



WebFile Guide for

# **Records Retention Automation**

**Helpful Information on VWC's Records Retention Policy  
with WebFile Documents**



# WELCOME

---



## RETENTION POLICY

The Virginia Workers' Compensation Commission's Retention Policy was approved and became effective on December 9, 2015. This policy is in compliance under the provisions of the Virginia Public Records Act, § 42.1-76 et seq. of the Code of Virginia for the retention and disposition of records. It creates a records management program for the application of effective, efficient and economical methods in creating, maintaining, storing, and servicing Virginia workers' compensation and related funds documents and files.

## RECORDS RETENTION AUTOMATION OVERVIEW

The Commission is driving the effort forward with the automated process to purge document images in CASPER (VWC's internal system) and WebFile in accordance with the Retention Policy. This project includes in scope the Date of Death for the Fatal Claims Category, an initial limited scope of individual document images based on the established retention periods outlined in the policy, and deletion of individual images based on specific categories as outlined in the Retention Policy.

New categories include:

- Open Indemnity Awards;
- Closed Indemnity/Medical Only;
- Assertion of Rights Filed and No Award Activity;
- Fatal Claims With/Without Dependents;
- FROI Filed – No Claim and No Award Activity

# TABLE OF CONTENTS

---

<b>WebFile CHANGES</b> .....	<b>3</b>
ATTORNEY AND CLAIM ADMINISTRATOR WEBFILE CATEGORY LEVEL PURGE IS NOW READ-ONLY .....	3
CLAIMANT WEBFILE IS DISABLED FOR CATEGORY LEVEL PURGE CLAIMS .....	7
IMAGES PURGED BASED ON THE DEFINED CATEGORIES .....	9
<b>WebFile SUPPORT</b> .....	<b>11</b>

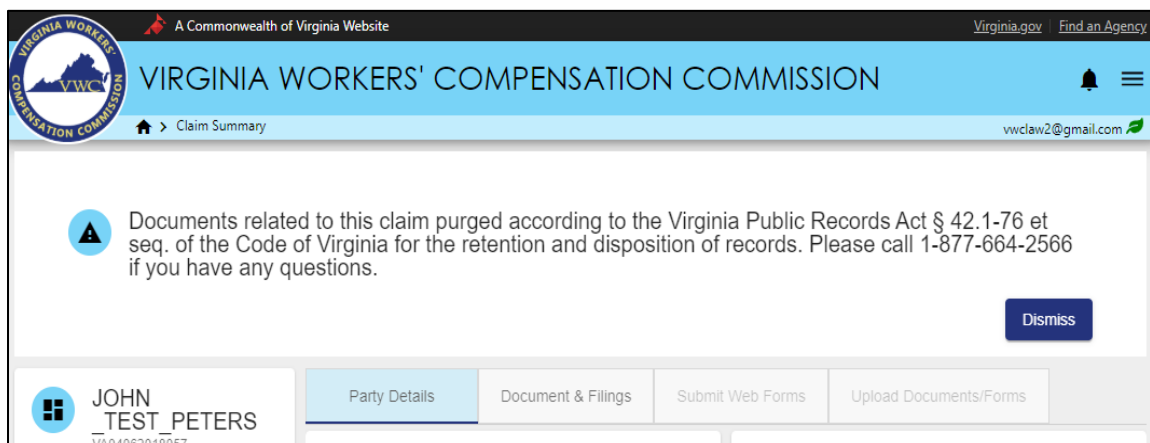
# WebFile CHANGES

---

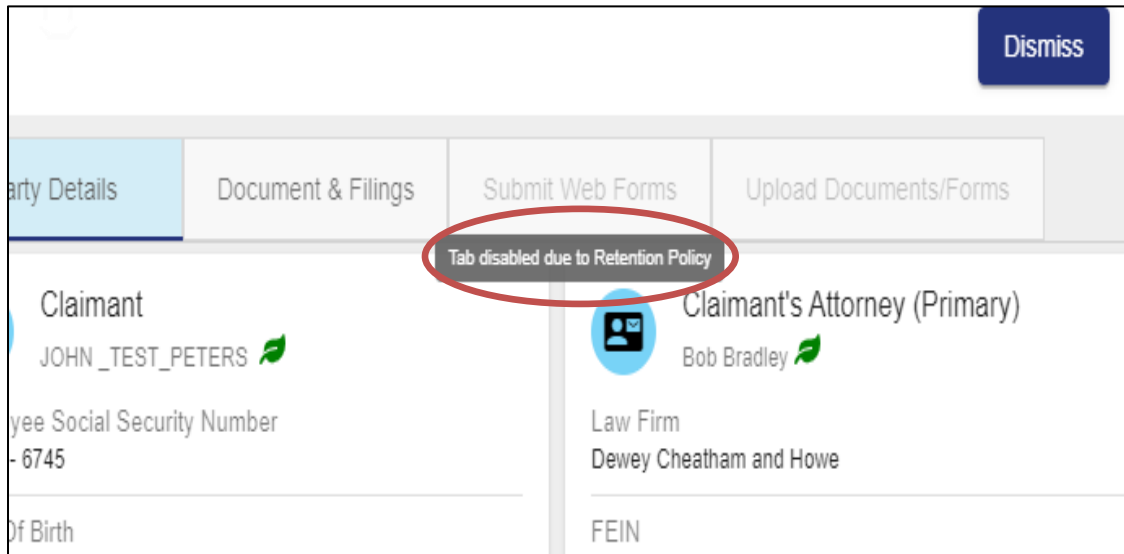
## RECORDS RETENTION AUTOMATION

### ATTORNEY AND CLAIM ADMINISTRATOR WEBFILE CATEGORY LEVEL PURGE IS NOW READ-ONLY

- When all images are purged on a claim, the claim is read only.
- If an attorney user clicks a link for a claim under “Represented Claims” and that claim is a read only claim, the user can still access that claim. Certain sections, as outlined below, are disabled or view-only:
- Summary page displays a message indicating claim images have been purged according to the Virginia Public Records Act for the retention and disposition of records.

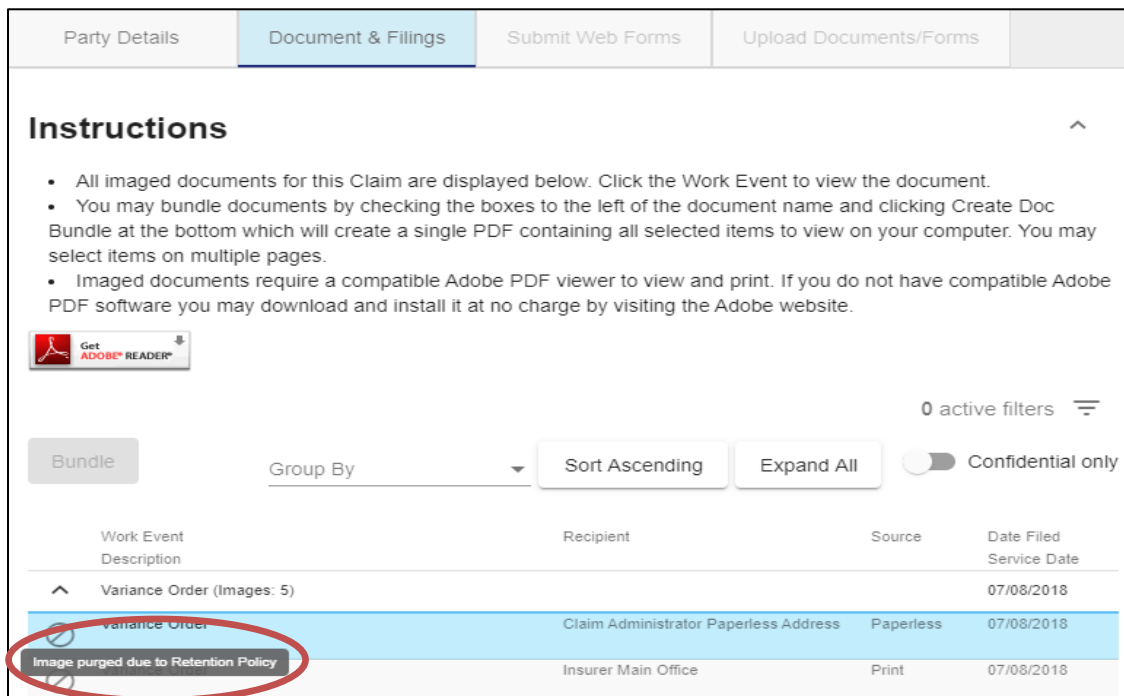


- “Submit Web Forms” and “Upload Document/Forms” tabs are disabled and there is a hover message with the reason for the purge.

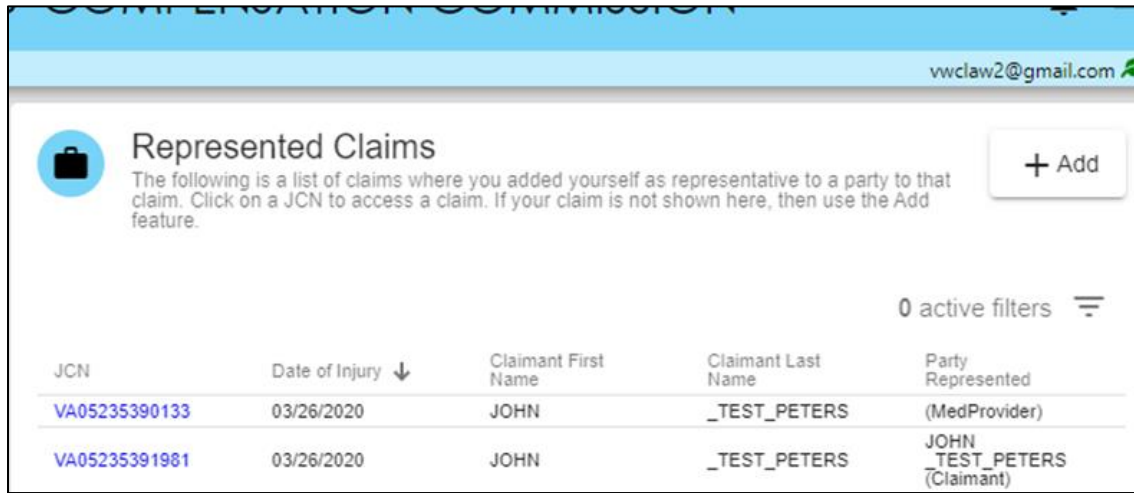


- “Document & Filings” tab is enabled for viewing only. The purged document(s) is identifiable by the ‘ban’ icon displayed next to the image. The user can hover over the image or icon to display the reason for the purge.

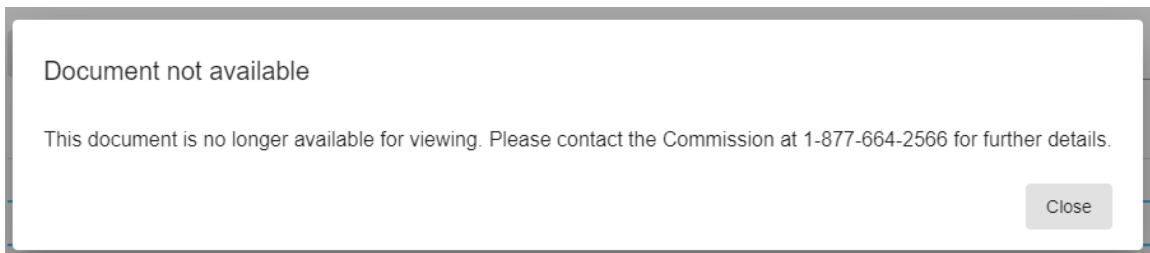
**Note:** The user can still use the ‘Filter’ and ‘Sort’ options.



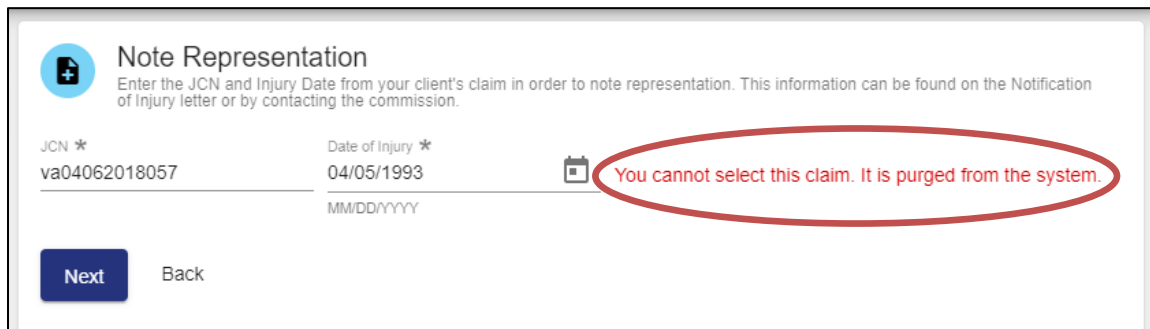
- There is no on-screen indicator in “Represented Claims” to denote a claim as read-only. The user has to click the link to determine if the claim is read-only.



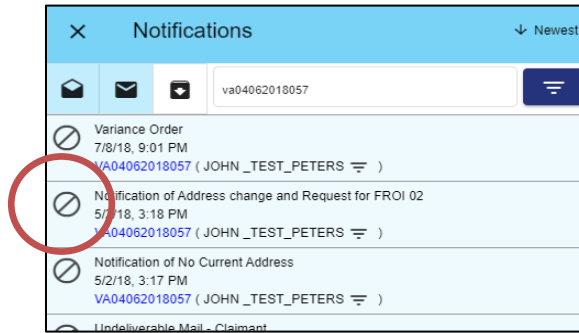
- If an attorney user clicks a document hyperlink they bookmarked or received in an email from the Commission and the corresponding document image is now purged, the user is greeted with an error message.



- The “Note Representation” screen is changed to prevent an accidental selection of a read only claim.



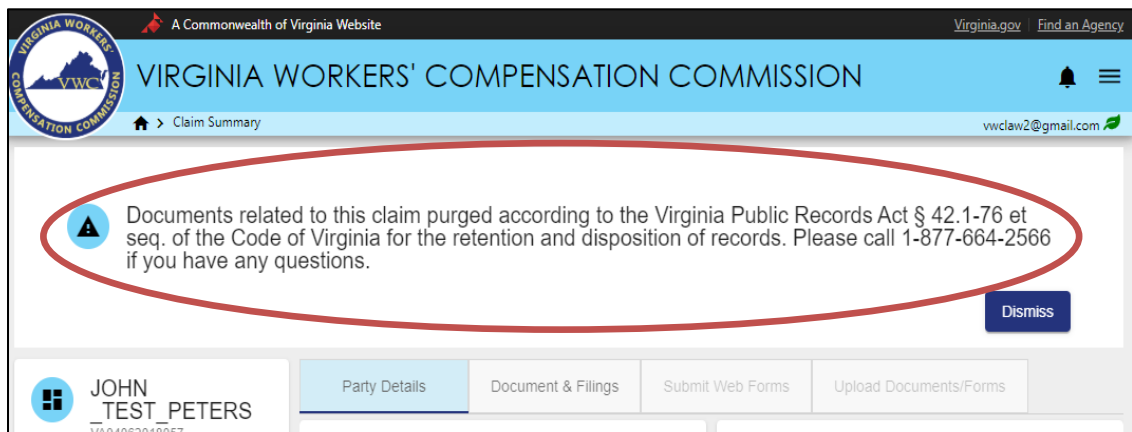
- The Notification screen shows the 'ban' icon for the images that have been purged.



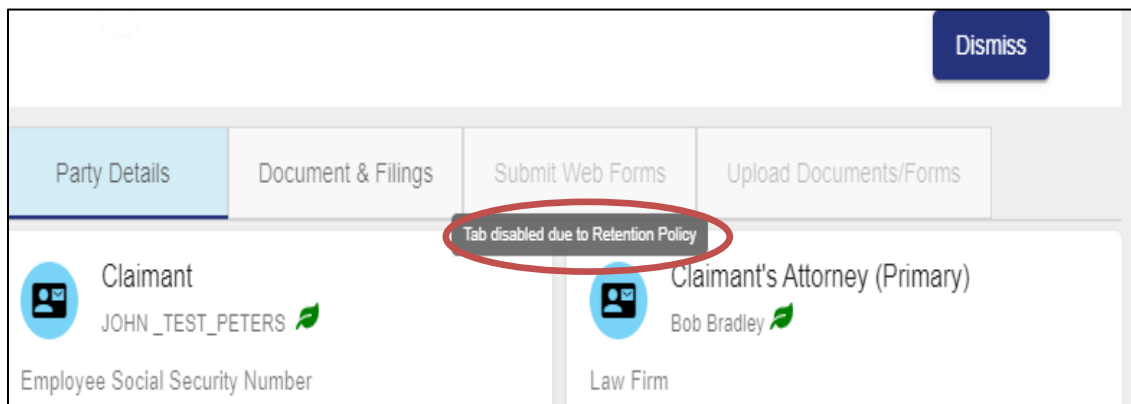


## CLAIMANT WEBFILE IS DISABLED FOR CATEGORY LEVEL PURGE CLAIMS

- When all images are purged on a claim, the claim is read-only.
- If the surviving beneficiary of a deceased claimant, who still has the WebFile credentials of the deceased, clicks a link for a claim under “Represented Claims” and that claim is a read-only claim, they can still view that claim. Certain sections, as outlined below, are disabled or view-only:
  - Summary page displays a message indicating claim images have been purged according to the Virginia Public Records Act for the retention and disposition of records.



- “Submit Web Forms” and “Upload Document/Forms” tabs are disabled and there is a hover message with the reason for the purge.



- “Document & Filings” tab is enabled for viewing only.

**Note:** The user can still use the ‘Filter’ and ‘Sort’ options.

The screenshot shows the 'Document & Filings' tab with the following table of documents:

Work Event Description	Recipient	Source	Date Filed Service Date
Variance Order (Images: 5)			07/08/2018
Variance Order	Claim Administrator Paperless Address	Paperless	07/08/2018
Image purged due to Retention Policy	Insurer Main Office	Print	07/08/2018

- The Notification screen shows the ‘ban’ icon for the images that have been purged either due to category level purge or document level purge.

The screenshot shows a list of notifications for user 'va04062018057'. The first notification is circled in red and has a 'ban' icon:

- Variance Order**  
7/7/18, 9:01 PM  
VA04062018057 ( JOHN\_TEST\_PETERS )
- Notification of Address change and Request for FROI 02  
5/2/18, 3:18 PM  
VA04062018057 ( JOHN\_TEST\_PETERS )
- Notification of No Current Address  
5/2/18, 3:17 PM  
VA04062018057 ( JOHN\_TEST\_PETERS )
- Undeliverable Mail - Claimant  
5/2/18, 3:16 PM  
VA04062018057 ( JOHN\_TEST\_PETERS )
- Notification of Terminated Award  
4/9/18, 11:27 AM  
VA04062018057 ( JOHN\_TEST\_PETERS )
- Agreement Form  
4/9/18, 11:10 AM  
VA04062018057 ( JOHN\_TEST\_PETERS )
- WebFile Claimant PIN Notification  
4/7/18, 11:37 AM  
VA04062018057 ( JOHN\_TEST\_PETERS )

## IMAGES PURGED BASED ON THE DEFINED CATEGORIES

- Open Indemnity
  - Open Indemnity is defined by a JCN having the following benefit types with that benefit having no current or future end date.
    - Temporary Total
    - Temporary Partial
    - Permanent Partial
    - Fatal
    - Permanent Total
  - Award types of 'Medical Only' or 'Medical Cost' are not included and the award status is closed but will show as N/A in the Award Activity Tab.
  - If a claim is Open Indemnity and is in another category, the purge rules for Open Indemnity are applied. Open Indemnity always takes precedence over all other categories.
- Assertion of Rights filed with No Award Activity
- Fatal Claims with/without Dependents
- FROI Filed-No Claim and No Award Activity
- Claim is Identified to Exist in Two Categories
  - When there are instances where a claim is identified to exist in two categories, the following rules are applied for purging the images:
    - If a claim is identified as Closed Indemnity and Fatal, the purge rules for the Fatal Retention period must be applied.
    - If a claim is identified as Assertion of Rights and FROI filed, the purge rules for the Assertion of Rights Retention period must be applied.
    - If a claim is identified as Fatal and FROI filed, the purge rules for the Fatal Retention period must be applied.
    - If a claim is identified as Fatal and Assertion of Rights, the purge rules for the Fatal Retention period must be applied.
    - If a claim is identified as Closed Indemnity and Assertion of Rights, the purge rules for Closed Indemnity must be applied.

- For images having a retention time of 50 years after Date of Injury, the system uses the 'Date of Injury' field in the Claim Summary of a JCN.
- Once a document is purged from the images, the original document is no longer available for viewing.
  - The document link on the images tab is disabled. A message is displayed to the user with the purge reason when he/she hovers over the JCN link or the 'ban' icon.
- If the same image is tied to multiple claims, the image must meet the purge criteria in all instances of the image before it can be purged (For inbound documents)

## 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.

