

How to Submit an Out-of-Cycle Claim Update or Reimbursement Request

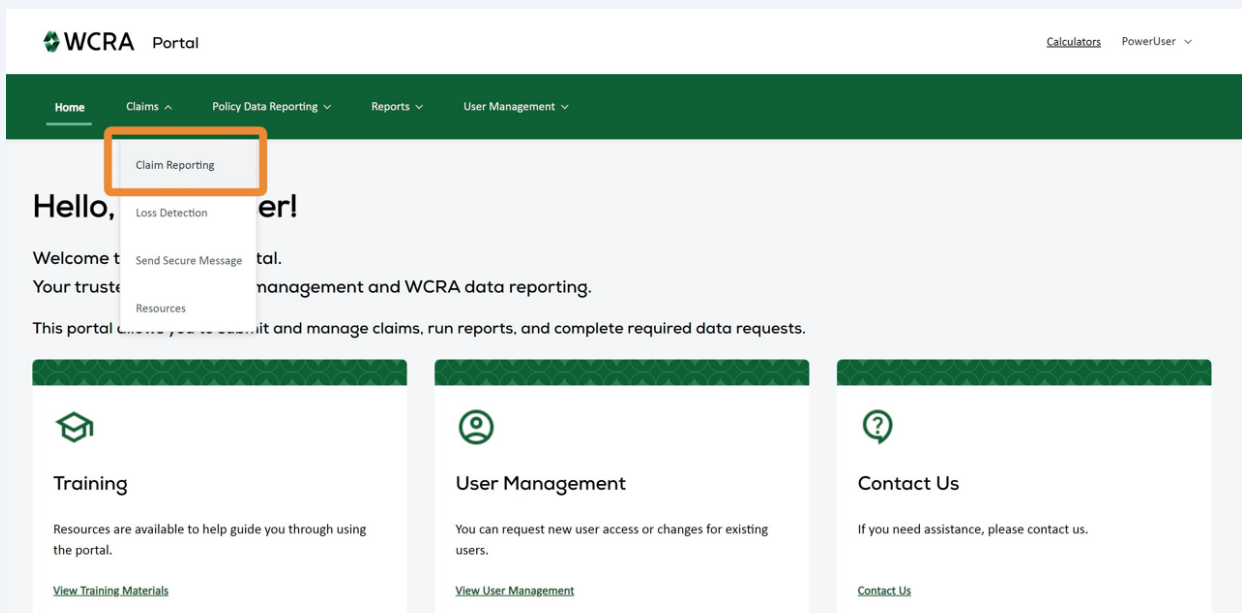


1

If there isn't an existing update request, you can create an Out-of-Cycle claim update or reimbursement request.

2

After logging into the portal, navigate to Claim Reporting (Claims>>Claim Reporting).



3 Click on the "All Claim" tile to locate the claim.

The screenshot shows the WCRA Portal interface. At the top, there is a navigation bar with 'Home', 'Claims', 'Policy Data Reporting', 'Reports', and 'User Management'. Below this is a 'Claims' section with a 'Report New Claim' button. A row of statistics tiles is displayed: '594 Past Due Updates', '0 Claim Updates', '25 Reportable Files', '26460 Unread Correspondence', '24679 Unread Reimbursements', '85 Draft', and '28643 All Claims'. The '28643 All Claims' tile is highlighted with an orange border. Below the tiles are filters for 'Member' and 'TPA', both set to 'All'. There is also an 'Accident Date' field and an 'Assigned To' dropdown. A search bar labeled 'Search Claim # or Name' is present, along with 'Filter' and 'Reset' buttons. A table below shows a list of claims with columns for Member Claim #, WCRA Claim #, Due Date, Injured Worker Name, Date of Injury, Member Name, TPA, and Assigned To. Two rows are visible, each with a 'Resume Update' or 'Update Claim' button.

4 Use the filters to locate the claim. Note: The "Search Claim # or Name" can be used to find the Member Claim #, WCRA Claim #, or Injured Worker name.

This screenshot shows the same WCRA Portal interface as above, but with the filter section highlighted by an orange border. The filter section includes 'Member' and 'TPA' dropdowns, both set to 'All'. Below these is a 'WCRA Claim Status' dropdown set to 'All'. A search bar labeled 'Search Claim # or Name' is also present, along with 'Filter' and 'Reset' buttons. The statistics tiles are now all highlighted in green, with '28643 All Claims' being the largest. The table below shows a list of claims with columns for Member Claim #, WCRA Claim #, Update Due, Injured Worker Name, Date of Injury, WCRA Claim Status, Member Name, and TPA. Two rows are visible, each with a 'Resume Update' or 'Update Claim' button.

5 After the filter criteria has been entered, click "Filter" to show the results.

The screenshot shows the WCRA Portal Claims page. At the top, there is a navigation bar with 'Home', 'Claims', 'Policy Data Reporting', 'Reports', and 'User Management'. Below this, the 'Claims' section is displayed, including a 'Report New Claim' button and a summary of claim statistics: 594 Past Due Updates, 0 Claim Updates, 25 Reportable Files, 26460 Unread Correspondence, 24679 Unread Reimbursements, 85 Draft, and 28643 All Claims. Filter criteria are set for Member (All), TPA (All), and WCRA Claim Status (All). A search box contains '15850' and a 'Filter' button is highlighted with an orange box. Below the filters is a table with columns: Member Claim #, WCRA Claim #, Update Due, Injured Worker Name, Date of Injury, WCRA Claim Status, Member Name, and TPA. The first row is highlighted in yellow, showing a Member Claim # of 01, a WCRA Claim # of 01, and a status of Open.

6 In the table, click in the Member Claim # to view the claim details.

This screenshot is identical to the previous one, but the 'Filter' button is no longer highlighted. In the table, the 'Member Claim #' column for the first row is highlighted with an orange box, showing the value '01'. Below the table, it indicates '1 to 1 of 1 Items' and provides a link to 'Show all records'. At the bottom of the page, there is a footer with copyright information and links for 'Legal Disclaimer', 'Privacy', 'Terms of Use', 'FAQs', and 'Contact Us'.

7 On the claim detail screen, click "Update Claim / Request Reimbursement"

The screenshot shows the WCRA Portal interface. At the top, there is a navigation bar with 'Home', 'Claims', 'Policy Data Reporting', 'Reports', and 'User Management'. The main content area is titled 'Claim Reporting > All > View Claim Detail'. Below this, there is a table with the following data:

Member Name	Member Claim #	Date of Injury	Multiple Injured Workers	Last Claim Update
	01 1		No	
WCRA Claim #	WCRA Claim Status	Retention Amount	Estimated % To Retention Over Retention	
15850	Open	\$ 1.00		

Below the table, there are tabs for 'WCRA Claim Detail', 'Reporting History', 'Reimbursements', and 'Correspondence'. The 'WCRA Claim Detail' tab is active, showing a 'Claim Data' section with links for 'WCRA Claim Detail', 'Indemnity Benefits', and 'Additional Information'. A 'Download PDF' link is also present. The 'Personal Information' section is partially visible.

The 'Update Claim / Request Reimbursement' button is highlighted with an orange box.

8 You can the decide to provide either a claim update or request a reimbursement.

The screenshot shows the WCRA Portal interface for the 'Claim Update' page. The navigation bar is the same as in the previous screenshot. The main content area is titled 'Claim Reporting > All > Claim Update'. Below this, there is a 'Claim Update' section with the following text:

WCRA Members are required to provide periodic updates on open Minnesota Workers' Compensation claims.

If this claim is **closed** and **no additional payments** have been made since the last update, click [here](#).

If this claim is **open** and **no additional payments** have been made since the last update, click [here](#).

If this claim is no longer administered by your organization, click [here](#).

The 'Update Claim' and 'Request Reimbursement' buttons are highlighted with an orange box.

For questions about claim updates, contact [WCRA](#).

Please Note: Failure to report the requested information by the indicated due date above will result in notification to the designated delinquent claim reporting contact for Land O'Lakes.

< Back

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9

If you "Save & Exit" during the Claim Update or Request Reimbursement process, the in process update or request can be found by searching the drafts.

The screenshot shows the WCRA Portal interface. At the top, there is a navigation bar with 'Home', 'Claims', 'Policy Data Reporting', 'Reports', and 'User Management'. Below this is a 'Claims' section with a 'Report New Claim' button. A summary row displays various claim statistics: 594 Past Due Updates, 0 Claim Updates, 25 Reportable Files, 26460 Unread Correspondence, 24679 Unread Reimbursements, 85 Draft (highlighted with an orange arrow), and 28643 All Claims. Below the summary is a search and filter section with dropdowns for Member and TPA, a date field for Accident Date, and a dropdown for Assigned To. A search box contains '15850'. A table below shows a list of claims with columns for Member Claim #, WCRA Claim #, Injured Worker Name, Date of Injury, Member Name, TPA, Assigned To, and Draft Type. The table has two rows, each with 'Resume' and 'Delete Draft' buttons.

10

From Draft, you can either resume the Claim Update or Reimbursement Request, or delete the draft.

This screenshot shows the same WCRA Portal interface as the previous one, but with search results. The search box now contains '15850'. The table below shows a single row of results for a draft claim. The 'Draft Type' column has two buttons: 'Resume' and 'Delete Draft', which are highlighted with an orange box. The table headers are: Member Claim #, WCRA Claim #, Injured Worker Name, Date of Injury, Member Name, TPA, Assigned To, and Draft Type.