displayed.

Step 2: Link to Carrier / Self-Insurer Record

1. Enter all or the beginning of the Carrier Name and Authorizing Email (your manager’s email address) Click SEARCH.

Carrier Name	Authorizing Email	Confirmed
--------------	-------------------	-----------

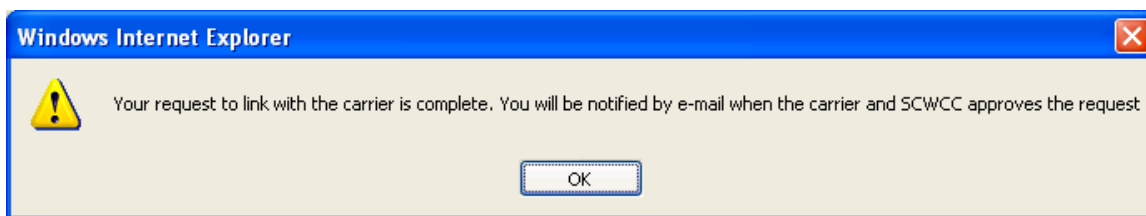
2. A second screen will display listing carriers in our database matching your entry. Click the name of the company in blue for which you are handling claims.

Carrier Name:
[ABC Insurance Company](#)
123 Policy Street
New York NY 00111

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

Carrier Name	Authorizing Email	Confirmed
--------------	-------------------	-----------

4. You will see the following message if your link was processed correctly.



Step 3: Manager Authorization

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.

Step 4: SCWCC Confirmation

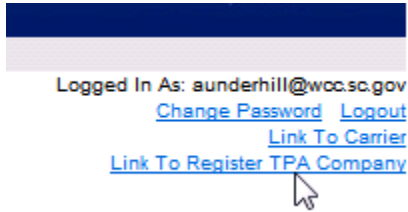
The Commission will confirm the manager's response with data on file. Once approved, you will receive an email confirming your approval and the link will show "yes" in the confirmed column.

eCase Status can accommodate a user linking to multiple carriers. To do this repeat the linking process (Step 2) for each carrier.

Register a Carrier as a TPA – Hybrid User

In addition to carrier links, an approved Carrier user may Register their account as a TPA or Hybrid user 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.

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



2. 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:	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="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](#)"

TPA Users

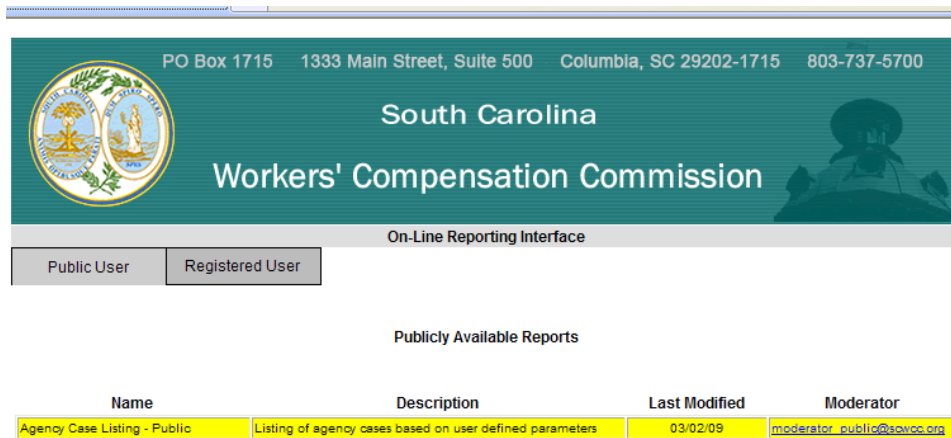
Registration Instructions

A TPA user is one who handles claim administration for multiple underwriting companies, which are otherwise unrelated.

The registration process requires a multistep procedure. Step one is creating an individual eCase User ID. Step two, access must be approved by a manager in the TPA organization. Step three, upon the manager approval, the access is confirmed by the Commission. Once the registration process is complete, the user must link each individual claim they are administering.

Step 1: Create eCase Account

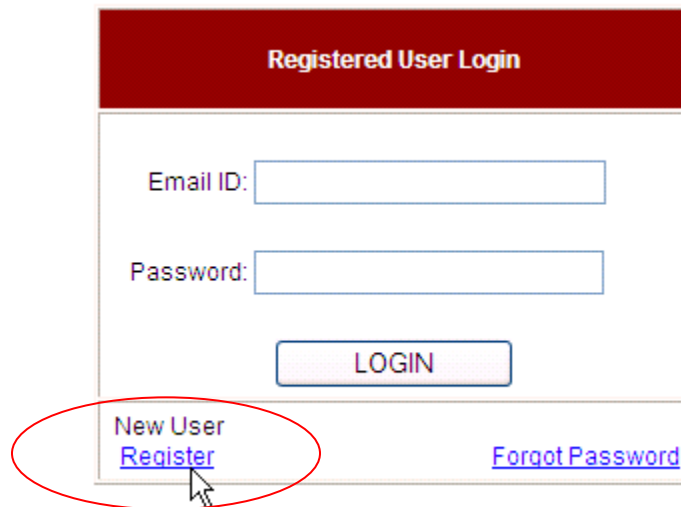
1. From the SCWCC website (www.wcc.sc.gov), select the **eCase Status** link in the center of the home page. The following screen will be displayed:



2. Select **Registered User**.

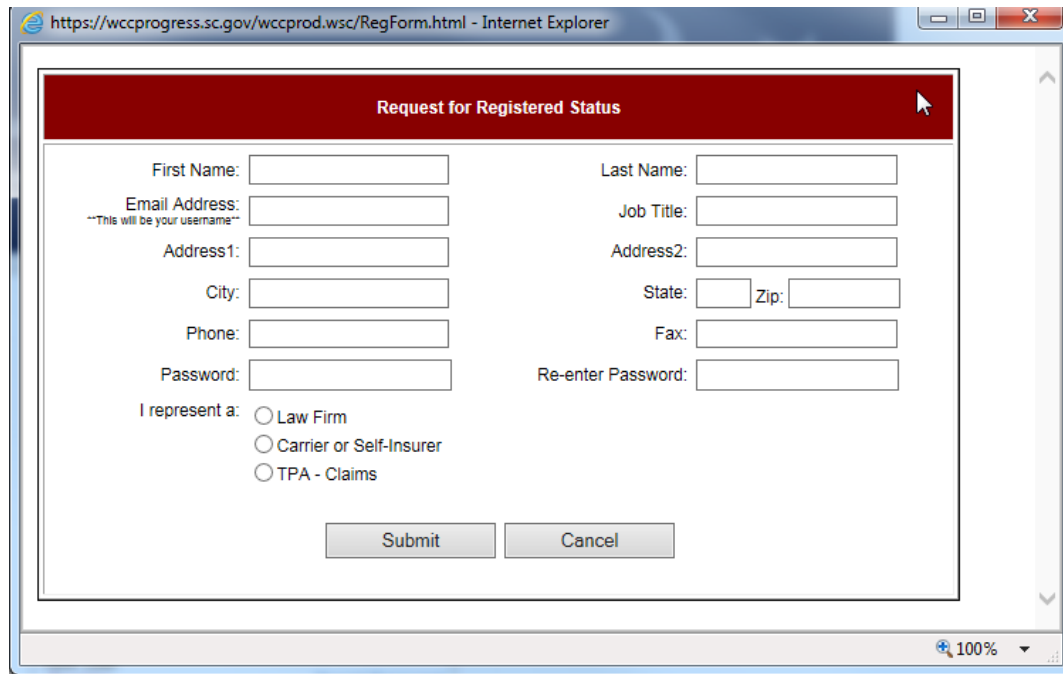


3. Select **New User – Register**.



The image shows a web form titled "Registered User Login". It has a dark red header with the title in white. Below the header, there are two input fields: "Email ID:" and "Password:". Below these fields is a "LOGIN" button. At the bottom left, there is a link "New User Register" which is circled in red with a mouse cursor pointing to it. At the bottom right, there is a link "Forgot Password".

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



The image shows a web browser window displaying a form titled "Request for Registered Status". The browser address bar shows "https://wccprogress.sc.gov/wccprod.wsc/RegForm.html - Internet Explorer". The form has a dark red header with the title in white. Below the header, there are several input fields: "First Name:", "Last Name:", "Email Address:" (with a note "This will be your username"), "Job Title:", "Address1:", "Address2:", "City:", "State:", "Zip:", "Phone:", "Fax:", "Password:", and "Re-enter Password:". Below these fields, there are three radio buttons for "I represent a:" with options "Law Firm", "Carrier or Self-Insurer", and "TPA - Claims". At the bottom of the form, there are "Submit" and "Cancel" buttons.

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 you temporary password to one that you can remember.

Select **TPA – Claims**, the Registration screen will expand as shown below: enter required information that is marked with an asterisk (*).

Request for Registered Status

*First Name: Amanda *Last Name: Underhill
*Email Address: aunderhill@wcc.sc.gov Job Title: Adjuster
*Address1: PO Box 1715 Address2:
*City: Columbia *State: SC *Zip: 29202
*Phone: 803-737-5714 Fax:
*Password: ●●●●●● Re-enter Password: ●●●●●●

I represent a: Law Firm
 Carrier or Self-Insurer
 TPA - Claims

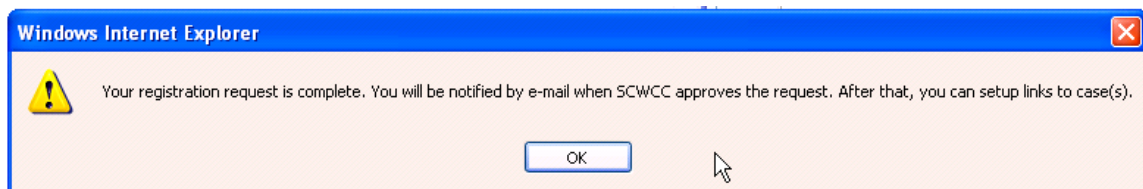
* Indicates Required Fields

TPA User Details

*Company:	SCWCC				
<input checked="" type="checkbox"/> Address Same as User:	<input checked="" type="checkbox"/> Phone Same as User:				
*Address1:	PO Box 1715	Address2:			
*City:	Columbia	*State:	SC	*Zip:	29202
*Phone:	803-737-5714	*FEIN:	570973850		
<input type="checkbox"/> This FEIN is Used for EDI Claims Reporting.					
*Manager Name:	Betsy Hartman	*Manager Email:	hartman@cio.sc.gov		

Submit Cancel

The following message displays when the registration process is completed successfully.



Step 2: Manager's Authorization

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.

Step 3: SCWCC Confirmation

The Commission will review manager responses and confirm user registration requests. The user will receive an email when access is confirmed.

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.



2. Select **Registered User**.



3. Enter **Email ID** and **Password**. Click **Login**.

Registered User Login

Email ID:

Password:

LOGIN

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: aunderhill@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 #:

Date of Injury:

WCC #:

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.

WCC#	Caption	DOI	Carrier	Attorney for Defendant	Attorney for Claimant	Status
0611300	Roger Rabbit 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

eCase Reports

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:

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

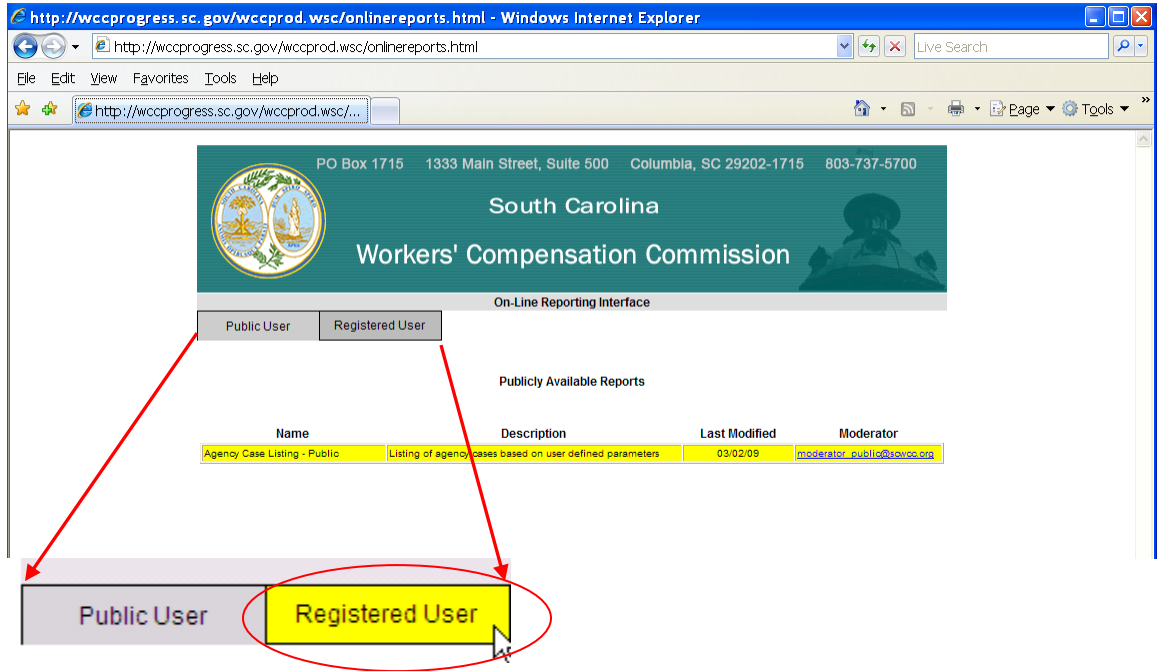
Searches on WCC#, SSN or Status Group will display the following claim information:

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

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.

eCase Report Features

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.



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

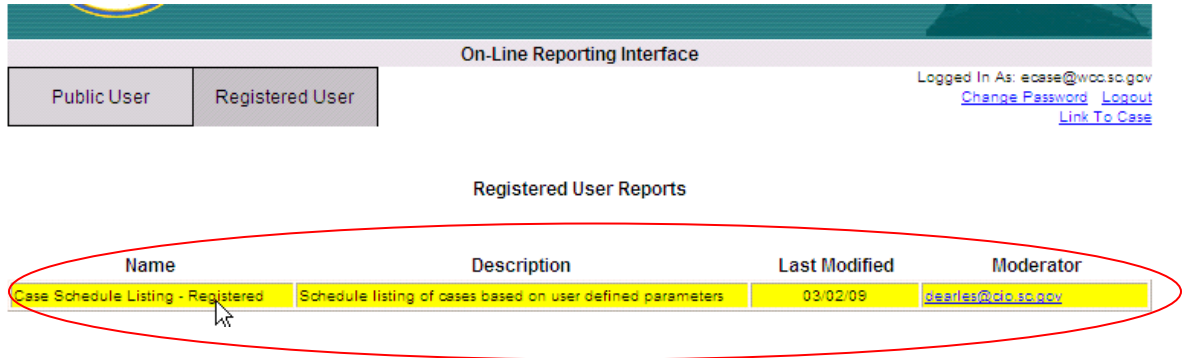
Registered User Login

Email ID:

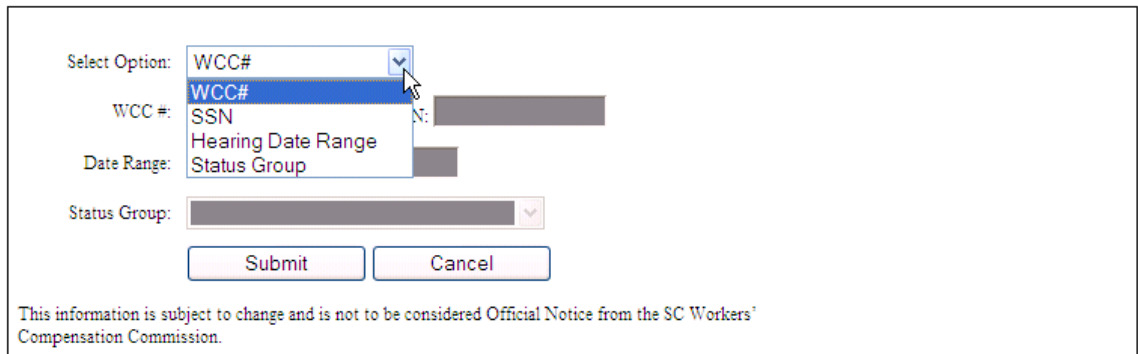
Password:

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

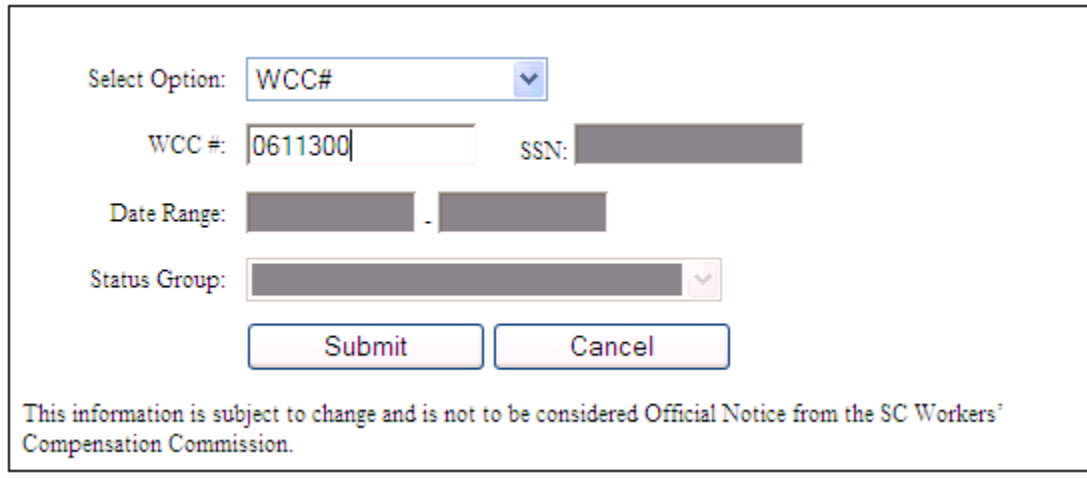
- 3. Click Case Schedule Listing – Registered.



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



- 5. Enter Search Criteria.



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

SOUTH CAROLINA WORKERS' COMPENSATION COMMISSION

Report run: 04/04/11 09:23
Report Criteria: WCC#: 1011092

WCC #	Caption	D/OI	Carrier	Attorney for Defendant	Attorney for Claimant	Status
1011092	***CASE CLOSED*** Bugs Bunny -VS- ABC Distributors, LLC	08/02/10	ABC Insurance Co. 123 Policy Street New York NY 00111 theseunderhills@yahoo.com (800) 123-4567	Mary C. Attorney 789 Court Street Columbia SC 29202 dearies@wcc.sc.gov (803) 555-7894	John B. Attorney 456 Law Lane Columbia SC 29202 aunderhill@wcc.sc.gov (803) 555-1234	01/14/11 - Form 19 Processed 01/14/11 Claim Closed 01/14/11 Temp. Comp. Award Terminated 01/12/11 Form 19 Received 12/22/10 Attorney Fee Petition Approved 12/21/10 Attorney Fee Petition Sent to Comm. for Approval 12/21/10 Settlement Processed / Mailed 12/21/10 Attorney Fee Petition Received 12/21/10 Clincher Received 12/01/10 Notified of settlement 10/19/10 Temp. Comp. Award Started

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

SOUTH CAROLINA WORKERS' COMPENSATION COMMISSION

Report run: 04/04/11 09:18
Report Criteria: Date Range from 1/1/2011 - 12/1/2011

Friday 03/04/11

Commissioner: David W. Huffstetler
RICHLAND
SC Workers' Compensation Commission, 1333 Main Street, Suite 500 Hearing Room B
Columbia, SC 29202

Time	Type	WCC #	Caption	Attorney for Defendant	Attorney for Claimant	Status
09:00 AM	Hearing	1000835	Runner Road - VS - ABC Distributors, LLC	Mary C. Attorney	John B. Attorney	Scheduled for Hearing

Thursday 03/10/11

Commissioner: Panel A
RICHLAND
South Carolina Workers' Compensation Commission 1333 Main Street, Suite 500
Columbia, SC 29201

Time	Type	WCC #	Caption	Attorney for Defendant	Attorney for Claimant	Status
04:30 PM	Appeal	0811259	Coyote Wylie - VS - ABC Distributors, LLC	Mary C. Attorney	John B. Attorney	Scheduled for Appeal Hearing

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

Select Option:

WCC #: SSN:

Date Range: -

Status Group:

- Scheduled for Hearing
- Scheduled for Informal Conference
- Scheduled for Appeal Hearing
- Scheduled for Mediation
- Hearing Issues Resolved
- Improper Hearing Request
- Hearing Request Pending**
- Conference Pending
- Appeal Pending
- Appeal Dismissed
- Improper Appeal
- Informal Conference Postponed
- Motion Pending
- Motion Not Proper
- Order Pending
- Order Served
- Settlement Pending Approval
- Settlement Approved
- Settlement Returned for Correction
- Settlement Disapproved
- Fee Petition Pending Approval
- Fee Petition Returned for Correction
- Fee Petition Approved
- Fee Petition Disapproved
- File Deficiency
- Case Closed
- Attorney Added
- Reopened Cases

Information is subject to revision.

run: 04/04/11 09:23
Criteria: WCC#: 10

Worker's Compensation

Attorney for Defendant

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

SOUTH CAROLINA WORKERS' COMPENSATION COMMISSION

Report run: 04/04/11 09:28
 Report Criteria: StatusGroup: Hearing Request Pending

WCC #	Caption	D/OI	Carrier	Attorney for Defendant	Attorney for Claimant	Status
1006394	Elmer Fudd -VS- ABC Distributors, LLC	04/28/10		Mary C. Attorney 789 Court Street Columbia SC 29202 dearles@wcc.sc.gov (803) 555-7894	John B. Attorney 456 Law Lane Columbia SC 29202 aunderhill@wcc.sc.gov (803) 555-1234	01/19/11 Claim Reopened 01/19/11 Hearing on Previous F50 per Letter 01/14/11 Claim Closed 01/12/11 Form 19 Received 11/15/10 Form 18 Received 09/01/10 Form 50 Withdrawn 07/22/10 Form 20 Received 07/15/10 Notice Printed 07/15/10 Scheduled for single commissioner hearing
1008049	Yosemite Sam -VS- ABC Distributors, LLC	04/02/10	ABC Insurance Co. 123 Policy Street New York NY 00111 theunderhills@yahoo.com (800) 123-4567	Mary C. Attorney 789 Court Street Columbia SC 29202 dearles@wcc.sc.gov (803) 555-7894	John B. Attorney 456 Law Lane Columbia SC 29202 aunderhill@wcc.sc.gov (803) 555-1234	01/05/11 Hearing Schedule Pending 01/05/11 Form 51 Received Timely 01/04/11 Form 20 Received 12/15/10 Form 18 Received 12/13/10 Form 50 Hearing requested 12/13/10 Claim Reopened 08/17/10 Claim Denied 08/09/10 Claim Closed

Expanded Case Detail

Upon clicking on the WCC# hyperlink on the results screen you will see the following page. It has all the status events since the opening of the claim.

SOUTH CAROLINA WORKERS' COMPENSATION COMMISSION						
Report run: 04/04/11 09:23						
Report Criteria: WCC#: 1011092						
WCC #	Caption	D/O/I	Carrier	Attorney for Defendant	Attorney for Claimant	Status
1011092	***CASE CLOSED*** Bugs Bunny -VS- ABC Distributors, LLC	08/02/10	ABC Insurance Co. 123 Policy Street New York NY 00111 theseunderhills@yahoo.com (800) 123-4567	Mary C. Attorney 789 Court Street Columbia SC 29202 dearles@wcc.sc.gov (803) 555-7894	John B. Attorney 456 Law Lane Columbia SC 29202 aunderhill@wcc.sc.gov (803) 555-1234	1/14/11 - Form 19 Processed 1/14/11 Claim Closed 1/14/11 Temp. Comp. Award Terminated 1/12/11 Form 19 Received 2/22/10 Attorney Fee Petition Approved 2/21/10 Attorney Fee Petition Sent to Comm. for Approval 2/21/10 Settlement Processed / Mailed 2/21/10 Attorney Fee Petition Received 2/21/10 Clincher Received 2/01/10 Notified of settlement 0/19/10 Temp. Comp. Award started

The expanded status codes will assist you in answering questions like:

“Has the Clincher or Fee Petition been approved?”

“Has the Hearing been scheduled?”

“Has a Form 20 been filed for this case? “

Ask a Question Button

Claimant	Status
	Hearing scheduled 01/30/14, 11:30 AM at County Square, 301 University Ridge, Suite 5100, East Wing, Greenville, SC Forms 50/51-Denied before Commissioner Wilkerson. 12/31/13 Notice Printed 12/31/13 Scheduled for Hearing 12/23/13 Hearing Schedule Pending 12/23/13 Form 51 Timely 12/23/13 Form 20 Received 12/23/13 Form 51/53/55 Received 12/13/13 Form 18 Received 11/26/13 Form 50 Hearing requested 11/26/13 Claim Reopened 09/09/13 Form 50 /52 Claim Received 08/26/13 Claim Closed 08/26/13 Form 19 Received

1. Click ask a question button
2. Select question
3. Compose message
4. Email is sent to appropriate SCWCC Contact and a copy to you.

<http://wccprogressqa.sc.gov/wccdev.wsc/QuestionForm.html?SessionID=s...>

eCase Question

SCWCC File#: 0903030
 Caption: MARIA G SANDNESS -VS- HARSCO TRACK TECHNOLOGIES

From: TPAuser@wcc.sc.gov
 Subject:

Why is this SCWCC file not closed?
 What information was requested of the carrier by SCWCC on this file?
 What is the status of the Clincher or Fee Petition?
 I suspect a duplicate SCWCC file for this claim.
 I have a question regarding the parties in this case?
 I have a question about a hearing request or motion in this case.
 I have a question about an Informal Conference request in this case.
 I have a question about an Appeal request in this case.
 I have a question about a scheduled hearing in this case.
 I have a question not in this list.
 I have a judicial question not in this list.

Appeal a Fine Button



Claimant	Status
	Hearing scheduled 01/30/14, 11:30 AM at County Square, 301 University Ridge, Suite 5100, East Wing, Greenville, SC Forms 50/51-Denied before Commissioner Wilkerson. 12/31/13 Notice Printed 12/31/13 Scheduled for Hearing 12/23/13 Hearing Schedule Pending 12/23/13 Form 51 Timely 12/23/13 Form 20 Received 12/23/13 Form 51/53/55 Received 12/13/13 Form 18 Received 11/26/13 Form 50 Hearing requested 11/26/13 Claim Reopened 09/09/13 Form 50 /52 Claim Received 08/26/13 Claim Closed 08/26/13 Form 19 Received

1. Click the Appeal a Fine button
2. Will take you to the SCWCC Web page for the Fine appeal Procedure
<http://www.wcc.sc.gov/Pages/FinesandPenalties.aspx>

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