

# **The Document Exchange Portal**

## **User Guide**

v1.0

August 18, 2016

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## What is the Portal?

The Portal is an online web application that provides Claims Administrators (CA), Utilization Review Organizations (URO), and the Independent Medical Review Organization (IMRO) a single, shared workplace to upload, view, and download documents associated with IMR cases.

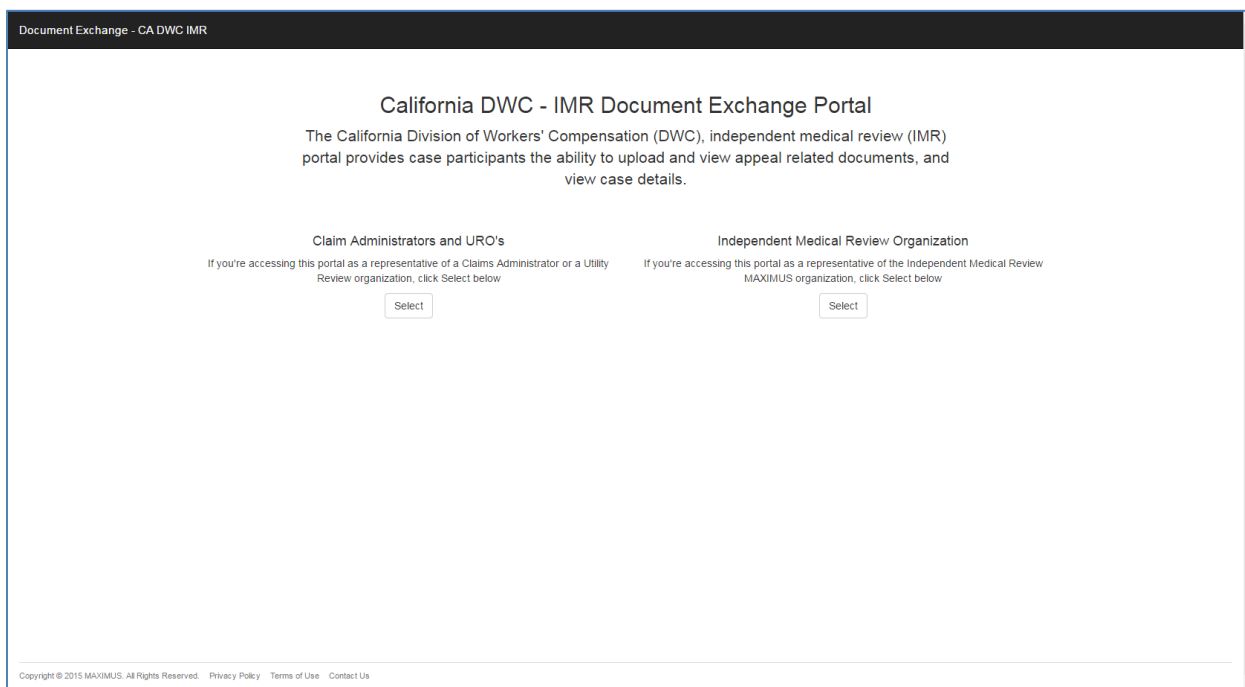
## Internet browser selection

Chrome supports all functionality in the Portal. The Portal will run in all browsers that support HTML5 including Firefox, Safari, Opera, IE 10, IE 11 and IE Edge with some limitations in functionality.

Browser	Description
Chrome, Opera	Only Chrome and Opera support named folder drag and drop.
IE Edge	Does not support drag and drop in Windows 10.
IE Edge	Very slow rendering of PDF images in PDF viewer.
IE v9 and older	Not supported.

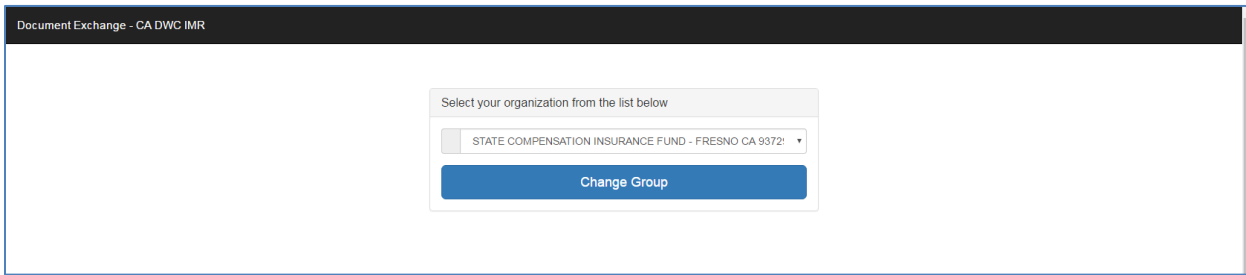
## Log in

- Enter the Portal URL in the URL field of your browser and press the Enter key on your keyboard.



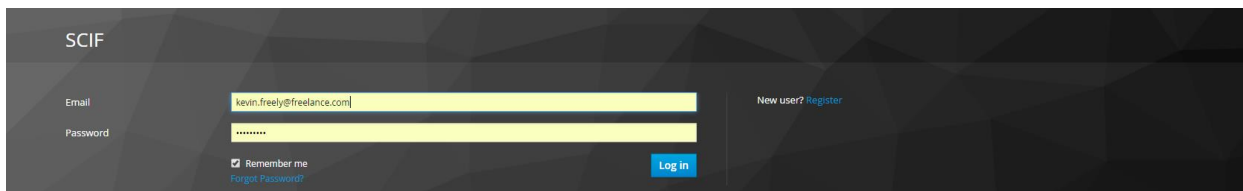
- On the **California DWC – IMR Document Exchange Portal** page, select your role:
  - **Claim Administrator and UROs**
  - OR
  - **Independent Medical Review Organization**

- If you selected Claim Administrator and UROs, select your organization from the drop-down menu and click **Change Group**.



The screenshot shows a web interface titled "Document Exchange - CA DWC IMR". In the center, there is a form with the heading "Select your organization from the list below". Below this heading is a dropdown menu currently displaying "STATE COMPENSATION INSURANCE FUND - FRESNO CA 93721". Below the dropdown is a blue button labeled "Change Group".

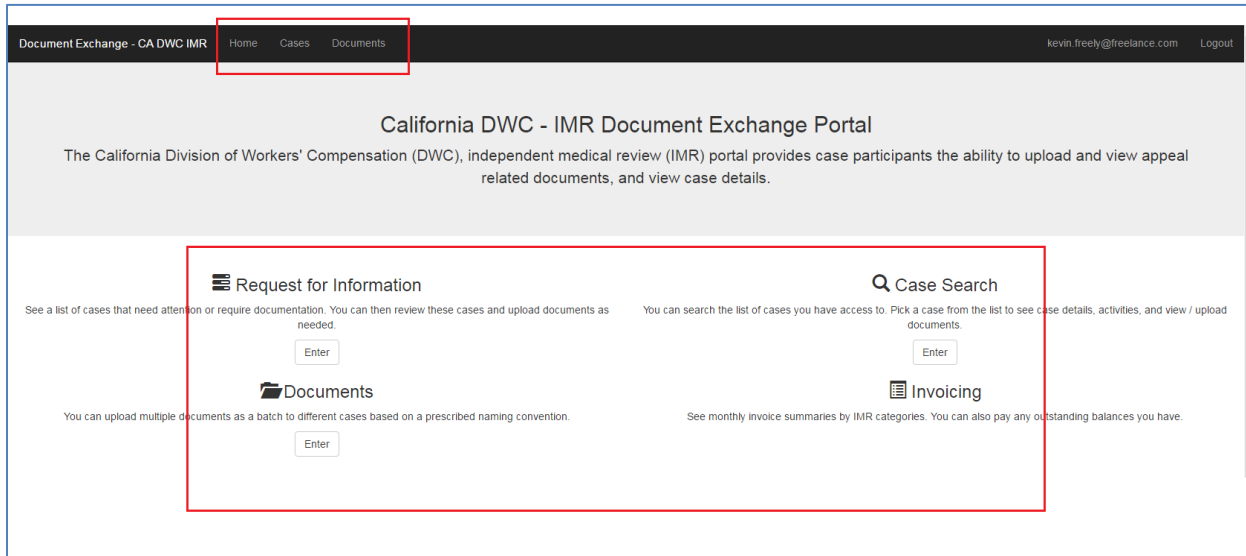
- On the login page, enter your email and password and click the **Log in** button.



The screenshot shows the SCIF login page. The header "SCIF" is in the top left. On the left side, there are labels for "Email" and "Password". The email field contains "kevin.freely@freelance.com" and the password field is masked with "\*\*\*\*\*". Below the password field is a checkbox labeled "Remember me" and a link "Forgot Password?". To the right of the password field is a blue "Log in" button. Further to the right, there is a link "New user? Register".

## Layout and Navigation

The Home page contains a menu at the top of the page (Top Menu) and Modules in the middle of the page you can use to navigate the Portal.



LINK	NAVIGATES TO PAGE...	PURPOSE
<b>Top Menu</b>		
Home	Home	This is the Home page.
Cases	Case Listing and Details	See a list of cases you can access.
Documents	Documents	Upload documents to any case.
<b>Modules</b>		
Request for Information	Case Listing and Details	See a list of cases that contain an open request for information.
Case Search	Case Listing and Details	Search for cases you can access.
Documents	Documents	Upload documents to any case.
Invoice	Not activated	See monthly invoice summaries by IMR category.

## See a list of cases you can access

- Click **Cases** in the Top Menu to see a list of all cases you can access, or click on the **Request for Information** module to see all cases that have an open request for information.

The Portal navigates to the **Case Listing and Details** page and displays links to the cases you can access.

IMR Case #	Claim Number	Create Date	Appellant	Status	Case Last Updated
CM-1464118478855	CN1464118478855	05/24/2016	JOHN SMITH	Eligibility Review	05/31/2016 07:30:03 AM
CM16-0100201	CN1464118478855	05/25/2016	Dan Forth	NOARFI	05/27/2016 08:21:41 AM
CM16-0092678	301535309730001	05/26/2016	IWFIRST IWLast	Received	05/27/2016 08:21:41 AM
CM16-0100203	559237129	05/25/2016	Edward Munster	Received	05/27/2016 08:21:39 AM
CM16-0100202	559237129	05/25/2016	Lily Munster	Received	05/27/2016 08:21:38 AM

**Note:** If only one case exists for the logged-in user in the **Request for information** list or **Cases** list, the system will navigate directly to the case summary rather than show a case list with one case listed.

## Expedited Cases Flag

Expedited cases are displayed with a red flag next to the IMR Number.

IMR Number	Claim Number
<input type="text"/>	<input type="text"/>
CA16-00010007	1000710007
CA16-0010042	1004210042

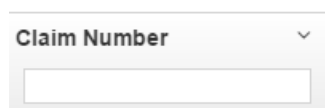
## See the details of a case

- Click on the case link in the **IMR Case #** column.  
The Portal displays the **Case Listing and Details** page for that particular case.

## Search for a case by case number

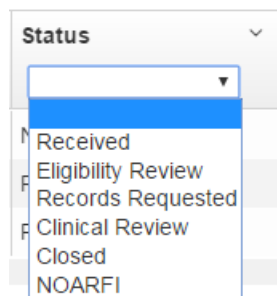
- Click in the **IMR Case #** field and enter the case number.  
Searches are not case sensitive.

## Search for a case by claim number

A search field with a label 'Claim Number' and a dropdown arrow. Below the label is a text input box.

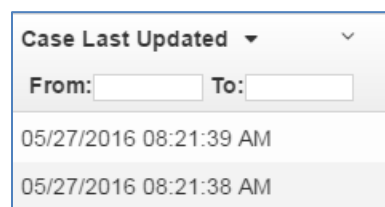
- Click in the **Claim Number** field and enter the Claim Number. Searches are not case sensitive.

## See cases by status

A dropdown menu labeled 'Status' with a list of options: Received, Eligibility Review, Records Requested, Clinical Review, Closed, and NOARFI. The 'Received' option is currently selected and highlighted in blue.

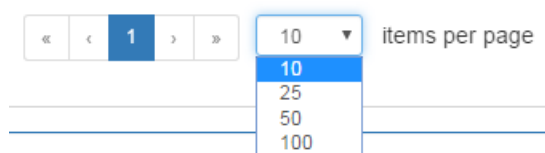
- Click the drop-down arrow and select a status to view. The Portal will only display the cases under the selected status.

## See cases within a last updated date range

A filter section labeled 'Case Last Updated' with a dropdown arrow. It contains 'From:' and 'To:' text boxes. Below these are two date-time entries: '05/27/2016 08:21:39 AM' and '05/27/2016 08:21:38 AM'.

- Enter a **From** date and a **To** date or select the dates from the pop up calendar. The Portal will display the cases that were updated within the date range you entered.

## Select the number of cases to see per page

A pagination control showing a sequence of arrows and the number '1' in a blue square. To the right is a dropdown menu labeled '10 items per page' with options for 10, 25, 50, and 100. The '10' option is selected.

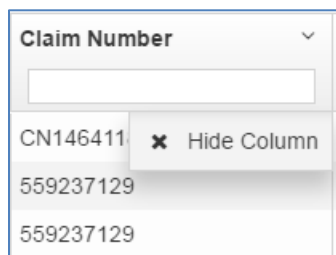
- Click the drop-down arrow to the left of **items per page** and select the number of cases to see on each page.

## Navigate to next page or previous page

A pagination control showing a sequence of arrows and the number '1' in a blue square. To the right is a dropdown menu labeled '10 items per page' with the '10' option selected.

The number in the blue square indicates the page you are on. Click on the single arrows to go to the next or previous page. Click on the double arrows to advance to the last page or first page.

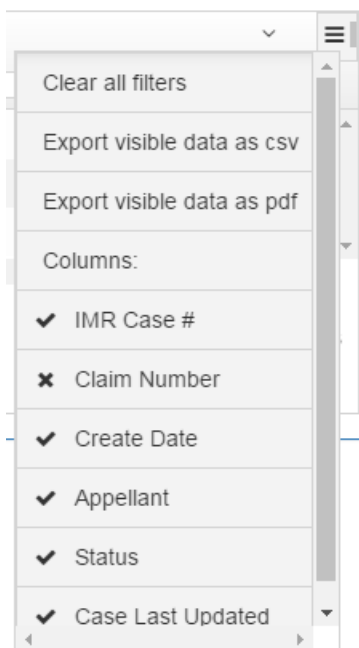
## Hide and unhide columns




### To hide columns:

- Click the arrow to the right of any column label.
- Click **Hide Column**.


OR



### To hide columns:


- Click on the 3 horizontal bar icon  to the far right of any table and click the column label you want to hide.

### To unhide columns:


- Click on the 3 horizontal bar icon  to the far right of any table and click the column label you want to unhide.

**Note:** Hidden columns are displayed with an X. Unhidden columns are displayed with a checkmark.

## Export visible data as a CSV file

- Click on the 3 horizontal bar icon  to the far right of any table and click **Export visible data as a csv**. Excel will open and generate a spreadsheet with the visible data.

## Export visible data as a PDF file

- Click on the 3 horizontal bar icon  to the far right of any table and click **Export visible data as a PDF**. A PDF will be generated and displayed in your default PDF viewer.



# Case Listing and Details page

## Case Summary tab

The Case Summary tab displays details about the case.

Document Exchange - CA DWC IMR

Home

Cases

Documents

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Logout

## Case Listing and Details

Cases in Request For Information Status

Case# CM13-0003146

Case Summary

Participants

Documents

Event Log

Notifications

Summary

Claim Number:

50001101326

Priority:

EXPEDITED

Status:

Records Requested

Updated By:

James Freely

IMR Case Number:

CM13-0003146

Date of Injury:

12/21/2015

Next Action Date:

06/22/2016

Date of UR Decision:

01/09/2016

Assignment Date:

03/03/2016

Appellant Information

Name:

ROBINSON, STACEY

Phone#:

Claims Administrator

Name:

State Compensation Insurance Fund

Phone#:

## Participants tab

The Participants tab displays the participants who are active in the case.

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Case Listing and Details

Cases in Request For Information Status

Case# CM13-0003146

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Notifications

Case Participants

Name	Role
Operational Support	Case Administrator
MAXIMUS Federal Services California IMR	Independent Review Organization
State Compensation Insurance Fund	Claims Administrator

## Participant tab icons



**Eye:** Indicates who the case resides with.

## Documents tab

The Documents tab displays documents uploaded to the case in the **Available Documents** section. You may also upload documents associated with the case from this page.

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HomeCasesDocuments

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### Case Listing and Details

Cases in Request For Information Status

Case# CM13-0003146

Case Summary

Participants

Documents

Event Log

Notifications

Upload

Available Documents

Name	View	Type	DCN	Author	Creation Date	Size
Redacted Med Recs CM13-0003146		Medical Records	900000464	State Compensation In...	06/22/2016 12:02:24 PM	1.4 MB

« < 1 > »

10 items per page

1 - 1 of 1 items

## View documents

- To view documents that have been uploaded to the case, click on the document icon in the **View** column. The document is displayed in a PDF reader in a separate window.

## Document type icons

Four different icons may be displayed in the **View** column.

	<b>Error:</b> Document upload failed, but the document is in the Portal server. Once the backend recovers, the document will be uploaded automatically to the backend (within 24 hours of the original upload).
	<b>Blue cloud:</b> Downloads the document to the local machine.
	<b>Image:</b> Opens in image viewer.
	<b>PDF:</b> Opens in PDF viewer.

## Upload documents to the case



To upload documents to the case you are viewing, click the **Upload** link above the **Available Documents** section. There are two methods you can use to upload documents:

- Add Files method
- Drag and Drop method

### Allowed document file types

The Portal currently allows the following document types to be uploaded:

- PDF
- JPEG
- JPG
- DOC
- DOCX

### Document size limitation

Documents up to 512 MB may be uploaded to the Portal during the pilot.

This limitation will be increased if necessary in the Production Portal.

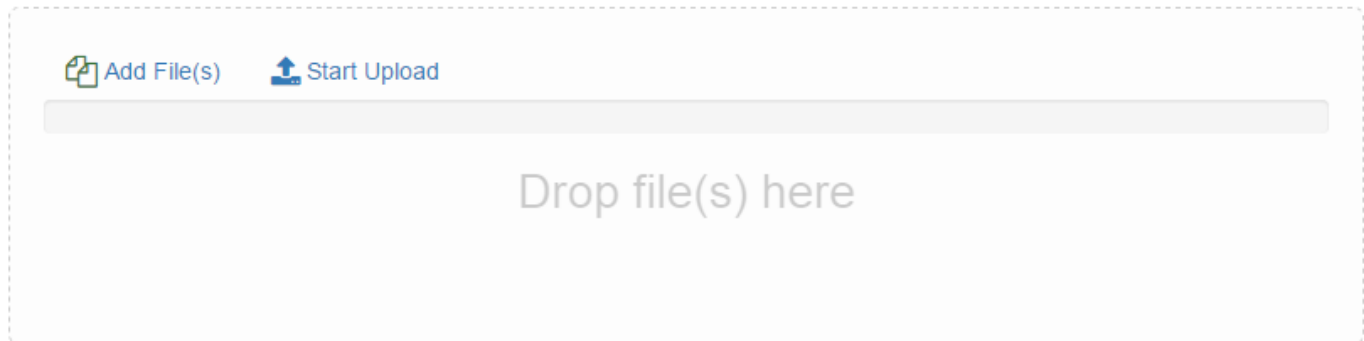
## Upload Method 1: Add Files

The Add Files method allows you to navigate to and select any documents available on your computer.

**Note:** Single monitor users may prefer this method over the drag and drop method.

- Click the **Add Files** link.

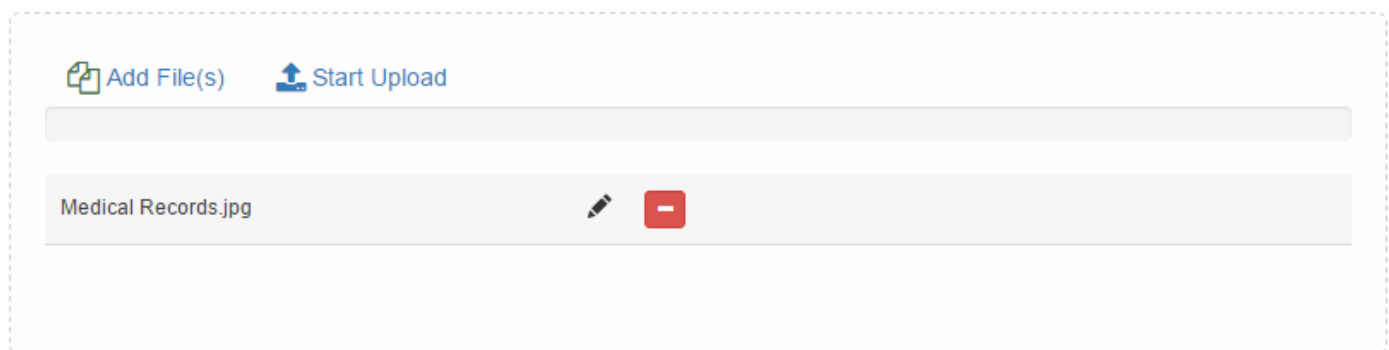
### Upload



The Open dialog box appears.

- Navigate to and select the documents you want to upload.
- Click the **Open** button.
- The documents to be uploaded are displayed in the **Upload** section.

### Upload



- Click the **Start Upload** link.  
The status of the upload is indicated by a green progress bar.
- When the documents have been uploaded to the Portal, the page will refresh and the documents will appear in the **Available Documents** section.

## Upload Method 2: Drag and Drop

The Drag and Drop method allows you to drag and drop the documents to the upload section.

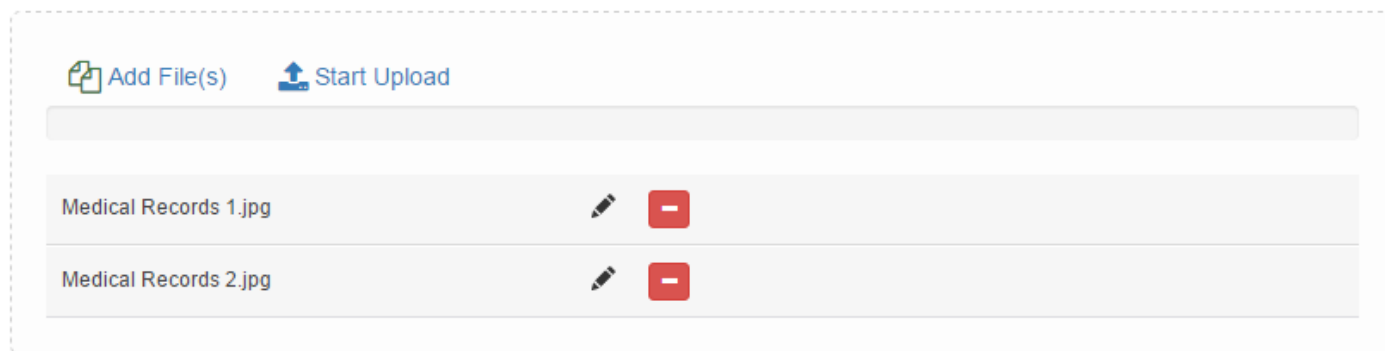
**Note:** People using more than one monitor may prefer this method over the Add Files method.

- Locate the documents you want to upload and drag and drop them onto the **Drop files here** area. The documents to be uploaded are displayed in the **Upload** section.
- Click the **Start Upload** link. The document upload is indicated by a green progress bar.
- When the documents have been uploaded to the Portal, the page will refresh and the documents will appear in the **Available Documents** section.



### Edit the file name or delete document before upload

Prior to being uploaded, all documents are displayed in the Upload section with an edit icon and a delete icon.

#### Upload



The screenshot shows the 'Upload' section of a portal. At the top, there are two buttons: 'Add File(s)' with a file icon and 'Start Upload' with an upload icon. Below these is a light gray progress bar. Underneath the progress bar is a table-like structure with two rows, each representing a file being uploaded. The first row is for 'Medical Records 1.jpg' and the second for 'Medical Records 2.jpg'. To the right of each filename are two icons: a pencil icon for editing and a red square with a white minus sign for deleting.

- To edit the file name of a document before uploading, click the **Edit** icon . An editable text field is displayed.
- Enter a new name for the document and click anywhere outside of the text field to save your changes.
- To delete a document from the upload, click the **Delete** icon . The document is removed from the Upload section.

## Event Log tab

The event log records all actions taken in the case including who viewed the case, and who uploaded documents and when.

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### Case Listing and Details

Cases in Request For Information Status

Case# CM13-0003146

Case Summary

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Case Events/Audit Log

Event Date	Event By	Event Type	Description
06/30/2016 06:08:36 PM	James Freely	Case View	
06/27/2016 03:54:43 PM	James Freely	Case View	
06/27/2016 08:21:58 AM	James Freely	Item Download	Redacted Med Recs CM13-0003146/20.5000.214/e72ba9470900953f90a8
06/27/2016 08:20:05 AM	James Freely	Item Download	Redacted Med Recs CM13-0003146/20.5000.214/e72ba9470900953f90a8
06/27/2016 08:19:59 AM	James Freely	Item Download	Redacted Med Recs CM13-0003146/20.5000.214/e72ba9470900953f90a8
06/27/2016 08:19:53 AM	James Freely	Case View	
06/22/2016 12:02:40 PM	caseadmin caseadmin	Item Download	Redacted Med Recs CM13-0003146/20.5000.214/e72ba9470900953f90a8
06/22/2016 12:02:40 PM	caseadmin caseadmin	Case View	
06/22/2016 12:02:30 PM	Upload Services	Item Uploaded	Redacted Med Recs CM13-0003146/20.5000.214/e72ba9470900953f90a8
06/22/2016 12:02:24 PM	James Freely	Item Upload	Redacted Med Recs CM13-0003146/20.5000.214/e72ba9470900953f90a8

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1

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10

items per page

1 - 10 of 14 items

## Notifications tab

The Notifications tab displays a set of criteria that users may select to receive notifications through email or phone text when specific events occur in the Portal.

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### Case Listing and Details

Cases in Request For Information Status >

Case# CM13-0003146

Case Summary

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⚙ Notification Setup

Notification Type	Email	Text/SMS
When a New Document is Added	<input type="checkbox"/>	<input type="checkbox"/>
When another User is Invited	<input type="checkbox"/>	<input type="checkbox"/>
When the Case status Changes	<input type="checkbox"/>	<input type="checkbox"/>
When this Case viewed by a User	<input type="checkbox"/>	<input type="checkbox"/>
When an Appeal submission deadline is approaching	<input type="checkbox"/>	<input type="checkbox"/>

Registered Email Address

james.freely@freelance.com

Registered Phone Number

703-555-8500

📅 Notifications Log

No Notification(s) available for the case at this moment!

## Types of notifications

You may elect to be notified for any of the following events:

- When a new document is uploaded
- When another user is invited
- When the case status changes
- When the case is viewed by a user
- When an appeal submission deadline is approaching

## Select a notification

- Click on any **Email** or **Text/SMS** check box associated with the notification you want. Email notifications will be sent to the email address you use to login to the Portal.
- To receive Text/SMS notifications, enter the phone number in the Registered Phone Number field.



## Upload documents to one or more cases

To upload documents to one or more cases without opening a specific case, click **Documents** in the Top Menu or the **Documents** module on the Home page. The **Documents** page is displayed.

You may upload documents to one or more cases in the following ways:

- Automated document uploading using named documents
- Manual document uploading to using document linking
- Automated document uploading to using named folders

**Notes:** Review the instructions under **Documents tab** for further details about the upload interface and methods.

### Automated document uploading using named documents

The Portal will automatically upload documents to the correct cases when the document file name begins with the case number.

**Example:** If the document file name is formatted as **CM16-0001234 Medical Records**, the Portal will upload the document to case CM16-0001234. There must be a space between the case number and any text that follows.

**Do not use any characters between the case number and any text that follows.**

If your documents have been prepared using named documents, do the following:


- Use either the Add Files or Drag and Drop method to add documents to the **Upload** section.
- Click the **Start Upload** link.  
The status of the upload is indicated by a green progress bar.
- When the documents have been uploaded to the Portal, the page will refresh and the documents will appear in the **Available Documents** section.

## Manual document uploading using document linking

If your documents have not been prepared using named documents, the Portal will ask you to link the documents to specific cases.

- Use either the Add Files or Drag and Drop method to add documents to the **Upload** section.
- Click the **Start Upload** link.  
The **Upload File Information** dialog will be displayed.
- Select the check boxes that correspond with the documents you want to link to a case.
- Enter the case number in the Link Selected Documents to Case# text box.


### Upload File Information





You can select one or more documents and enter the case number they belong to and click **Link**. Once documents are linked to their appropriate cases, select **Start Upload**.

<input type="checkbox"/> File Name	Status
<input checked="" type="checkbox"/> Medical Records 1.jpg	✖ Unable to parse the filename, check name format

Link Selected Documents to Case #

 Link

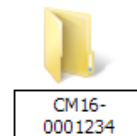
 Start Upload  Cancel

- Click the **Link** button.  
The document status changes to **Document Linked to case for upload**.
- If you have more than one document you want to upload to more than one case, repeat selecting and linking any remaining documents.
- Click the **Start Upload** button.  
The status of the upload is indicated by a green progress bar.
- When the documents have been uploaded to the Portal, the page will refresh and the documents will appear in the **Available Documents** section.

## Automated document uploading using named folders

If you have one or more documents to upload to one or more cases and you are not using named documents, create a folder with the case number, add all documents intended for that case into the named folder, and upload the entire folder. All documents contained in the named folder will be uploaded to the case.

- Create a folder and name the folder with case number.
- Add any documents intended for the case into the folder.
- Use either the Add Files or Drag and Drop method to add one or more named folders to the **Upload** section.
- Click the **Start Upload** link.  
The status of the upload is indicated by a green progress bar.
- When the documents have been uploaded to the Portal, the page will refresh and the documents will appear in the **Available Documents** section.



## Documents Uploaded by You

All documents uploaded by you are recorded in the **Documents Uploaded by You** section.

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HomeCasesDocuments

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Documents

You can upload documents in batch to multiple cases if the document names conform to a prescribed naming convention. The document name must start with the case number. You can select one or more files or directories and submit. The system will then provide you with confirmation if it is able to associate each document with the related case. Note that you can also upload the documents directly into a case under the Cases screen.

Upload

Documents Uploaded by You

Name	View	Type	DCN	Case	Creation Date	Size	
Medical Records 1		Medical Records		<a href="#">CM13-0003146</a>	06/30/2016 11:0...	493.6 ...	
Medical Records		Medical Records		<a href="#">CM13-0003146</a>	06/30/2016 06:5...	493.6 ...	
Redacted Med Recs CM1...		Medical Records	900000464	<a href="#">CM13-0003146</a>	06/22/2016 12:0...	1.4 MB	
Redacted Med Recs 2		Medical Records	900000463	<a href="#">CM13-0003105</a>	06/22/2016 12:0...	1.4 MB	
Redacted Med Recs		Medical Records	900000462	<a href="#">CM13-0003106</a>	06/22/2016 12:0...	1.4 MB	
Redacted Med Recs 2		Medical Records	900000461	<a href="#">CM13-0003106</a>	06/22/2016 12:0...	1.4 MB	
Folder Medical Records_R...		Medical Records	900000460	<a href="#">CM13-0003106</a>	06/22/2016 12:0...	1.4 MB	
Folder Medical Records T...		Medical Records	900000459	<a href="#">CM13-0003106</a>	06/22/2016 12:0...	1.4 MB	
Redacted Med Recs		Medical Records	900000458	<a href="#">CM13-0003105</a>	06/22/2016 12:0...	1.4 MB	
Redacted Med Recs CM1...		Medical Records	900000457	<a href="#">CM13-0003106</a>	06/22/2016 11:5...	1.4 MB	

«

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3

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10 items per page

1 - 10 of 26 items