

CompHub Helpful Hints & Tips

CompHub Process FAQs



Organization Management

- CompHub now allows Voc Rehab Provider Organizations to register for CompHub. Users with the correct privileges may edit organization details as well as the organization's representatives using the "Manage Org. Details" and "Org. User Assignment" processes under the "Administrative" category.

Practitioner Registration

- Practitioner Registration also allows a user to update their Licensee information.
- Practitioners may register using a new application or a waiver application. Practitioners that have not previously registered with the Commission submitting a standard application must submit the required payment when registering.
- Upload all required documents (WCCM from the MD Board of Nursing, National Certifications, Renewal Credits) under the "Uploaded Documents" portion of the application.

Self Services

- Any biographical information (e.g. Name, Date of Birth, Address) can be edited through the Update Profile Process.
- To change your username; you must contact CompHubSupport@wcc.state.md.us. You must include the reason for the change and any supporting documents.
- To change your MFA Phone Number (i.e. the phone number that the login code is sent to) you must contact CompHubSupport@wcc.state.md.us. The email subject line should read "MFA-Phone Number-[Name]-Reset". The body of the email must include the username, full name, current phone number, and new phone number.

Voc. Rehab Plan

- Practitioners must compose the Proposed Rehabilitation plan in CompHub. CompHub will generate a PDF copy of the completed VR01 - Proposed Voc. Rehab Plan. Obtain signatures from all parties and return to CompHub to upload and submit the plan.

Voc Rehab Dispute (14.09.07.12)

- Parties with a dispute regarding Voc. Rehab services must file the VR-04 Vocational Dispute form online via CompHub.

Voc. Rehab Plan Extension (14.09.07.11)

- Extensions should be filed fifteen (15) days prior to the expiration date of the Plan on File.
 - Practitioners must contact all parties within the 15-day time period in order to:
 - Extend Services
 - Terminate Services
 - Submit a new VR Plan
- In the event that the parties are unable to reach an agreement regarding Voc. Services, the Dispute will be resolved before a Commissioner via the VR Dispute process (14.09.07.12)

Voc Rehab Progress Report

- Required every thirty (30) calendar days in accordance with *COMAR 14.09.07.10*

Voc Rehab Closure Report (14.09.07.12)

- Practitioners should submit the closure report within ten (10) business days after Notice of Termination.

VR-05 Disputed Practitioners

- To select this process navigate to *Start New Action > Voc Rehab > Disputed Practitioner*
- This process allows a party to select a set of three (3) practitioners. Once submitted, the remaining parties will choose a practitioner from the list.

REV. 9/2024

VR-06 Agreement on the Propriety of Services of Practitioner.

- To select this process navigate to *Start New Action > Voc Rehab > Practitioner Agreement*
- The selected practitioner may not initiate vocational rehabilitation services, or contact the disabled covered employee directly or through an agent unless the practitioner has received a copy of the selection agreement in accordance with *COMAR 14.09.07.09.4*

VR-10 Voc. Rehab Provider Enrollment

- CompHub now contains the VR-10 process, dedicated to registering Vocational Rehab providers.
- To select this process Navigate to *Start New Action > Voc Rehab > Vocational Rehab Provider Enrollment*
- This process allows a Provider to register their organization, define the services provided and manage the associated practitioners in one intuitive process.
 - **NOTE: Ensure your organization's practitioners are first registered with CompHub via the Practitioner Registration process to successfully complete provider enrollment**

Helpful Hints

- All CompHub cases are comprised of a prefix of the process abbreviation and a suffix of the number (e.g. MPC-123 is Manage Practitioner CEUs 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.



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