



## Staying afloat made simple

*How-to guide helps BWC customers swim with BWC Dolphin Project*

The wave has come...riding the wave of success...entering the new wave of technology. No matter what you've seen or heard about the Ohio Bureau of Workers' Compensation (BWC) over the past year, one thing is certain: BWC has dived into a whole new way of doing business. Now, BWC's customers can take the plunge into the Dolphin Project.

The Dolphin Project is our new e-business system, which offers convenient, easy-to-use services online. Wave 1 of the Dolphin Project rolled out in October, making BWC the first state agency to offer full-service, integrated solutions online.

BWC understands that you may be a little apprehensive about entering uncharted waters. That's why we developed this how-to guide for Dolphin. BWC wants to make sure no one swims alone. From the Web site appearance and navigation tips to user-friendly online functions and accessibility, this guide will help make swimming with the Dolphin simple.

### Where's the pool?

Although we have a brand new Web site in Dolphin, the site address is the same. To access Dolphin, go to [www.ohiobwc.com](http://www.ohiobwc.com).

### Sites of the sea

Accessibility and compatibility — BWC has kept these strategies in mind to ensure that as many customers as possible can access the online services. Anyone with Web browsers Internet Explorer 4.0, Netscape Communicator 4.0 or higher can take advantage of the Web site.

With the use of color, graphic elements and a basic font style, the Web site also is pleasing to the eye and easy to follow. Here's a look at what you'll see when you dive into Dolphin.



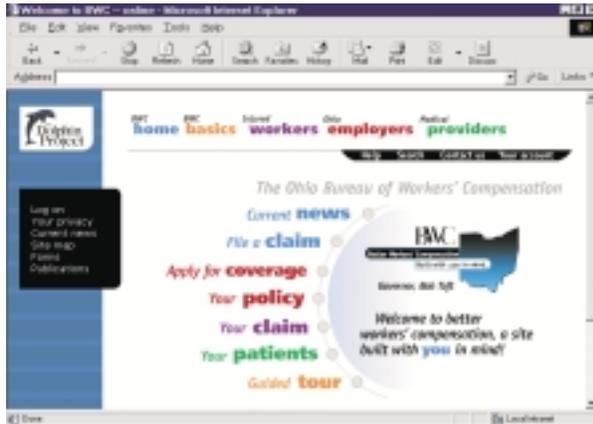
*Bob Taft, Governor  
James Conrad, Administrator/CEO*

[www.ohiobwc.com](http://www.ohiobwc.com)

## Top navigation links

The titles of each customer or user group's home page serve as links to those pages. These links are at the top of every Web page in Dolphin.

BWC home basics Injured workers Ohio employers Medical providers



## Color coordination

In addition to the titles across the top of every page, each customer or user group has its own color. Every page in that group will have the color on the left side of the screen. The color serves as a background for other menu items and allows you to easily identify what section of the site you have accessed. The groups and their corresponding colors are shown above in the navigation bar.

## BWC home

No matter who you are, you can access many of our basic service offerings directly from the home page, including filing a claim or applying for coverage. Plus, frequent users can get the latest news at BWC while new users can take a guided tour of Ohio's workers' compensation system.

## Menu

Menu items are enclosed in a black box on the left side of the screen and in a black bar underneath the navigation bar.

## Quick links

Everywhere except for the BWC home page, you'll find Quick links underneath the menu box on the left side of the screen. These icons provide direct access to some of the most commonly used service offerings. Each user group has its own set of Quick links, which are available on every page in that group.

## Status bar

This will be located below the navigation bar to let you know where you are in the site.

- For **Injured workers**, **Ohio employers** and **Medical providers**, the status bar will show not only the menu option, but also the claim or policy number and the injured worker or employer's name.
- In addition, the status bar will have a light to show whether you are in a secured area of the site and if you've logged on. A green light means yes, and a red light means no.



## Life preservers

As with our other programs, BWC built the new Web site with you in mind. That means Dolphin will never leave you stranded. BWC has built into Dolphin three life preservers, so to speak. So, when you feel like you're only treading water, reach for these:

### Search

You'll find a link to the search function in the black menu bar in the upper right corner of each screen. Here you can type in key words or choose from a list of categories to find the information you need more quickly and easily.

### Help

This option also is located in the black menu bar on every page so you can immediately click for help.

- **Screen level help** — When you click Help in the black menu bar, you'll see a pop-up dialog box that will help you with the process, fields or definitions for the screen you are looking at.
- **Site level help** — This provides assistance with the entire Web site, including the site's look and feel and navigation tips. To access this level of help, click on the computer image with the question mark over it at the bottom of Screen level help.



Finally, you can print the help information displayed in the dialog box. Simply click on the printer image at the bottom of the help screen.

If all else fails, you can get out of the water by clicking on **BWC home**, which will take you back to the beginning of the site. You also can call us at **1-800-OHIOBWC**.

## Contact us

Located in the black menu bar at the top of the screen, this feature gives information on how to get in touch with BWC. You can send an e-mail or look up the nearest customer service office by entering your ZIP code.

# Starting at the shallow end

Just as with any first swimming lesson, BWC wants to start everyone at the shallow end. In the case of Dolphin, you can start with **BWC basics** and click on the Guided tour either from **BWC home** or from Quick links.

The Guided Tour System (BWC GTS) is a program you customize yourself. The tour you take depends on your relationship with BWC. Workers can take a tour that walks them through the claim filing process and injured workers can check the status of their claim(s). New employers can learn how to apply for coverage and active employers can find out how to lower their workers' compensation costs.

And no matter what tour you take, BWC guides you every step of the way. To take a tour, you answer a series of questions. Those answers link you to the information you need and additional links for related information. If you want to go back, click on the back arrow at the bottom of the television screen. You can leave the tour anytime by clicking Exit.

## Service offerings specifically for you

Now that you know how the Web site works, make the site work for you. To access information about your specific policy or claim(s), you will need to create an account — obtain a User ID and Password. To create an account, follow these steps:

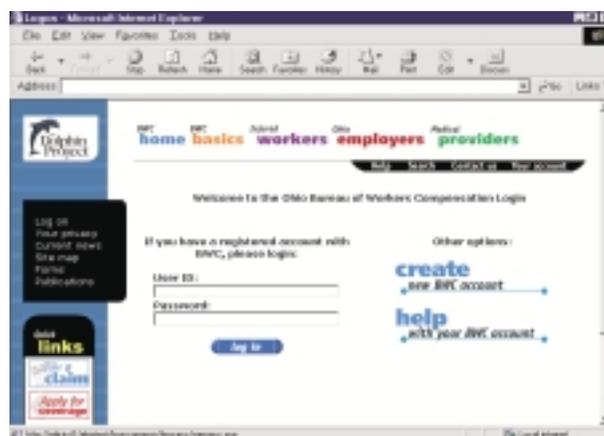
1. Click on Log on located in the black menu box on the left side of the screen;
2. Click on Create new BWC account on the right side of the screen;
3. Enter the requested information on each screen and click the next button at the bottom until you've filled in all the information;
4. Click submit;
5. Sign the form. After you click submit, you'll see the definition, policies and procedures for electronic signatures. If you agree to all the terms, input your initials in the field at the bottom of the screen, and then click I agree.

Once you've created an online account, here is just a sampling of the service offerings available to you.

## Update your personal information

If you've moved, changed your name or have a new e-mail address, you can immediately update that information online.

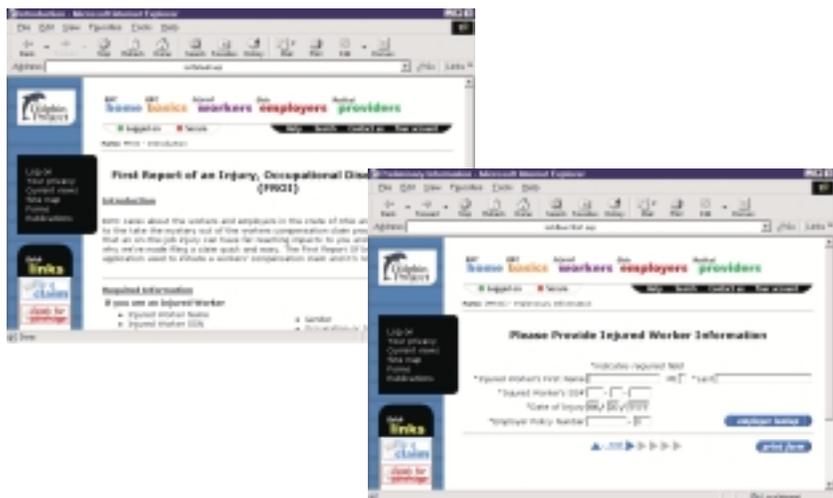
1. No matter where you are in the site, go to Quick links and click on Your claim, Your policy or Your patients.
2. Employers need to click on Update employer demographics. Injured workers and medical providers can enter the claim number.
3. Click on the update button in the section where you want to make your changes.
4. Input the new information and click ok.
5. Sign off on the update.



## File a claim

If you or one of your employees suffers a work-related injury, you don't have to wait for regular business hours. Get yourself or your employee immediate medical attention and file the claim online.

1. Access the First Report of Injury (FROI) from the home page under File a claim or go to one of the user groups and click on Forms in the main menu box.
2. You can view and print the blank form or you can fill it out online. Look for the check marks located on the right of each form to determine the options available to you for that particular form.
3. Find the FROI listing and click on the check mark under the Online column.
4. After reading the required information, click on Begin online form now at the bottom of the page.
5. Follow the instructions on each page, providing all of the requested information and clicking on the next button at the bottom of each page until the form is complete. Be sure to confirm the data is correct and if you choose, print a copy for your records.
6. Click submit.
7. Sign the form. After you click submit, you'll see the definition, policies and procedures for electronic signatures. If you agree to all the terms, input your initials in the field at the bottom of the screen and then click I agree.



## Self-insurance renewal

For self-insuring employers, BWC has made the *Self-Insurance Renewal* (SI-7) available online. The process is the same as filing a claim. Employers should log on first. Then follow the instructions at the bottom of each page. Once they reach the last page, click submit.

As you fill out an online form, you can quit at anytime. Simply click on the print form button at the bottom of the page and a portable document format (PDF) version of the form will appear. The form will include the information you've already input online, so you can print the form, fill in the rest of the information and mail or fax it to BWC.

## Group rating

If you've been thinking about joining a group to lower your workers' compensation costs but didn't have all the information to make the decision, get that information quickly and easily with Dolphin.

1. Go to the Ohio employers section and click on Programs in the main menu box.
2. On the Programs page, click on the link that reads Group Rating Program.
3. Click on one of the other links on that page to get the specific information you need, such as program criteria or group sponsors.

**Note:** The step-by-step instructions provided for the specific service offerings are only one way to access this information. You can access the same service offerings from different sections in the site, whichever section best meets your needs.

## Services reach the shore

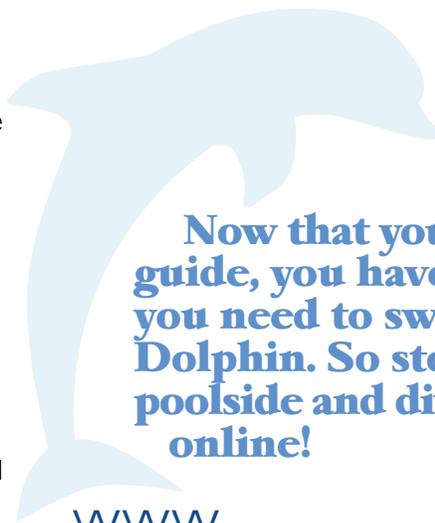
Remember! BWC customers can dive into the following service offerings now:

- File a claim;
- Look up basic claims information;
- Apply for workers' compensation coverage and pay the security deposit with your credit card;
- Apply for a claims settlement;
- Update your personal policy or claim information;
- Renew self-insuring status;
- Obtain information about group rating;
- Apply for the DFWP and retrospective rating programs.

## Not the last lap

Unlike the local swimming pool, BWC online doesn't close when the weather turns cooler. BWC wants you to swim with Dolphin all year long, year after year. Here are some of the service offerings you can look forward to in the next three waves, December 2000, February 2001 and April 2001:

- Report payroll online and pay premiums with a credit card;
- Receive a claim number immediately after filing the claim online;
- Query specific manual classifications and look up rates for those classifications;
- View medical and compensation payment information;
- Select a flexible payment plan for reporting payroll and paying premium either monthly or quarterly;
- File a *Report of Paid Compensation and Statistical Information* (SI-40);
- Determine cost savings associated with various BWC programs, such as Premium Discount Program or DFWP through rating plan policy scenarios.



**Now that you've read the guide, you have everything you need to swim with Dolphin. So stop standing poolside and dive into BWC online!**

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