



Maryland

**WORKERS' COMPENSATION
COMMISSION**

**UNLOCK THE POWER
OF COMPHUB: KEYS TO
SUCCESS**

A handwritten signature or set of initials in black ink, located in the bottom right corner of the image.

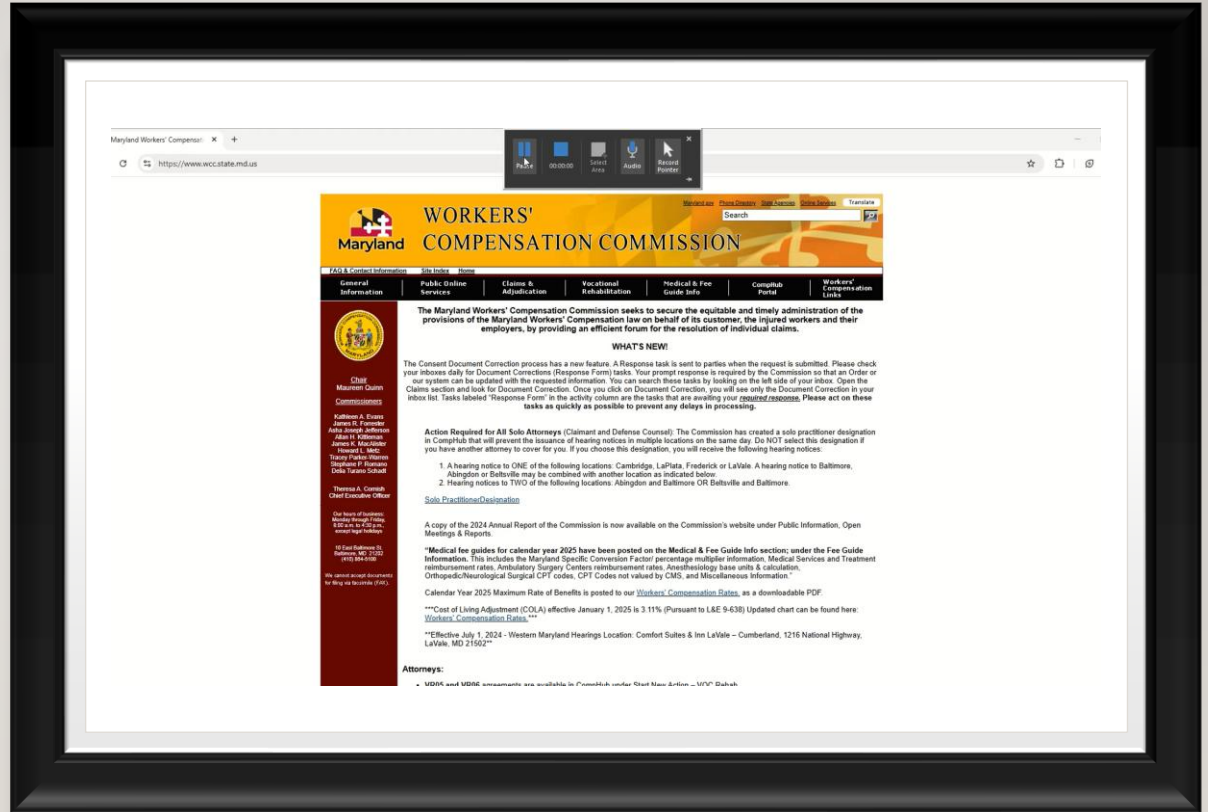
INTRODUCTION TO COMPHUB

- *Executive overview of CompHub*
 - *Please hold all questions until the end of the presentation*

USER REGISTRATION

- CompHub is accessible to various types of users involved in the claims process.
- CompHub is a role-based system that provides different levels of access depending on the user's role.
- There are two ways a user can register under the Employer/Insurer Role.
 - The can self-register through the CompHub website (demonstrated on the next slide)
 - The user can be registered by another user in their organization with access to the “**Assign Organization Representatives**” process.

USER REGISTRATION



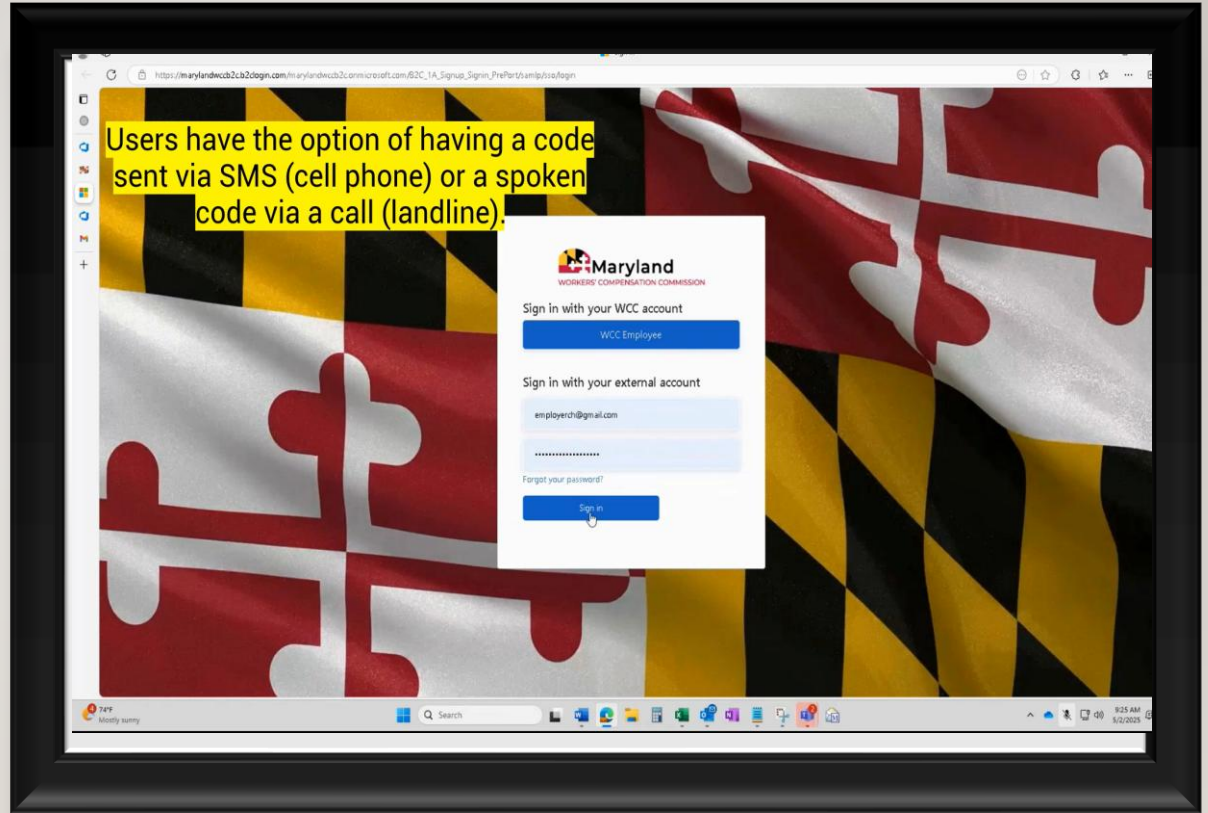
COMPHUB OVERVIEW

- When you log into CompHub, the first thing displayed is your **Inbox** – a tabular layout of all pending activities, and the main page where processes are initiated.
- CompHub has transformed WCC forms into fully functional, intuitive electronic processes with built-in data validation, formatting, and other features that enhance the user experience.
- Each instance of an individual process is referred to as a **Case**.
- Don't forget to cancel any cases you do not plan to submit to keep your inbox up to date.

BASIC COMPHUB TERMS

- **Inbox** – CompHub’s homepage. It lists pending activities, allows users to initiate processes, and provides search functionality for cases or claims the user has access to.
- **Process** – The automated version of a WCC form or utility.
- **Case** – An individual instance of a process. Like Claims, each case has a unique identifier
- **Claim** – A CI form filed by a claimant or attorney to request benefits for an injury or illness. In CompHub, a claim is comprised of the initial filing and all subsequent cases associated with it,
- **E-notification** – An email from the CompHub system notifying a user about actions taken in a case.
- **E-Notice** – The electronic version of an official WCC notice. It qualifies as a legal document

LOGGING INTO COMPHUB



ORGANIZATIONS IN COMPHUB

- Organizations are accounted for in CompHub because they play a key role in initiating and processing Claims and Cases.
- Insurer and Employer Organizations have different classes of users associated with them:
 - **Delegate**
 - **Designee**
 - **Subscriber**
 - **Third Party Administrator**
- Organizations should use CompHub's self services to keep their own and their employees; information up to date.
- Insurers and Employers have a specific set of processes available to them.

PROCESSES AVAILABLE TO EMPLOYERS

CompHub Processes: Employer Role



Assign Organization Representatives	Allows a user to assign Delegates, Representatives, Subscribers, and TPAs.
Circuit Court Order Search	Allows a user to query Circuit Court records without leaving CompHub.
Coverage of SP&P	Allows a user to submit for coverage requests for sole proprietorships and partnerships.
Certificate of Compliance	Allows a user to obtain a Workers' Compensation Insurance Certificate of Compliance from the system.
Claim at a Glance	Allows a user to view the entire claim file for given claim.
Employment History Subpoena	Allows a user to issue an Employment History Subpoena using the CompHub system; payment and delivery are facilitated through the system as well.
Exclusion	Allows a user to submit a Workers' Compensation Insurance Exclusion Form.
File C17	Allows a user to electronically submit the C17 Proof of Coverage form..
File/Withdraw Issues	Allows a user to submit contesting issues in a given Claim using the electronic H-24R form.
First Report of Injury	Allows a user to submit a First Report of Injury using the system's electronic filing process.
FROI Search	Allows a user to search for FROIs currently in the system
Manage Organization Details	Allows a user to manage details about their organization, such as notification email, location address, and phone number.
Statement of Wage Information	Allows a user to enter an employee's historical wages and calculate the average weekly wage by completing the form or uploading an Excel spreadsheet.
Update Profile	Allows a user to change their name, date of Birth, address, etc. (Note: This process will not retroactively change this information on forms already been filed).

PROCESSES AVAILABLE TO INSURERS

CompHub Processes: Insurer Role



Application for Lump Sum	Allows a user to submit an Application for a Lump Sum Settlement.
Assign Organization Representatives	Allows a user to assign Delegates, Representatives, Subscribers, and TPAs.
Consent Request for Doc. Correction	Allows a user to request a correction on Commission issued documentation based on a factual error. The other parties in the Claim must consent to this change.
Claim at a Glance	Allows a user to view the entire claim file for given claim.
Employment History Subpoena	Allows a user to issue an Employment History Subpoena using the CompHub system; payment and delivery are facilitated through the system as well.
File/Withdraw Issues*	Allows a user to submit contesting issues in a given Claim using the electronic H-24R form.
First Report of Injury*	Allows a user to submit a First Report of Injury using the system's electronic filing process.
FROI Search	Allows a user to search for FROIs currently in the system.
Implead Request	Allows a user to Add or Implead additional parties into the Claim.
Manage Organization Details	Allows a user to manage details about their organization, such as notification email, location address, and phone number.
Statement of Wage Information*	Allows a user to enter an employee's historical wages and calculate the average weekly wage by completing the form or uploading an Excel spreadsheet.
Termination of Medical Benefits*	Allows a user to notify the Commission of the termination of a Claimant's medical benefits.
Termination of TTD Benefits*	Allows a user to notify the Commission of the termination of Claimant's TTD benefits.
Update Profile	Allows a user to change their name, date of Birth, address, etc. (Note: This process will not retroactively change this information on forms already been filed).
Vocational Rehab Insurer Report	Allows a user to submit the Insurer's 30-day progress report via CompHub.

*Processes available to TPAs

ASSIGN ORGANIZATION REPRESENTATIVES

agi BPM

https://training.wcc.state.md.us/CompHub/#

Maryland

Inbox Start New Action Queries Reports Live Processes Admin

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All Cases Results per page 20

Case Number	Process	Activity	Claim Number	Hearing Date	Case Creation Date	Activity Due Date
EWA-37	Enter/Withdraw Appearance	Approve Withdraw			07/20/2020 9:30 am	07/22/2020 9:31 am
PPF-84	Process Form	Verify Paper Claim			01/24/2023 10:57 am	01/25/2023 11:37 am
CA418	Death and Funeral Benefits Request	Verify Death and Funeral Benefits	CA418		03/16/2023 8:54 am	03/21/2023 9:56 am
CLQ-54	Claimant Questionnaire	Review Claimant Questionnaire	W200845		03/16/2023 5:12 pm	03/21/2023 5:14 pm
POA-28	Power of Attorney	Review Power of Attorney Request	W200865		03/17/2023 11:28 pm	03/20/2023 6:00 pm
CA621	Validate Organization	Review and Correct			03/19/2023 6:22 pm	03/20/2023 6:00 pm
CA624	Validate Organization	Review and Correct			03/19/2023 6:41 pm	03/20/2023 6:00 pm
CA625	Validate Organization	Review and Correct			03/19/2023 6:48 pm	03/20/2023 6:00 pm
CA626	Validate Organization	Review and Correct			03/19/2023 6:51 pm	03/20/2023 6:00 pm
CA627	Validate Organization	Review and Correct			03/19/2023 6:54 pm	03/20/2023 6:00 pm
SWI-17	Statement of Wage Information	Verify Wage Information	W201073		03/20/2023 11:18 am	03/21/2023 11:18 am
CLQ-65	Claimant Questionnaire	Review Claimant Questionnaire	W201179		03/20/2023 5:23 pm	03/23/2023 5:52 pm
CLQ-68	Claimant Questionnaire	Review Claimant Questionnaire	W201182		03/20/2023 5:25 pm	03/23/2023 5:56 pm
CLQ-69	Claimant Questionnaire	Review Claimant Questionnaire	W201183		03/20/2023 5:26 pm	03/23/2023 5:59 pm
CLQ-70	Claimant Questionnaire	Review Claimant Questionnaire	W201184		03/20/2023 5:26 pm	03/23/2023 6:00 pm
CLQ-71	Claimant Questionnaire	Review Claimant Questionnaire	W201185		03/20/2023 5:31 pm	03/23/2023 6:00 pm
CLQ-72	Claimant Questionnaire	Review Claimant Questionnaire	W201186		03/20/2023 5:32 pm	03/23/2023 6:00 pm
CLQ-73	Claimant Questionnaire	Review Claimant Questionnaire	W201187		03/20/2023 5:33 pm	03/23/2023 6:00 pm
CLQ-74	Claimant Questionnaire	Review Claimant Questionnaire	W201188		03/20/2023 5:34 pm	03/23/2023 6:00 pm
CLQ-75	Claimant Questionnaire	Review Claimant Questionnaire	W201189		03/20/2023 5:35 pm	03/23/2023 6:00 pm

1 2 3 4 5 6 7 8 9 10 11 12

CLAIM AT A GLANCE

- “Claim at a Glance” is a universally available process used to view the Claim File as it for a specific claim. It essentially serves as a dashboard that provides a comprehensive overview.
 - This feature can only be used to access claims in which you are participant.
 - It allows users to view the claim in its entirety, including all system-generated and user-submitted documentation,
 - You can also select “**View Other Claims by Claimant**” to display information regarding additional claims.
 - Access this feature by navigating to: **Start New Action > Claims > Claim at a Glance**

CLAIM AT A GLANCE

Form Tab	Role(s)	
Claim Summary	Claim Participants, Employer Designees, and Internal Users.	
Claim History	Participants, Internal Users, and Employer Designees.	
Claim Annotation	Internal Users	
Initial Claim	Participants/Internal Users	
C-40/Issues Raised	Participants/Internal Users	
Claim Documents	All Roles*	To facilitate Access Control for the documents there are three (3) distinctive categories: Confidential: Only Visible to participants in the Claim Internal Only: Only Visible to WCC staff Public: Visible to All users by default
Orders	Participants/Internal Users	
Other Claims by Claimant	All Roles*	The "Body Parts Affected" table is not visible to Non-Participants (External Role).
Other Claims by Employer	Internal Users	

CLAIM AT A GLANCE

- **Tabs Available to External Users**

- **Claim Summary** – The most comprehensive of the tabs available to external users, providing a high-level view of the claim.
- **Claim History** – A table containing important milestones in the claim lifecycle.
- **Initial Claim** – An electronic, read-only copy of the CI form.
- **C-40/Issues Raised** – The C-40 response and a list of issues raised in the claim.
- **Claim Documents** – A table containing all documents in the claim file, with links to view or download them.
- **Orders** – A table containing any orders issued, with links to view or download them.
- **Other Claims by Claimant** – A list summarizing claim information for other claims filed by the Claimant of the searched claim

FIRST REPORT OF INJURY (FROI)



- *Executive overview of the First Report of Injury Process*
 - *Please hold all questions until the end of the presentation*

FILING A FROI IN COMPHUB

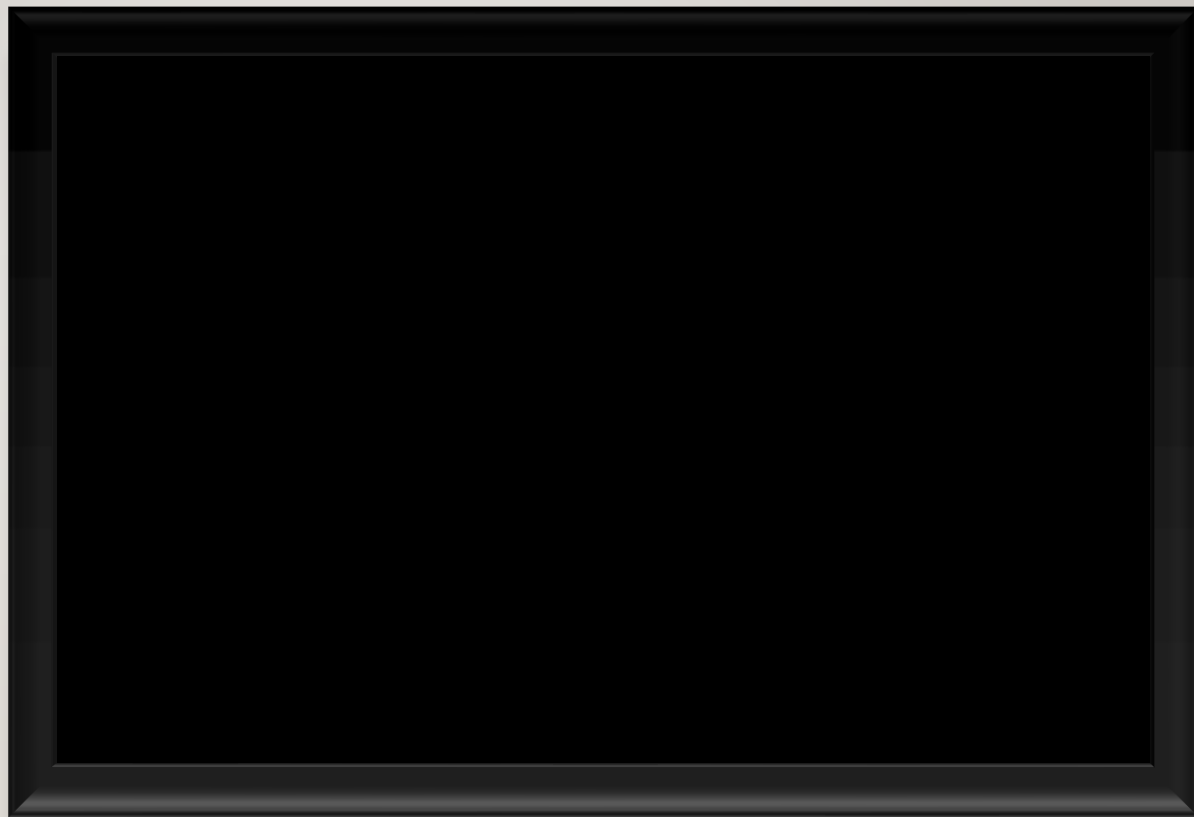
The screenshot displays the Biagi BPM web application interface. The browser address bar shows the URL <https://training.wcc.state.md.us/CompHub/>. The application header includes the Maryland logo, navigation tabs for 'Inbox', 'Start New Action', 'Queries', 'Reports', 'Live Processes', and 'Admin', and a search bar. A left sidebar lists various case categories: 'All Cases' (231), 'First Report of Injury' (19), 'Administrative', 'Claims', 'Hearings', 'ICR', 'Processes', 'Profile', 'Subpoenas', 'Voc Rehab', and 'Voc Rehab Practitioner'. The main content area, titled 'All Cases', features a table with columns for Case Number, Process, Activity, Claim Number, Hearing Date, Case Creation Date, and Activity Due Date. The table lists 18 cases, each with a star icon, a magnifying glass icon, and a red status indicator. The bottom of the screen shows a Windows taskbar with a system tray containing icons for network, volume, and power, and a taskbar with a search icon and a list of application icons.

Case Number	Process	Activity	Claim Number	Hearing Date	Case Creation Date	Activity Due Date
EWA-37	Enter/Withdraw Appearance	Approve Withdraw			07/20/2020 9:30 am	07/22/2020 9:31 am
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CA827	Validate Organization	Review and Correct			03/19/2023 6:54 pm	03/20/2023 6:00 pm
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FROI SEARCH

- *Executive overview of FROI Search Process*
 - *Please hold all questions until the end of the presentation*

FROI SEARCH



THANK YOU

Presented by

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