

# Wisconsin DWD Worker's Compensation Insurer Portal - New Features

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## Overview

Over 25 years ago, the Department of Workforce Development (DWD) Worker's Compensation released an online application for insurers and claim handling offices to submit their required reports to the State, updating the claim status' in real time. A multi-year effort has gone into updating this application, as well as adding new functionality. This document highlights improvements to the site and streamlined processes. This guide assumes basic knowledge of Worker's Compensation reporting procedures and policies.

## WKC12 Employer Lookup

The WKC12, or First Report of Injury report, allows you to look up employer records when reporting the injury. Using a FEIN, you can search all the employer records in the database and use an existing employer address. The database only holds employer records as reported to DWD Worker's Compensation, therefore, it is not a complete database of all Wisconsin employers. If your employer is not found, you are allowed to add a new one. Also, if your employer is found but not the correct address, you may also add an address location.

### Example of the FEIN lookup

On a WKC12 first report of injury, the employer input starts with a FEIN search. If you find results you can select the employer, and then the address location.

### Employer Search

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**Note:** Search by employer FEIN to find existing employers in the database. If none are found, enter the employer manually.

Employer FEIN\*

🔍
Search

### Selecting the correct Employer:

**Employer Search**

**Note:** Search by employer FEIN to find existing employers in the database. If none are found, enter the employer manually.

Employer FEIN\*

**Employers**

Please select an employer from the list below. If the employer you're searching for is not listed, click "None of These Employers" to manually enter the employer's information.

	Employer Name
<input checked="" type="checkbox"/>	TEST EMPLOYER

### Choosing the employer location:

**Employer Search**

**Note:** Search by employer FEIN to find existing employers in the database. If none are found, enter the employer manually.

Employer FEIN\*

**Employers**

Please select an employer from the list below. If the employer you're searching for is not listed, click "None of These Employers" to manually enter the employer's information.

	Employer Name
<input checked="" type="checkbox"/>	TEST EMPLOYER

**Employer Locations**

Please select a location from the list below. If the location you're looking for is not listed, click "None of These Locations" to manually enter the location.

	Address Line 1	Address Line 2	City	State	Zip Code
<input checked="" type="checkbox"/>		222 LATER ST	MADISON	WI	53717

If either the employer or address are found, you can use the "None of These" buttons to fill out the correct information.

## WKC12 Injury Quick-Fill

Part of the First Report of Injury WKC12 form is to code the injury, which is a combination of the type of injury, the nature of injury, and the cause of injury. For the specific cases of Occupational Hearing Loss and Hernia injuries, we have built in a quick-fill option so you can code these injuries quickly and appropriately.

### Example of a Hernia Quick-Fill

On the Injury step of the WKC12, use the Injury Quick Fill to choose Hernia and set the codes automatically. Choose None to clear the choice if needed.

The screenshot shows the 'WKC12 Form' interface at the 'Injury' step. The 'Injury Quick Fill\*' dropdown is set to 'HERNIA'. A red box highlights the following fields:

- Traumatic/Occupational\*: OCCUPATIONAL
- Nature of Injury\*: HERNIA
- Part of Body\*: ABDOMEN (INCLUDING GROIN)

Other visible fields include: Insurance Claim Number, Date of Injury (MM/DD/YYYY)\*, Last Day Worked (MM/DD/YYYY)\*, Time Shift Began, Time of Injury, Date Employer Notified (MM/DD/YYYY), County of Accident, Zip Code of Accident, and Injury Description\*.

### Note on Hearing Loss Quick-Fill

The Hearing Loss quick-fill will fill the Nature of Injury, Part of Body, and Traumatic/Occupational fields. You will have to choose the Injury Cause.

## Upload Documentation

DWD Worker's Compensation requires documentation to be submitted. Currently, documentation can be submitted via fax or standard USPS mail. In the Insurer Portal there is a new option to upload a file attached to a claim. The upload is done on a claim-by-claim basis, meaning you must access the claim, and upload from there.

On the Claim Details screen, there is a button for Upload Document on the Claim Info tab.

**Claim Details**

<b>WC Claim Number</b>	2024004876	<b>Employer</b>	TEST EMPLOYER
<b>Employee Name</b>	WORKER, INJURED	<b>Ins Claim Number</b>	TEST.12345689
<b>Injury Date</b>	01/15/2025	<b>Insurer</b>	TEST INSURER 2
<b>SSN</b>	*****3456	<b>Claim Handling Office</b>	TEST INSURER 2
<b>Average Weekly Wage</b>	\$ 807.00	<b>PPD Rate</b>	\$ 446.00
		<b>TTD Rate</b>	\$ 538.00

[Back to search results](#)

**Claim Info**      Payment Info      Open Correspondence      PPD Worksheet

**Claim Status:** WAITING FOR LAST FILING  
**Wage Status:** NOT SET

- Send a WKC13 showing all dates of disability and all amts paid to date
- Send WKC13A by 03/01/2025
- Received a NOT FINAL WKC13 as of 02/06/2025
- Return to Work date is missing for payment TTD for period starting 01/15/2025
- You indicated a WKC13A would be sent based on notice received 02/06/2025
- No answer to surgery question, respond when submitting WKC13

You are allowed to upload PDF, TIF, TIFF and DOCX file types. They must not be larger than 40MB in size, no more than 500 pages long and the file name must be less than 100 characters. Please note, **Document Upload is not for submission of WKC-12, WKC-13, WKC-13A/A1 or TPD Worksheet forms; these four forms must be submitted via the Submit New Claim menu or from the applicable Claim Details page. Any uploaded copy of these forms will be deleted and considered not filed. Failing to enter the information through the appropriate functions of this Pending Reports website may result in a surcharge, per s. 102.35(1), Wis. Stats.**

The attached file for upload must have a document category chosen. The available document categories are Annual Payment Update, Calculation Request (Not PPD), Copy Work Request, Correspondence Reply, Delay, Denial, Medical Report, SupBen Reimbursement Request, Third Party Agreement, Wage Information, or Other. Use the paper clip to attach the file.

## View Documents

With the new Insurer Portal – Pending Reports application, you can view documents that have been sent and received on the claim. You can access the imaged documents from Claim Details, View Documents tab. For each row, there is a link to download and view the document image. Please note, **the Download link saves a copy of the document that may contain personal identifiable information to your browser's Download folder. You are responsible for security and confidentiality of this data.** The file will be a PDF or TIF document.

### Example of the View Documents screen

Claim Info      Payment Info      Open Correspondence      PPD Worksheet      Submission History      **View Documents**

*The Download link saves a copy of the document that may contain personal identifiable information to your browser's Download folder. You are responsible for security/confidentiality of this data.*

Filter

Actions	Doc Number	Doc Type	Pages	Received Date	Journal Event	Status
<a href="#">Download</a>	8109584	EST	2	01/14/2025	C WC93N 01/14/2025	
<a href="#">Download</a>	8029737	COMPLEXMED	7	10/24/2024	D NFMED 04/18/2024	Completed Workflow
<a href="#">Download</a>	7943318	NONLT	5	08/09/2024		
<a href="#">Download</a>	7934682	OUT-NLIT	1	08/05/2024	C INSLET 08/05/2024	Completed Workflow
<a href="#">Download</a>	7916064	COMPLEXMED	26	07/15/2024	D NFMED 04/18/2024	Completed Workflow
<a href="#">Download</a>	7906743	EST	2	07/11/2024	C WC93N 07/11/2024	
<a href="#">Download</a>	7904734	OUT-NLIT	1	07/10/2024	C INSLET 07/10/2024	Completed Workflow
<a href="#">Download</a>	7874538	COMPLEXMED	3	06/07/2024	D NFMED 04/18/2024	Completed Workflow
<a href="#">Download</a>	7324480	OUT-WAGE	2	02/27/2023	C WCWIN 02/27/2023	

The View Documents tab also tells you information about each document. There is a unique document identifier (Doc Number), the DWD document type (Doc Type), how many pages the document has, the date received by DWD, the event the document is linked to (Journal Event) and the document status.

**Close up of document data**

Actions	Doc Number	Doc Type	Pages	Received Date
<a href="#">Download</a>	8109584	EST	2	01/14/2025
<a href="#">Download</a>	8029737	COMPLEXMED	7	10/24/2024
<a href="#">Download</a>	7943318	NONLT	5	08/09/2024
<a href="#">Download</a>	7934682	OUT-NLIT	1	08/05/2024
<a href="#">Download</a>	7916064	COMPLEXMED	26	07/15/2024

Journal Event is a code used by DWD to tie a document to an incoming document process (D) or an outgoing document process (C). There could also be a code associated with the document. For example, an outgoing letter to an insurer could be coded C INSLET, or a letter indicating an estimate of disability, C WC93N. Some general documents may not have a Journal Event.

The document Status indicates if it is still being processed by DWD (In Workflow), or processing has been completed (Completed Workflow). Some documents do not get processed across Worker's Compensation units; therefore, they will not have a status.

**Close up of Journal Event and Status**

Journal Event	Status
C WC93N 01/14/2025	
D NFMED 04/18/2024	Completed Workflow
C INSLET 08/05/2024	Completed Workflow
D NFMED 04/18/2024	Completed Workflow

Documents uploaded will not appear immediately on the View Documents screen. The dates on the Insurer Portal landing page indicate what date the Department is processing incoming mail. Do not expect a document uploaded to be filed to the claim until the processed date has moved to the date the document was submitted.

### Example of processing dates on the landing page of the Insurer Portal

Today is 02/17/2025. The WC Division is processing:

Medical Filings and Letters Received: 02/11/2025

Wage Filings Received: 02/04/2025

Information submitted may require a series of steps by multiple Division personnel to complete processing and may take 2-3 weeks for completion. During this time please do not re-send information previously submitted.

### Submission History

On each claim detail page, there is a tab to view submission history. The submission history is a view of all transactions for that claim that came from the Insurer Portal – Pending Reports and legacy Pending Reports applications. EDI transactions are not shown on this screen. For each transaction, you can see the date sent, who sent it, the Report Type and Report Purpose, and then click on the confirmation ID to view the details of that submission. The confirmation ID matches the confirmation ID you see on report submission confirmation screens.

### Example of a Submission History tab screen

Clicking on the confirmation ID link shows you the data details, as well as provides a link to download a PDF copy of the submission.

<a href="#">Claim Info</a> <a href="#">Payment Info</a> <a href="#">Open Correspondence</a> <a href="#">PPD Worksheet</a> <a href="#">Submission History</a> <a href="#">View Documents</a>						
Date	User Name	Report Type	Report Purpose	Source	Confirmation ID	
09/28/2023		WC12 (FIRST REPORT OF INJURY)	ORIGINAL	INTERNET	<a href="#">20253314870802</a>	
11/01/2023		WC13 (SUBSEQUENT REPORT)	UNDER INVESTIGATION	INTERNET	<a href="#">203296A4986414</a>	
12/15/2023		WC13 (SUBSEQUENT REPORT)	INITIAL PAYMENT	INTERNET	<a href="#">204292A49107073</a>	
12/15/2023		WKC13A - WAGE	WKC-13A WAGE	INTERNET	<a href="#">204293WGE107080</a>	
05/23/2024		WC13 (SUBSEQUENT REPORT)	SUBSEQUENT PAYMENT	INTERNET	<a href="#">207985A49180704</a>	
10/29/2024		WC13 (SUBSEQUENT REPORT)	SUBSEQUENT PAYMENT	INTERNET	<a href="#">211603A49250514</a>	

## Edit Payments

A new complement to the WCK13 form is the Edit Payments function. Edit Payments is accessed through the payments tab on the claim detail. Clicking on the button Edit Payment Amounts will let you update the amount paid for any line of payment, including closed periods of disability, as well as amount paid on PPD due. The use of the Edit Payments button is considered a WKC13 S1 supplemental payment. You cannot close an open period of disability, that must be completed with the formal WKC13 form.

### Example of where to find the Edit Payments function

The screenshot shows the 'Payment Info' tab selected in the Insurer Portal. Below the navigation tabs, there is a table titled 'Payments to Claimants'. The table has the following data:

Actions	Type of Payment	Last Day Worked	Returned to Work	Employer Paid Holidays	Payment Calculated	Amount Comp. Paid	Attorney Fees
	TEMPORARY TOTAL DISABILITY 102.43	04/01/2022	04/10/2022	0	\$1,174.41	\$25.00	\$0.00
	Balance Due: \$1,149.41			Total	\$1,174.41	\$25.00	\$0.00

Below the table, there are two buttons: 'Edit Payment Amounts' and 'Send WKC13'. A red arrow points to the 'Edit Payment Amounts' button.

For more information about WKC13 payment methods on the Insurer Portal – Pending Reports application, please use the [DWD Worker's Compensation website for Insurers](#).

## Security

Setting up an account to have access to an insurer or claim handling office's Wisconsin claims can be done within the Insurer Portal. The first step is to create a MyWisconsin ID account, and then use that to log into the Portal. In some instances, access to an insurer or TPA is imported with the account the first time they log in. If that does not happen, there is a request access process. Detailed security instructions can be accessed on the [DWD Worker's Compensation website for Insurer](#).

## Performance Reports and Assessment Reports

Before the Insurer Portal, Performance Reports and Assessment Reports were accessed from separate applications. The Insurer Portal bundles them in with Pending Reports, keeping all insurer information in one application location. The main menu contains sections for both Performance and Assessment Reports. Access to these reports is driven by access to an insurer and use the same security process as [outlined above](#). More information for these reports can be found on DWD's Worker's Compensation [Administrative Assessment page](#) and the [Claims Handling Performance Reports page](#).