

External User Roles

SC Workers Compensation Modernization Project



Document Revision History

Date	Version	Revised By	Reason/Summary of Revision
9/12/18	0	Amanda Underhill	Initial stub
11/18/2019	1.0	Neil Richards	Create external roles document from specification documentation for external users to access.

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1 Roles

1.1 External Roles

1.1.1.1 Organization Admin

The organization admin role manages the internal roles associated within the organization for their users. The role itself does not have access to view claim file details. In the case of a Lawfirm organization they they can assign Attorney Paralegal relationships.

1.1.1.2 Attorney

An Attorney role is either the Claimant Attorney, Carrier Attorney or Employer Attorney.

- **Claimant Attorney:** In this role the Claimant Attorney represents a claimant. The attorney can file on behalf of a claimant with representation. The role can also apply to the commission for representation of a pro se claimant.
- **Carrier Attorney:** In this role the Defendant Attorney can represent the Carrier and the Employer or just the Carrier. This role can make the filings on behalf of the Carrier and Employer or on behalf of the Carrier.
- **Employer Attorney:** In this role the Employer Attorney represents the Employer within a Claim. The role can make the filings on behalf of the Employer.

Generally a Carrier Attorney firm will not represent a Claimant, however they may also represent the Employer.

The attorney role is the required signatory for filings that require the representative signature for the filing.

1.1.1.3 Paralegal

The paralegal role is directly linked to one or more attorney's within an organization. The paralegal role can see and prepare filings on behalf of the linked Attorney's. The paralegal role cannot sign or submit documentation that requires the Attorney signature.

1.1.1.4 Carrier

A carrier is the insurance provider and submits the EDI submissions to the system. The carrier provides the Claim Administrator assignment for a claim file in the submission.

1.1.1.5 Claim Manager

The claim manager role for an organization allows the user to see all claims associated with the organization. In this role the user can assign other users to a claim.

1.1.1.6 Claim Administrator Representative

The Claim Admin Representative is the assigned user to a specific claim file and manages the assigned file. The assignment can be changed by EDI or via a Claim Manager Role

1.1.1.7 Delegates (Future Release after 12/4/2019)

The delegate is a user that is assigned by another user the rights to access their files, receive notifications and be able to address actions within the file. This is a time managed All delegate actions are tracked within the system and a delegate action is recorded as being undertaken by the delegate.

1.1.1.8 Pro Se Employer (Future Release after 12/4/2019)

The Pro Se Employer represents themselves in claims and has the ability to manage the claim process.

1.1.1.9 Pro Se Claimant

The Pro Se Claimant role has all the capability for filing Claimant-side pleadings, responses and managing the claim file. The Pro Se Claimant role can be converted to a represented claimant and the access rights are then managed by the Claimant Attorney Role in access to the claim file. By default this converted role would only have read access to the file and would not be able to make filings.

1.1.1.10 Represented Claimant

A represented claimant by default has read only access to the claim file. This access to the file is managed by the Attorney Organization.

1.1.1.11 Self Insured Employer

A self insured employer role has access to all claims within their organization, in addition the self insured employer has additional reporting and filings related to the self insured process.

1.1.1.12 Fund Manager (Future Release after 12/4/2019)

The Fund Manager role manages the Fund process and the membership of Employers to the Fund. The Fund Manager acts as the “carrier” as it relates to the claim process and has all filing rights associated with the claim process. In addition the Fund Manager has additional filings for the Commission.

1.1.1.13 Financial Manager

This role can make payment within the system for any fee or fine associated with the organization.

1.1.1.14 Medical Provider (Future Release after 12/4/2019)

The medical provider role provides medical information for specific claims per the workflow process. (More definition required by Commission)