

Visit Adjuster Gateway at: <https://wcbgateway.wcb.in.gov/wcbgateway>

PPI Adjuster Portal submission

Gateway user guide

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How do I get to the PPI application screen for Workers' Compensation Board in Gateway?

As an authorized user of the WCB Indiana Gateway PPI Portal ("Gateway"), users will have a username and password that will allow access to the program. The username is the email address on file with the Workers Compensation Board ("WCB"). The WCB will assign an initial password, which should then be changed by the owner to something unique and confidential. Users are responsible for all information entered into Gateway under the authorized user's username and password.

To access Gateway, open Firefox or Google Chrome and type <https://wcbgateway.wcb.in.gov/wcbgateway> into the browser and then hit "Enter" on a standard keyboard. Gateway works best using Firefox or Google Chrome. Internet Explorer is not a supported browser.

Registering for the WCB PPI Portal

To register for the PPI submission portal, navigate to the login page here:

<https://wcbgateway.wcb.in.gov/wcbgateway>. Registration for the PPI application may be completed by clicking **(Register)** from the login page. On the registration page, select **Role** at the top center of the page, you will then add your email/username (required), your first and last name (required) and contact information (mailing address required). Below the mailing address, the carrier information is entered. The FEIN/Name must be that of the carrier, TPA, self-administered or self-insured employer completing the registration. (required). After the required fields have been populated, to complete your registration click **Register**. You may clear all entered information by clicking **Clear**. Clicking **Cancel** will return you to the login page. After registration has been completed, the WCB will verify and approve, and a temporary password will be emailed to the registrant. The registrant may then login to the PPI portal, using the temporary password. PLEASE update your temporary password to a unique and confidential password. Utilization of centralized submission or a centralized distribution email for Indiana PPIs is discouraged as accountability is diminished, submission of corrected documents will be delayed and direct communication with the person responsible for adjusting the case will be difficult.

A Forgot Password link is available on the login page, if the password needs to be reset, or has been forgotten.

The screenshot shows the "Adjuster Registration" form. At the top, there is a dropdown menu for "Please Choose Role:" with "Adjuster" selected. Below this are several input fields: "User Name/Email:", "First Name:", "Last Name:", "Address:", "Zip code:", "City:", "State:", "Phone Number:", and "Carrier FEIN:". There are also "Carrier Details" fields for "Carrier Name:". A watermark for the Workers Compensation Board of Indiana is visible in the background. At the bottom, there are three buttons: "Register", "Cancel", and "Clear". A note at the bottom states: "** FEIN/Name must be that of the carrier, TPA or self-administered self-insured employer completing the registration."

My Profile & Adding additional correspondence emails

To add additional email recipients for the registrant, navigate to the **My Profile** page accessed from the login page. You may add up to 5 additional emails. (i.e., assistants, colleagues, etc.). Once the information has been entered, click **Update** to save the information. The additional email addresses entered on the profile page will also receive all correspondence regarding PPIs filed under the registrant's profile. You may remove or edit the additional email entries as necessary. To remove email recipients, click the waste can symbol to the right of the additional email address. Click **Update** to save.

My Profile

Email Address/User Name: Heatheradjuster@adjuster.com

First Name: * Last Name: *

Mailing Address

Address: * City: * State: *

Zip Code: * Phone Number:

Carrier Details

** FEIN/Name must be that of the carrier, TPA or self-administered self-insured employer completing the registration.

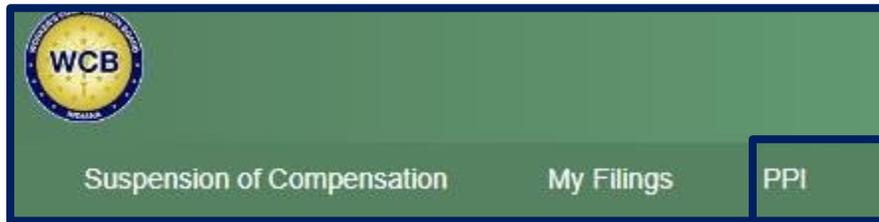
Carrier FEIN: 014747474 Carrier Name: SAFETY NATIONAL CASUALTY CORPO

Additional Emails
(Up to 5 assistants can be added)

First Name Last Name Email

PPI submission portal overview

The PPI submission portal is the electronic submission portal for Insurance Adjusters to submit their PPI claims to the WCB for approval. The menu on the Portal has 3 options for action:



1. Suspension of compensation
2. My filings
3. PPI – this user guide will discuss the options available under the PPI portion of the submission Portal.
The PPI section of the portal has two options.
 - a) The first option is the PPI dashboard.
 - b) The second option is for submitting new PPI.

PPI Dashboard



The PPI dashboard is the location in the Adjuster Portal where an Adjuster can see the status of their filings with the WCB. Under the drop-down menu “Filing Status?”

There are 5 options on the PPI dashboard.

1. All (all filings’ statuses will be displayed) – “all” statuses can be sorted by status by selecting one of the options below (all) from the drop-down menu.

The filed PPIs will display by name, JCN, File name. FEIN/Carrier, date created and date of last action.

PPI Dashboard

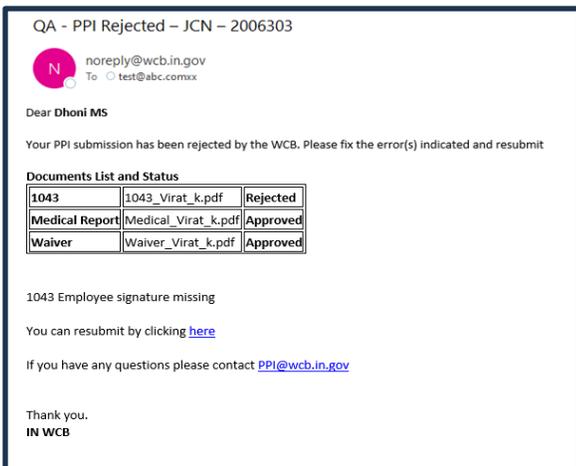
Filing Status?: All Clear

Employee Name	JCN#	Filing#	File Name	FEIN-Carrier Name	PPI Status	Created Date	Action
KATRINA EATHAM	2006293	2	ORDEROFDISMISSAL.PDF - MEDICAL REPORT - Approved NEWLABEL.PDF - WAIVER - Approved COMPCERT.PDF - 1043 - Compliance	12345678 : Test one LLC		Pending Review	03/21/2023 View
JESSICA KOEHLER	1915824	1	1043.PDF - 1043 - Pending Review 2IF_07272021.XLSX - MEDICAL REPORT - Pending Review 54217_SUSPENSIONREPORT.DOC - WAIVER - Pending Review	12345678 : Test one LLC		Pending Review	09/13/2023 View
DANIEL CAIN	1927548	1	2IF_07272021.XLSX - 1043 - Pending Review 54217_SUSPENSIONREPORT.DOC - MEDICAL REPORT - Pending Review AGENCY EXCEPTION LIST - JAN2022-WCB.XLSX - WAIVER - Pending Review	12345678 : Test one LLC		Pending Review	09/15/2023 View

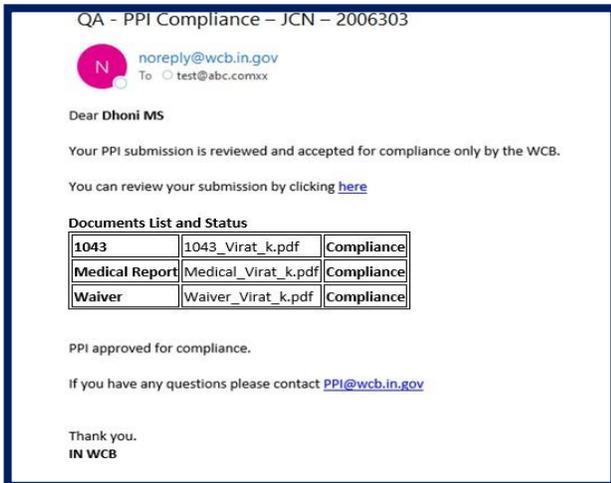
2. Approved – Adjusters will receive an email for each PPI approved noting the approval.



3. Rejected -Adjusters will receive an email from the WCB noting the rejection reason.



4. Compliance – Adjusters will receive an email from the WCB noting the filing has been accepted for compliance.

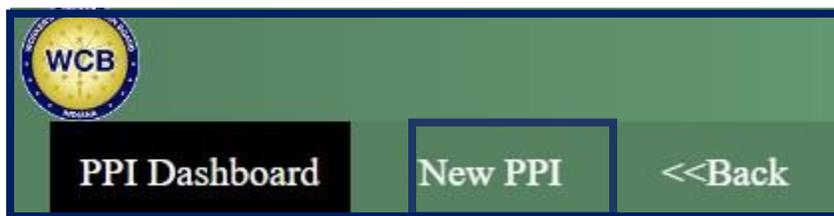


5. The Pending review screen is a list of the registrants (Adjuster’s) PPIs currently pending review.

Submitting a new PPI

New PPI’s may be submitted via the PPI dashboard by clicking the “New PPI” selection at the top of the page to the left of the “Back” option or by navigating to the “New PPI” option found under the second option under the main page by clicking the 2nd option “New PPI”.

The PPI dashboard will also display the option to submit a new PPI from this area without navigating to the “New PPI” submission menu.



New PPI’s

A new PPI must have a First Report of Injury (FROI) filed– the submission of the FROI will generate a Jurisdiction Claim Number (JCN).

Adjusters can search for the Injury multiple ways.

Search options are by:

1. Jurisdiction Claim Number (JCN) – assigned when FROI is filed with the WCB.
2. Date of Injury
3. Last name
4. First Name

2 of the 4 data entry fields must be completed to retrieve a specific Accident/Injury file.

Any combination of 2 data fields will retrieve the file, note however that a FROI must have previously been filed. Once the correct Injured worker’s file has been retrieved by the system, the NEW PPI button will appear along with the Jurisdiction Claim number, Date of injury and Full Name. Please verify date of injury and JCN match the file you are submitting.

New PPI’s submission procedure

Clicking the “New PPI” button will bring up a new smaller screen. The display of the New PPI “Enter PPI details.” shows the JCN, Employee Name, Claim Administrator Email and Date of injury.

Additional required fields to be populated by Adjuster during submission include:

1. Filed Date -the submission date for the PPI -current date.
2. PPI percentage- The PPI rating to **the most specific body part injured and rated by the MD.**
For more information on PPI ratings see PPI Guide: https://www.in.gov/wcb/files/PPIGuide_10.2023.pdf
3. PPI degrees- full degrees of compensation per body part(s) injured. Please use the matching applicable full degrees (i.e. 100, 50, 45 etc.) assigned by WCB for injured body part. System makes the full calculation **do not enter partial degrees**. PPI degree designations may be obtained from the WCB website here (page 2): <https://www.in.gov/wcb/files/PPIandTTD-benefits2023.pdf>

4. Total Due- To help ensure accuracy, the Total due field should be auto calculated, the system will reference the date of the accident and retrieve the correct PPI rate for the entered accident date. To activate the auto-calculate option click the calculate button.
 - a. The calculate double option is utilized for all amputations that involve loss of bone, see IC 22-3-3-10 OR The PPI guide for more information.
 - b. The Total due entry field may be entered manually for cases where multiple injuries/ratings are combined for the same accident to override the auto calculation result.

The screenshot shows a form with the following elements:

- Filed Date:*** [Input Field]
- PPI Percentage:*** [Input Field]
- PPI Degrees:*** [Input Field]
- Total Due:*** [Input Field]
- Calculate** (Blue Button)
- Calculate Double** (Blue Button)
- PPI Rates** (Text Link)

Uploading supporting documentation for PPI submission

In addition to the PPI calculation, additional supporting documentation must be submitted for the WCB to process/approve the claim.

- a. File extension types accepted for upload are **.PDF, .JPEG and .DOC ONLY**
- b. Maximum file size is 500 MB if the 1043 file size is larger than 500 MB you may split the files and upload the additional files under other document (Other document option allows for multiple documents to be uploaded, individually)

The screenshot shows a form with the following elements:

- Unsigned waiver and 1043 should only be submitted if two attempts have been made and 60 days have passed since the mailing of the 2nd attempt.*
- 1043:*** [Choose File] (PDF/Excel/Word/Jpeg/Jpg files only and file size should be upto 500MB)
- Medical Report:*** [Choose File] (PDF/Excel/Word/Jpeg/Jpg files only and file size should be upto 500MB)
- Waiver:*** [Choose File] (PDF/Excel/Word/Jpeg/Jpg files only and file size should be upto 500MB)
- I certify I have twice submitted this SF1043 and Waiver to the injured work for signature and have waited 30 days to submit this documentation to the WCB strictly for compliance purposes.
- Multiple files can be uploaded.*
- Other Document:** [Choose File] (PDF/Excel/Word/Jpeg/Jpg files only and file size should be upto 500MB)
- Chart/Report:** [Choose File] (PDF/Excel/Word/Jpeg/Jpg files only and file size should be upto 500MB)
- Notes:** [Text Area]
- characters remaining: 1000
- Ok** **Clear** (Buttons)

Required documents to be uploaded include:

To maintain the integrity of the WCB database the WCB requires that each document must be uploaded under the correct heading individually. Please submit with only the waiver uploaded under the waiver heading, only the 1043 uploaded under the 1043 heading and only the medical under the medical heading. Submissions will be rejected if multiple document types are uploaded under the incorrect heading.

All documents may be uploaded by dragging and dropping the file into document title in the portal or by selecting file from location on computer and clicking upload.

1. Form 1043- with Employer or Adjuster signature and Employee signature.
 - a. If employee signature is not obtainable the submitter must certify that they have waited the prescribed number of days post mailing for signature by the injured worker prior to submission to the WCB. State form 1043 may be found here: <https://www.in.gov/wcb/forms/>
2. Medical report – medical report from the treating physician, on the physician’s letterhead with the physician’s signature – for submission to be approved by the WCB the medical report must include the injured worker has reached Maximum Medical Improvement (MMI) and the Permanent Partial Impairment (PPI rating). The Edition of the AMA guide referenced by the Physician must be included in the medical report (i.e., 5th or 6th Edition) If the Injured worker was treated by a Physician’s Assistant or Nurse Practitioner, the medical report must be signed off by the supervising Physician. (MD)
3. Completed & signed -Employee waiver of examination by personal physician, State form 53913 found here, <https://www.in.gov/wcb/forms/>
 - a. If an employee signature is not obtainable the submitter must certify that they have waited the prescribed number of days post mailing for signature by the injured worked prior to submission to the WCB.
4. If the submission is to be submitted for compliance purposes, submitter must certify that the Injured worker’s signature was requested 2 times and the 30 days wait period has passed prior to submission for compliance. **The check box is only required if submission is for compliance purposes.**

I certify I have twice submitted this SF1043 and Waiver to the injured work for signature and have waited 30 days to submit this documentation to the WCB strictly for compliance purposes.

Other document- additional upload opportunity for supporting documentation not classified in 1, 2, or 3. Files sizes that exceed the 500 MB limit may be split and uploaded in the appropriate form section and additional files may be added here under other documents. Here you may upload multiple individual documents. (.PDF, .JPEG and .DOC file extensions only)

5. Chart /Support- additional upload opportunity for supporting medical information – (i.e., medical chart or reports not uploaded in the medical report section.)
6. Notes from the submitter to the WCB on the file may be added in the notes section at the bottom of the PPI submission menu.



After the required documentation has been uploaded (1, 2 & 3), if no other documentation or notes need to be included the submitter is able to click the (Ok) button. If an error has been made in the submission the submitter may also choose the (Clear) button to remove the uploads and completed information.

Once the (Ok) button has been clicked a smaller pop-up window will appear, here the submitter may type a cover letter to the WCB for the PPI submission if applicable. Cover letter is optional information and is not required for submission to the WCB.



Re-submitting PPI due to rejection of 1 or more documents. (Resubmission)

If you received an email from the WCB noting a document or filing has been rejected, or are checking the dashboard and notice a rejection, you may resubmit the rejected documents. Resubmit can be accessed either via the rejection email link or the Portal, under the dashboard listing of rejected.

1. To access the resubmit function in the portal, navigate to the PPI Dashboard, the PPI dashboard will display the PPI type, by drop down menu. Select **Rejected**.
2. To resubmit documents that have been rejected locate the JCN for the rejected documents.
3. Under the Action heading on the right click on the **Resubmit** button. A smaller pop-up screen with the information regarding the JCN PPI will be displayed. The smaller screen shows the submission status of the rejected documents.
4. The documents that have been rejected will display an upload opportunity in the section below the Action heading.

The screenshot shows a form for resubmitting PPI documents. It includes the following fields and sections:

Jurisdiction Claim No:	2006226	Employee Name:	[REDACTED]
Date of Injury:	12/07/2022	Claim Administrator Email:	[REDACTED]
Filed Date:	06/21/2023	PPI Percentage:	8.00
PPI Degrees:	100	Total Due:	14000.00

Notes:

Unsigned waiver and 1043 should only be submitted if two attempts have been made and 60 days have passed since the mailing of the 2nd attempt.

1043:* (PDF/Excel/Word/Jpeg/Jpg files only and file size should be upto 500MB)

Waiver:* (PDF/Excel/Word/Jpeg/Jpg files only and file size should be upto 500MB)

I certify I have twice submitted this SF1043 and Waiver to the injured work for signature and have waited 30 days to submit this documentation to the WCB strictly for compliance purposes.

Multiple files can be uploaded.

Other Document: (PDF/Excel/Word/Jpeg/Jpg files only and file size should be upto 500MB)

Chart/Report: (PDF/Excel/Word/Jpeg/Jpg files only and file size should be upto 500MB)

5. Click choose file and locate the file from your device or drive that is to be uploaded. Either drag and drop the selected document or locate file then click choose file has been selected click "open" and the file will upload.
6. Resubmission PPI's (due to rejection on previous submission) will also generate a resubmission confirmation email.
7. If the rejection has not been resolved in 15 days by reuploading and resubmitting the submitting adjuster will receive a reminder every 15 days until the issue has been resolved.



Action emails generated by PPI portal:

The adjusters/submitters will receive emails as the submission moves through the approval process, noting action taken by the WCB and as a confirmation of actions completed by the submitter:

1. After the user has successfully submitted a PPI, a confirmation email will be sent to the submitter of the PPI.
2. Action by WCB on submitted PPI's will notify the submitter via email of any changes in status. Status changes included in notification emails: Acceptance, Rejection and Acceptance for compliance. These status changes will also be reflected in the PPI dashboard shown on this user guide pg. 6.
3. Rejected PPIs with no response from submitter will generate a reminder email to the submitter at 15-day intervals until the PPI is Approved or Approved for compliance.