

# VIDEO REMOTE HEARINGS, EXHIBIT SUBMISSIONS, COURTROOM PROTOCOLS

## 1/11/2021 How to Request a Video Hearing

- A party wishing to request a Video Remote Hearing ("VRH") must contact the opposing side and get agreement
- Once there is agreement to a VRH, a party will submit an Emergency Hearing request form – electronically only through WFMS Online Services. ***If the claim is already scheduled for an onsite hearing, you must also submit a Request for Continuance of that hearing, noting the VRH as the justification.***
- The party must include, in the **Justification** section of the Emergency Hearing request form, a statement that the parties have agreed to a VRH. They must also include the names, email addresses & telephone numbers of all parties as well as names & email addresses of other witnesses to be invited. Also indicate if an interpreter is needed and which language. The filing party will be contacted if there is an issue or question about the interpreter.
- If a Request for Continuance of Hearing form is filed for a scheduled VRH, the filing party must include in the Justification section of the Request for Continuance, a statement that the parties agree to the hearing being reset as a VRH. If this verbiage is not included, the hearing will be reset in the normal course as in-person and a new Request for Emergency Hearing form will have to be filed as outlined above.
- All parties should review the Exhibits prior to the hearing.

## Technical Information & Additional Requirements

**The Microsoft Teams app (or latest version of Edge or Chrome) is required to participate in a video hearing.** The Teams app is recommended for all and is required for iPhone/Android telephones, iPad or Mac. Participation via PC is available as "join by web" only using Edge or Chrome as your default browser. A camera and microphone is required for video participation. Join by web has fewer options and needs more bandwidth than Teams. You can download the app in advance of the hearing via the Apple or Android app store at no cost.

When the case is scheduled, a Court Reporter will issue a Microsoft Teams email invite to all participants. Joining the VRH is accessed by clicking on the Join Microsoft Teams Meeting link in the invitation. You may install the Teams app in advance by selecting the link and choosing to download/install Teams.

Joining the VRH by video is required. Claimant/witness participants may not join via audio only. If appropriate, other participants who do not have audio/video capability may talk and listen through their phone. Most smartphones are audio/video capable and there is a Teams for iPhone and Android.

Scheduled times of the VRH are approximate and participants must remain ready to begin the hearing at any time after the assigned time. You will wait in the "lobby" until admitted.

## **Exhibits and Claimant's Consent to Pay Fees and Costs Submissions**

*Detailed instructions for uploading Exhibits and Claimant's Consent to Pay Fees & Costs, new Claimant's Affidavit in Support of Settlement form follow this page. Please use current version Google Chrome or Microsoft's new Chromium Edge web browser for our site. Review your Exhibit file to assure it DOES NOT contain information additional to what you intend for all parties to view in advance of the hearing. Once uploaded, all parties may view the Exhibit. **Reminder: All Exhibits must have an initial contents/summary page preceding the exhibit documents***

- All parties must submit their Exhibits to the Commission through WFMS Online Services using the Exhibits and Claimant's Consent to Pay Fees and Costs upload **at least 3 business days prior to the hearing.** All parties must also email their Exhibits to opposing counsel at least 3 business days prior.
- Claimant's Consent to Pay Fees & Costs must be submitted separately from your exhibits. The signed Claimant's Consent to Pay Fees & Costs (WCC form H44 03/2018) is uploaded. DO NOT submit the Claimant's Consent to Pay form with Exhibits.
- When you upload a PDF or other file, please verify your Exhibit via Online Services View Claim Documents. **Each uploaded file will appear as a separate Exhibit in the Documents list.** Questions about exhibit files should be sent to [websupport@wcc.state.md.us](mailto:websupport@wcc.state.md.us).
- Uploaded files are visible quickly after processing in WFMS Online Services. Please confirm via View Claim Documents to ensure your submission was successful.
- A Commissioner may permit a supplemental exhibit(s) or other document to be submitted including those for impeachment purposes. Immediate access to such documents for all parties will be required (email, text, etc.).
- The Claimant's Affidavit in Support of Settlement is submitted via a new online form and is not part of the uploads.

## How to upload Exhibits and Claimant's Consent to Pay Fees and Costs. Using the new form for Claimant's Affidavit in Support of Settlement

After logging on, click on the **Upload Exhibits/Consent** tab. This page is available for Attorney and Attorney Proxy.

The screenshot shows the Maryland Workers' Compensation Commission Online Services interface. At the top, there is a header with the Maryland state seal and the text "Workers' Compensation Commission ONLINE SERVICES". Below this, a welcome message "Welcome, Kim Goetz" and a "Log out" link are visible. A navigation bar contains several tabs: Home, Award Inquiry, Claim Inquiry, Appeal, File Forms, Hearing Issues, Proxy List, Hearing Results, User Profile, WCC Codes, View Claim Documents, SF1 Inquiry, eNotice (0), Logout, Help, Electronic C1, Voc Rehab Dispute Process, and Upload Exhibits/Consent. The main content area is titled "Online Services Attorney Menu" and lists various services with their descriptions. At the bottom, there is a copyright notice: "© Copyright 2002-2020 All Rights Reserved. Terms of Service Agreement".

Online Services Attorney Menu	
Home	<a href="#">Display the List of Available Features for Online Services</a>
Award Inquiry	<a href="#">Query Award Information</a>
Claim Inquiry	<a href="#">Query Claim Status Information</a>
Appeal	<a href="#">Query Appeal Information Status</a>
File Forms	<a href="#">File Electronic Forms with WCC</a>
Hearing Issues	<a href="#">Query Hearing Issue Information</a>
Proxy List	<a href="#">Allow associates to assume Attorney Document Security</a>
Hearing Results	<a href="#">Query Hearing Results Information</a>
User Profile	<a href="#">Update Your User Profile Information</a>
WCC Codes	<a href="#">Display Docketing Codes used by WCC</a>
View Claim Documents	<a href="#">View and Print Claim Related Documents</a>
SF1 Inquiry	<a href="#">SF1 Inquiry Information</a>
eNotice	<a href="#">E-Notice Information</a>
Logout	<a href="#">Close your session and logout from Online Services</a>
Help	<a href="#">Information about specific services and features</a>
Electronic C1	<a href="#">Employee Claim</a>
Voc Rehab Dispute Process	<a href="#">Voc Rehab Dispute Process</a>
Upload Exhibits/Consent	<a href="#">To upload exhibits and claimant consent to pay fees</a>

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[Terms of Service Agreement](#)

You will see the following screen:

Welcome, Madhavi Cherukuru [Log out](#)

Home C1 Status Insurer Award Inquiry SF1 Inquiry Claim Inquiry eNotice File Forms Hearing Issues Hearing Results FileNet Queues FROI Report

Appeal Logon Audit Trail Electronic C1 User Profile Inquiry View Claim Documents Admin Logout Help C1 Verification Prescription Drugs Cost Study EmployerDataCleanup Upload Exhibits/Consent

Claim Number  \* Hearing Date  \*

Claimant First Name  Claimant Last Name

Employer  Insurer

Healthcare Provider  Hearing Location  \*

Do you want to upload Exhibit documents?  
☐ Yes ☐ No

Do you want to upload the Claimant's Consent to Pay Fees and Costs (WCC Form H44)?  
☐ Yes ☐ No

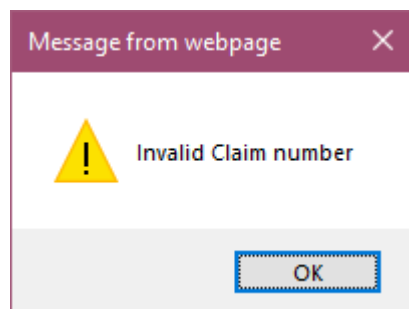
☐ I HEREBY CERTIFY on this 08th day of September, 2020 SERVICE OF THE FOREGOING WAS MADE TO ALL PARTIES ENTITLED TO SERVICE IN ACCORDANCE WITH COMAR 14.09.01.03. \*

☐ By checking this box, I affirm this is the electronic signature of the submitter for all purposes under the Maryland Workers' Compensation Law: Title 9 of the Labor & Employment Article of the Annotated Code of Maryland and the Maryland Uniform Electronic Transactions Act. Title 21 of the Commercial Law Article of the Annotated Code of Maryland. \*

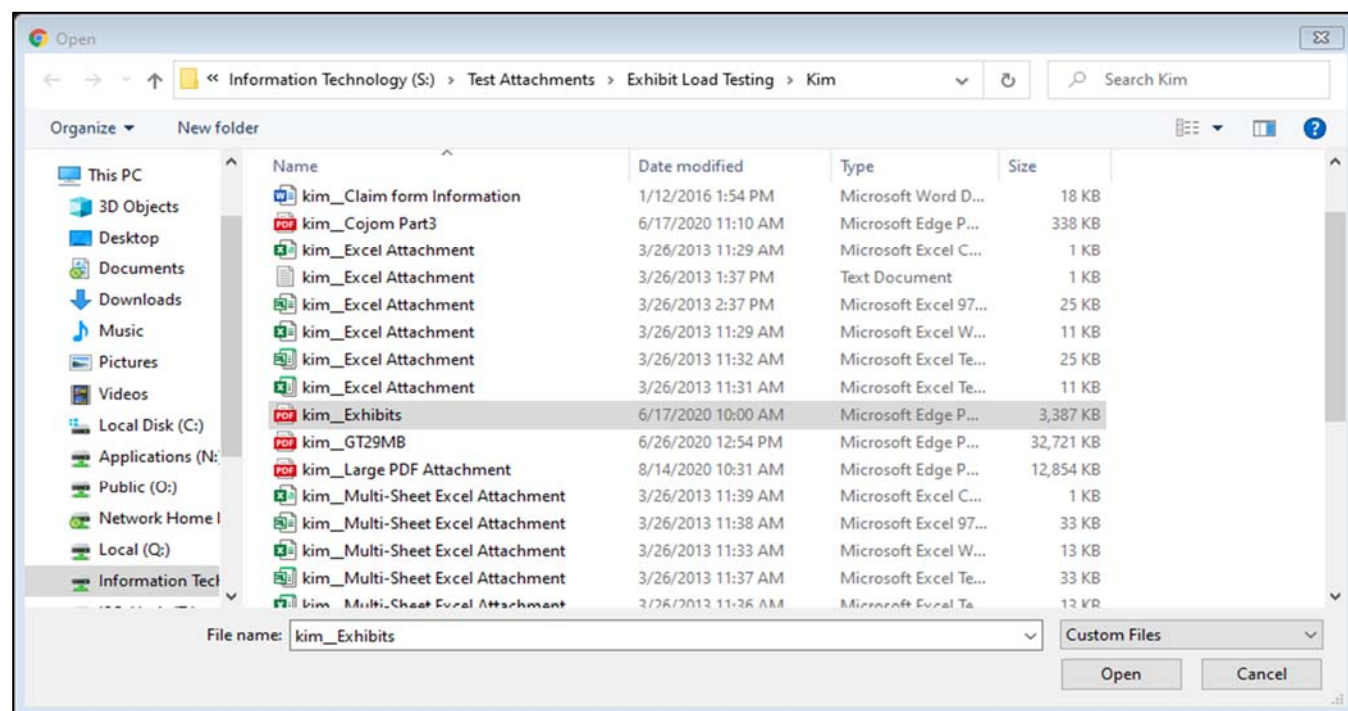
Enter the required information (Claim number, Hearing Date, and Location). First name, last name, employer, and insurer fields are auto populated when a valid claim number is entered. These fields are non-editable.

Claim Number <input type="text" value="T555554"/> Enter Claim number	Hearing Date <input type="text" value="08/24/2020"/> Enter Hearing Date
Claimant First Name <input type="text" value="HEART"/>	Claimant Last Name <input type="text" value="BREAKER"/>
Employer <input type="text" value="WCC MERGE DOC TEST EMPLOYER"/>	Insurer <input type="text" value="MERGE DOC'WCC&amp; INSURANCE'TEST' I.T. 3RD"/>
Healthcare Provider <input type="text"/>	Hearing Location <input type="text" value="Baltimore"/> Select Hearing location

If you enter an invalid claim number, you will get an error message:



Click on a **Yes** radio button to upload a file. Click on the **Choose File** button. Select the file you wish to upload. Supported file formats are **.pdf, .doc, .docx, .dot, .dotx, .rtf, .txt, .csv, .xls, .xlsx, .xlt, .xltx, .wpd** only. If you select an unsupported file type a warning will be displayed.



When the upload exhibits option is selected, the "filed on behalf of" options list appears. If only upload consent is selected, we don't need that information. If both options are selected, the section would still be required because upload exhibits is selected.

Do you want to upload Exhibit documents?  
☒ Yes ☐ No Browse... Upload

Sent herewith are the Exhibits of:  
☐ Claimant/Attorney ☐ Employer/Attorney ☐ Insurer/Attorney ☐ Non-Insured/Attorney ☐ SIF ☐ UEF ☐ HealthcareProvider/Attorney

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Do you want to upload the Claimant's Consent to Pay Fees and Costs (WCC Form H44)?  
☒ Yes ☐ No Browse... Upload



Click on the Upload button. When you upload Exhibits and/or Consents, the site will create a form with the entered information and save it as a separate document. **Each file and the exhibit "form" information will appear as a separate Exhibit item in the View Claim Documents listing. If you attach 5 files to your upload, you should see 6 Exhibit items listed. You will receive only one email for each Exhibit or Consent to Pay upload.**

The screenshot shows a web browser window with the URL 'webdev-dev-gamma'. The page has a navigation bar with tabs like Home, C1 Status, Insurer, Award Inquiry, SF1 Inquiry, Claim Inquiry, eNotice, File Forms, Hearing Issues, Hearing Results, FileNet Queues, and FROI Report. Below the navigation bar, there's a section for 'Upload Exhibits/Consent'. The form includes the following fields and sections:

- Claim Number:** T555555
- Hearing Date:** 09/10/2020
- Claimant First Name:** CANDY
- Claimant Last Name:** SWEET TEST
- Employer:** WCC MERGE DOC TEST EMPLOYER
- Insurer:** MERGE DOCWCC& INSURANCE"TEST" I.T. 3RD
- Healthcare Provider:** (empty field)
- Hearing Location:** Cambridge
- Do you want to upload Exhibit documents?** (Radio buttons: Yes, No)
- Sent herewith are the Exhibits of:** (Radio buttons: Claimant/Attorney, Employer/Attorney, Insurer/Attorney, Non-Insured/Attorney, SIF, UEF, HealthcareProvider/Attorney)
- Do you want to upload the Claimant's Consent to Pay Fees and Costs (WCC Form H44)?** (Radio buttons: Yes, No)
- Upload buttons:** Browse... and Upload (multiple times)
- Files being uploaded:** Exhibits.pdf, Large PDF Attachment.pdf
- Certification:** I HEREBY CERTIFY on this 08th day of September, 2020 SERVICE OF THE FOREGOING WAS MADE TO ALL PARTIES ENTITLED TO SERVICE IN ACCORDANCE WITH COMAR 14.09.01.03. \*
- Signature:** By checking this box, I affirm this is the electronic signature of the submitter for all purposes under the Maryland Workers' Compensation Law, Title 9 of the Labor & Employment Article of the Annotated Code of Maryland and the Maryland Uniform Electronic Transactions Act, Title 21 of the Commercial Law Article of the Annotated Code of Maryland. \*
- Submit button:**

The files appear below proceeded by an "X". If you wish to delete a file click on this "X".

The screenshot shows two identical panels of the file upload interface. Each panel has a 'Choose File' button, a 'No file chosen' status, and an 'Upload' button. Below these, there's a list of files with 'X' icons for deletion:

- X kim\_Exhibits.pdf
- X kim\_Claim form Information.docx
- X kim\_25MB.pdf
- X kim\_Large PDF Attachment.pdf

If you want to delete all of them, click the **No** radio button to the left. The **Choose File** option collapses.

The screenshot shows a dialog box with the text 'Do you want to upload Exhibit documents?'. There are two radio buttons: 'Yes' and 'No'. The 'No' radio button is selected.

After uploading the files, check the boxes for the certification of service and the electronic signature acceptance. At least one file should be uploaded to submit the claim. Then click on **Submit**.

☐ I HEREBY CERTIFY on this 9th day of September, 2020 SERVICE OF THE FOREGOING WAS MADE TO ALL PARTIES ENTITLED TO SERVICE IN ACCORDANCE WITH COMAR 14.09.01.03. \*

☐ By checking this box, I affirm this is the electronic signature of the submitter for all purposes under the Maryland Workers' Compensation Law. Title 9 of the Labor & Employment Article of the Annotated Code of Maryland and the Maryland Uniform Electronic Transactions Act. Title 21 of the Commercial Law Article of the Annotated Code of Maryland. \*

A dialog box will tell you if the form submitted successfully, or if there has been an issue. You must satisfy the omission or error before submitting.

<div style="text-align: right;">×</div> <p>This site says...</p> <p>Forms submitted successfully.</p> <div style="text-align: center; margin-top: 20px;"> <div style="background-color: #cccccc; padding: 5px 20px; border: 1px solid #000;">OK</div> </div>	<div style="text-align: right;">×</div> <p>This site says...</p> <p>Please make sure to enter all the required fields and confirm to submit.</p> <div style="text-align: center; margin-top: 20px;"> <div style="background-color: #cccccc; padding: 5px 20px; border: 1px solid #000;">OK</div> </div>
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You should receive an email to your registered email address with filing information, as below, when your submission is successful. **Confirm your submission via [View Claim Documents](#).**

## MD Workers' Compensation Commission

WebSupport

To:

Thank you for your electronic WCC form submittal.

Your form was processed and entered into our Claims Processing System.

Any further questions or comments can be emailed to [websupport@wcc.state.md.us](mailto:websupport@wcc.state.md.us).

Maryland Workers' Compensation Commission.

Additional Information:

Form ID: Exhibits

Document ID: 393309455, 393309456

Claim No: T555554

## **Claimant's Affidavit in Support of Settlement**

**EX05 Claimant's Affidavit in Support of Settlement** has been added to the File Forms list. This is used only for Claimant's Affidavit. This is a normal webform. The signed Claimant's Affidavit in Support of Settlement is scanned and attached to the form EX05.

**Other changes to the form list:** EX03 and EX04 have been removed and replaced by the new upload process.

- 9. C90R - Request for Document Correction
- 10. EX01 - Motion To Compel Medical Authorization
- 11. EX02 - Response To Medical Authorization Dispute
- 12. EX05 - Claimant's Affidavit
- 13. H12R - Request For A Hearing On Previously Withdrawn Issues
- 14. H24R - Issues

## **COVID-19 Courtroom Protocols**

The resumption of Maryland Workers' Compensation Commission hearings will be vastly different than previous normal operations and will occur in a cautious manner with the health and safety of Commission employees and customers of utmost concern. The following guidelines will be strictly enforced for all hearing attendees:

Hearing Attendees (members of the public) shall:

- Arrive no earlier than 5 minutes prior to scheduled appointment.
- Wear a mask or face covering that covers your nose and mouth when entering, exiting and at all times while in the building.
- Complete an oral screening questionnaire upon arrival at the facility. Individuals who answer "YES" to any question or refuse to participate in the screening process will be denied access to the premises.
- Submit to a contactless temperature screening and have a temperature below 100.4 degrees Fahrenheit. (\*\*NEW—Effective 6/22/2020\*\*)
- Sanitize hands upon entry.
- Provide contact information when requested for purposes of COVID-19 contact tracing.
- Maintain physical distance (at least 6 feet).
- Avoid handshaking and hugging.
- Limit restroom use to one person at a time.
- Limit elevator use to two people at a time.
- Cover your cough or sneeze.
- Depart the premises immediately after the hearing conclusion.

## **Other Hearing Procedures and Reminders**

- Those that are symptomatic or have been exposed to COVID-19, please do not attend the hearing and notify the appropriate contact of your absence.
- Exhibits shall continue to be submitted electronically to the Commission in advance of the hearing.
- Impeachment documents to be presented during the hearing will be emailed to the Commissioner and the parties during the hearing and shall be filed electronically with the Commission after the hearing is concluded.
- Accommodations will be made for any special needs.
- In between each hearing, counsel tables and chairs as well as the witness chair will be disinfected.