

1. Do I need to register for the program?

No. You are already registered as a member of the Industrial Commission's Medical Specialist Examiner Panel. However, when you first log in, you will be required to create a password that you will continue to use for each examination or file review.

If you are a first-time user you must follow these steps to set up a User Profile:

- Follow the link: www.ic.ohio.gov or type the URL in the address bar of your browser.
- From the top navigation menu, click the **ICON** tab.
- From the ICON Home Page, click the link, **IC EXAMINING PHYSICIAN**.
- Click the link **FIRST TIME LOGGING IN?**.
- Enter your **PROVIDER NUMBER** and **CLAIM NUMBER** then click **SUBMIT**.
- Click on **I ACCEPT THESE TERMS**.
- Create your User Profile by entering your information in the required fields and click **SUBMIT**.
 - *NOTE: UserName cannot be changed once submitted*
- After submitting, you will be taken back to the **IC Provider** home page.

2. How do I log in?

To get to ICON follow the link: www.ic.ohio.gov or type the URL in the address bar of your browser. From the top navigation menu, click the **ICON** tab. From the ICON Home Page, click the **IC EXAMINING PHYSICIAN** link. When you arrive at the Examining Physician Home page, enter your **USER ID** and **PASSWORD**, then click **SUBMIT**.

3. What if I forget my password?

Please contact the **IT HELPDESK** by calling 614-644-6595 (local) or 877-218-4810 (toll-free) or ithelpdesk@ic.ohio.gov during regular business hours.

4. Can I change my password?

Yes. Click the **PROVIDER PROFILE** link in the left navigation menu. You can modify any field indicated with a red asterisk*. *NOTE: You cannot change your UserName.* Once the changes are made, click **SUBMIT**.

5. Who do I call for help?

Please contact the **IT HELPDESK** by calling 614-644-6595 (local) or 877-218-4810 (toll-free) or ithelpdesk@ic.ohio.gov during regular business hours.

6. What is my provider number?

Your provider number will be your **BWC NUMBER**.

If your provider number has changed AFTER you have created your profile, please contact the **IT Helpdesk** by calling 614-644-6595 (local) or 877-218-4810 (toll-free) or ithelpdesk@ic.ohio.gov during regular business hours.

7. What information will be available to me?

You are able to view information related only to the claim(s) to which you are assigned. Information is available in the "All Documents View", which allows access to the entire claim file. Some key documents for you are the Specialist Packet, Supplemental Packet, and Hard Copy Evidence. They have the following identifiers:

A Doc Type of "SPEC PAC", "SPEC PAC SUP", and "HCE". The Doc Descriptions will contain language such as "Specialist Packet IC...", "Specialist Packet Supplement IC..." and "Hard Copy Evidence..." You can search the claim file for additional information that you feel may be important to the formulation of your opinions and your report by clicking on specific documents within the claim file index.

8. When will the claim information be available to me?

You will be provided access on a case by case basis. That is, you will only be able to view information within a claim file that you are assigned for examination purposes. The information will be available to you from the time the examination is scheduled with you (at least two weeks prior to the examination date) until the time your report is processed (accepted as complete and final) by the Industrial Commission Medical Section, or cancelled.

9. Where will I be able to access this information?

You will be able to access the electronic information on any computer that has an internet connection. You should be certain that you are using a secure internet connection.

10. How do I find my case?

Providers are able to search for a claim that is scheduled by entering the **CLAIM NUMBER**, **SSN**, or the injured worker's **FIRST INITIAL** and **LAST NAME**.

11. How do I view the medical information?

Once you arrive at the Claim Data Page of the claim you are assigned to, click **VIEW CLAIM DOCUMENTS**.

12. How do I save a document to my desktop?

You may save documents on your home/work computer ONLY. When the document is open, click the **SAVE** button at the top left of the toolbar above the document image, **OR** go to **FILE > SAVE AS** at the top left of the window. The **SAVE A COPY** dialogue window will open. Click the **SAVE IN** dropdown menu and select **DESKTOP**. You may rename the file; however keep the **SAVE AS TYPE** as **ADOBE PDF FILES (.pdf)**. Click **SAVE**. The document will be saved to your desktop in .pdf format.

13. How do I access the Heardwith (HW) Claims associated with the Lead Claim?

From the “Claim Folder” page, select the Permanent Total Disability Hearing Folder from the **SELECT FOLDER VIEW** dropdown. From the Hearing Folder View, double-click the claim number in the **HW:** box *(to the right of the injured worker’s name)*. To return to the Lead Claim, click the **RETURN TO ENTERED CLAIM** button.

14. How do I upload a report?

Click the **REPORT UPLOAD** link in the left navigation menu. At the **Upload Report** page, click the **BROWSE** button and select the **REPORT FILE** from the location on your PC. Click the **DROPDOWN MENU** and select the applicable **CLAIM NUMBER – INJURED WORKER**. Click the **UPLOAD** button when finished.

15. What is the preferred document file type when uploading a report?

The preferred document file type is **PDF** but **DOCX** is acceptable as well.

16. How do I access report corrections?

Click the **REPORT CORRECTIONS** link in the left navigation menu. Click on a **REPORT LINK** to open and view the specified report. Once you have made your corrections and saved the document to your PC, you may upload the corrected report to ICON again (see FAQ #14).

17. How do I know if a payment has been issued for an IC examination?

Check the IC Provider Fee Bill located in the packet sent to you upon referral for the Provider of Service and Pay to Provider Number. If this information is filled in, visit the BWC’s website for payment status by following the link: www.bwc.ohio.gov/. Choose the **MEDICAL PROVIDERS** tab and from the drop down box, choose **MEDICAL BILL PAYMENT LOOK-UP**. **You must have a BWC User ID and Password to be able to utilize this website. If you require assistance, contact Medical Services at 614-466-4291.

18. Who do I contact if I have utilized BWCs Medical Bill Payment Look-Up and the status says paid but I cannot find the deposit?

You may contact **PROVIDER BENEFITS PAYABLE INQUIRY** at **1-614-728-0741** for assistance. Only call this number if you have confirmed through BWC's website that you were paid for a particular IC examination.

19. Who do I contact if an IC examination was a Self-Insured claim and I have not been paid?

Contact **MEDICAL SERVICES** at **614-466-4291** for assistance. The IC Provider Fee Bill located in your referral packet will say Self Insured at the Provider of Service and Pay to Provider Number. You must wait 45 days before making an inquiry regarding non-payment for self-insured claims.

20. Who do I contact for a 1099?

Contact the **BENEFITS PAYABLE SUPERVISOR** at **614-644-9359**.

21. Where can I find complete, step-by-step instructions?

See the following pages.

IC EXAMINING PHYSICIAN ACCESSING ICON

Industrial Commission Online Network (ICON) provides injured workers, representatives, and employers online access to active claim information. Medical Specialists have access to all scheduled medical exams where the report has **NOT** been processed or cancelled. The Electronic Medical Exam packet contains relevant documents filed within the last 3 years. The All Documents view contains all documents filed during the life of the claim.

ICON is available all the time EXCEPT: **12:00 AM – 12:30 AM Monday - Saturday and 12:00 AM – 12:00 PM Sunday** for maintenance.

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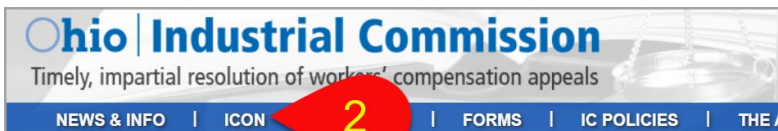
FIRST TIME USER – CREATE A USER PROFILE

If you are a first-time user to ICON, you must create a **USER PROFILE**:

1. To access ICON, follow the link: www.ic.ohio.gov or type this URL in the address bar of your browser.



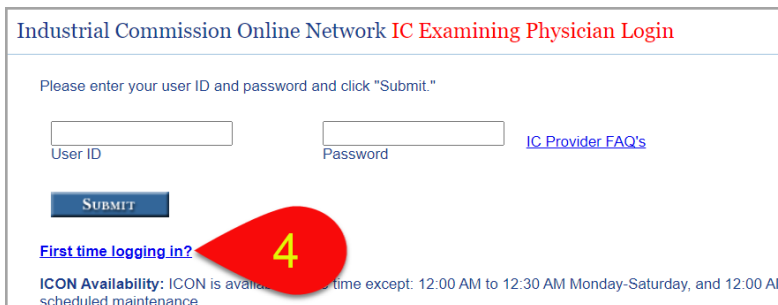
2. From the navigation menu at the top of the page, click the **ICON** tab.



3. From the ICON HOME PAGE, click the link, **IC EXAMINING PHYSICIAN**.

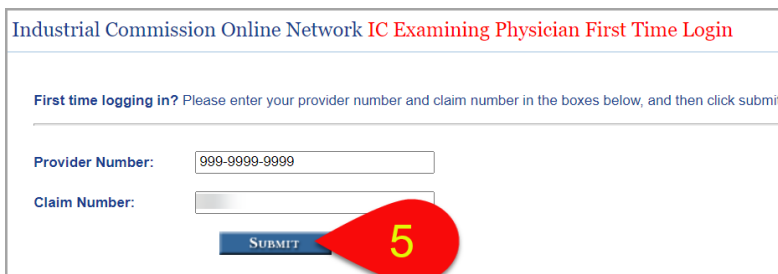


4. From the IC EXAMINING PHYSICIAN LOGIN PAGE, click on the link, **FIRST TIME LOGGING IN?**



5. From the FIRST TIME LOGIN PAGE, enter your **PROVIDER NUMBER** and **LEAD CLAIM NUMBER**.

Then click **SUBMIT**.



6. From the TERMS OF USE PAGE, click **I ACCEPT THESE TERMS**.



- From the PROFILE CREATE PAGE create your User Profile. Enter a **USERNAME** and **PASSWORD** of your choice as well as the rest of your Contact Information.

Then click **SUBMIT**.

NOTE: UserNames and Passwords must be at least 8 characters in length.

You CANNOT change your UserName once it is created.

Industrial Commission Online Network **IC Provider Profile Create Page**

Required fields
Create your username and password. Please enter your information into the boxes below. All fields are required.

UserName: TestTester

Password: *****

Re-type Password: *****

Email Address: test@email.com

Re-type Email Address: test@email.com

Contact Name: Test Tester

Contact Phone: (614)555-1212

7 SUBMIT

- Next, you arrive at the IC PROVIDER HOME PAGE. In red text you should see the message **ACCOUNT SUCCESSFULLY CREATED**.

Industrial Commission Online Network **IC Provider Home Page**

Ima Testprovider, DO

Account successfully created. **8**

Find a Claim
Find a claim by entering the claim number, the injured worker's Social Security Number or the injured worker's first initial and last name into the appropriate search boxes below.

Claim Number OR SSN OR FI Last Name

9 SUBMIT

- From this page enter the **CLAIM NUMBER**, **SSN**, or **FIRST INITIAL** and **LAST NAME** of the injured workers scheduled for an exam and click **SUBMIT** to pull up the documents in their claim.

ACCESS ICON AFTER A USER PROFILE HAS BEEN CREATED

- To access ICON, follow the link: www.ic.ohio.gov or type this URL in the address bar of your browser.

Industrial Commission -- Home x +

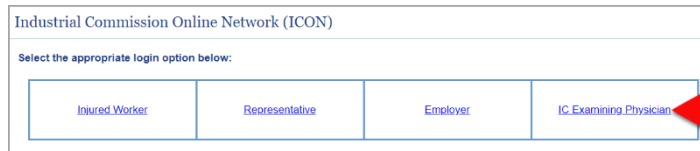
www.ic.ohio.gov **1**

- From the navigation menu at the top of the page, click the **ICON** tab.

Ohio Industrial Commission
Timely, impartial resolution of workers' compensation appeals

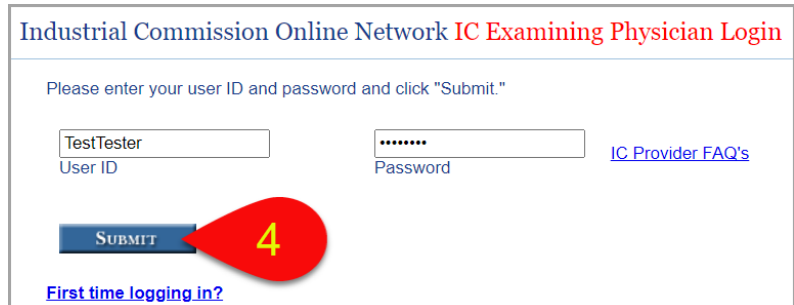
NEWS & INFO | **ICON** **2** | FORMS | IC POLICIES | THE A

3. From the ICON HOME PAGE, click the link, **IC EXAMINING PHYSICIAN**.

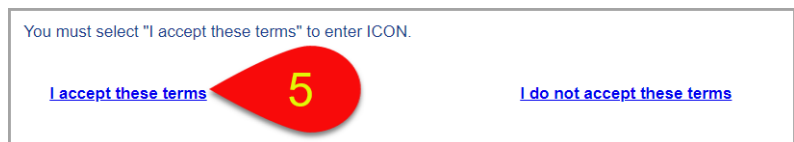


4. From the IC EXAMINING PHYSICIAN LOGIN Page, enter your **USER ID** and **PASSWORD**.

Then click **SUBMIT**.



5. From the TERMS OF USE PAGE click **I ACCEPT THESE TERMS**.



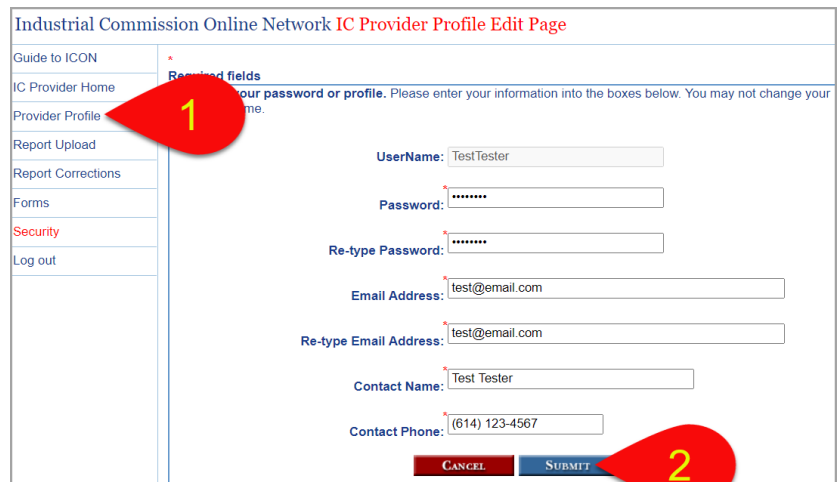
6. You are taken to your **IC PROVIDER HOME PAGE**.

NOTE: ICON will timeout after 30 minutes of inactivity. Because documents open in Adobe, this includes being in one claim document for over 30 minutes. If this occurs you must log in again.

EDIT YOUR PASSWORD OR PROFILE

1. Click the **PROVIDER PROFILE** link on the left navigation menu to get to the **PROVIDER PROFILE EDIT PAGE**.

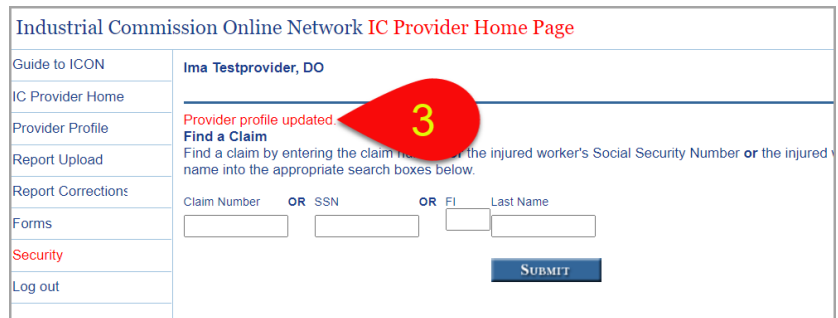
- Modify any of the fields indicated with a red asterisk *. You CANNOT modify your UserName,
- Should you make an error while modifying any fields, click the **CANCEL** button to cancel any changes.



2. Once the fields are modified to your specifications, click **SUBMIT**.

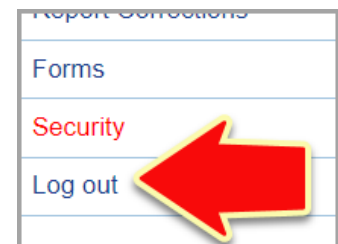
- When you are taken to the IC PROVIDER HOME PAGE you see the message, **PROVIDER PROFILE UPDATED.**

From here, you may continue to find a claim.



LOG OUT OF ICON

- To log out of ICON, click the **LOG OUT** link in the left navigation menu.



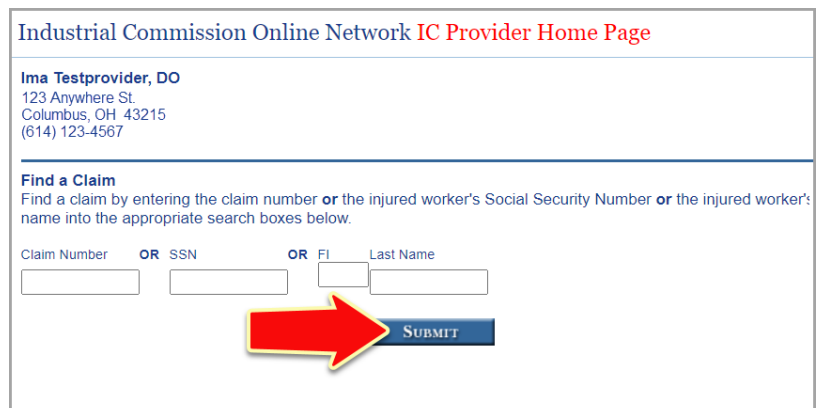
THE IC PROVIDER HOME PAGE

- The IC PROVIDER HOME PAGE displays information about the Specialist including the name, address, and telephone number.

- You can search for a claim that is scheduled by entering the **LEAD CLAIM NUMBER, SSN**, or the injured worker's **FIRST INITIAL** and **LAST NAME**. The first initial and first letter of the last name **MUST** be capitalized.

- After entering one of these options click **SUBMIT**.

- This takes you to the CLAIM DATA PAGE.



THE CLAIM DATA PAGE

- The CLAIM DATA PAGE displays current information related to the claim such as Injury Date and Claim Filed Date.
- Information is provided about the contact information for the Injured Worker, Employer, or any third party as well as the information of their Representatives.
- Active motions or appeals are also displayed with the related correspondence.
- To view relevant documents, click on one of the links **VIEW CLAIM DOCUMENTS**. A link is located at the top of the page and at the bottom of the page.
 - This takes you to the **CLAIM FOLDER PAGE**.

Industrial Commission Online Network **Claim Data**

Claim

Data as of 09/30/2020 11:05 AM For help, see our [guide to the appeals process](#).

Claim Information
 Diagnosis Date: 08/13/1995
 Date Claim Filed: 10/15/1995
[View Claim Documents](#)

Injured Worker Information **Injured Worker Representatives**

Employer Information **Employer Representatives**

Other Representatives
 **** denotes docketing rep [What are Docketing Reps?](#)

Motion/Appeal
 IC-8 App For Additional Award For VSSR - Non Fatal
 Date Filed: 01/18/2018

Filed by: Administrator
 Issues:
 • VSSR Request For Rehearing - Test

Related Correspondence (PDF files)
[Notice Of Acceptance Of Appeal For Hearing](#)
[Permanent Total Application Acknowledgment Letter](#)
[Compliance Letter](#)
[Post Pre-hearing Conference Letter](#)
[Court Appeal Letter](#)
[Notice Of Acceptance Of Appeal For Hearing](#)
[Need help opening and printing these PDF files?](#)

Date Mailed / To Be Mailed
 05/29/2018
 08/18/2020
 08/19/2020
 08/19/2020
 08/19/2020
 08/19/2020

Motion/Appeal
 C-86 Motion
 Date Filed: 06/05/2011

Filed by: Injured Worker
 Issues:
 • Clarification Of Allowance - This is only a test

Related Correspondence (PDF files)
[Permanent Total Application Acknowledgment Letter](#)
[Need help opening and printing these PDF files?](#)

Date Mailed / To Be Mailed
 02/01/2012

[View Claim Documents](#)

THE CLAIM FOLDER PAGE

- There are different folder views available on the Claim Folder page. The **ALL DOCUMENTS** folder is the default view and allows you access to all documents that have been placed into the claim file during the life of the claim.
 - Click the **SELECT FOLDER VIEW** dropdown to access the Hearing Folder view. The **PERMANENT TOTAL DISABILITY** hearing folder only displays documents relevant to that issue.

Industrial Commission Online Network **All Documents View**

Claim: 123-45-6789 **Test Tester**

Coverage Type:

Fund Type:

Select Folder View:
 All Documents
 All Documents
 Permanent Total Disability

Color Key (Hearing Folder):
Permanent Total Disability
 Color-coded hearing folders.
[Click here for more information.](#)

of Injury: 04/04/2005 **FWW:** \$0.00
ig Date: 04/04/2005 **AWW:** \$0.00
of Death: **Interpreter:** Y

- Clicking on any of the **DOCUMENT LINKS** in the **DOCUMENT DESCRIPTION** column will open up the document in a separate window. Click the **X** on the top-right corner to close a document.
 - The Specialist Packet, Supplemental Packet, and Hard Copy Evidence are some key documents for Providers. They have the following identifiers:
 - Doc Type: **SPECPAC**
 - Doc Description: **Specialist Packet – IC-2 Filed XX/XX/XXXX**
 - IC Mental/Behavioral, IC Musculoskeletal, IC Other
 - Doc Type: **SPECPACSUP**
 - Doc Description: **Specialist Packet Supplement – IC2 Filed XX/XX/XXXX**
 - IC Mental/Behavioral, IC Musculoskeletal, IC Other
 - Doc Type: **HCE**
 - Doc Description: **Hard Copy Evidence**
 - Photo, Video

Class: All ▼		Document Type: All ▼		
<input type="checkbox"/>	<u>Document Date</u>	<u>Document Type</u>	<u>Document Description</u>	<u>Pages</u>
<input type="checkbox"/>	02/10/2014	HCE	Hard Copy Evidence, Video	1
<input type="checkbox"/>	02/10/2014	SPECPACSUP	Specialist Packet Supplement IC MENTAL/BEHAVIORAL - IC2 Filed 02/10/2014	22
<input type="checkbox"/>	02/06/2014	IWINFO	IW Info, Contact Info Changed on ICON by IW	1
<input type="checkbox"/>	02/06/2014	SPECPAC	Specialist Packet IC MENTAL/BEHAVIORAL - IC2 Filed 02/04/2014	23
<input type="checkbox"/>	01/09/2014	HCE	Hard Copy Evidence, Video	1
<input type="checkbox"/>	12/26/2013	ICNOTICE	Scheduling of DHO Hearing, 01/10/2014 at 09:00	1
<input type="checkbox"/>	12/20/2013	BWCNOTES	BWC Notes from 12/18/2013 to 12/20/2013	1
<input type="checkbox"/>	12/18/2013	BWCNOTES	BWC Notes from 12/17/2013 to 12/18/2013	23
<input type="checkbox"/>	12/17/2013	BWCNOTES	BWC Notes from 12/15/2013 to 12/17/2013	45
<input type="checkbox"/>	12/15/2013	BWCNOTES	BWC Notes from 10/25/2013 to 12/15/2013	22
<input type="checkbox"/>	11/21/2013	MISC	Fax to POR C-84 2wks prior to exp date	4
<input type="checkbox"/>	10/06/2013	C9	Psychiatric interview/approved	3

NOTE: Use the Class or Document Type dropdown if you need to filter your document search.

HEARDWITH CLAIMS

- If the claim you are in has a HEARDWITH CLAIM associated to it, you will see a box labeled **HW** in the top-right corner of the Claim Folder page from the **HEARING FOLDER VIEW**.
 - You can view the documents of the Heardwith claim by double-clicking the **HW** box.

Industrial Commission Online Network **Hearing Folder View**

Claim: 123-45-6789 Test Tester

Coverage Type: Fund Type:

HW: **Ref:**

Select Folder View: Permanent Total Disability

Date of Injury: 04/04/2005 \$0.00
Filing Date: 04/04/2005 \$0.00
Date of Death: ter: Y

Issues:
• Permanent Total Disability - Test
PCN: 2140371 PT Processing
Hearing Level: SHO Permanent Total Disability

- To return to the LEAD CLAIM, click the **RETURN TO ENTERED CLAIM** button.

Show/Hide Allowed Conditions Show/Hide Docketing Reps

Add Document(s) to Hearing Folder Print Document List

Return to Entered Claim

- To return to the CLAIM DATA PAGE, click the **RETURN TO CLAIM DATA** button.

Show/Hide Allowed Conditions Show/Hide Docketing Reps

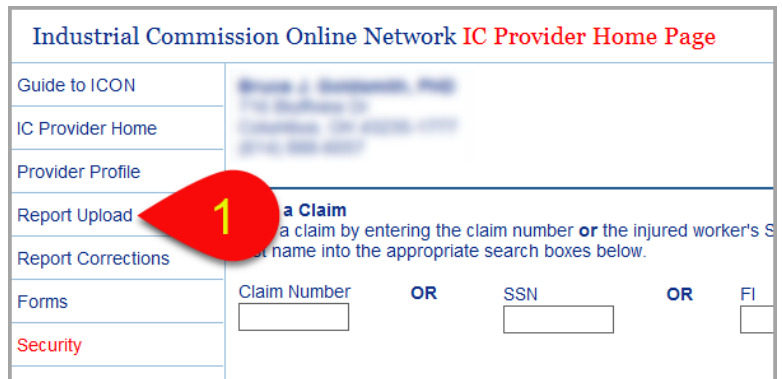
Add Document(s) to Hearing Folder Print Document List

Return to Claim Data

UPLOAD REPORTS

Providers can upload reports to ICON for claims with active exams.

1. Click the **REPORT UPLOAD** link in the left navigation menu.



Industrial Commission Online Network IC Provider Home Page

Guide to ICON

IC Provider Home

Provider Profile

Report Upload **1**

Report Corrections

Forms

Security

Claim Number OR SSN OR FI

2. At the UPLOAD REPORT PAGE, click the **BROWSE** button and select the **REPORT FILE** from the location on your PC.

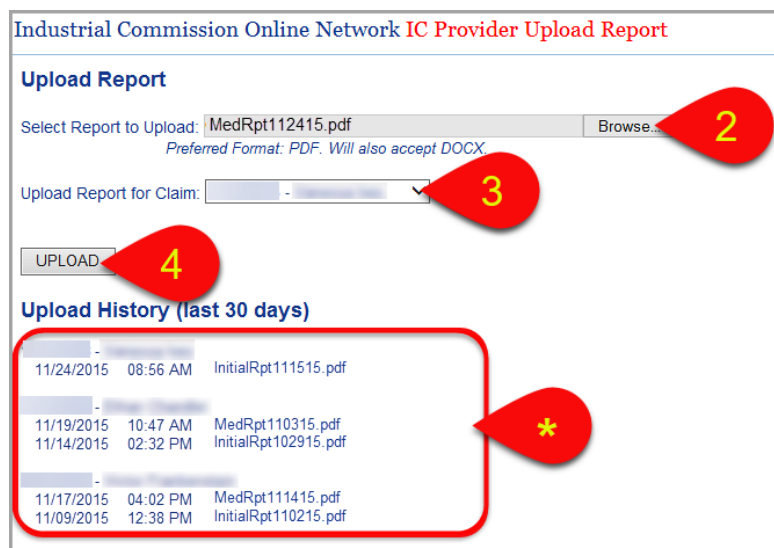
- The preferred file format is .PDF, but .DOCX is acceptable as well.

- The file name cannot exceed 25 characters and the file size cannot exceed 10 MB.

3. Click the **DROPDOWN MENU** and select the applicable **CLAIM NUMBER – INJURED WORKER**.

- Only active exams will be displayed.

4. Click the **UPLOAD** button when finished.



Industrial Commission Online Network IC Provider Upload Report

Upload Report

Select Report to Upload: MedRpt112415.pdf Browse... **2**

Preferred Format: PDF. Will also accept DOCX.

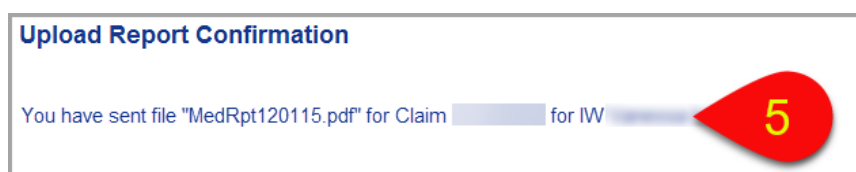
Upload Report for Claim: [dropdown] **3**

UPLOAD **4**

Upload History (last 30 days)

11/24/2015	08:56 AM	InitialRpt111515.pdf
11/19/2015	10:47 AM	MedRpt110315.pdf
11/14/2015	02:32 PM	InitialRpt102915.pdf
11/17/2015	04:02 PM	MedRpt111415.pdf
11/09/2015	12:38 PM	InitialRpt110215.pdf

- * Your upload history over the last 30 days is displayed on the bottom half of the web page.
5. If your upload was successful, you receive an **UPLOAD REPORT CONFIRMATION** message similar to the one shown below.



Upload Report Confirmation

You have sent file "MedRpt120115.pdf" for Claim [dropdown] for IW [dropdown] **5**

PLEASE NOTE: If your report file did not meet the criteria described in step #2 you will receive one of the error messages below:

- **File format must be PDF or DOCX**
- **File name must be less than 25 characters**
- **File size must be under 10MB**

ACCESS REPORT CORRECTIONS

If a report correction is required, you will be sent an email to your profile email address.

From: Ohio Industrial Commission [<mailto:icon@service.ic.ohio.gov>]
Sent: Thursday, December 03, 2015 9:48 AM
To: [REDACTED]
Subject: A report correction for claim [REDACTED] is available on ICON

A report correction for claim [REDACTED] is available on [ICON](#).

Please login to ICON to review the corrections requested.

1. Click the **REPORT CORRECTIONS** link in the left navigation menu.

Industrial Commission Online Network **IC Provider Home Page**

Guide to ICON	
IC Provider Home	
Provider Profile	
Report Upload	
Report Corrections	Find a Claim Find a claim by entering the claim number or the injured worker's SSN into the appropriate search boxes below.
Forms	Claim Number <input type="text"/> OR SSN <input type="text"/> OR FI <input type="text"/>
Security	
Log out	

2. All corrections from the last 60 days are displayed.

- ✓ Click on a **REPORT LINK** to open and view the specified report.

Industrial Commission Online Network **IC Provider Report Corrections**

Report Corrections

Corrections From The Last 60 days

11/19/2015 16:41:55	_20151119_164155.pdf
11/19/2015 16:39:00	_20151119_163900.pdf
11/19/2015 10:56:29	_20151119_105629.pdf
11/24/2015 14:21:25	_20151124_142125.pdf
11/19/2015 16:18:18	_20151119_161818.pdf
11/19/2015 16:12:50	_20151119_161250.pdf

To upload a report after corrections are made, simply follow the steps in the previous section.