

York FROI Portal

First Report of Injury Employer Accident Report

101 Hudson Street, Suite 3500 Jersey City, NJ 07302 www.yorkrisk.com *York Risk Services Group © 2018*

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FROI User Manual

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About

The York First Report of Injury (FROI) Portal is an electronic form processing system for the employer accident report. The York FROI facilitates collection of the vital information required for a complete COV first report of injury.

The York FROI is a web-based application. This increases accessibility and enhances accuracy and speed of claim resolution.

This document is intended as a guide for users of the York Risk Services FROI application. This document provides a description of the FROI application, including instructions for accessing and using the application, and how to obtain technical support.

System Requirements

The following	table outlines the s	system requirements	for optimal pei	formance.

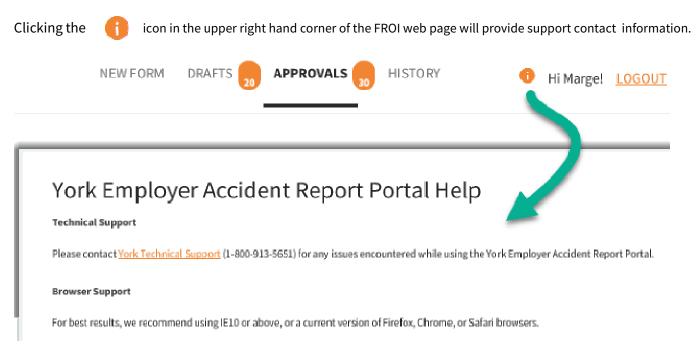
Item	Minimum	Recommended
Internet Browser	IE10 or above, or a current version of Firefox, Chrome, or Safari browsers	IE10 or above, or a current version of Firefox, Chrome, or Safari browsers
Connection	56 KB	Broadband, LTE

Obtaining Technical Support

Technical support for this York Risk Services Group product is available at 800-913-5651.

Live technical support hours are Monday through Friday, 8:00 AM to 8:00 PM EST.

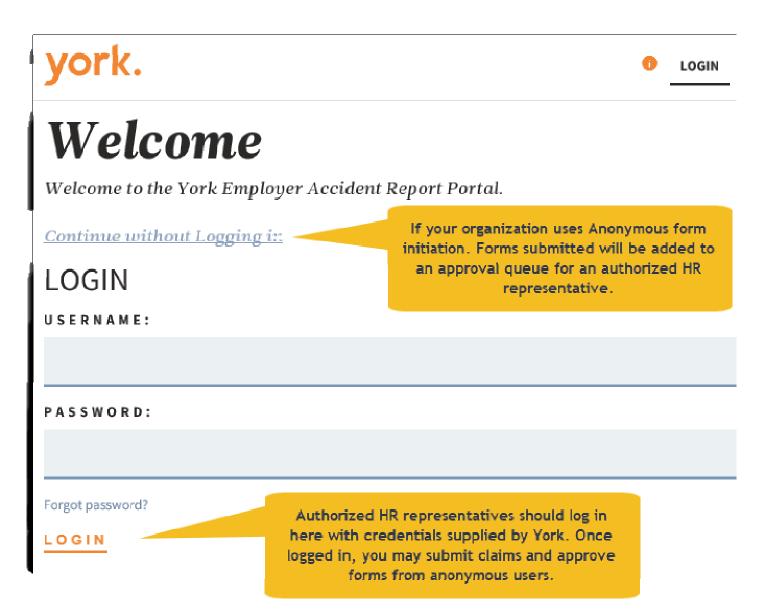
Support URL: <u>https://support.yorkrsg.com</u>



Accessing the Employer Accident Report

- 1. Using your internet browser of choice, go to https://froi.yorkrisk.com.
- 2. Login with your username and password. Anonymous users select "Continue without Logging in".

The "*Continue without Logging in*" "choice is designed to direct forms for approval to the authorized HR representatives with responsibility for particular employer locations. No claims are created unless approved by authorized representatives. Your organization may elect to utilize this workflow to expand use while retaining centralized oversight. Please check with your HR department for further guidance.



Annonymous User: A user that accesses the form without logging in. No access is received other than a blank for and ability to select an employer location to direct a form to an authorized logged in user (Approver).

Approver: A user logged into the site has authority to approve a new claim creation for the employer locations authorized for their account. Approvers are notified if Anonymous users submit a form to the approval queue for their employer location(s).

The Form

Upon logging in, a new blank FROI form is presented with navigational options arranged at the top.

Note: Anonymous users accessing the form will see only a blank form with no options other than a Submit button at the bottom of the form and the New Form link to start a new blank form.

Logged in users will also see the Drafts, Approvals, and History options.

Sample Blank Form

York Employer Accident Report Portal

EDIT FORM | VIEW FORM AS TEXT

* Indicates a required field.

The following recipients will automatically recieve a copy of this submission.

marge.simpson@yorkisg.com

Email address to receive copy of this submission. Separate multiple email addresses with a comma.

Employer Information		
Agency *		•
Employer Case Number (if applicable)		Can be used by the agency to record the agency's own unique record
Location (if different from mailing address)		number for the accident.
Address		
City		
State	•	
ZIP		

Employee Information

ID Type Code *		•	
Peronal ID Number *			
Last Name *			
First Name *			
Middle Initial			
Employee ID			
Phone (home)			
Phone (work)			
Phone (cell)			
Email			
Preferred Communication	•		
Sex *	•		
Number of Dependents			
Address *			
City *			
State *	•		
Zip *			
Date of Birth *			
Marital Status *	•		
Employment Status *	•		
Date of Hire *			
Occupation at time of injury or illness		•	
NCCI occupation classification *		•	

Time and Place of Accident

Postal ZIP code where injury occurred		
Date of injury *		
Hour of injury *		
Time began work		
Date of incapacity		
Hour of incapacity		
Was employee paid on day of injury	•	
Date injury or illness reported *		
Person to whom reported		
Name of other witness		
If fatal, give date of death		
Type of claim *	•	0
Has employee lost time from work *	•	
Probable length of disability		

Nature and Cause of Accident

Describe fully how injury or illness occurred *

occarred	
	(500 CHARACTERS)
Cause of injury *	•
Nature of injury or illness *	•
Parts of body affected *	•
Machine, tool, or object causing illness or injury *	۲
Initial Treatment *	•
Physician Name	
Address	
City	
State	•
ZIP	
Hospital or Clinic Name	
Address	
City	
State	•
Zip	
Were safety regulations violated	•
Was a drug/alcohol screening performed	•
Was a 3rd party responsible for injury	T
Does employee have VSDP coverage	•
Does employee have State Health Insurance	•
Comments to carrier claim staff	
	(500 CHARACTERS)

Preparer Information

Prepared by (Name, Title)	Marge Simpson
Date	
Phone (home)	
Phone (work)	(315) 444-5555
Phone (cell)	
Email	marge.simpson@yorkisg.com
Preferred Communication	-
Approver Information	
Approved by (Name, Title)	Marge Simpson
Phone (work)	(315) 444-5555
Email	marge.simpson@yorkisg.com
Preferred Communication	•

Attachments File size Limit: 100MB

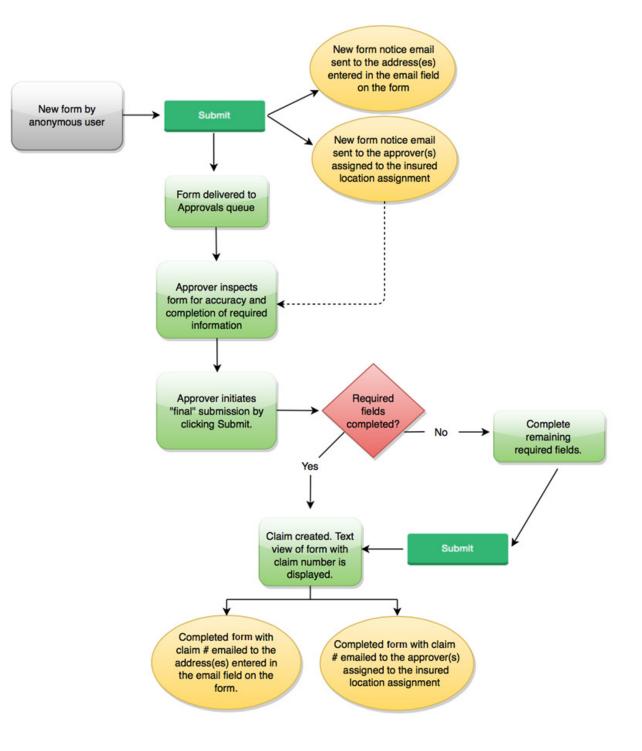
Add ...

Save as Draft

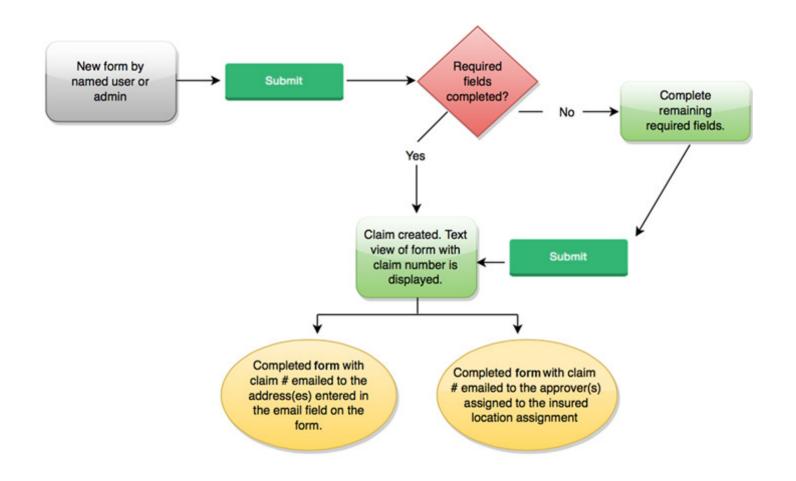
Submit

Form Submission and Claim Creation Workflows

Anonymous User:



Named User/System administrators:



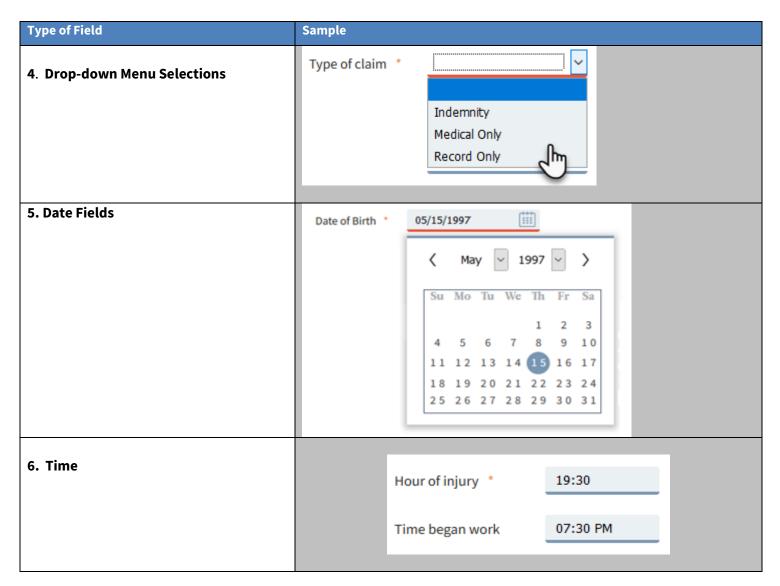
Using the FROI - Filling Out the Form

The following field types and/or features are contained in the form:

- Free form alphanumeric text field (short): Single line short length for text or numbers such as name, address, etc.
- **Numerical field:** Single line field expecting a number such as Zip Code, Telephone, Number of Dependents, etc. Information that is normally displayed with formatting, such as dashes in phone numbers or social security numbers, and can be entered without the dashes.
- Free form alphanumeric text field (Long): Fields designed for long narrative text. Namely the description of accident and the comments to claim staff. These fields allow text wrap to view the content you are typing in paragraph form.
- **Drop-down Menu Selections**: Type the characters in sequence to move directly to that point in the selection list. Pausing between characters will restart the movement within the list. Up/down arrows and mouse can be used to navigate.
- **Date Fields:** When the user clicks in a date field, a calendar picker is displayed. The user can select the desired date from the picker or enter the date into the field in a MM-DD-YYYY format. Dates are also checked for reasonableness. For example, Date of Birth must be prior to the Date of Hire and Lost Time and Return to Work dates cannot predate the Date of Injury.
- **Time fields:** The time fields also require a valid time format. The time fields are flexible and will allow variations on time formats such as HH:MM (in military/24 hour time) as well as HH:MM AM/PM. Note: If you are not intending to use 24 hour (military) time, you MUST INCLUDE AM/PM.
- If you are intending to use 12 hour (AM/PM) time and you are entering an afternoon or evening time, you must include the "PM" value or it will be assumed to be morning according to 24 hour time.

See the addendum section "Menu Items and Buttons" for a list of the user interface links within the FROI application.

Type of Field	Sample			
 Free form alpha-numeric text field (short): You can type freely within these fields. You can copy and Paste in these fields. 	A	Address *	1600	Pennsylvania Avenue
2. Numerical field:		Peronal ID Nu Phone (home)		888-88-8888 (999) 867-5309
3. Free form alpha-numeric text field (long):	Comments to o	arrier claim staff	the accider them for a They are:Gr	are several witnesses to at. If you need to reach statement let me know. couchy Smurf, Brainy Smurf Alchemist Smurf (326 CHARACTERS)



Email Copy Field

The top of the form shows what mail accounts will receive email copies of the form and allows you to enter additional addresses. The automatic list at the top is controlled by which employer location is selected. The second field allows you to add your own.

The following recip	vients will automatically recieve a copy of this submission.	The Approver account holders for th employer location are automatically s email copies
marge.simpson@	yorkisg.com,homer@yorkrsg.com,montyburns@yorkrsg.com	
Email address to re	yorkisg.com,homer@yorkrsg.com,montyburns@yorkrsg.com eceive copy of this submission. Separate multiple email addresses wi ne.com,lisa.simpson@milhouse.com	th a comma. This is for other optional emai
Email address to re	eceive copy of this submission. Separate multiple email addresses wi	
Email address to re	eceive copy of this submission. Separate multiple email addresses wi ne.com,lisa.simpson@milhouse.com	This is for other optional emai

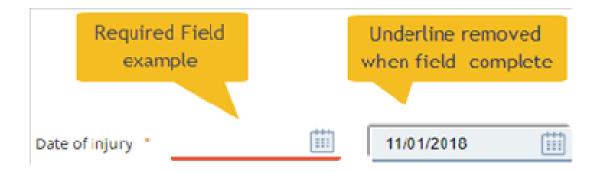
Required Fields

The FROI form contains about 87 fields. 33 fields are required for claim creation.

Only 5 of these are required for form creation by an Anonymous user. All 33 required fields, which are marked with an asterisk (*), must be completed before a claim can be created via approval by an account holder.

Invalid content in a field will be treated as an empty field and remain incomplete until corrected. This will typically occur in fields with specific formats such as date, time or SSN.

Some fields are necessary for setting up a workers' compensation claim. Additionally, state commissions mandate some fields. For compliance with data requirements and claim handling efficiency, the application will present a warning message if a required field is missing or invalid.



Required fields are marked with an orange asterisk (*) and underlining. There are few anonymous user required fields and several additional fields required of the Approver.

Personal ID Number and Type

All claims require a personal identification number for the injured worker. This is usually the Social Security Number of the injured employee. The Workers' Compensation Commission accepts five types of identification. The FROI form includes a selection list of these five types. The social security number choice allows 9 numerical digits and the other choices allow 15. Both ID Type and Personal ID number are required fields prior to claim creation by an Approver.



NCCI Occupation Classification

Commonwealth of Virginia employee job titles have been uploaded as a customized list for Commonwealth FROI users. Each job title is assigned to a specific NCCI occupation classification.

There is now no need to search for a national Council on compensation Insurance (NCCI) code. It will automatically complete when the job title is selected. See examples.



Initial Treatment Required Field

A code identifying the extent of medical treatment received by the employee immediately following the accident.

Initial Treatment *

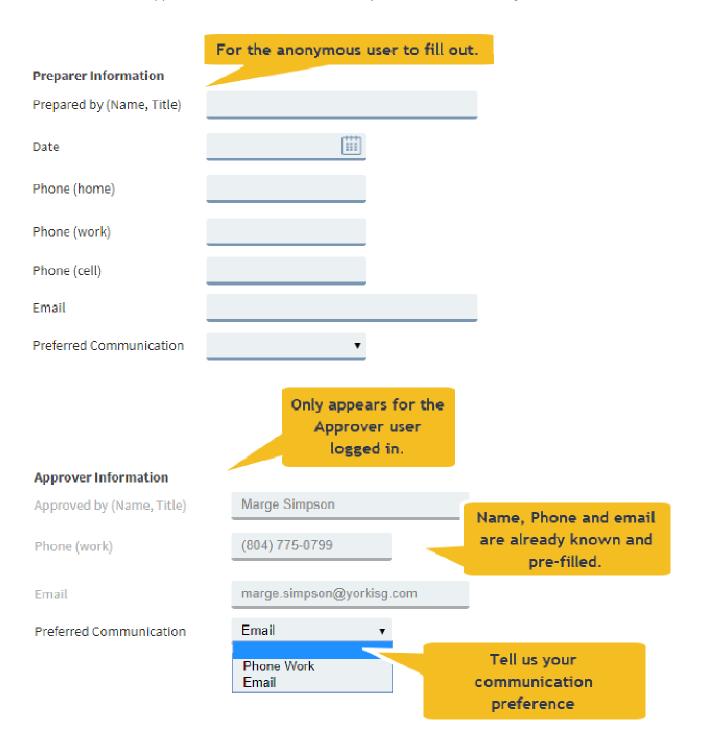
	~
00 - No medical treatment	
01 - Minor on-site remedies by employer med staff	
02 - Minor clinic/hospital med remedies/testing	
03 - Emergency eval. diagnostic tests/med procedures	
04 - Hospitalization greater than 24 hours	
05 - Future major medical/lost time anticipated	

Choices:

Choices:	Description
0 = No medical treatment	
1 = Minor on-site remedies by employer medical staff	First Aid
2 = Minor clinic/hospital med remedies/testing	Doctor's office / Urgent Care Center /Clinic other than emergency room
3 = Emergency evaluation, diagnostic testing, and medical procedures	EMERGENCY ROOM
4 = Hospitalization greater than 24 hours	Admitted to the hospital overnight
5 = Future major medical/Lost time anticipated (i.e. hernia case)	Do not use for initial FROI submission.

Preparer and Approver information

There are sections for the anonymous user and the logged in Approver to indicate communication preference and list their contact information. Approver contact information is already established via their login account.



Anonymous User Submitting New Form for Approval

When starting a new form, the initial submission should be as complete as possible. Fill out the form to the best of your ability so that it is as complete as possible.

Once complete, click the "Submit" button. Assuming the required fields are populated and no validation errors exist, submissions by named users and system administrators do not go through the approval process. For anonymous users, however, their submission will need to be approved by a user assigned to the particular insured location assignment.

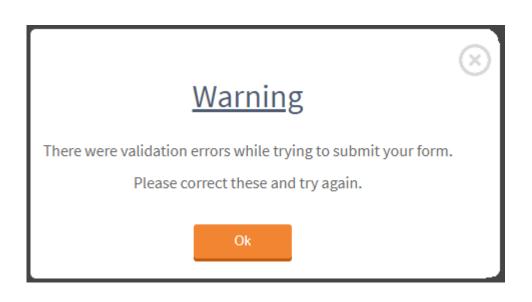
Agency Selection

Agency Selection is **mandatory** for initial submission. The Agency/Sub-Agency/Department/Sub-Department selection serves two functions:

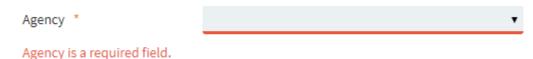
- It assigns the FROI form to the correct Approver(s) and assigns the claim to the proper employer location.
- Allows correct Approver(s) to receive the form, which is necessary for the 2nd submission to take place.

Failure to Select an Agency

The application will not allow you to submit a form without choosing an Agency location. Below is an example of the message the user will receive if a submittal is attempted without selecting an Agency.



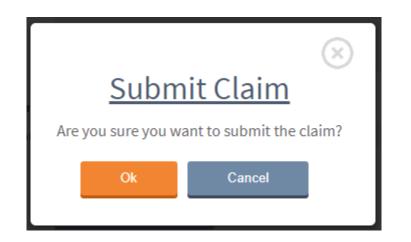
A more detailed message is displayed on the form:



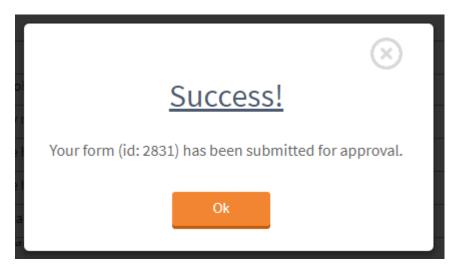
Successful Agency Selection

The Agency selection will display Sub Agency and Department levels where they exist. If your agency is a single level then the additional selections are not enabled. Logged in users assigned to a particular set of Agencies will only see those agency locations they are assigned to.

Forms submitted by anonymous users are moved to the "Approvals" queue upon initial submission. Forms submitted by Approver users are converted to Claim status if all required fields pass validation.



Anonymous user successful submission:



When the initial submission occurs, an email is sent to the approver(s) assigned to the particular insured location assignment.

Approval and Submission by Authorized Users

Counts, in the form of badging, are displayed for Drafts and Approvals and represent the number of items within their respective queues.

OFK.	NEW FORM DRAFTS DRAFTS DRAFTS DRAFTS	i Hi Marge! <u>LOGOU</u>
York Employer	Accident R You have 20 Drafts and 30 Approvals waiting!	EDIT FORM VIEW FORM AS TEXT
 Indicates a required field. 		
The following recipients will auto	matically recieve a copy of this submission.	
marge.simpson@yorkisg.com		
Email address to receive copy of t	his submission. Separate multiple email addresses with a c	omma.
	his submission. Separate multiple email addresses with a c	omma.

Approvers will be notified of a pending submission requiring approval in two ways:

1. Emails are sent to the approvers assigned to the particular insured location assignment.

G FROI F	Portal - Claim Submitted F	or Approval
no-reply@	sent by no-reply@	
	ril 20, 2015 at 12:39 PM	
To: Tyler		
Tyler,		
A claim has been su	Ibmitted for approval. Below is a co	ny of the information we received
A claim has been st		y of the mornadon we received.
	Claim Inform	nation
	Form ID	240
	Employer Information	
	Agency	208 - VPI STATE UNIVERSITY
	SubAgency	208 - VPI SU
	Department	4700 - History

2. Approval Pending count on screen header when logged in.



When the Approver logs in, they will see a count indicator on the Approvals icon if there are any pending items for

them to review. APPROVALS

Click the **Approvals** menu item at the top of the screen. A list of documents matching the counter displayed on the Approvals menu item will be displayed on the Approvals page, along with the following information.

Approver User – Approval Ownership

Each Employer, Agency, Sub agency, Department, etc., may have one or more Approvers designated to create claims for that location. If an anonymous user submits a form, these Approvers will receive email messages announcing the pending form.

If an eligible Approver opens, updates and saves the form, other users with the same approval permissions will still be able to see and edit the form. This allows all Approvers of the same agency, sub-agency, etc. to view, open and modify a report without taking exclusive ownership.

A list of Approval pending documents is displayed with several columns indicating the subject of the form and who created or changed the form. The rows are highlighted as you pass over them with a mouse and action buttons are displayed for form management.

	york.	NEW F	ORM DRAFTS	APPROVALS	28 HISTORY	Hi Marge! LOGOUT
Ар	provals				Search	
#	Subject	Initiated By	Initiated On V	Modified By	Modified On	Action
2821	sdfsdf, sdfsdf 01/01/1987	Anonymous	11/15/2018 8:5 1 AM	covmargesimpson	11/15/2018 2:1 1	
2806	Smurf, Herbivore 01/01/2018	Anonymous	11/9/2018 2:33 PM	Anonymous	11/9/2018 2:33 PM	Open Delete
2799	smurf, Paperboy 10/01/2018	Anonymous	11/9/2018 1:12 PM	Anonymous	11/9/2018 1:12 PM	
2798	Smurf, VP 10/01/2018	Anonymous	11/8/2018:3:05 PM	Anonymous	11/8/2018 3:05 PM	

- **#:** The unique system-generated identification number.
- **Subject**: This is the *Last Name, First Name, and Date of Injury* as entered on the form.
- Initiated By: Anonymous will be displayed.
- Initiated On: The date and time that the FROI was created.
- Modified By: The user that last changed/saved this form.
- Modified On: The date and time that the form was last changed/saved.
- Action: When the user clicks on a row in the table, this column displays Open and Delete buttons.

SORTING:

ΛV

Column may be sorted by clicking on the column header. Column sort is indicated by symbols in the header.

SEARCHING: Search..

There is a search field at the upper right hand corner of the screen to search for forms by any of the visible column elements. For example, you can search for any subject with the name "Smith" or one of the dates in the table.

Autofill Employee Information

Logged in Approvers may use the Autofill feature to load injured employees' personal information without typing. If an injured employee has a prior injury report submitted through this application, the last set of personal information is retained and available to use by the Approver user to load to the form.

- 1. Select an ID Type Code. e.g.: "Social Security Number"
- 2. Enter a Personal ID Number
- 3. Click on the Autofill link that appears next to the ID number.



If the ID number has previously been used to create a claim, the most recent set of Employee Information from the last claim submission will be displayed in a new window.

Scroll through the window to review the content. You cannot edit the fields in the pop-up window since it is showing the last completed form content.

If you would like to use the content displayed, select Ok at the bottom of the window. The content will be copied to the current form you are working on. You may now edit the copied contents of the employee information in your form.

Note: Any content in the Employee Information section prior to copying the Autofill results will be overwritten by the Autofill content.

		\odot
Here is the information from		
the last claim for this		
employee		
Click 0k to use this information in your form.		
ID Type Code:	-	
S - Employee Social Security Number 🔻		
Peronal ID Number:		
123-45-6789		
Last Name:		
Smurf		
First Name:		
Clown		
Middle Initial:		
G	÷	
Ok Cancel		

Employee Information		Employee Information	
ID Type Code	S - Employee Social Security Number 🔹	ID Type Code *	S - Employee Social Security Number
Peronal ID Number *	123-45-6789 Autofill	Peronal ID Number *	123-45-8789 Autofill
Last Name		Last Name *	Smurf
First Name		First Name *	Clown
Middle Initial		Middle Initial	G
Employee ID		Employee ID	47474747474
Phone (home)		Phone (home)	(111) 111-1111
Phone (work)		Phone (work)	(222) 222-2222
Phone (cell)		Phone (cell)	(333) 333-3333
Email		Emeil	clown.smurf@ysmurf.com
Preferred Communication		Preferred Communication	Phone Cell 🔹
Autofill	from last claim submitte	d _{eex} -	Male 🔻
Sex	<u> </u>	Number of Dependents	4
Number of Dependents			
Address *		Address *	564 Main
City *		City *	Richmond
State *	•	State *	Virginia 🔻
Zip *		Zip *	23220
Date of Birth		Date of Birth *	06/08/1956
		Meritel Status *	Married 🔻
Marital Status *	•	Employment Status	Full Time 🔻
Employment Status *	*	Date of Hire	04/12/1990
Date of Hire		Occupation at time of injury or illness	DPB Intern
Occupation at time of injury or illness	•	* NCCI occupation classification *	Clerical Office Employees Noc V
NCCI occupation classification	•		

Saving an Un-Submitted Form for Later Submission

If you have made changes to a form and wish to leave it prior to submission, make sure to click the "Save" option (not available for anonymous users) at the bottom of the form. An auto-save feature has also been added that saves a form every three minutes. Otherwise, if you click on any of the menu options, or close the application, the changes made will not have been saved.

Saving a form retains it in the queue where it currently resides.

Drafts

Approval level users may create a new original form and save it before submitting for claim creation. These forms are saved as drafts in the Draft queue. They may be accessed at a later date in the Drafts queue.

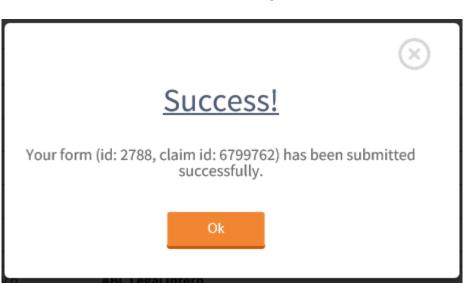
Claim Creation

When an Approver clicks Submit, a claim will be created if all required fields have been completed and there are no other validation errors.

If all requirements for claim creation are met, a claim number is generated immediately upon submission. Upon creation, the form with claim number will be presented in text format. The text may be copied from the screen or downloaded in PDF format.

The claim form content may also be reviewed later within the History list. (See History Documents section of this document)

Remember – The process is not complete until you have received a claim number.



Success message:

VIEW FORM AS TEXT

Claim Information

Email addresses to receive copy of this submission.

marge.simpson@yorkisg.com	
Form Information	
Form ID	2788
Claim ID	6799762
Submitter Email	marge.simpson@yorkisg.com
Employer Information	
Agency	701 - DEPARTMENT OF CORRECTIONS
Employer Case Number	
Address	
City	
State	
ZIP	
Employee Information	
ID Type Code	P - Employee Passport Number
Peronal ID Number	***********
Last Name	Smurf
First Name	ſſ

Middle Initial

Final Claim Form Email

When a claim is created, an email is sent to the Approver of the claim, other Approver account holders for that location and to any addresses entered by the user(s) in the email address field at the top of the form.

- The email message contains the entire FROI form as text.
- It is the same format and content displayed from the "view form as text" button.
- You may archive the email in your email program.
- You can save the email as an independent document outside your email.
- The message can be printed from your email application.
- The content can be copied and pasted as needed.

FROI Portal - Claim Submission Confirmation - 6791919 - 03/01/2018 -

no-reply@yorkrsg.com

Nov 9, 2018, 2:44 PM (7 days ago) 🔺 🔦 🗄

Marge,

We have received your claim submission. Below is a copy of the information we received, for your records.

Depending on the type of accident, the assigned benefit coordinator (BC) may need additional information to complete their compensability decision on the claim.

Click on the link below for checklists of the most common types of information the BC may need in order to complete their investigation.

To get a jump-start on the process and cut down on phone calls and emails, consult the appropriate checklist and forward the needed information as soon as possible.

Checklist Link: <u>http://www.covwc.com/InjuryTypeChecklists</u>

Claim Information

Form Information

Form ID
Claim ID
Claim Intake Number
Submitter Email
Employer Information
Agency

.....

2805 6791919 201811091944514171 marge.simpson@yorkisg.com

701 - DEPARTMENT OF CORRECTIONS

Link to Post Accident Checklists in Email

The claim acknowledgment email received by the submitter and other eligible Approvers linked to the organization, contains a link to a checklist designed to assist with preparation for data requests arising from claim investigation.

Depending on the type of accident, the assigned benefit coordinator (BC) may need additional information to complete their compensability decision on the claim. Click on the link below for checklists of the most common types of information the BC may need in order to complete their investigation. To get a jump-start on the process and cut down on phone calls and emails, consult the appropriate checklist and forward the needed information as soon as possible.

Checklist Link: http://www.covwc.com/InjuryTypeChecklists



Commonwealth of Virginia Workers' Compensation Services

Services Provided by MC Innovations, LLC Partners in Excellence

envices riovided by MC	c Innovations, ECC Partiers in Excellence
Home About Us S	iervices Online Guide Resources Loss Control Forms Library Contact Us
CONTENT Virginia Learning Center Frequently Asked Questions Injury Type Checklists Social Media Networks Helpful Links Tips for Tearnwork Newsletters	 Injury Type Checklists, a list of items required, things to be done, or points to be considered, used as a reminder These checklists are aimed at arming you with the most common types of information the benefit coordinator will need in order to complete their investigation. Start gathering and supplying the needed information as soon as you are made aware of the accider Download Injury Type Checklists The checklists includes: General Post Accident Checklist Slip/Trip/Fall Checklist Motor Vehicle Accident Checklist
	Checking Attacks/Assaults Checklist Mold Checklist Mold Checklist

Reminder Emails for Outstanding Forms in Approval Queue

Approvers with rights to a location will receive a limited number of reminder emails at specified intervals. This is in addition to the initial notification of a pending form submitted by an anonymous user for approval.

- 3 Days after submission for approval
- 7 Days after submission for approval
- 10 Days after submission for approval (This is the final reminder)

Forms left in approval queue will remain there indefinitely. Insurance studies consistently support that claim costs and human costs increase when claims are reported late. If the form was created in error and is no longer needed, we suggest that it be deleted to avoid clutter.

M Reminder of pending Workers' Compensation Accident report(s) ■ ■ : Reminder of pending Workers' Compensation - 10 days old. LAST REMINDER D • 10 days old. LAST REMINDER D • no-reply@yorkrsg.com to MAILTEST, yorkcovfroi * FROI Review Reminder The following pending forms are 10 days old and need to be 2827 Smurf, testeeeeennngggg 11/01/1990 2828 SMurf, MailtestSTG 11/20/1992		•	×
Reminder of pending Workers' Compensation - 10 days old. LAST REMINDER ⊅ no-reply@yorkrsg.com to MAILTEST, yorkcovfroi ↓ FROI Review Reminder The following pending forms are 10 days old and need to be 2827 Smurf, testeeeeenngggg 11/01/1990		+	•
- 10 days old. LAST REMINDER ▷ no-reply@yorkrsg.com to MAILTEST, yorkcovfroi ↓ FROI Review Reminder The following pending forms are 10 days old and need to be 2827 Smurf, testeeeeenngggg 11/01/1990		+	•
to MAILTEST, yorkcovfroi + FROI Review Reminder The following pending forms are 10 days old and need to be 2827 Smurf, testeeeeennngggg 11/01/1990	Cue Neu 25 10:00 AM (4 deue eus)	*	÷
The following pending forms are 10 days old and need to be 2827 Smurf, testeeeeennngggg 11/01/1990	500, 1000 20, 10:00 AM (4 days ago) 🕅		
2827 Smurf, testeeeennngggg 11/01/1990			
	viewed for approval/submission:		
2826 SMurf, MailtestSTG 11/20/1992			
Insurance studies consistently support that claim costs and human costs inc created in error and is no longer needed, we suggest that it be deleted to av		n was	
Sincerely,	d clutter.		

Form Management

Employer Accident Report

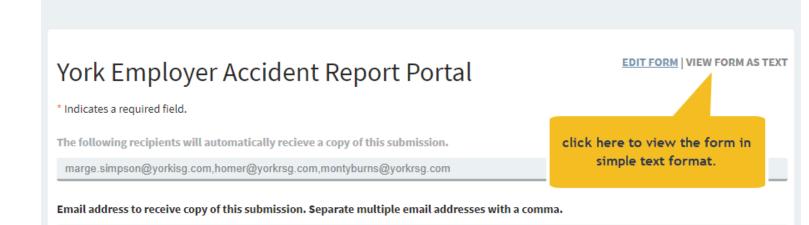
Viewing the Form as Text

You can view a form in text format via the "View Form as Text" option. This is available when a form is open or when the Draft, Approval or History queues are open. Every data entry field completed is displayed in a table format, although some fields are masked with asterisks for security purposes. The complete form is presented by section in plain text.

Notable features:

- No additional software or program required to display.
- Content may be copied and pasted by user.
- Every data entry field completed is displayed in a table format (some fields are masked with asterisks for security purposes).

The View Form as Text option is displayed in the top right of the form:



EDIT FORM | VIEW FORM AS TEXT

Claim Information

Email addresses to receive copy of this submission.

2806
105 - VA COMM INTERGOV'T COOP
8967574753222

Employee Information

Peronal ID Number ast Name irst Name fiddle Initial	**************************************
irst Name Iiddle Initial	Herbivore
/iddle Initial	
	h
in a la vara ID	
mployee ID	354345435t33
'hone (home)	(דדד-דדד (דדד
'hone (work)	(888) 888-8888
'hone (cell)	(999) 999-9999
mail	<u>herb.smurf@gmail.com</u>
referred Communication	
ex	Male
lumber of Dependents	
ddress	3453 fgffh
ϊty	hghgfhfgh
itate	Indiana
lip	******
ate of Birth	******
Iarital Status	Separated
mployment Status	Part Time
ate of Hire	02/11/1999
)ccupation at time of injury or illness	AAG/Associate System Counsel
ICCI occupation classification	Attorney-all Employees and Clerical, Messe

Time and Place of Accident

Postal ZIP code where injury occurred	23220
Date of injury	01/01/2018
Hour of injury	08:00
Time began work	
Date of incapacity	
Hour of incapacity	
Was employee paid on day of injury	Yes
Date injury or illness reported	11/01/2018
Person to whom reported	Papa Smurf
Name of other witness	Smurfette
If fatal, give date of death	
Type of claim	Medical Only
Has employee lost time from work	Yes
Last day worked after the injury	01/01/2018
Has employee returned to work	Yes
Type of duty	Full Duty
At what wage	same
On what date	01/03/2018
Probable length of disability	

Nature and Cause of Accident	
Describe fully how injury or illness occurred	sdfsdfsfdsfddgffgfg sdfgsdfgdsgf dsfg dsfg
Cause of injury	Collapsing materials (Slides of Earth)
Nature of injury or illness	Asphyxiation/Drowning/strangulation
Parts of body affected	Artificial Appliance (Brace)
Machine, tool, or object causing illness or injury	5" (charged)
Initial Treatment	02 - Minor clinic/hospital med remedies/testing
Physician Name	
Address	
City	
State	
ZIP	
Hospital or Clinic Name	
Address	
City	
State	
Zip	
Were safety regulations violated	Νο
Was a drug/alcohol screening performed	Yes
Result	Negative
Was a 3rd party responsible for injury	Νο
Does employee have VSDP coverage	Yes
Does employee have State Health Insurance	Yes
Provider	Aflack
Effective Date	02/16/1915
Comments to carrier claim staff	We're not sure who else was near the accident scene. We'll check again with the staff here and let you know if we find any other witnesses.

Preparer Information

Prepared by (Name, Title)	brainy smurf
Date	11/01/2018
Phone (home)	(804) 111-1111
Phone (work)	(556) 666-6666
Phone (cell)	(444) 455-5454
Email	BrainySmurf@gmail.com
Preferred Communication	Email
Approver Information	
Approved by (Name, Title)	Marge Simpson
Phone (work)	(315) 444-5555
Email	marge.simpson@yorkisg.com
Preferred Communication	Phone Work

Download Pdf

Copy and Paste Form Contents

Contents of the text form view may be downloaded as a PDF (option is displayed at the bottom of the form when viewing as text), or copied and pasted by the user into another application. This works using conventional PC copy (CTRL + C) and paste (CTRL + V) techniques, as well as copy (Command + C) and paste (Command + V) on a Mac.

Once you paste your data into another application on your PC, you may edit or format it as needed.

Deleting a FROI

An FROI can only be deleted from the Drafts and Approvals queues. Since anonymous users do not have access to Drafts and Approvals, only named users and system administrators have the ability to delete FROIs.

Caution: The application will prompt you to confirm deletion. However, once you have clicked "Confirm" to approve the deletion, the FROI is not retrievable.

You cannot delete FROIs that have been completely submitted and have a claim #. These are contained within the History list and are permanent.

To delete the FROI, follow the steps below:

1. From the Drafts or Approvals queues, select the FROI to be deleted.

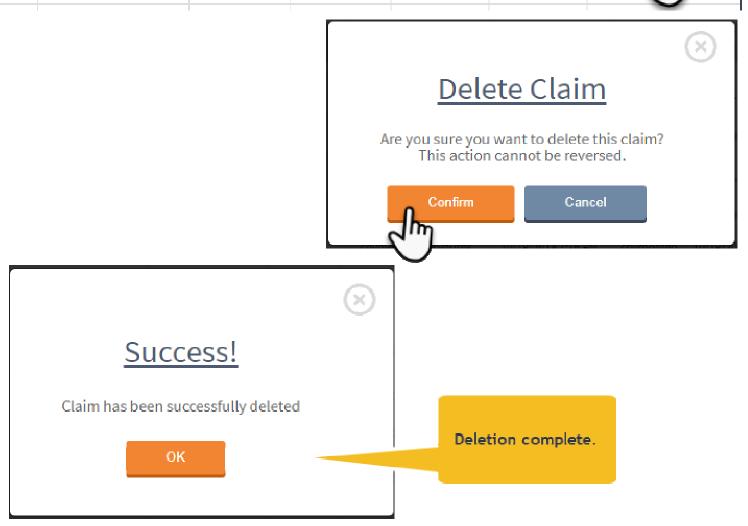
The application will display Open and Delete buttons.



- 2. Click the **Delete** button.
- 3. Verify that the intended form is selected and click **Confirm** to approve and finalize the deletion.

This form is being deleted from the Draft queue.

#	Subject	ву	Initiated On	Modified By	Modified On	Action
2840	Smurf, Drummer 08/08/1988	argesimpson	11/21/2018 12:07.	covmargesimpson	11/2 1 /2018 12:10	
2837	2	vmargesimpson	11/21/2018 11:50.	covmargesimpson	11/2 1 /2018 11:50	
2832	gfhgfhfhg, fghfghfh 11/01/20:	covmargesimpson	11/16/2018 4:23 P	covmargesimpson	11/16/2018 4:35 F	Open Delete
2810	۹	covmargesimpson	11/9/20184:29 PM	covmargesimpson	11/9/2018 4:53 PM	Cm



History

york.	NEW FORM	DRAFTS 24	APPROVALS 27	HISTORY	🚺 Hi Marge!	LOGOUT
-------	----------	-----------	--------------	---------	-------------	--------

All documents appear in the History queue once they have been saved or submitted. Documents that are in draft or awaiting approval will not have a claim number, while fully completed submissions will have a claim number.

The History menu item is only available to Approver users and system administrators. Those users will be able to see all reports submitted under the insured locations for which they are assigned.

History

Subject Initiated By Initiated On Claim Id Submitted By Submitted On Attachments Add 2841 Smurf, Barbarian 11/02/2018 covmargesimpson 11/21/2018 12:15 6799777 11/21/2018 12:15 PM covmargesimpson Add 2840 Smurf, Drummer 08/08/1988 11/21/2018 12:07 0 covmargesimpson Add 2839 smurf, singer 08/08/1988 11/21/2018 11:56. 6799776 11/21/2018 12:00 PM covmargesimpson covmargesimpson Add 2838 smurf, singer 11/01/2018 11/21/2018 11:52 11/21/2018 11:53 AM covmargesimpson 6799775 covmargesimpson Add 2837 11/21/2018 11:50. 0 covmargesimpson Add 2836 Smurf, Scared 01/01/2018 covmargesimpson 11/20/2018 3:49 P 6799774 covmargesimpson 11/20/2018 4:48 PM Add 2835 Smurf; Eric 11/15/2018 11/20/2018 3:46 PM 11/20/2018 3:35 P 6799773 covmargesimpson covmargesimpson Add 2833 Smurf, Eodybuilder 09/07/... covmargesimpson 11/16/2018 4:43 P 6799763 covmargesimpson 11/16/2018 4:43 PM Add Smurf, Nime 06/01/2018 2831 11/16/2018 10:39. 0 Anonymous Add 2821 Anonymous 11/15/2018 8:51 A 0 sdtsdt, sdtsdt 01/01/1987 Displaying 1 - 10 of 530

To open a report, simply click on the appropriate row in the table. If the report has been fully submitted, the form will display as text. If the report is in draft or awaiting approval, the report will display in editable form.

Search ...

Attachments and Annotations

Claim related documents and files may be uploaded at the time of claim creation. Claims listed within the History list may be accessed at a later date for uploading new documentation related to the claim. Annotations may also be loaded to a claim once it is created and listed in history.

Examples of things to upload:

- Photographs related to the accident
- Internal Accident reports
- Medical Treatment related documents
- Employee Work Profile
- Wage/Salary documents

Important: Items should be individually uploaded. Do not bundle multiple types of documents or claims. For example, a medical note (s) should be uploaded and labeled as such without any non-medical notes attached. A wage worksheet being uploaded the same day should be separated and loaded on its own labeled as a wage worksheet.



Attachment requirements: There is a size limit of 100MB per uploaded file or document. The upload service accepts most common file formats. If you attempt to upload an unsupported file format (e.g. applications), an error message will be displayed indicating what formats are supported.

Attachments at time of Claim Submission

Logged in users can submit an attachment to the claim form at time of submission. This is only available to a logged in Approver. At the bottom left side of the form there is a button to add your attachment(s).

Attachments	Click here to upload a file or document to be submitted with your claim.	
Add		
	Save as Draft Submit	
Bottom of form		

1. Click Add and Select the file you would like to upload

🟮 Open	×
$\leftarrow \rightarrow \checkmark \uparrow$ 🔤 « Pictures \rightarrow pics	✓ [™] Search pics of old hardware <i>P</i>
Organize 🔻 New folder	€: ▼
Desktop_Shortcuts final Signatures victory	photo 4JPG JPG File 122 KB
File name: photo 4.JPG	✓ Custom Files ✓ Open ▼ Cancel

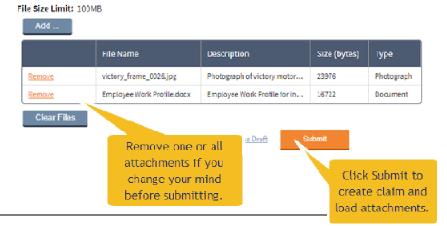
2. Select a type and provide a description of what you are uploading.

ocument	•	Attachment Info
ocument		Allachinentinio
hotograph		victory_frame_0026.jpg
udio Recording		Select a FileType from the dropdown below
/ideo .	Photograph 🔹	
		Please provide a filetype and description
		Photograph of victory motorcycle involved in the motor vehicle accident.

3. Your attachment(s) will be listed on the form in preparation of form submission when they will be uploaded to the claim.

Attachments

Before submission, of the claim, you may manage the attachment list by adding or removing items.



4. Clicking Submit will first create the claim and then once the claim is accepted, it will upload the attachments listed.



Attachments To Existing Claims In History

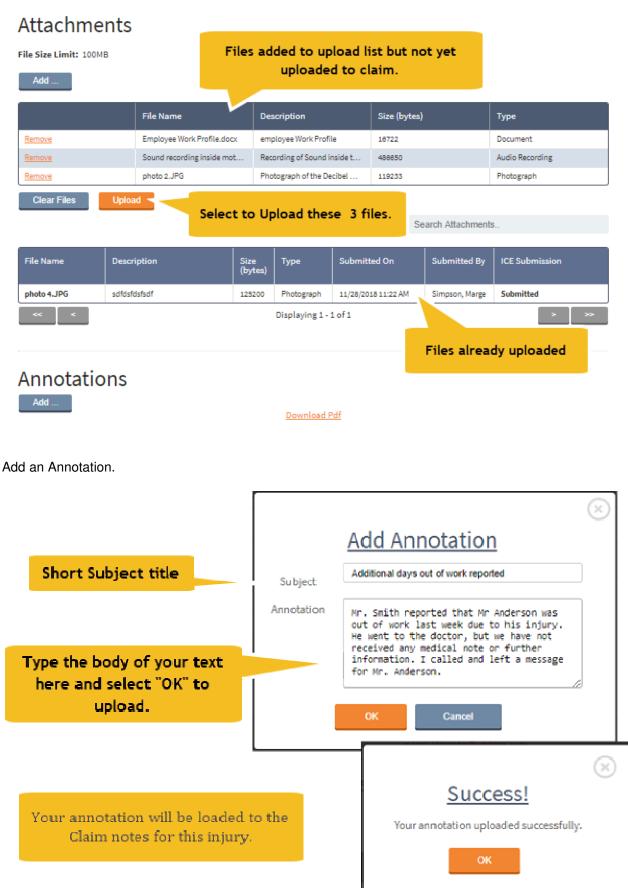
Claims that appear in you history list may be updated with new attachments or annotations. This is useful for sending claim documentation throughout the life of the claim.

History						Search		
#	Subject	Initiated By	Initiated On	Claim Id	Sur	аву	Submitted On	Attachments
2841	Smurf, Barbarian 11/02/2018	covmargesimpson	You may s	search fo	or the	impson	11/21/2018 12:15 PM	Add
2840	Smurf, Drummer 08/08/1988	covmargesimpson	claim here.				Add	
2839	smurf, singer 08/08/1988	covmargesimpson	11/21/2018 11:56	6799776	covmarge		11/21/2018 12:00 PM	Add
2838	smurf, singer 11/01/2018	covmargesimpson	11/: addi	"Add" fo ng new c	locume	nts or	0	Add
2836	Smurf, Scared 01/01/2018	covmargesimpson	anno 11/20/2010 0110 1	otations :				Add
~~	Comparing 1 - 10 of 530 >							

When "Add" is selected within the History list, the form will open and scroll down to allow you to see prior attachments added as well as add new attachments and/or annotations to the claim.

			т			oll to the Bottom achment and	
Attachm	Add new	docur is clair		Se	arch Attachments	h	
File Name	Description	Size (bytes)	Туре	Submitted On	Submitted By	ICE Submission	
photo 4 JPG	Photo of accident scene	125200	Photograph	11/28/2018 11:22 AM	Simpson, Marge	Submitted	
~ <			Displaying 1 -	1 of 1		> >>	
Annotations Add							
			Download i	<u>Pdf</u>			

Steps for adding new attachments or Annotations to an existing claim.



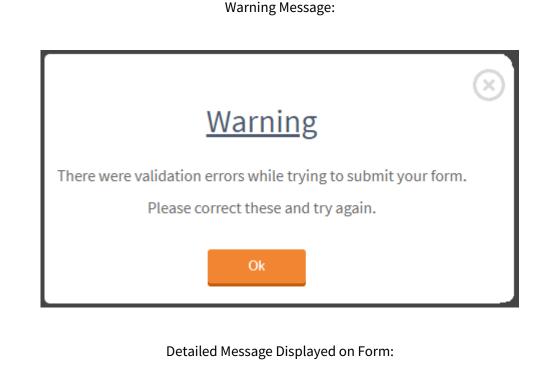
System Messages and Troubleshooting

Form Validation Messages

Whenever the Submit button is selected, the contents of the form will be evaluated to make sure the required fields are complete and to also ensure that answers do not contradict each other (e.g. Injury date is before date of birth)

Required Fields Not Complete

If you attempt to submit a form with a required field not completed, the form will refuse to submit and a message will indicate you need to review the orange underlined fields.



ID Type Code *	 •
ID Type Code is a required field.	
Peronal ID Number *	
Peronal ID Number is a required field.	
Last Name *	
Last Name is a required field.	

In all cases, you should complete all of the information known to you at the time of submission.

Outside the Contract Range Message

Each employer has a start and end date for coverage. If a new Agency is added or an Agency is discontinued, the dates of allowed claim coverage will reflect the start and end dates respectively.

If a claim is submitted for an injury date of 01/01/2012 but the Agency was not added until 7/1/2012, then the Injury date is "Outside the Contract Range."

In some cases an Agency may have placed an end date at the Agency level but still allows claims to be assigned for later time periods under each of the Sub Agencies within the Agency. If you see this message double check what location you are attempting to assign the claim to as well as the injury date. Check to see if you have selected a valid location for your Agency's policy configuration.

Date of injury *	11/01/2018	
------------------	------------	--

Date of injury must be less than the insured location 105 - VA COMM INTERGOV'T COOP expiration date 7/1/2000

Date Sequences are Invalid

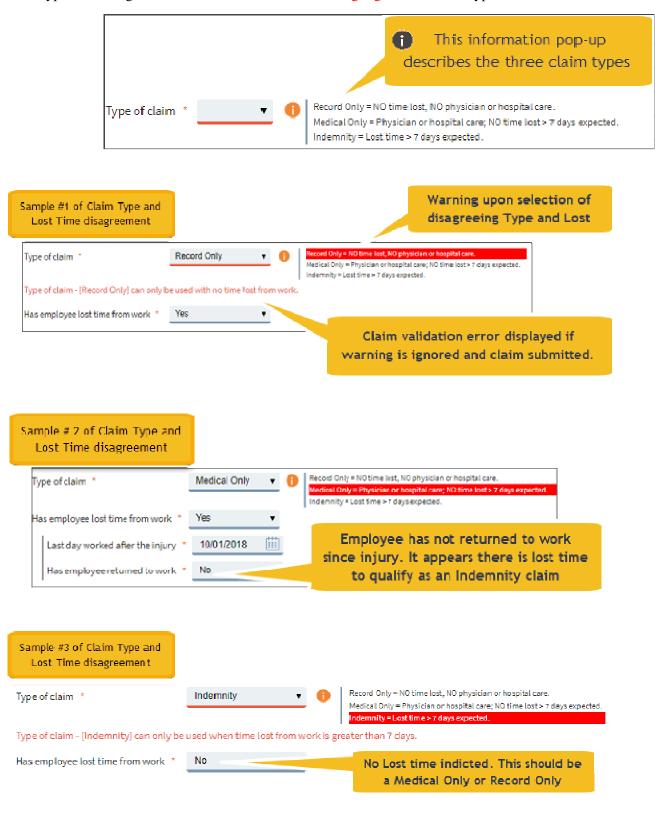
The application will also verify that the event dates on the form are in a logical sequence.

For example, the date of injury cannot occur before the date of hire.

Date of Birth *	11/15/2018		
Date of birth must be less than date o	fhire		
Marital Status *		•	
Marital Status is a required field.	-		
Employment Status *		•	
Employment Status is a required field			
Date of Hire *	11/12/2018		
Date of hire must be less than or equa	I to date of injury		
If fatal, give date of death	08/15/2018		
Date of death must be greater than or	equal to the date o	finjury	
Last day worked after the injury *	10/03/2018		
Last day worked after the injury must	be greater than or	equal to the date of ir	njury
On what date *	09/06/2018		
Date employee returned to work atter	the injury must be	greater than or equal	to last day worked

Claim Type and Lost Time from Work Agreement

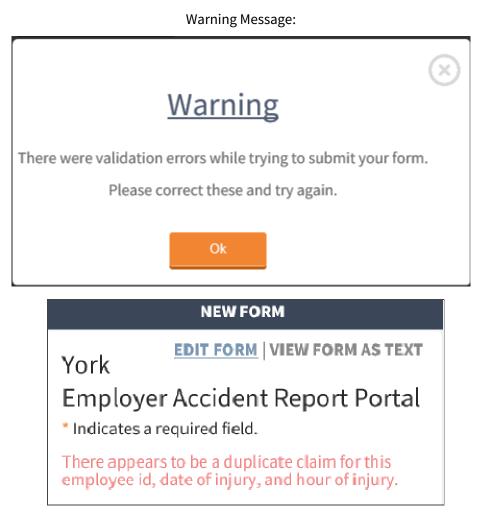
The three claim types imply certain lost time and return to work scenarios. The form will automatically review the claim type and compare with the time off and return to work. If it appears there is a disagreement between the lost time and the claim type, a warning will be shown in the form of a red highlight of the claim type definition.



Duplicate Claim Message

The application will allow multiple injuries for an employee in one day; however it will display a message if you attempt to submit two claims for the same injured worker with the same date and time of injury.

For quality control, the **<u>date of injury, hour of injury, and social security number</u> are checked to avoid duplicate claim entries.**



Frequently Asked Questions (FAQ)

1. What if I forget my password?

To reset your password, click on the "Forgot password?" link next to the "Login" button.



It will ask you for your login ID and then send a password reset link to the email address associated with your account.

2. Message Shown upon login: "Unable to determine any insured locations for your profile. Please contact your system administrator."

This message means that your account has not been linked to an employer location. In order for you to submit or approve forms, your account will need to be associated with a location. Please contact support resources to initiate a correction.

3. Can I see reports entered by other users such as coworkers set up at my location under the History tab?

Yes. Although anonymous users do not have access to History, named users and system administrators are able to see all reports under the same insured location assignment(s), even if not saved or submitted by that particular user.

4. I submitted a form but I do not see it in my Approval or my Draft queue. Where is it?

If you are logged in as an Approver, and you successfully submit a form, it will create a claim if all form requirements are satisfied and will appear under the History list as a completed claim submission.

5. I have a report in my Draft or Approval queue and I've realized it is not a Workers' Compensation claim and should not be submitted. What should I do?

If you have a pending entry that does not yet have a claim number and you do not intend to complete the submission, the entry can be deleted from the queue. When you click on a form in the Draft or Approval queue, you will have the option to Open or Delete the form. Verify that you have selected the correct form and click on the "Delete" button. The system will prompt you to confirm your intention to delete.

6. If I, or one of my coworkers, is leaving and/or no longer needs access, what should I do?

You should formally communicate this change to DHRM and, if needed, ask for a replacement contact person to be added.

DHRM Agency Contact form: http://www.dhrm.virginia.gov/workerscomp/forms/toc.html

DHRM contact: Pam Goetz at DHRM: pam.goetz@dhrm.virginia.gov

7. I am not sure what Zip Code to enter for the "Postal Zip Code where injury occurred" field. I know the address, but not sure of the code.

This field establishes the geographical position of injury occurrences, so enter (as close as possible) the zip code of the actual location where the injury occurred. The US Postal Service provides an easy to use Zip Code lookup page.

Tip—The US Postal Service provides an easy to use Zip Code lookup page.

http://zip4.usps.com/zip4/

8. Can I upload documents or annotations to the York claim system after I've submitted the claim?

Yes. You may upload items to claims that appear in the history table. Select the Add button or open the form and select the "<u>ADD ATTACHMENTS</u>" link. In each case, you will be taken to the bottom of the form where Attachments and Annotations are uploaded and recorded.

9. Are there any limitations to what I can upload?

Yes. Attachments are capped at a size limit of 100MB.

The upload process will accept most common file formats: .pdf, .doc, .jpg, .jpeg, .rtf, .wav, .dot .xls, .tif, .tiff, .txt, .xst .mpg,.mpeg, .bmp, .hpd, .mdi, .mp3, .wmv, .gif, .max, .msg, .zip, .log, .wbk, .ppt, .albm, .wpd, .csv, .wmf, .pcx, .dvf .psd, .avi, .eml, .wma, .mp4, .xps, .docx, .xlsx, .vod, .odt, .mov, .3gp, .ifo, .vcb, .blp, .bup, .ifo, .vob,..ctx,.mht, .xml, .png

10. What do I do if I get an error message when uploading my attachment?

Attachments temporarily upload to the form before being passed to the claim system. If you see a failure popup window message, close it and look for a "Resubmit" button within the attachment row recorded for the item. Select this button and try again. If you do not see a row listing your attempted attachment upload, try uploading the file again using the "Add" button.

Menu Items and Buttons

Buttons/Links	Location	Action	User		
1	Top right of every page.	Displays the help page with technical and browser support information.	Anonymous, named user, system administrators		
LOGIN	Top right of page (when not logged into app).	Navigates to the Login page where the user can log into the application.	Displays before a user logs into the application (and for Anonymous user)		
Continue without Logging in	Login page	Navigates to the New Form page for an Anonymous user.	Anonymous user		
Forgot password?	Login page	Navigates to the Forgot Password page for the user to begin the reset password process.	Named user, system administrators		
LOGIN	Login page	After entering a valid username and password, clicking on this button logs the user into the application.	Named user, system administrators		
NEW FORM	Header menu	Opens a new form when clicked.	Anonymous, named user, system administrators		
DRAFTS 20	Header menu	Displays saved forms for users who share the same insured location level. The count of items within the queue is displayed.	Named user, system administrators		
APPROVALS 30	Header menu	Displays forms for users with appropriate insured location levels which need an approval submission. The count of items within the queue is displayed.	Named user, system administrators		
HISTORY	Header menu	Displays saved and submitted forms for users who share the same insured location level.	Named user, system administrators		
USERS	Header menu (for system administrators only)	Displays the user maintenance page.	System administrators		

LOGOUT	Header menu (when logged in)	Logs the user out of the application and displays the Login page.	Named user, system administrators
EDIT FORM	Within Employee Accident Report	Toggle to switch between viewing the form as text and the editable form.	Anonymous, named user, system administrators
VIEW FORM AS TEXT	Within Employee Accident Report	Toggle to switch between viewing the form as text and the editable form.	Anonymous, named user, system administrators
Save as Draft	Within Employee Accident Report	Saves a form as a draft which then displays in the Drafts page.	Named user, system administrators
Submit	Within Employee Accident Report	Submits the form to the YCE system (or for approval for anonymous users).	Anonymous, named user, system administrators
Open	Drafts and Approvals pages	Opens the selected form.	Named user, system administrators
Delete	Drafts and Approvals pages	Deletes the selected form.	Named user, system administrators
Add User	Users page	Launches the Create User pop-up to add a new user.	System administrators
Edit User	Users page	Displays the User screen for editing a user.	System administrators
Disable User	Users page	Disables the selected user's account.	System administrators
Enable User	Users page	Enables the selected user's account.	System administrators
Insured Location Assignments	Users page	Displays all user information with related insured location assignments.	System administrators
Add Insured Location Assignment(s)	User page	Allows system administrators to add insured location assignments to users.	System administrators
Save User	User page	Saves the updates made to users.	System administrators

Administrative Use

System administrators have the added responsibility of managing users. This is easily managed on the Users page.

ork.	NEW FORM	DRAFTS 344	APPROVAL	s 44	HISTORY	USERS	SCHEDULES	LOGO
Users	<u>Assignments</u>							Add User
Username		Name		Role	Status	Action		
covbartsimpson		Simpson, Bart		User	Enabled			
covhomersimpso	n	Simpson, Homer		User	Enabled			
covmargesimpsor	ı	Simpson, Marge		User	Enabled			
covmontgomeryb		Burns, Montgome	≅ry		Enabled	Edit	User Disa	ble User
covpapasmurf		Smurf, Papa		User	Enabled			
<< <	J		Displaying	g 1 - 5 of 5				> >>
	User			Add I	insured Location A:	ssignmen <u>t(s)</u>	Sav	e User

0361		Add Insuled Location Assignment(s)	Save Use
* Indicates a required field. Employee Information			
Role: *	User		\sim
First Name: *	Montgomery		
Last Name: *	Burns		
Phone (work): *	(804) 775-0799		
Email: *	montyburns@yorkrsg.com		
Username: *	covmontgomeryburns		
Should Receive Approval			_

Emails:

Insured Location Assignment(s)

Name	Туре	Action
105 - VA COMM INTERGOV'T COOP	Agency	
859 - VA Sesquicentennial Civil War Commission	Agency	
100 - Senate of Virginia	Agency	
123 - MILITARY AFFAIRS, DEPARTMENT OF	Agency	