Virginia Workers' Compensation Commission

WebFile Guide for

Professional Employer Organizations

How to Navigate through WebFile

VER 2019.1

WELCOME

Welcome to the Virginia Workers' Compensation Commission's WebFile application.

The Commission created WebFile to assist its customers in easily accessing, viewing and managing their claim record.

This guide provides the information and instructions necessary for navigating this web-based claim management tool.

While the guide may be printed, it is recommended that the guide be utilized electronically due to updates and revisions.

Questions regarding WebFile processes should be directed to the Commission at **1-877-664-2566** or please visit http://www.workcomp.virginia.gov/WebFile/WebFile-support and complete a WebFile Support Request.

TABLE OF CONTENTS

WebFile OVERVIEW 3
WebFile SECURITY 4
WebFile ROLE OVERVIEW 5
WebFile ACCESS AND REGISTRATION OVERVIEW 6
REQUEST ACCESS 7
WebFile LOGIN AND WEBFILE ENROLLMENT 8
CHANGE PASSWORD 11
PASSWORD RESET 14
ACCESSING A PEO 16
- REGISTRATION APPLICATION COMPLETION 17
- ENTERING PEO PRIMARY CONTACT INFORMATION 19
- VALID COVERAGE 20
- INSURANCE COVERAGE 21
- VALIDATION 22
- SAVE INFORMATION 22
- SUBMIT APPLICATION 22
- REMINDERS AND APPLICATION DELETION 23
- APPLICATION REVIEW AND APPROVAL 23

MANAGE PEO DETAILS 24
- ADDING A PARENT COMPANY 26

MANAGE CONTACTS 27
MANAGE COVERAGE INFORMATION 28
- MANAGING PEO COVERAGE 29
- MANAGING CLIENT COVERAGE 31
- TERMINATING COVERAGE 33

REGISTERING AND MANAGING CLIENTS 34
- ADDING A CLIENT 35
- INCOMPLETE CLIENT REGISTRATIONS 37
- TERMINATING A CLIENT RELATIONSHIP 37
- EDITING A CLIENT 39
- MANAGING CONTRACT DATA 40

MANAGING ANNUAL REPORT FILING DATA 41
- FILING AN ANNUAL REPORT 42

WebFile SUPPORT 44

WebFile OVERVIEW

WebFile is a comprehensive Claims Management system accessible to most of the Commission's stakeholders – Claimants, Claim Administrators, Claim Managers, and Attorneys. The system has been built so that each of these customers can, based on their roles, view claims records and manage key claims transactions online.

PEO WebFile is a comprehensive registration and reporting system launched by the Virginia Workers' Compensation Commission in 2010 to centralize PEO filings. Please be aware that PEO Users are required to perform all registration and reporting to the Commission through PEO WebFile, therefore, gaining familiarity with the online tool is important. PEO filings in PEO WebFile include all of the following:

- PEO registration
- Filing coverage information for the PEO and for clients
- Client registration and termination
- Annual Report filing

WebFile SECURITY

The WebFile system uses a variety of security protocols to help ensure that case records remain confidential. A key component of this structure (which governs access rights) is username and password.

USERNAME

All WebFile users will have individual usernames. The username cannot be changed after the registration and activation process is complete.

PASSWORDS

All users are required to use a password along with the username. The initial password will be set up by the Commission. The user will then set up a new password at the time of registration.

Password Criteria

- ✓ Must be at least 8 characters in length.
- ✓ Must have at least one number.
- ✓ Must have at least one letter.
- ✓ Must contain one special character (i.e., @, #).
- ✓ Password will expire every 90 days and will not be re-usable for 12 months.

TIMEOUT FEATURE

The system has been set up with a 45-minute timeout feature. If there is no activity within 45 minutes, the user will receive a message notifying them that they need to extend the session in WebFile to continue their session.

IMPORTANT

Entering data is still viewed by the system as being idle—users who take longer than 45 minutes to submit data or to conduct other transactions will be automatically logged off of the system, and all information not saved or submitted will be lost.

WebFile ROLE OVERVIEW

A PEO WebFile User refers to an individual that is authorized to act on behalf of a PEO and applies for and is granted User access through the Commission. The Commission sends out routine and individualized PEO notices, including compliance notices, to WebFile Users via email, therefore a current and accurate listing of a PEO's WebFile Users and their contact information is required at all times.

The PEO is responsible for:

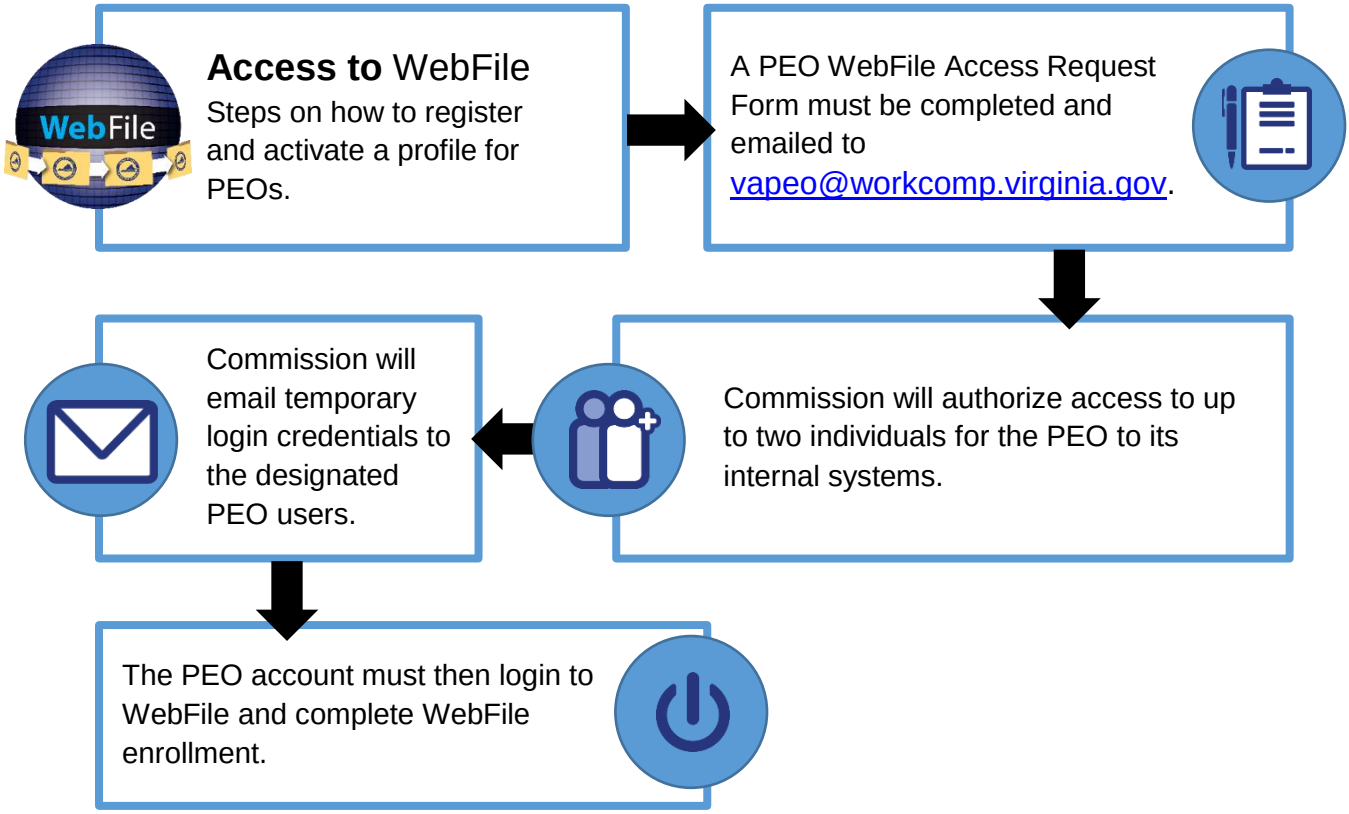
- ✓ Maintaining at least one active PEO WebFile User for the PEO at all times
- ✓ Ensuring that all PEO WebFile Users listed for the PEO with the Commission are current and active and the e-mail addresses accurate
- ✓ Notifying the Commission of any change, discontinuance or addition in PEO WebFile Users, so that the Commission can take appropriate action to deactivate a User, modify a name, e-mail or take other action that may be required

IMPORTANT

For Clients, PEOs are asked to know their Clients, the nature of their business and whether they hire subcontractors to assist in the work of the Client's business. If so the PEO should be requesting the Client obtain separate coverage for their Statutory Employer liability.

WebFile ACCESS AND REGISTRATION OVERVIEW

Below is a brief overview of the WebFile registration process.



IMPORTANT

If you have not received your login and temporary password, submit an email to vapeo@workcomp.virginia.gov.

REQUEST ACCESS

The first step to using PEO WebFile is obtaining access. The PEO WebFile Access Request Form must be completed to ensure that all attorneys from a firm who may need WebFile access are added to and maintained in the Commission's database.

A PEO may request WebFile access for up to two users. Please note, when requesting user access that all users that obtain access will receive all notices generated by the Commission for that PEO.

PEO ACCESS FORM

This form is located on the Virginia Workers' Compensation Commission website:

http://www.workcomp.virginia.gov/sites/default/files/forms/PEO-Access-Form.docx

- ✓ Make sure that the form is filled out **entirely**.
- ✓ Information that is omitted will stall the registration process.
- ✓ A FEIN (Federal Employer Identification Number) is mandatory.

Submit the form to the below email address:

vapeo@workcomp.virginia.gov

CHECK EMAIL

When a PEO requests WebFile access, an e-mail is sent from the Commission notifying them that they have access to WebFile and will be provided a temporary password.

WebFile LOGIN AND WEBFILE ENROLLMENT

This section covers the online registration within WebFile as the PEO.

IMPORTANT

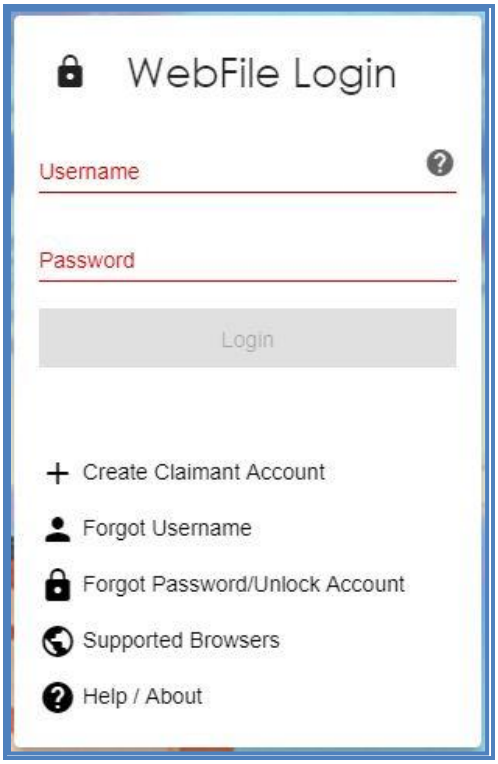
You should have received your logon and temporary password via email. If you have not, then submit an email to vapeo@workcomp.virginia.gov.

STEPS TO COMPLETE

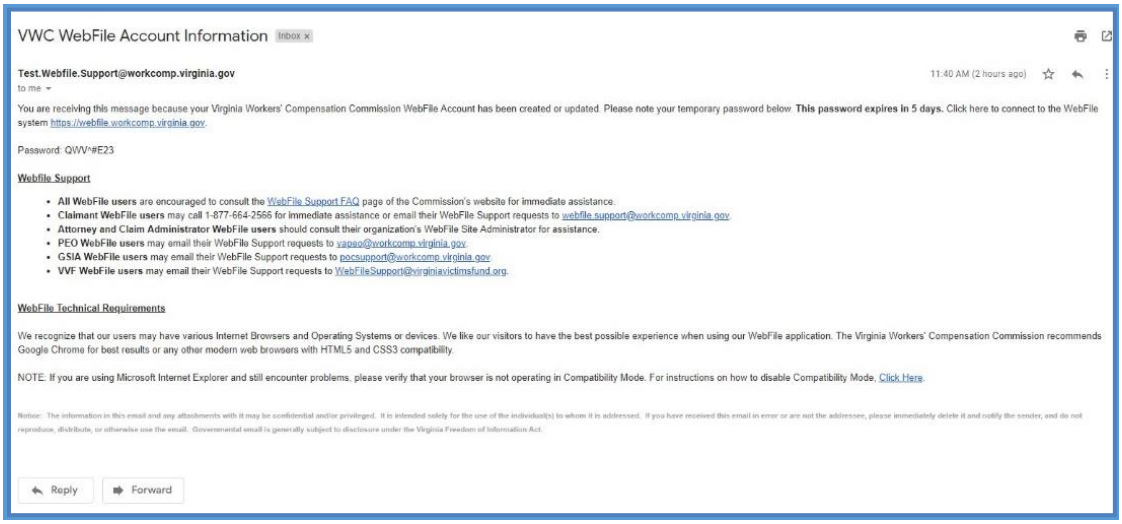
1. Go to the WebFile website at:

   http://webfile.workcomp.virginia.gov/

2. Enter your login username and password.



3. The first time you log in you will need to complete the WebFile enrollment page.
4. Set up a new password. Make sure to create a password using the criteria set forth above.
5. Select three security questions that you will remember.
6. Enter your information.
7. Check the box to accept the Terms and Conditions.
8. Click the “Save” to save your WebFile account information.
9. A confirmation message will appear.
10. An email will be sent to the address indicated which contains a temporary password. **This password will expire in 5 days.** Check your inbox. The email could also be in a spam or junk folder.



VWC WebFile Account Information Inbox ×

Test.Webfile.Support@workcomp.virginia.gov 11:40 AM (2 hours ago)
to me

You are receiving this message because your Virginia Workers' Compensation Commission WebFile Account has been created or updated. Please note your temporary password below. **This password expires in 5 days.** Click here to connect to the WebFile system https://webfile.workcomp.virginia.gov.

Password: QWV^#E23

Webfile Support

- **All WebFile users** are encouraged to consult the WebFile Support FAQ page of the Commission's website for immediate assistance.
- **Claimant WebFile users** may call 1-877-664-2566 for immediate assistance or email their WebFile Support requests to webfile.support@workcomp.virginia.gov.
- **Attorney and Claim Administrator WebFile users** should consult their organization's WebFile Site Administrator for assistance.
- **PEO WebFile users** may email their WebFile Support requests to vapeo@workcomp.virginia.gov.
- **GSIA WebFile users** may email their WebFile Support requests to pocsupport@workcomp.virginia.gov.
- **VVF WebFile users** may email their WebFile Support requests to WebFileSupport@virginiavictimsfund.org.

WebFile Technical Requirements

We recognize that our users may have various Internet Browsers and Operating Systems or devices. We like our visitors to have the best possible experience when using our WebFile application. The Virginia Workers' Compensation Commission recommends Google Chrome for best results or any other modern web browsers with HTML5 and CSS3 compatibility.

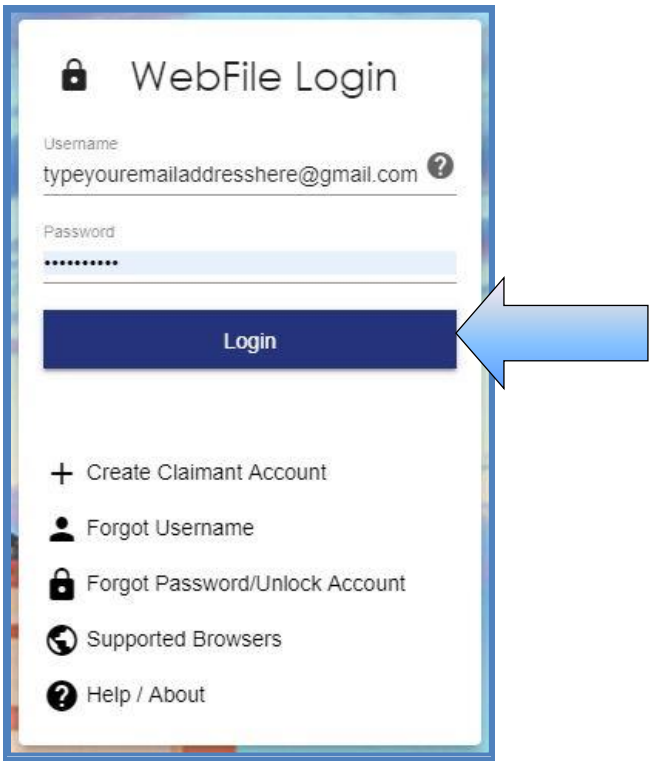
NOTE: If you are using Microsoft Internet Explorer and still encounter problems, please verify that your browser is not operating in Compatibility Mode. For instructions on how to disable Compatibility Mode, Click Here.

Notice: The information in this email and any attachments with it may be confidential and/or privileged. It is intended solely for the use of the individual(s) to whom it is addressed. If you have received this email in error or are not the addressee, please immediately delete it and notify the sender, and do not reproduce, distribute, or otherwise use the email. Governmental email is generally subject to disclosure under the Virginia Freedom of Information Act.

Reply Forward

11. Once you have gotten the temporary password email, go to the WebFile website.
12. Since this is the first time logging into WebFile, enter the registered email address (as your username) and the temporary password.

13. Click the “Login” button.



14. Create a new password.
15. The current password on this screen is the temporary password that was just sent. Create a new password based on the following criteria:
    - ✓ Must be at least 8 characters in length.
    - ✓ Must have at least one number.
    - ✓ Must have at least one letter.
    - ✓ Must contain one special character (i.e., @, #).

16. Select and answer three security questions. These questions will assist you in case you are ever locked out of the system or forget your password.
17. Review the Terms and Conditions by clicking on the “Terms and Conditions” link in the bottom left hand corner.
18. After reviewing, check the box to accept the Terms and Conditions.
19. Click “Save” to complete your registration.
20. Confirmation message verifying your successful registration is displayed.
21. Click the “OK” button.
22. Log back in to WebFile with the new username and password.

CHANGE PASSWORD

This section covers changing a password after a profile has been created.

BEFORE YOU GET STARTED

Remember the WebFile *Password Criteria:*

- ✓ *Must be at least 8 characters in length.*
- ✓ *Must have at least one number.*
- ✓ *Must have at least one letter.*
- ✓ *Must contain one special character (i.e., @, #).*
- ✓ *Password will expire every 90 days and will not be re-usable for 12 months.*

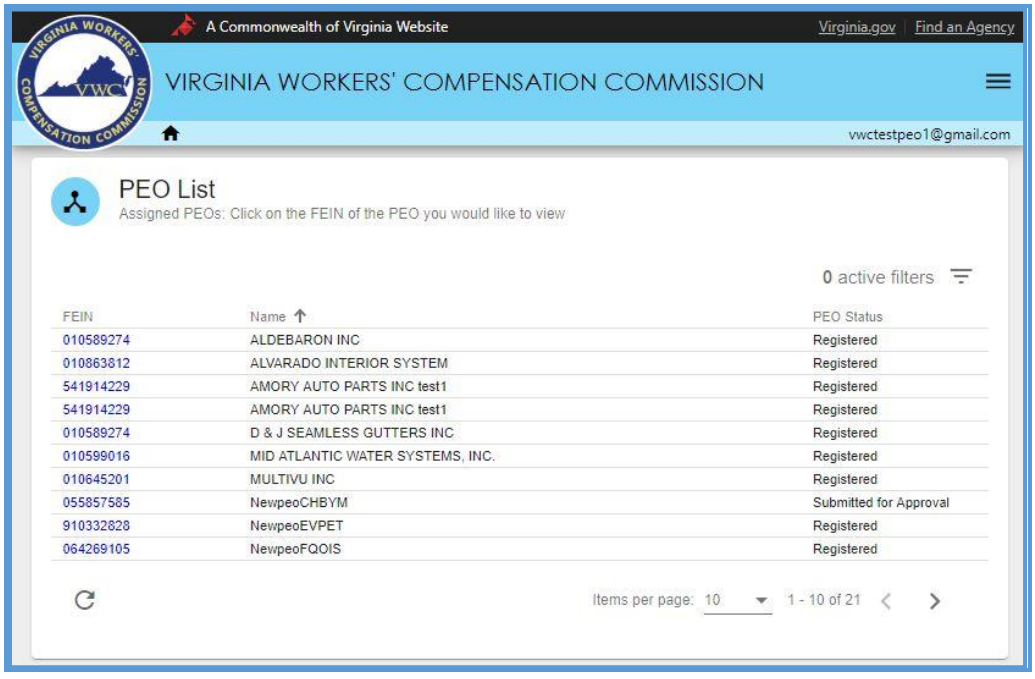
STEPS TO COMPLETE

1. Go to the WebFile website at:

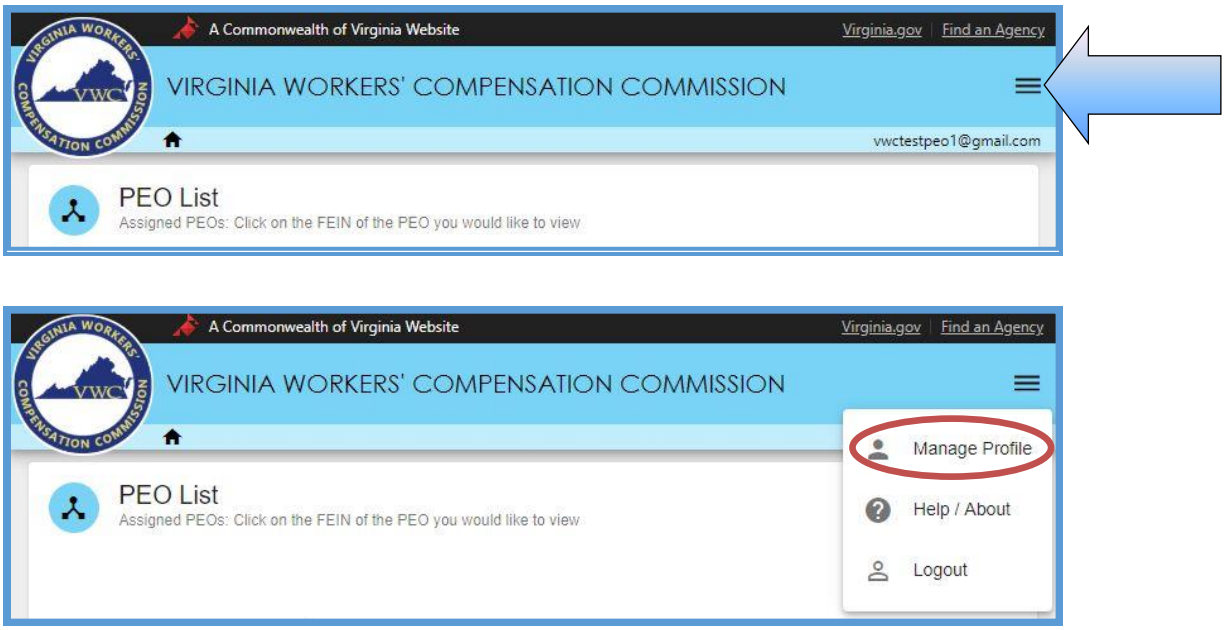
   https://webfile.workcomp.virginia.gov

2. Enter username and password.
3. Click the “Login” button.

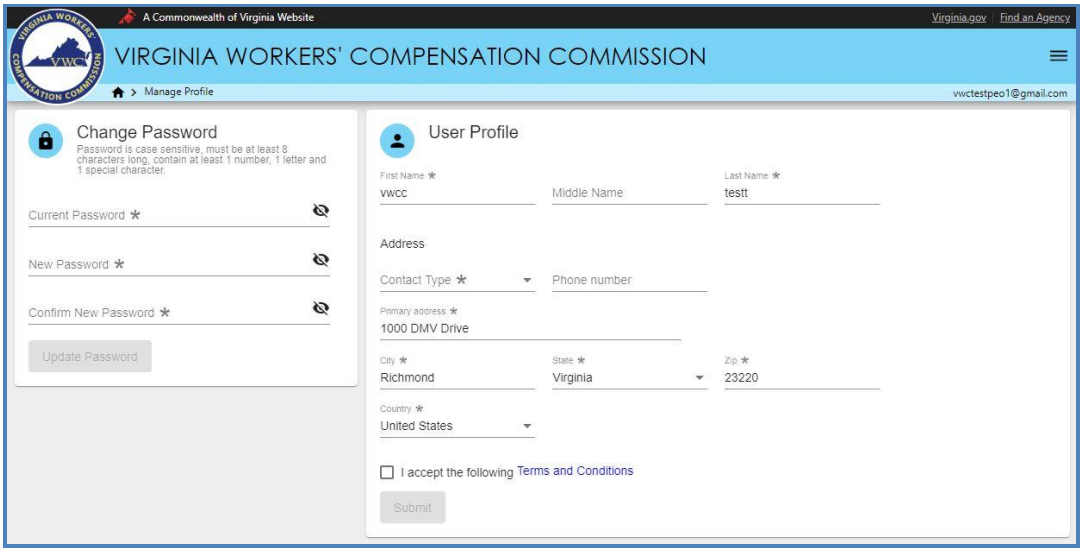
WebFile Home Interface



4. Click the menu (☰) dropdown in the top right and select “Manage Profile.”

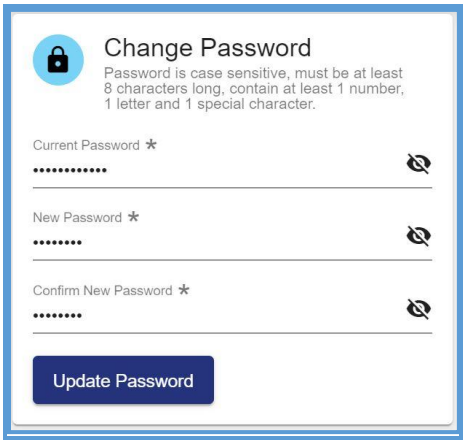


Manage Profile Interface

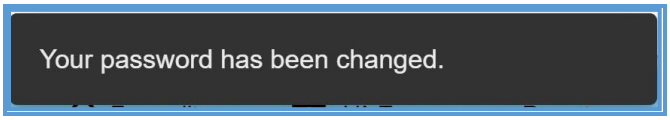


5. Go to the “Change Password” section.
6. Enter the current profile password.

7. Enter and confirm the new password.
8. Click the “Update Password” button.



9. A confirmation message will appear.



If you have any questions, contact the Commission at **1-877-664-2566** or vapeo@workcomp.virginia.gov.

PASSWORD RESET

This section covers how to reset a password.

BEFORE YOU GET STARTED

Remember the WebFile *Password Criteria:*

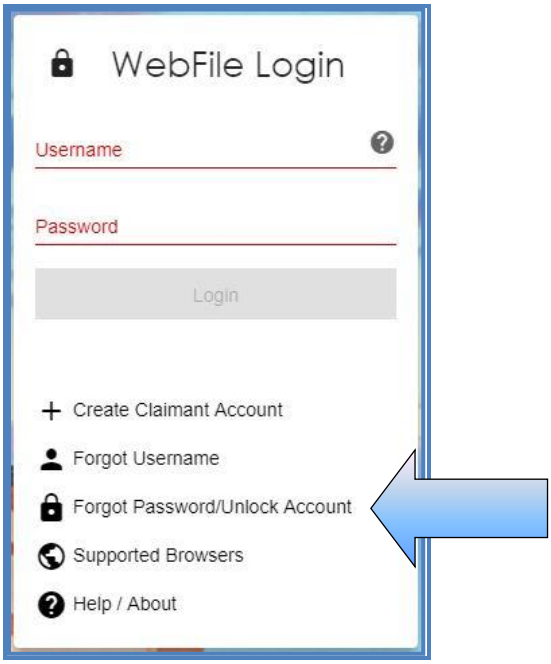
- ✓ *Must be at least 8 characters in length.*
- ✓ *Must have at least one number.*
- ✓ *Must have at least one letter.*
- ✓ *Must contain one special character (i.e., @, #).*
- ✓ *Password will expire every 90 days and will not be re-usable for 12 months.*

RESET A FORGOTTEN PASSWORD

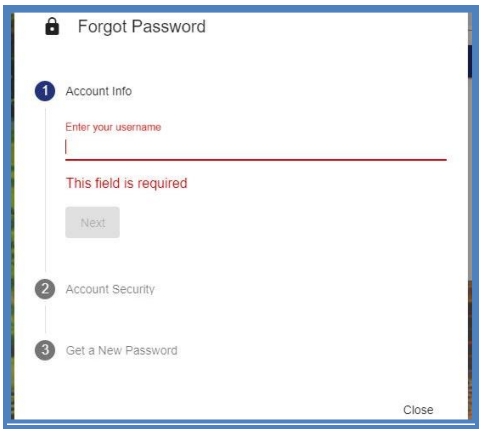
STEPS TO COMPLETE

On the log in screen, you have the option to request a new password.

1. Click on the “Forgot Password/Unlock Account” link.

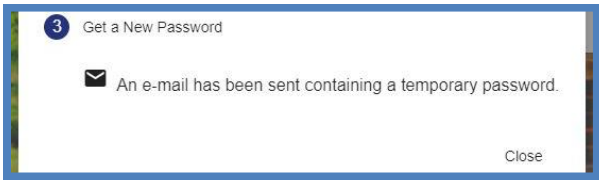


2. Enter your username and click the “Next” button.



3. Answer the three security questions from initial registration and click the “Next” button. Answers are case sensitive. If you cannot remember your answers, contact vapeo@workcomp.virginia.gov.

4. A confirmation message will appear and an email will be sent.



5. Retrieve the email from noreply@workcomp.virginia.gov containing the new, temporary password. **This password will expire in 5 days.** The email could also be in a spam or junk folder.
6. After logging in with your username and temporary password, you will be required to create a new permanent password and set up three new security questions.

If you cannot remember the answers to your security questions, contact the Commission at **1-877-664-2566** or vapeo@workcomp.virginia.gov.

ACCESSING A PEO

This section covers how to complete a PEO Registration in WebFile. PEO Registration should be completely timely, within 30 days of initial access. All requested information must be provided and coverage compliance must be met in accordance with Virginia Code 65.2-804 in order to complete registration and allow submission of the registration application to the Commission for review and potential approval.

BEFORE YOU GET STARTED

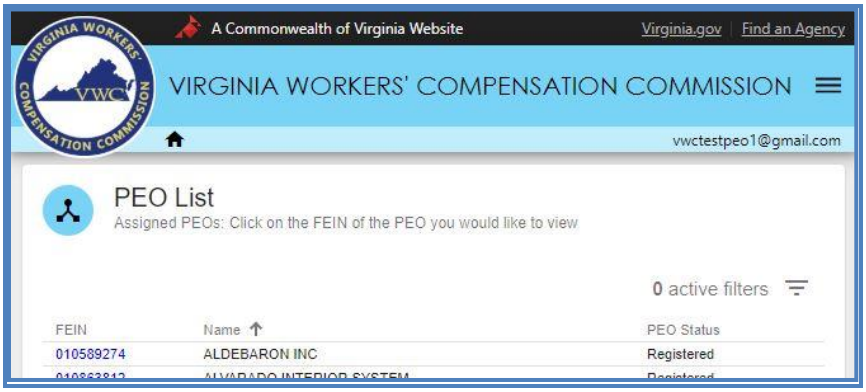
A PEO must be enrolled in PEO WebFile with the Commission.

STEPS TO COMPLETE

1. Go to the WebFile website at:

   https://webfile.workcomp.virginia.gov

2. Enter username and password.
3. Click the “Login” button.
4. Select the PEO to register by clicking the Federal Employer Identifier Number (FEIN) link (PEOs who have registered multiple PEO FEINs with the Commission will see multiple rows).



5. User is required to read and accept the Regulations.
6. Click the “Ok” button.

REGISTRATION APPLICATION COMPLETION

Note: In order to complete registration it is necessary to enter and “Save” all required information in the PEO Summary section, then proceed to complete the “Contacts” and “Coverage” sections. Not until ALL required information is entered and validated will you see a “Submit” button. You must save all information then select the “Submit” button in order to submit the registration for approval.

1. PEO Name (required field)
2. PEO Legal Status (required field)
3. Approximate number of direct PEO employees in Virginia (required field)

4. Approximate number of client co-employees in Virginia (required field)

Note: PEO is required to register coverage information when the sum total of its direct employees and co-employees is greater than two.

5. Parent Company – If the PEO has a Parent company, additional parent company information and submission of the parental guarantee is required

   The Commission may require any business entity having a controlling ownership interest in or sharing common ownership with a PEO providing professional employer services in the Commonwealth to guarantee, in a form prescribed by the Commission, performance of all obligations pursuant to this title, including the payment of workers' compensation benefits.

A PEO with a parent company is required to complete all of the following:

- Parent Company Name
- Parent Company Federal Employer Identification Number (FEIN)
- Parent Company Street Address Line 1
- Parent Company City
- Parent Company State
- Parent Company Postal Code
- Country International Addresses

6. Bureau of Insurance data:

   1) Registered with BOI as a Multiple Employer Welfare Arrangement (MEWA)? (If the answer is yes, then enter assigned number in required field)
   2) Currently provides health benefits or health care services? (required field)
   3) Plans to offer health benefits or health care services? (required field)

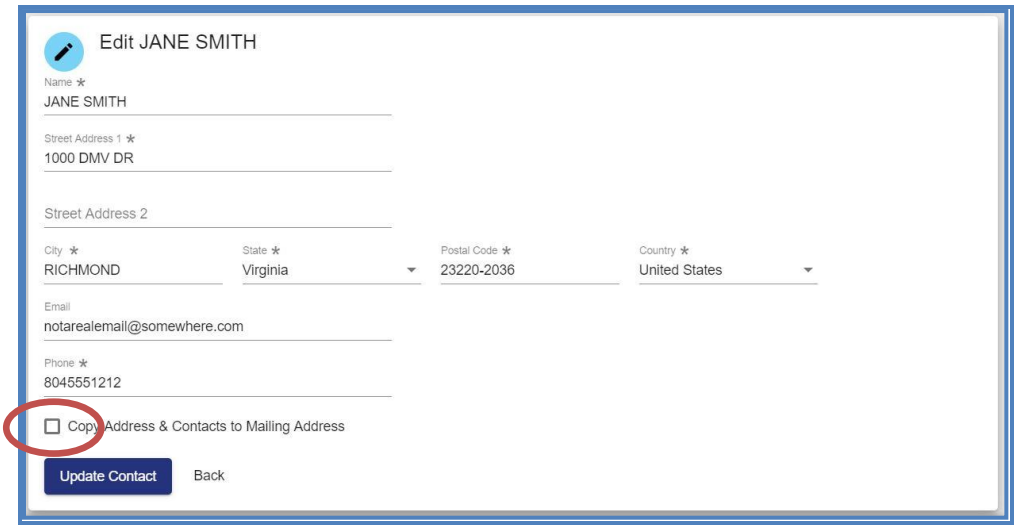
Questions about this data should be directed to the Bureau of Insurance.
The Primary Number for Bureau of Insurance Consumer Inquires is 804-371-9741

ENTERING PEO PRIMARY CONTACT INFORMATION

1. Mailing Address for the PEO Requirements:

- Name of Primary WebFile User
- Street Address
- City
- State
- Postal Code
- Country
- Email of Primary WebFile User
- Phone of Primary WebFile User

Note: If the mailing address is the same as the physical address, you may select the "Copy Address & Contacts to Mailing Address" toggle.



2. Physical Address for the PEO

- Name of Primary WebFile User
- Street Address
- City
- State
- Postal Code
- Country
- Email of Primary WebFile User
- Phone of Primary WebFile User

Note: If the physical address is the same as the mailing address, you may Copy Address & Contacts to Mailing Address.

3. Designate Representative Information

A PEO is designate a representative with a Virginia address in accordance with Virginia regulations. The designated representative (DR) shall be authorized to receive service of process and communications from the Commission. If the PEO already has a Registered Agent, the PEO may enter their Registered Agent information in the Designated Representative section. For the Designated Representative, provide the following information:

- Name
- Street Address
- City
- State
- Postal Code
- Country
- Email of Designated Representative
- Phone of Designated Representative

4. Annual Assessment Point-of-Contact

This contact field is completed under the Annual Report section but displays under the Contacts section.

- Name
- Street Address
- City
- State
- Postal Code
- Country
- Email of Annual Assessment Contact
- Phone of Annual Assessment Contact

VALID COVERAGE

The insurance coverage must be active and filed with National Council on Compensation Insurance (NCCI) by the insurance carrier in order to verify WebFile.

INSURANCE COVERAGE

Go to the PEO Coverage section and enter the proper Virginia voluntary market workers' compensation insurance policy information.

Note: If a PEO user enters insurance coverage information but it does not verify, it may not be proper Virginia coverage, or it may not be proper PEO coverage, or the policy may not contain all of the required and accurate information. Review the scenarios below for additional coverage information.

- Virginia requires Virginia coverage with a Virginia licensed insurance carrier for work performed in Virginia. For a PEO with a policy based out of state, adding Virginia coverage can often be accomplished through the addition of a Virginia Amendatory Endorsement to the policy which adds Virginia to item 3A of the policy which adds Virginia to item 3A of the policy which is for known exposure. The endorsement can be added as long as the carrier is licensed in Virginia. If a PEO is based out of state and their policy is with a carrier that is not licensed in Virginia, then in order to obtain proper Virginia coverage a separate policy with a Virginia licensed carrier is required.

- The proper PEO coverage must be obtained and filed by the carrier with the NCCI. A PEO may secure and provide all required voluntary market workers' compensation insurance for its co-employees under a master policy in the name of the PEO. The PEO must be listed on the policy and the PEO's Federal Employer Identification Number (FEIN) must be listed on the policy and must match with the PEO's legal name and PEO FEIN provided in WebFile.

- The proper endorsement must be on the policy. WC 45-03-01 provides coverage for co-employees of specified clients and must also provide coverage for any non-leased employees of the PEO.

- The PEO must be listed as an insured on the policy and the PEO's Federal Employer Identification Number (FEIN) registered in WebFile must be listed as their FEIN on the insurance policy.

VALIDATION

All fields will be validated. If a field cannot be validated it is likely incomplete or missing information. Check the information where you are prompted.

Once all registration information is completed, saved and validated the "Submit" button displays. The registration application must be submitted for the Commission to receive it. Registration is not approved until it is reviewed by the Commission and information verified. Once approved, PEO status changes to "Approved." A PEO is not allowed to provide PEO services to a client company until it is registered with the Commission.

SAVE INFORMATION

You will be allowed to save information entered and complete the application at a later date. It is important to remember to click "Save" to ensure that all information entered is not lost. Please note that saving information does not mean the registration is submitted for approval.

You will only see the Submit button once all registration information is completed, validated and saved.

SUBMIT APPLICATION

When all required fields are completed and pass validation, the option to submit the registration application will be provided. Until then, if you save information you have entered, the application information will be saved for 60 days from the initial save date.

Click the "Submit" button.

REMINDERS AND APPLICATION DELETION

PEO users will be sent reminders at day 15 of application and day 25 of application if the application has not been submitted, asking them to complete the PEO registration application. An application that is not submitted within 60 days of the initial save date will be deleted at 61 days.

APPLICATION REVIEW AND APPROVAL

Once the application is submitted, someone from the Commission will review it. Once it is approved, the PEO status will change from “Submitted” to “Registered.” The PEO will also be sent a Registration Certificate. Once the PEO is registered, a PEO user will be permitted access to enter client information.

MANAGE PEO DETAILS

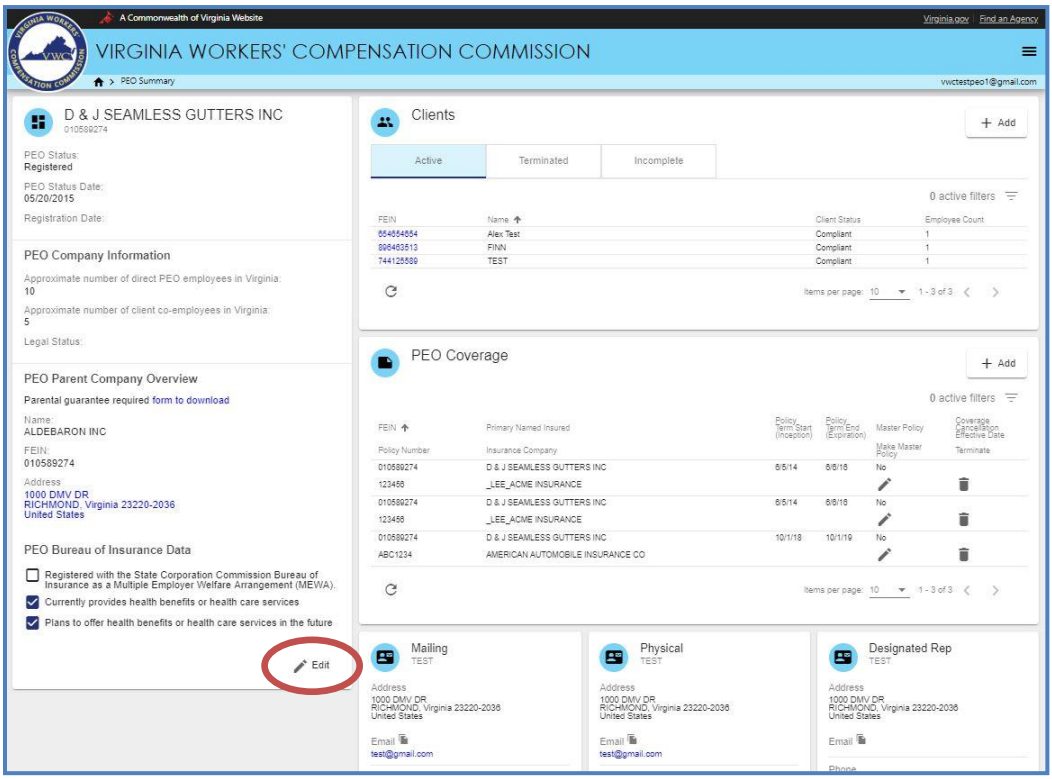
This section covers information on managing PEO details in WebFile.

BEFORE YOU GET STARTED

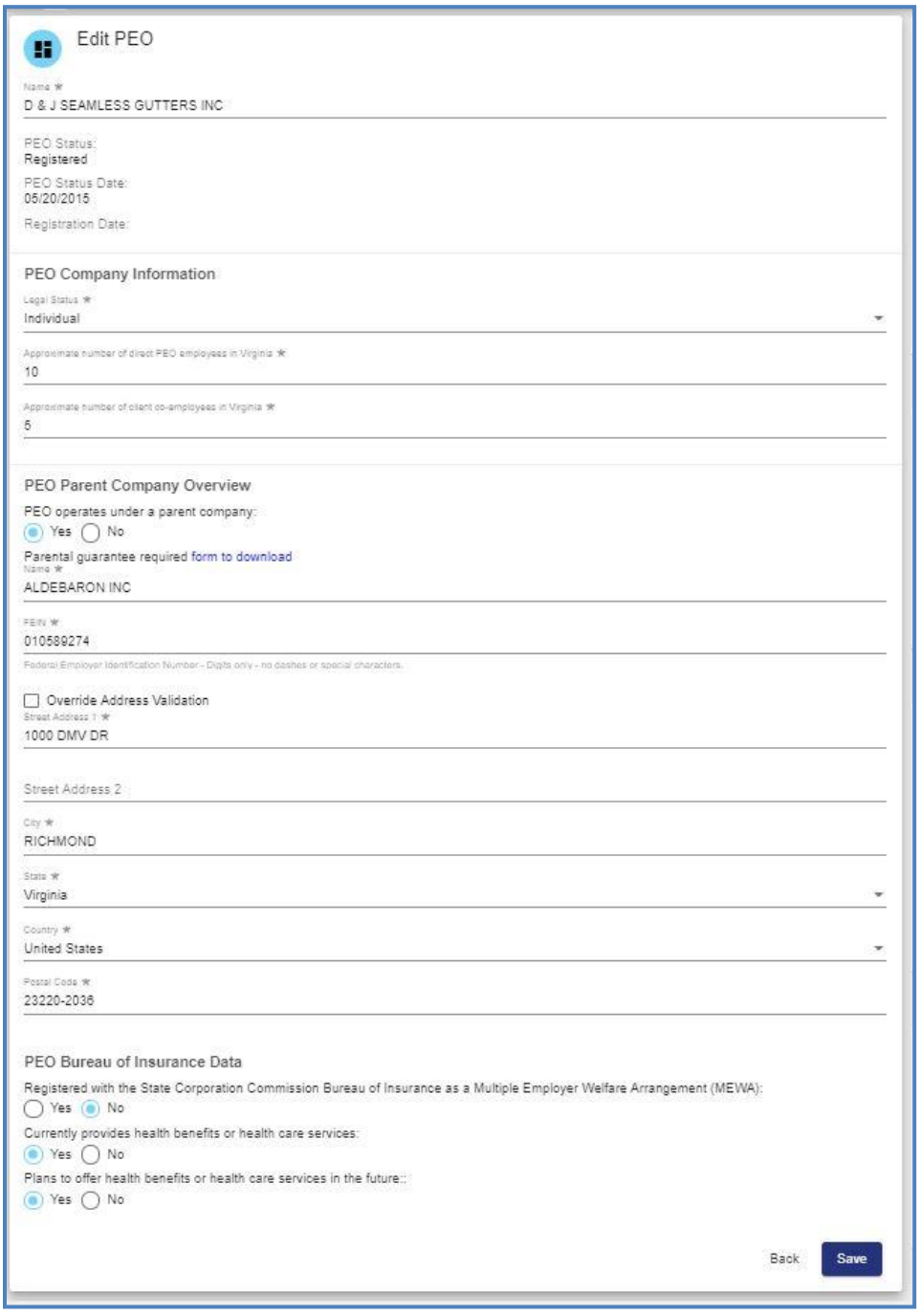
A PEO must be enrolled in PEO WebFile and properly registered with the Commission.

STEPS TO COMPLETE

1. Go to the WebFile website at.
2. Enter username and password.
3. Click the “Login” button.
4. Navigate to the appropriate PEO.
5. The PEO Summary is displayed.
6. Click the “Edit” button to make the desired changes to PEO details.

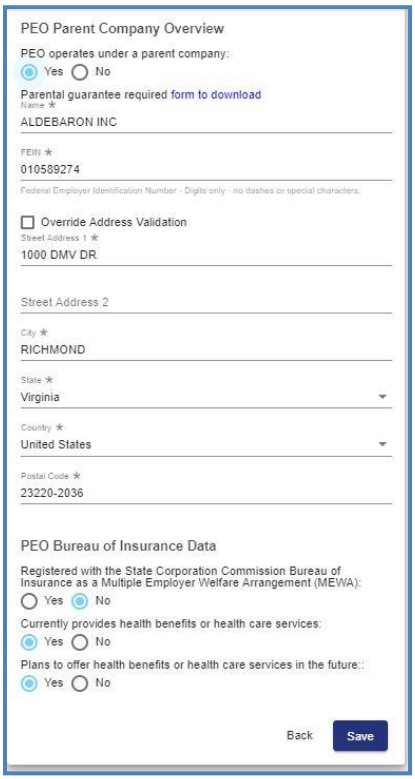


7. Click the “Save” button.



ADDING A PARENT COMPANY

1. Navigate to the appropriate PEO.
2. The PEO Summary is displayed.
3. Click the “Edit” button to make the desired changes to PEO details.
4. Make the appropriate updates and click the “Save” button.



IMPORTANT

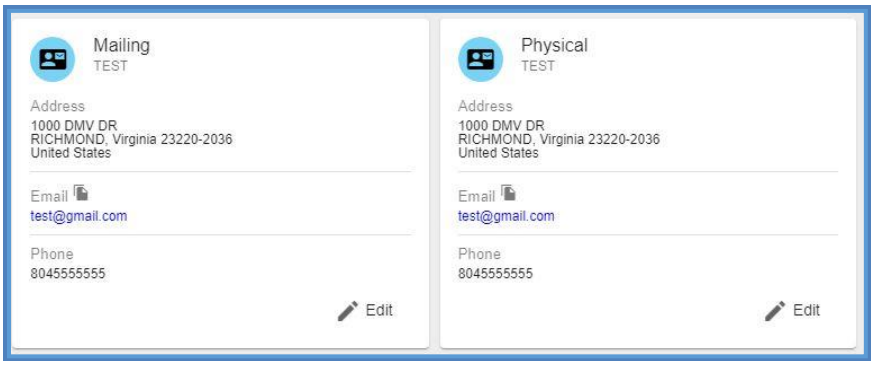
Please note that the Parental Guarantee form must be downloaded, completed, and submitted to the Commission if this PEO operates under a parent company.

MANAGE CONTACTS

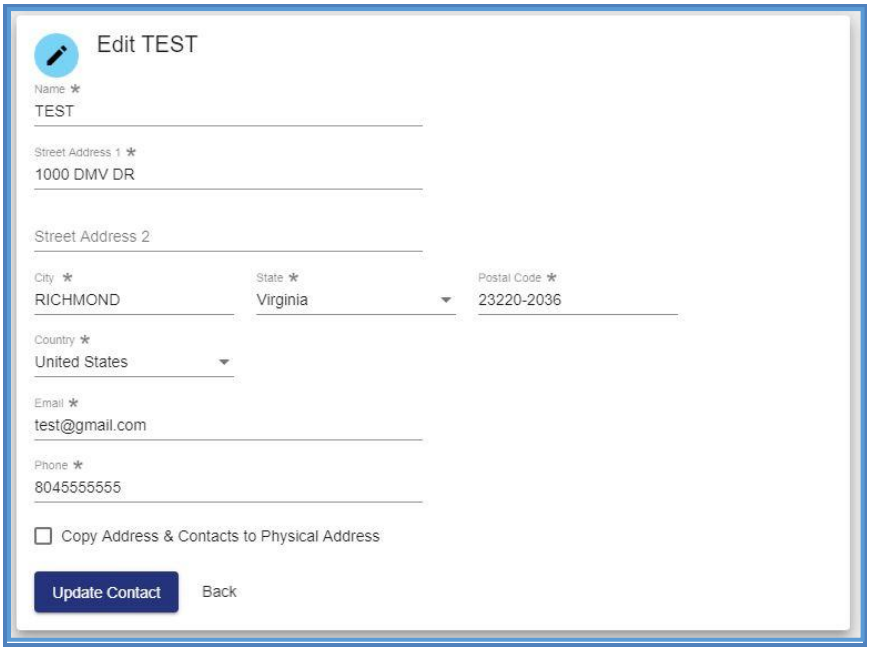
The section covers the functionality for managing PEO contact details in WebFile.

STEPS TO COMPLETE

1. Go to the WebFile website.
2. Click the “Login” button.
3. Navigate to the appropriate PEO.
4. Scroll to the bottom to view PEO Contacts.
5. Click the “Edit” button to make the desired changes to PEO Contact details.



6. Click the “Update Contact” button to save changes.



MANAGE COVERAGE INFORMATION

The section covers the functionality for managing PEO workers' compensation coverage in WebFile. It is essential that PEOs understand Virginia workers' compensation coverage requirements in order to properly manage coverage for the PEO and for their clients.

Virginia law requires that an employer who regularly employs more than two part-time or full-time employees carry workers' compensation. A business that subcontracts work that is part of his trade, business or occupation, or fulfills a contract of his business shall be liable to any subcontractor's employee for workers' compensation in the same manner as any worker immediately employed by him and must count subcontractor's employees when counting employees to determine if coverage is required.

Virginia requires Virginia coverage for work performed in Virginia. A PEO with a policy based outside of Virginia will need to ensure that they obtain the proper Virginia 3A endorsement on the policy which covers known exposure in Virginia.

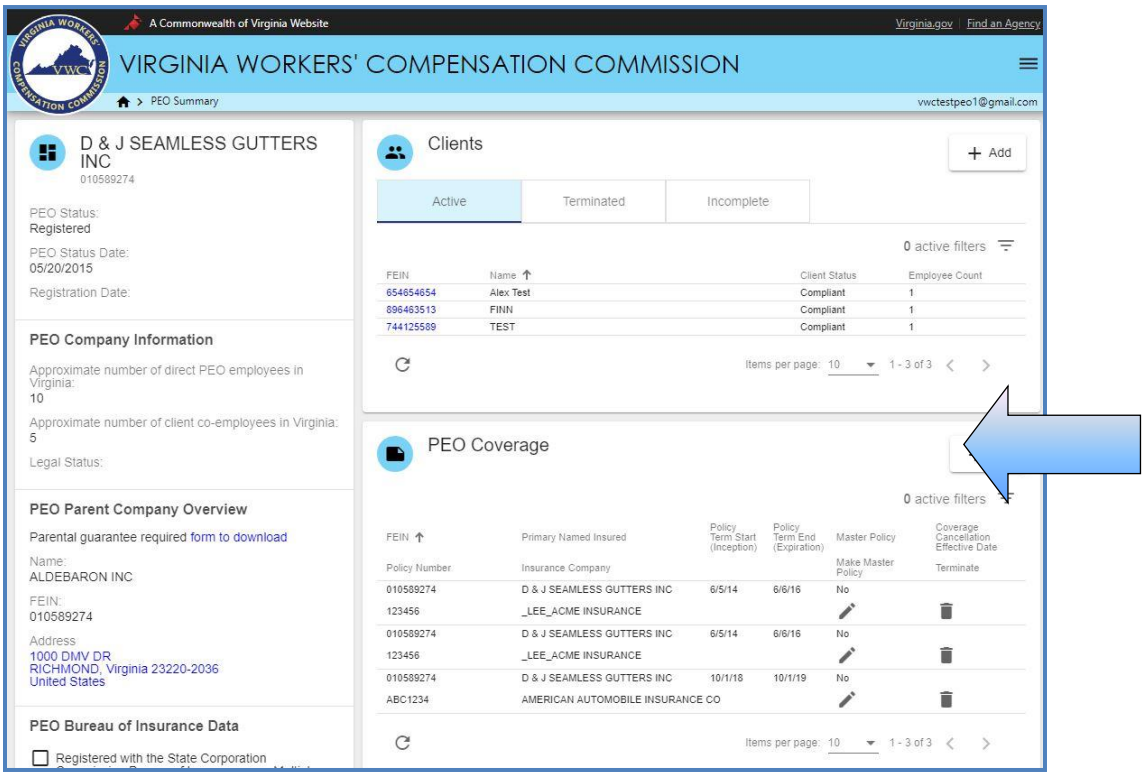
An employer that fails to insure when required by law is subject to a civil penalty of up to $250 per day uninsured, subject to a maximum penalty of $50,000.00 plus costs, pursuant to Virginia Code 65.2-805.

- A PEO is considered an employer of its co-employees, thus it must count both its own Virginia employees and its Virginia employees and its Virginia co-employees performing work in Virginia when counting employees. If it totals more than "two" then Virginia workers' compensation coverage is required.

- For clients, PEOs are asked to know their clients, the nature of their business and whether they hire subcontractors to assist in the work of the client's business. If so, the PEO should be requesting the client obtain separate coverage for their Statutory Employer liability.

MANAGING PEO COVERAGE

1. Navigate to the appropriate PEO.
2. Navigate to the PEO Coverage section.



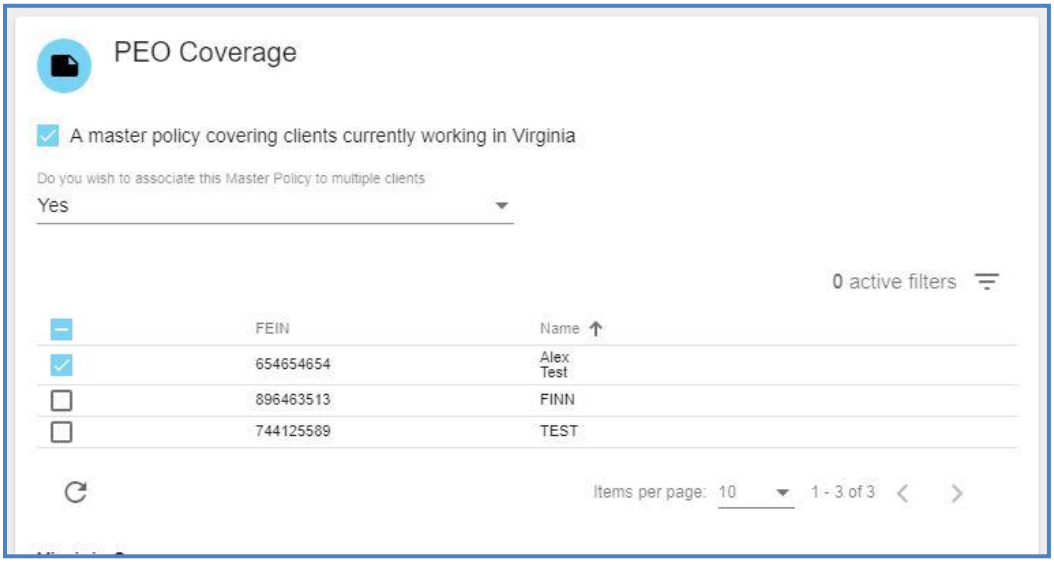
3. Click the “Add” button to add coverage to a PEO.
4. Enter the required policy data. It is helpful to have a copy of the binder, information page or Declaration Page of the policy available in order to have the required policy information to enter. A Certificate of Insurance does not provide sufficient information to complete this section. It is important to use care in entering policy information as incorrect data will not validate.

Note: Some insurance carriers have similar names, be sure to enter the precise name of the carrier.

IMPORTANT

The insurance company field uses a real-time search function which returns results after you have typed at least 3 characters. NCCI Code searches must match exactly to return positive results – this code may be found on the Declaration/Information page received from the Carrier.

5. If you select the coverage as “A master policy covering clients currently working in Virginia” the dropdown box to the right of the screen will appear. If you wish to associate this Master Policy to multiple clients, select “Yes” and a dropdown of active clients will appear. This tool is useful at renewal as you can update clients covered by the master policy at one time.

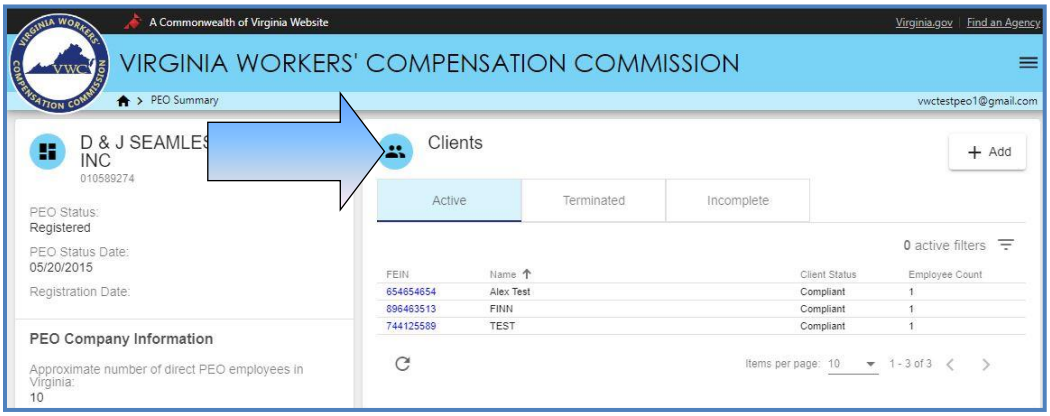


MANAGING CLIENT COVERAGE

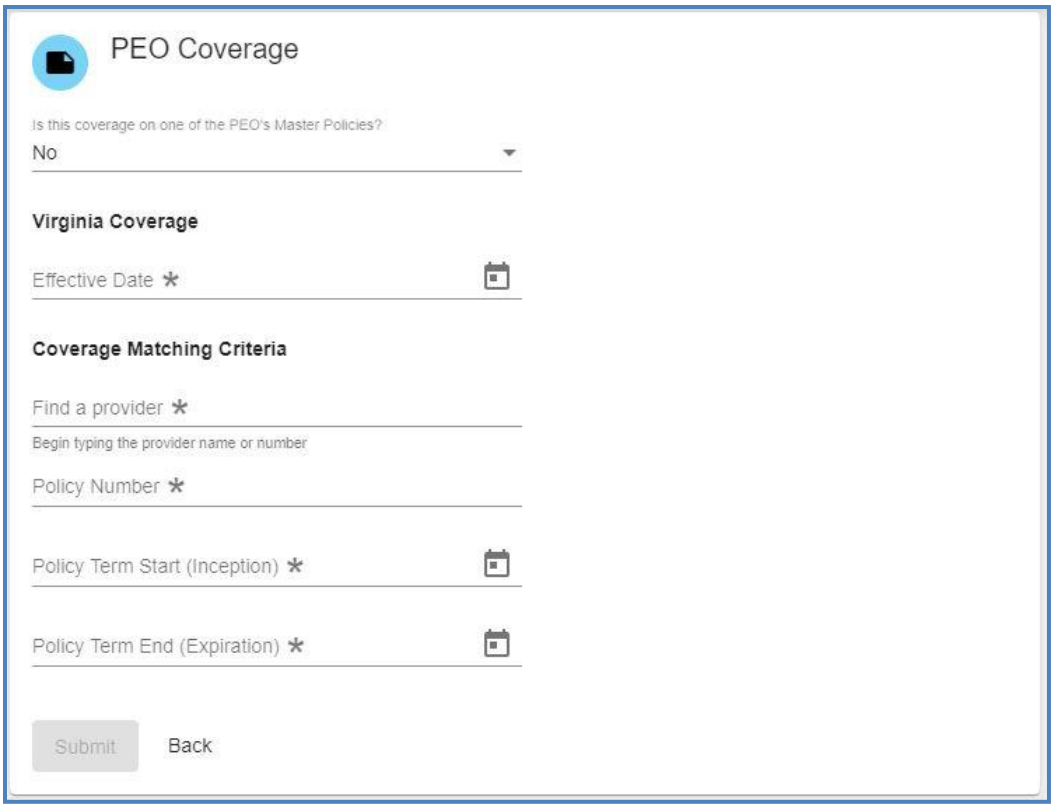
QUICK TIPS

Managing Coverage functionality for the client is similar to what it is for the PEO. Please refer to MANAGING PEO COVERAGE.

1. Navigate to the appropriate PEO.
2. Navigate to the Active Clients section.



3. Select a client by clicking on their FEIN.
4. Under the “PEO Coverage” section click the “Add” button.
5. You will be asked if the coverage is on a Master Policy or not. If the answer is yes, a drop down will display showing the Master Policy coverage that has been entered for the PEO.
6. Select the correct policy.



7. If the coverage is on a Master Policy but no coverage displays it is possible that this coverage has not been entered for the PEO.
8. If the coverage for the client is for an individual policy (client is not on the Master Policy) then select "No" and the coverage screen will display.
9. Once the screen display you must enter the policy information requested in each required field. Use care in entering all policy information. Incorrect information will not validate.

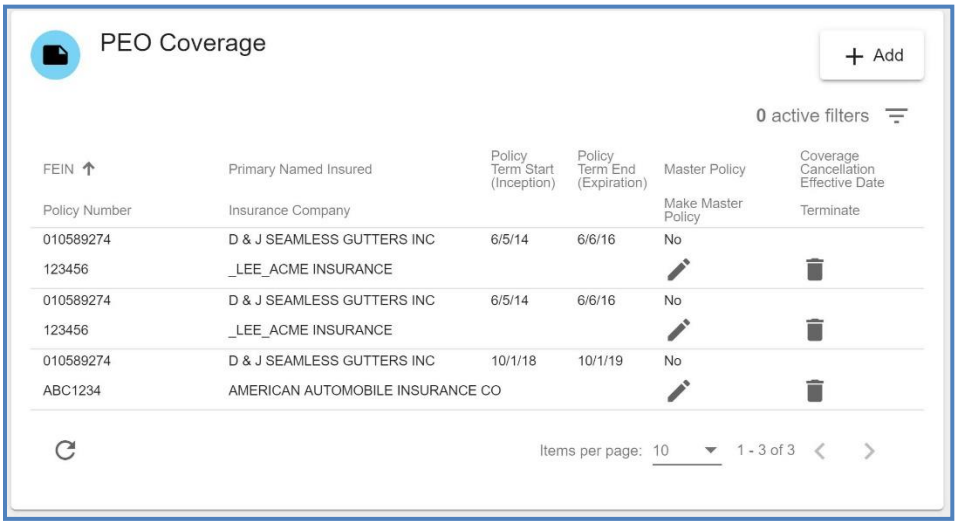
Note: Once you have added coverage, you will have an option to terminate coverage with a PEO or client if necessary. To terminate both a client and coverage, go to the Client Contract section and select "Terminate Client Relationship."

IMPORTANT

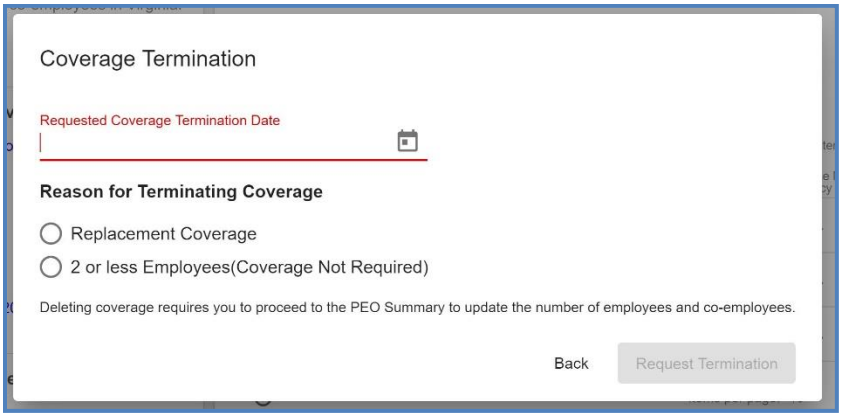
The insurance company field uses a real-time search function which returns results after you have typed at least 3 characters. NCCI Code searches must match exactly to return positive results – this code may be found on the Declaration/Information page received from the Carrier.

TERMINATING COVERAGE

1. Navigate to the PEO Coverage section of the PEO or the client. Select the coverage to be terminated by checking the box to the left of the FEIN and selecting Terminate Selected.



2. Enter a termination date and reason for terminating coverage.



3. While under the Client Contract section, if it indicates three or more direct employees, replacement coverage is required. You may edit the number of employees to obtain the option 2 or less employees (coverage not required) if appropriate.
4. The Commission requires all voluntary coverage to also be registered in WebFile

REGISTERING AND MANAGING CLIENTS

This section covers the functionality available for registering and managing PEO clients in WebFile.

IMPORTANT

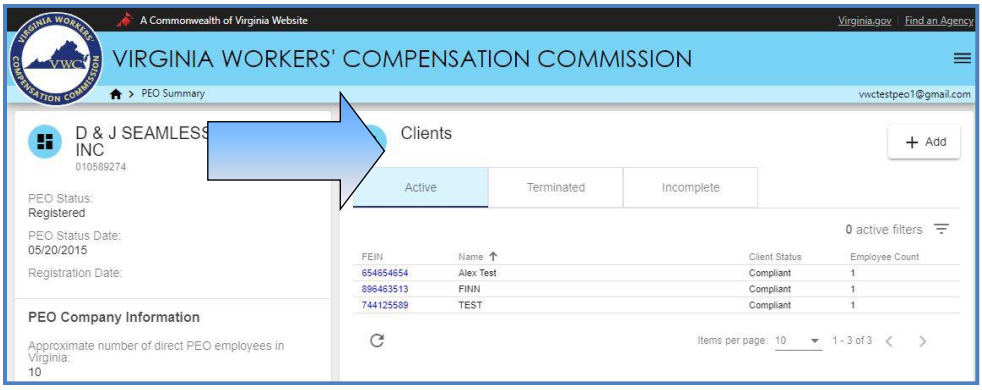
*Pursuant to statute, a PEO **must** provide the Commission notice of all new clients and notice of all client terminations within 30 days by completing client registration and termination information.*

Failure to provide the Commission timely notice of a new Client or a client termination

BEFORE YOU GET STARTED

PEO must have one or more existing clients.

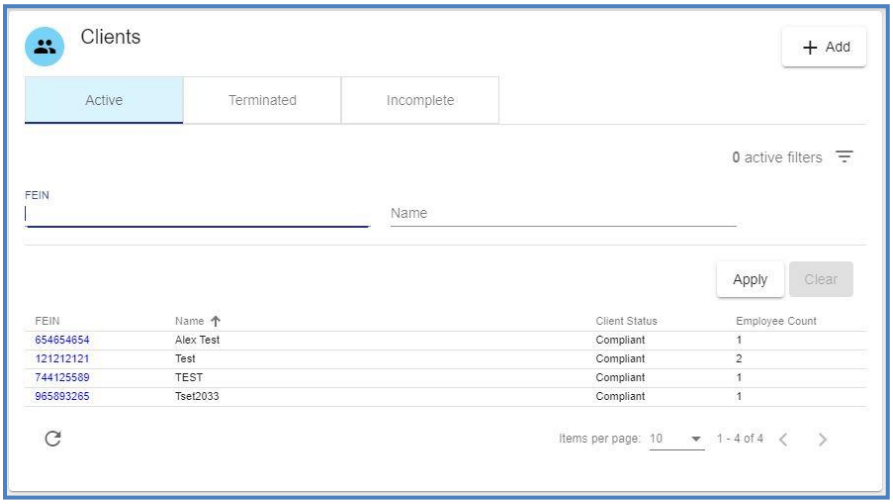
1. Navigate to the appropriate PEO.
2. Navigate to the Active Clients section.



3. You have two options:
   a. Add a client.
   b. Edit an existing client by clicking the client FEIN and appropriate section.

QUICK TIPS

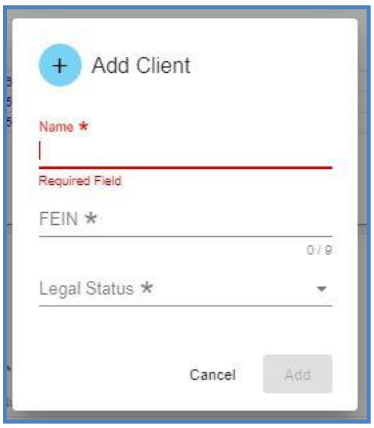
Navigating a long client list can be made easier by using the Filter feature. This function displays fields that can be used to narrow view details. Enter FEIN or Name details and click apply.



ADDING A CLIENT

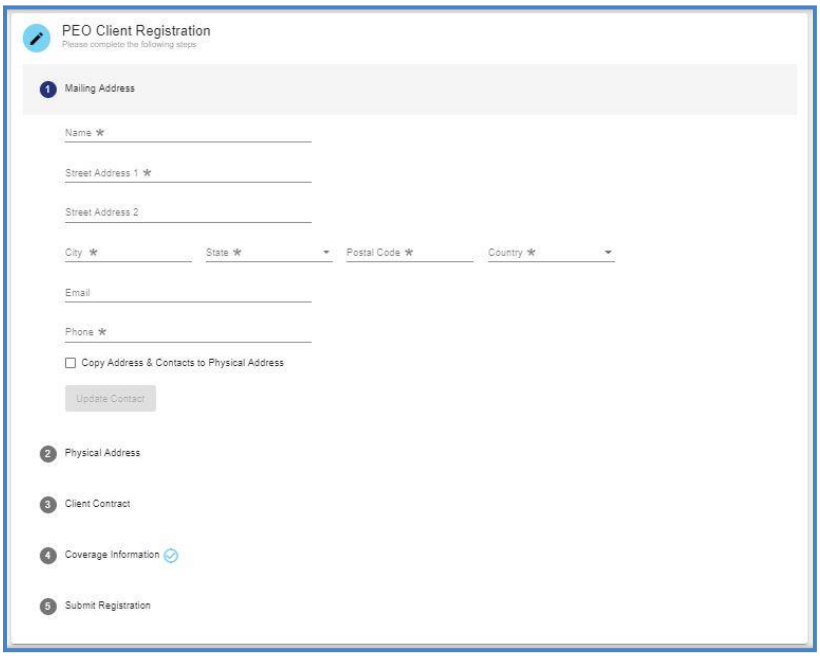
1. Select the “Add” button.
2. Enter the Name and the FEIN of the client.

Note: When entering a FEIN, enter 9 digits only, no dashes.

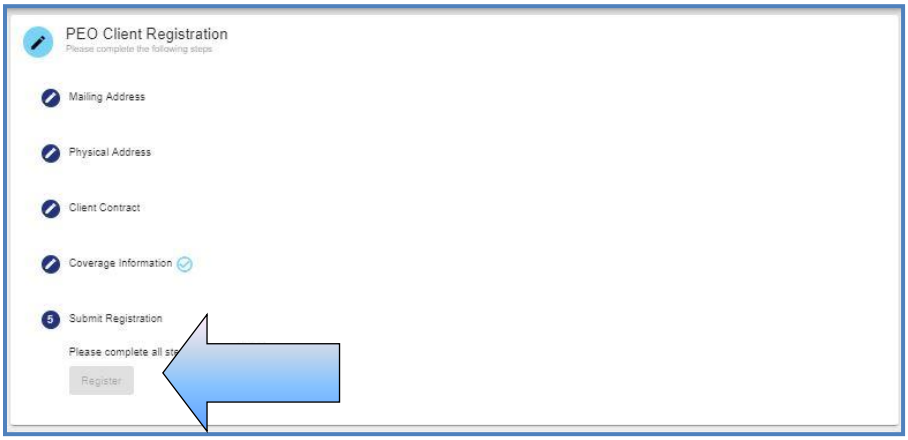


3. You will note that if you enter a Federal Employer Identification Number (FEIN) of a client that is already active, you will not be allowed to enter it again. This is to prevent re-entering the same client twice and creating duplicate entries.
4. When entering client’s address information it is necessary to enter the client’s own address information and not the PEO’s address.

5. If there are information fields that you have not completed, a matric will display listing the required fields with missing information.



6. Once you have completed entering all client information, it is validated and saved, the “Register” button will display.
7. Click the “Register” button.



8. Client Status changes to Submitted for Approval.

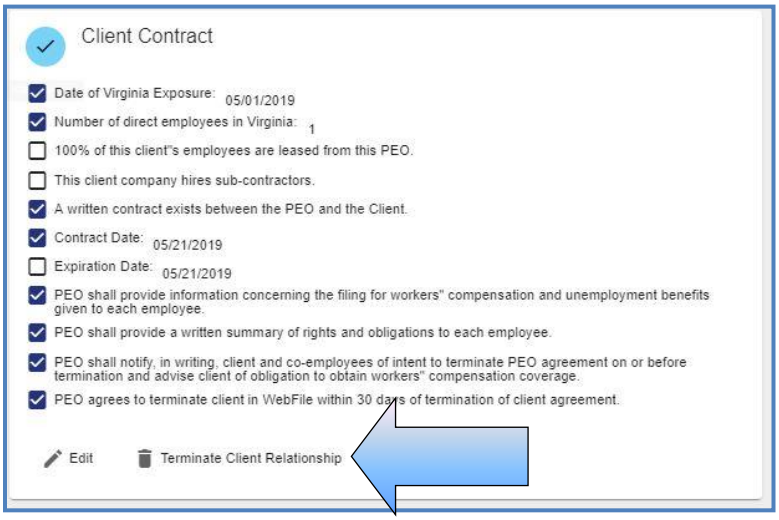
INCOMPLETE CLIENT REGISTRATIONS

1. A portlet displays in WebFile titled “Incomplete in Progress Client Registrations.” A PEO will be allowed to enter and save up to 10 (ten) incomplete client registrations for a period of up to 45 days. The portlet will display each client that is not fully registered and the number of days allowed to complete registration.
    a. A PEO will not be allowed to enter further clients until an incomplete registration is completed and submitted or an existing incomplete client registration is deleted.
    b. An incomplete client registration that ages to 45 days will be deleted and all data removed.

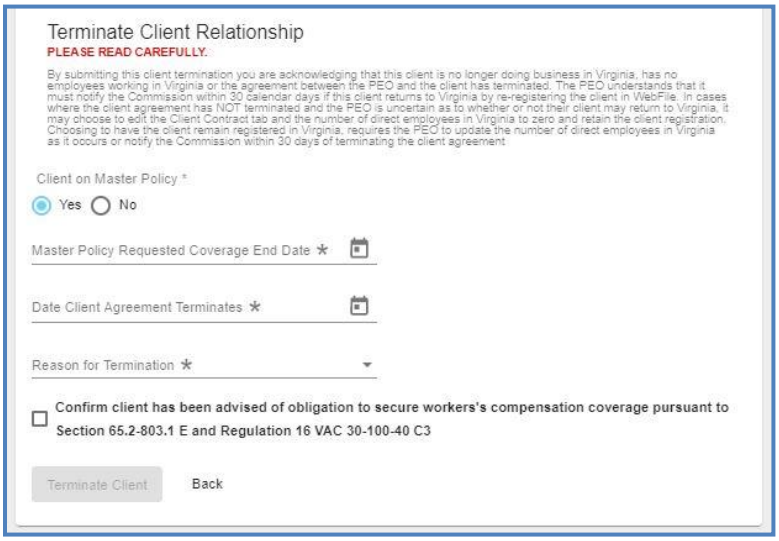
TERMINATING A CLIENT RELATIONSHIP

1. Navigate to the appropriate PEO.
2. Navigate to the Active Clients section.
3. Select a client by clicking their FEIN.
4. Navigate to the Client Contract section.

5. Click the “Terminate Client Relationship” button.

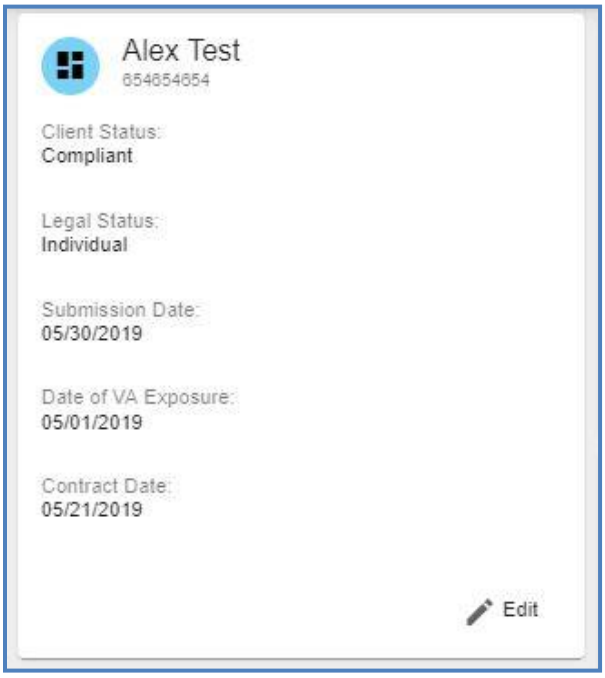


6. You will be prompted to identify if the client is insured under the master policy. Additional questions are required depending upon the answer.



EDITING A CLIENT

1. Navigate to the appropriate PEO.
2. Navigate to the Active Clients section.
3. Select a client by clicking their FEIN.
4. Click the “Edit” button on the left of the Client Summary screen.



5. An active client will be listed with one of three statuses as follows:
    a. Submitted for Approval – client registration has been submitted for review
    b. Compliant – client has met compliance requirements, as determined by the Commission
    c. Non-Compliant – client is noncompliant

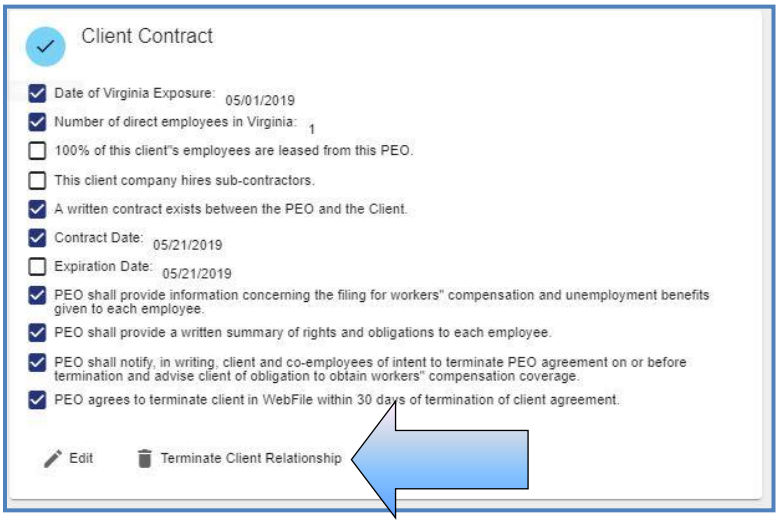
6. You can also maintain the Client’s Contacts, Coverage and Contract information.

Managing Contacts functionality for the Client is nearly the same as it is for the PEO. Please refer to Managing Contacts for further details. The only differences for the client is that the listings of Designated Representative and Annual Assessment Point of Contact are not needed for the client.

7. When complete select to finalize changes.

MANAGING CONTRACT DATA

1. Under the Contract section the status of individual statutory contractual requirements are displayed. Items that are true are noted with a check mark.
2. To edit the status of the Contract items select
3. Update the appropriate fields and select when complete.



MANAGING ANNUAL REPORT FILING DATA

This section covers the functionality available for submitting the Annual Report data through WebFile.

IMPORTANT

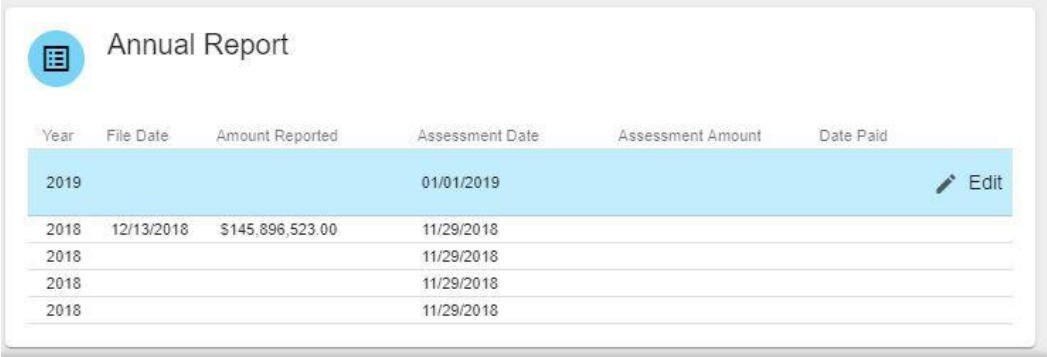
Professional Employer Organizations (PEO) are required, pursuant to Section 65.2-803.1 of the Virginia Workers' Compensation Act, to file by January 31st an electronic annual report for the period ending December 31st of the prior year. The administrative, insurance information and payroll should be updated for each client company to reflect current state. For more information, please refer to VA Code § 65.2-803.1 and the Commission's regulations 16 VAC 30-100-10/80, available on our website at www.vwc.state.va.us.

Annual Reporting must be completed between January 1 and January 31 each year. Annual Reporting includes payroll reporting for the PEO for the previous 12-month period.

- Be certain to fill out and submit annual reporting during the January reporting period. Editing the annual report information prior to the reporting period will not result in a report being submitted.
- It is recommended that annual reporting be commenced early in the January reporting period to ensure that it is completed timely.
- "Payroll" is defined as gross amounts paid by a PEO to its client company co-employees as compensation in Virginia for the time period indicated ( ). "Gross amounts" includes all items of compensation in the NCCI definition of remuneration.
- A PEO that had no payroll is still required to Annually Report and to report payroll as $0.
- A PEO's annual assessment is calculated based upon the PEO's aggregate annual payroll, thus accurate payroll reporting is required.
- Enter all Annual Report information with care and review it before submitting. Once your Annual Report is submitted a PEO user cannot modify the reported data without first contacting the Commission for assistance.
- Annual Reporting is not complete until the PEO user checks all boxes certifying all information is complete and submits the Annual Report. Do not simply edit the information, you must enter all required information, save it, and submit it.
- Once an Annual Report is submitted a confirmation e-mail will be sent to the PEO User confirming receipt of the Annual Report and listing the payroll report for the reporting period.

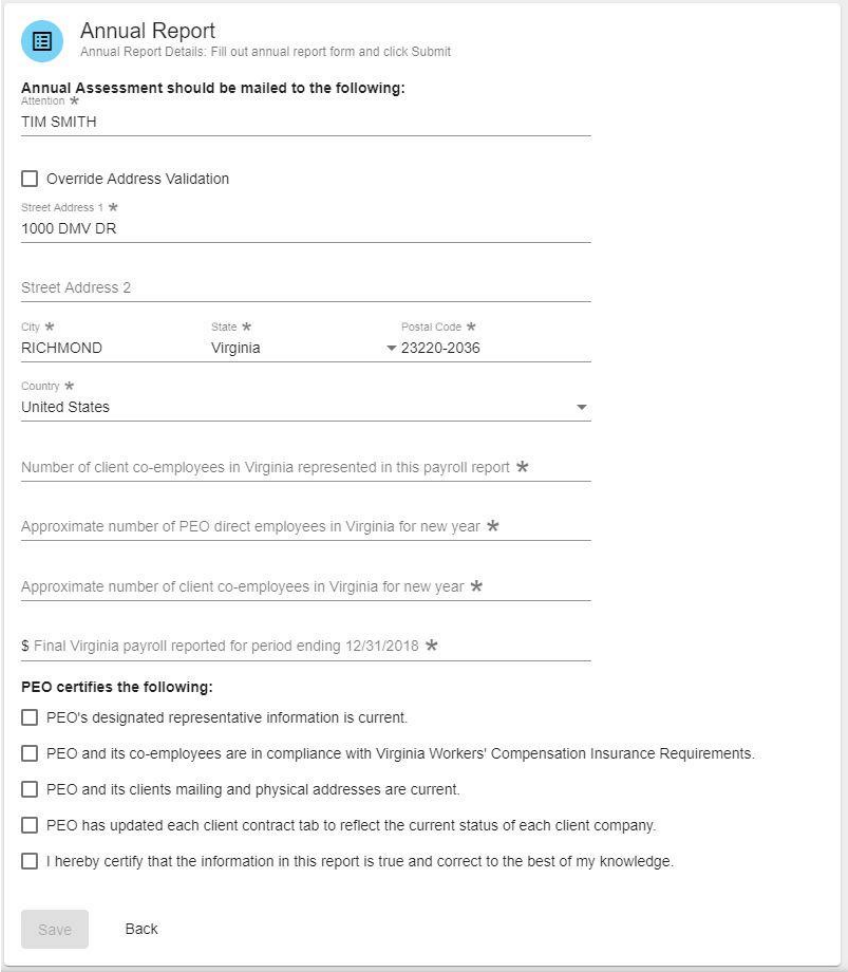
FILING AN ANNUAL REPORT

1. Navigate to appropriate PEO.
2. Scroll down to the Annual Report section.



3. Check the year in which you wish to file.
4. Click the “Edit” button.
5. Complete/Edit the Annual Assessment data.

6. Certify active clients reflect their current state.
7. Click the “Save” button.



IMPORTANT

Failure to submit an Annual Report by the January 31st deadline may subject a PEO to a monetary penalty.

To amend a filed Annual Report, please contact the Insurance Department PEO Specialist.

For questions concerning annual reporting, please contact the Insurance Department of the Commission by phone at (804) 205-3586 or by email at vapeo@workcomp.virginia.gov.

WebFile SUPPORT

WebFile Support pertains directly to WebFile accounts, transactions, and errors. WebFile users can find answers and solutions to common issues such as creating or unlocking a WebFile account and viewing or managing a claim.

Click here to use the interactive WebFile Support tool.

WebFile **Support**

If you are still having issues, or have additional questions after using the WebFile Support tool, please visit http://www.workcomp.virginia.gov/webfile/webfile-support-request and complete a WebFile Support Request.