

# CompHub Helpful Hints & Tips



## CompHub Employer/Insurer Processes

### Assign Org. Representatives

- A user in the Designee and subscriber role(s) has the ability to add additional representatives or revoke existing ones from an organization.
  - Employer representatives can be added during the initial registration process by entering the Employer information for the Employer they represent.
    - Once the affiliation has been confirmed, CompHub will generate the credentials for the user.
  - Insurer Representatives can be added by the corresponding Insurer Designee.
    - An existing CompHub user can be found and assigned using the search tool.
    - New users can be assigned by providing their name and email and will receive a CompHub registration link. When they complete registration they will be able to access the system with the appropriate permissions.
  - Designees may also use this process to make any adjustments to notification preferences

### First Report of Injury ("FROI")

- The First Report of Injury can be completed with or without an existing WCC Claim.
  - If there is an existing Claim, CompHub will automatically match the FROI with the Claim.
- The FROI document PDF will be generated at the end of the process and the user will receive email confirmation.
- For timely processing, the Commission recommends that the community utilize the FROI process in CompHub. If a FROI is submitted in paper form, the submission must be exactly as published on the WCC website and must be 100% in size without modifications or customization. The FROI must be printed on 8.5 x 11-inch paper with .5 inch margins on all sides. No other version of this form will be accepted. FROIs not adhering to guidelines will be returned.

### FROI Search

- The FROI Search Utility allows a user to search for a FROI based on various fields and displays limited information from the corresponding FROI.

### Self Services

- Any biographical information (e.g. Name, Date of Birth, Address) can be edited through the Update Profile Process.
- You may change your username (i.e. email address assigned to account) through the Update Profile process, however, you must contact the Commission at [CompHubSupport@wcc.state.md.us](mailto:CompHubSupport@wcc.state.md.us) to change the phone number used to access CompHub.

### Termination of TTD/Medical Benefits

- 'Per COMAR, please ensure that these forms are filed timely in CompHub, prior to discontinuing benefits.

### Voc Rehab Insurer's Report

- The Voc Rehab Insurer's Report can now be filed I CompHub and accommodates:
  - Submitting the Original Report
  - Submitting the 90 Day Progress Report
  - Submitting the Final Report

## Helpful Hints

- All CompHub cases are comprised of a prefix of the process abbreviation and a suffix of the number (e.g. TMB-123 is Termination of Medical Benefits case # 123). It is useful to keep a record of these numbers as you can search for these cases from the CompHub inbox.
- Do not submit duplicate requests for the same action (e.g. filing two Registration applications on the same account). Doing so will block you from submitting another request.
- Cancel any cases you do not plan to submit: Click cancel request on the right hand sidebar under "Events" or in the bottom right hand corner if using Claim at a Glance.