

Kentucky Department of Workers' Claims Litigation Management System Presentation Registration and Business Groups

1. What if I have multiple roles, such as an attorney and insurance carrier?

Currently, if you have multiple roles such as an attorney as well as an insurance company, you should use two different email addresses for each registration. Please note: if you are an attorney, you would want to register as an attorney for the purpose of serving as the insurance carrier's attorney.

2. How will a carrier file a 110 with the DWC where the claim was settled pre-litigation (no Attorney involved) if they only have read-only access?

We have concluded the submission of a 110 by anyone other than a pro se party or an attorney is the unauthorized practice of law.

3. Will paperless notifications have a "subject" that identifies the email as being from KW/DWC?

Notifications will not be sent through email. They will be accessible through LMS by clicking on the "Notifications" item in the blue menu on the left side of the screen. Note: We misunderstood the question asked during the presentation and gave an incorrect answer. This is our correction.

4. If 1 of your 6 site admins leaves employment, can you replace that person with a new site admin?

The site admins have full control over who is added to and removed from a group. They are also able to grant and remove site admin privileges.

5. If an Attorney Support Staff has already registered with LMS, what should be done at this Time?

We have had a number of questions concerning when to register. The system is available for registration to anyone at this time. However, if you need to be a part of a group in an "Other" role, you must register through an invitation to the group.

6. Will these calls always be at 2:30 on Monday afternoons?

Our current plan is to continue have them on Mondays at 2:30. There will be no webinar the week of March 28th or April 24th. We will announce the subject of the April 11th webinar on March 21st. Any schedule changes will be sent out via email.

7. So for an insurance company we need to create our group with our companies FEIN and then invite all of the users (employees) that we want to have access to LMS to join that group?

Yes.

8. Our company actually operates as 4 different companies each with FEIN's. Will we (the insurance company) have to have 4 different log-ons?

Currently it would be best to create four separate groups.

9. Can I set up a secondary e-mail address for backup?

If you would like to have yourself in a group in an alternate capacity you should be able to do so by registering another email address and adding it to your group. Remember that a bar ID can only be used once.

10. Once we have the groups we will have to provide you a list of claims to associate to our group?

Yes. Providing DWC with an Excel spreadsheet listing the claim number and style is the preferred method of submission and will expedite the delivery of your access codes.

11. To attend the next session Monday and the following Monday, can we use the same call in information or will we be sent a new invite?

A new WebEx invite will be sent prior to each webinar.

12. For a firm that has 4 different attorneys, would each attorney need to set up their own group or would we need to do a firm group?

It is the firm's personal preference. The establishment of groups can be tailored to your business practices.

13. My attorney has already registered. Does he need to contact you to now be a site administrator on a Group Registration?

If your attorney is going to be the site admin, he can create the business group and will automatically become the site administrator. If not, once the business group is created

by the site admin, the attorney can be added to the group and made a site administrator.

14. What is the benefit for an employer to sign up?

LMS is an informational opportunity for the employer. Employers will be able to associate to claims where they are named as the defendant and track the progress of litigations.

15. If I understood Dwight from a prior meeting, he only wants claims currently in litigation (where a 101 has been filed). Is that still correct for the active claims list?

Yes. Note that beginning Friday, March 18th, 2016 acknowledgement letters will be sent containing LMS access codes on newly filed claims.

16. As an insurance company, are we able to set up different groups for the individual adjusters, or does it have to be in one group?

The creation of business groups can be tailored to your business practice.

17. If my adjuster and KY attorney signs up do I as the employer need to sign up?

Employer sign-up is optional.

18. Do the requests for access codes need to come from the Site Admin of the LMS group or should they come from each individual attorney handling the claim?

This is an internal business decision that will be unique to each business entity.

19. We have multiple underwriting companies and FEINs and people handle claims across those multiple companies under the parent company. Are they going to be able to access all of those groups? Or because they each have their own FEIN and can they only be assigned to 1 group?

Currently each user (email address) can only be involved with one business group at any time.

20. Are we going to be assigned the same case # as our attorney's and if our attorneys have registered the claims do we have to register them also?

Attorney support staff will not actually associate to claims because they are not parties. As a member of the attorney's/law firm's business group, you will be assigned to the cases your attorney is working by a site admin.

21. As a site administrator, how will I be able to differentiate group claims from those that are assigned to me?

Site admins can manage group claims as well as their own by toggling between “LMS Group Claims” and “My Claims.”

22. What is the ETA on my access codes from the list of active claims that I submitted?

We are sending out responses to all previously received emails. In the future, a 3 to 4 day turnaround is anticipated.

23. Does the managing partner have to create the business group?

One of the managing partners of the firm should utilize their bar ID for the LMS business group creation. Once the group has been created, the managing partner can designate up to 5 other site admins to assist with administration of the group.

24. Will I have one access code for all of my claims and will I need to enter it each time I want to view a case?

Each claim has its own distinct access code. Once you are associated to the case, you no longer need the access code to retrieve or file information.

25. As a site admin, will I have access to all the claims in my group? How will I view claims that are assigned to me?

The site admin can see and assign claims to other staff within the firm as well as themselves. After logging in to the system, you are able to toggle between LMS Group Claims and My Claims.

26. What does the DWC need from me to provide access codes?

We need the claim number as well as the style of the case included on the list of active claims. Again, please send these to us in Excel format. If you have already sent your list and it wasn't in excel format, there is no need to resend this list.