



**COURTS on-line**  
**Electronic Filing of Claim Petitions and Answers**  
**Procedures Guide**  
Revision date 6/26/12

Thank you for your interest in the NJ Division of Workers' Compensation's Electronic Filing of Legal Pleadings program. This document will outline the step-by-step procedures for e-filing and downloading documents from the COURTS on-line system. The system was redesigned in June 2012. All users, existing and new, are encouraged to review these new procedures (in conjunction with the E-Filing PowerPoint documents) prior to using the newly designed site.

This procedures guide is broken into 3 sections addressing the different processing functions for petitioner's law firms, insurance carriers and respondent law firms.

If at any time during the process you need assistance, please feel free to contact us at (609) 777-4921 or (609) 292-2556 or you can e-mail us at [courts@dol.state.nj.us](mailto:courts@dol.state.nj.us).

**INDEX:**

[Requirements for participation:](#)

[New System Features:](#)

[Sample workflow:](#)

[Filing and Answering a Claim Petition - Step-by-Step Tutorial:](#)

[Petitioner Attorney View](#)

[Carrier View](#)

[Respondent Attorney View](#)

[HELP](#)

**► Requirements for Participation in the E-Filing program:**

**Who Can E-File?**

You must be an active COURTS on-line subscriber to use the Electronic Filing system. Your employer must designate you as an approved "E-Filer" for your firm.

**Technical/System Requirements:**

The *COURTS on-line* website has been optimized for Microsoft Internet Explorer version 7.0. Later versions of Firefox or Chrome may also be used.

You must have Adobe Acrobat Reader installed. This software is available as a free download off the Internet ([www.adobe.com](http://www.adobe.com)).

You must be able to open and download documents from the Internet.

You must disable the pop-up blocker on your web browser to accept pop-up windows from the COURTS on-line website.

If you have to scroll left-right to see the full page or document templates, you may need to adjust your screen resolution. To modify your screen resolution (also called desktop area), right-click from your main desktop and then select **Screen Resolution**. You can adjust the setting on this screen.

You must routinely check your e-mail to receive important notices or alerts from the Division. Please note that e-mail filters used by some Internet Service Providers may classify messages from the COURTS on-line staff as Bulk Mail or Junk Mail, while others may completely prevent the delivery of our messages to you. To ensure that messages are delivered correctly to your Inbox, please add [courts@dol.state.nj.us](mailto:courts@dol.state.nj.us) to your address book.

**We highly encourage law firms to obtain broadband internet service to avoid response time issues.**



**Important Note:** As long as one person in your firm is active as an e-filer, your firm will be considered an “E-Filing Firm”. Consequently, *electronically* filed legal pleadings will be sent to your firm only through the *COURTS on-line* website. Manually filed documents will continue to be sent to your firm through US Mail. Therefore, you should frequently check your Message Inbox in COURTS on-line to download the e-filed documents sent to your firm.

### ► New System Features:

1. Subscribers (from law firms) that are activated for e-filing will see the addition of six new E-Filing related options available from the upper Menu item called **E-Filing**.

E-Filing Menu for Law Firms	
<b>New Claim</b>	The <b>New Claim</b> menu option will allow you to e-file a new claim with the Division. You may choose from the following document types.  Claim Petition (CP) Dependency Claim Petition (DCP) Medical Claim Petitioner (MCP) - <b>NEW</b> Application for Informal Hearing (AIH) - <b>NEW</b>
<b>Re-Opener</b>	The <b>Re-Opener</b> menu option will allow you to e-file an Application/Review or Modification of Formal Award (ARM) with the Division
<b>Answer</b>	The <b>Answer</b> menu option will allow you to e-file an Answer document with the Division. You may choose from the following document types.  Answer to CP Answer to DCP Answer to MCP - <b>NEW</b> Answer to ARM
<b>Amended Pleading</b>	The <b>Amended Pleading</b> menu option will allow you to e-file an Amended document with the Division. You may choose from the following document types.  Amended CP Amended DCP Amended MCP - <b>NEW</b> Amended ARM Amended Answer to CP Amended Answer to DCP Amended Answer to MCP - <b>NEW</b> Amended Answer to ARM
<b>Inbox</b>	This will link to your Message Inbox, which is similar to an e-mail “inbox”. All e-filed documents sent to your firm will appear here.  From this box, you can view and print individual documents. You can also delete

	<p>documents that have already been printed.</p> <p>If you have law firm access, you can launch the Answer document template from this view.</p> <p>You can also Filter (sort) your messages based upon the following criteria:</p> <p>For <b>Law Firms</b>: Filing Date, CP #, Case Title, District Office, Insurance Carrier, and Document Type.</p> <p>For <b>Carriers</b>: Filing Date, CP #, Case Title, District Office, designated Respondent Attorney, Petitioner Attorney and Document Type.</p>
<b>Draft Documents</b>	<p><b>Draft Documents</b> is a temporary workspace where documents that have not been submitted to the Division can be saved and viewed later. Once the document has been submitted with the Division, it will be automatically deleted from the Draft Documents. <i>(Note – Draft Documents used to be called “My FileCab” in the earlier version of COURTS on-line.)</i></p>

2. Subscribers (from carriers) that are activated for e-filing will see the addition of three new E-Filing related options from the upper menu and 1 option under **Reports**.

<b>E-Filing Menu for Carriers</b>	
<b>New Claim</b>	<p>The <b>New Claim</b> menu option will allow you to e-file a new claim with the Division. You may choose from the following document types.</p> <p>Application for Informal Hearing (AIH) - <b>NEW</b></p>
<b>Inbox</b>	<p>This will link to your Message Inbox, which is similar to an e-mail “inbox”. All e-filed documents sent to your firm will appear here.</p> <p>From this box, you can view and print individual documents. You can also delete documents that have already been printed.</p> <p>If you have law firm access, you can launch the Answer document template from this view.</p> <p>You can also Filter (sort) your messages based upon the following criteria:</p> <p>For <b>Law Firms</b>: Filing Date, CP #, Case Title, District Office, Insurance Carrier, and Document Type.</p> <p>For <b>Carriers</b>: Filing Date, CP #, Case Title, District Office, designated Respondent Attorney, Petitioner Attorney and Document Type.</p>
<b>Draft Documents</b>	<p><b>Draft Documents</b> is a temporary workspace where documents that have not been submitted to the Division can be saved and viewed later. Once the document has been submitted with the Division, it will be automatically deleted from the Draft Documents. <i>(Note – Draft Documents used to be called “My FileCab” in the earlier version of COURTS on-line.)</i></p>

## ► E-Filing in a Nutshell

The following workflow is a sample workflow. This following series of events will occur when all the parties are electronic filing participants (Petitioner/Applicant Attorney, Insurance Carrier, Respondent Attorney):

### Electronic Filing of a Claim Petition

1. To begin the process of E-Filing a CP, the e-filer (petitioner attorney law firm) will click on the top menu item "E-Filing" and then select "New Claim".
2. On the next page, the filer can choose from 4 different document types (CP, DCP, MCP & AIH). The filer will choose Claim Petition
3. Then the filer will enter the petitioner's SSN (or check off "SSN not available") and click on Next.
4. An interim page will appear if the following conditions are present:
  - a. If the firm previously filed a case for this same petitioner or injured worker, those cases that are in active status will be displayed in the section called "Active Cases". Having this data displayed here may help you avoid filing a duplicate document. You can view details of that case by clicking on the hyperlinked Case #.
  - b. If the firm has already created a document for this petitioner or injured worker and that document has not yet been filed, the last saved version of that document will be displayed here. This will help you avoid creating duplicate documents, which can get confusing to manage. You have the option of selecting the earlier version of the document or creating a brand new document. In this example, there are no draft documents, so we will select Create New.
5. A CP template will appear on the screen consisting of three tabs, Party Info; Injury Details; Print and Submit.
6. The filer completes the Party Info tab with all required information.
7. Once complete, the filer will hit the "save and continue" to move on to the next tab - Injury Details
8. The filer completes the Injury Details tab with all required information.
9. Once complete, the filer will hit the "save and continue" to move on to the next tab - Print & Submit
10. Upon reaching the Print and Submit tab, the document must be viewed and printed at least once and then signed by the petitioner/applicant.
11. Once the document is viewed, then it can be electronically submitted. Upon submit of the document, the filer will receive a confirmation of the filing.
  - a. District Office and CP # are assigned automatically by the system. If the injured worker already has a case in the system assigned to a judge, the new case will be automatically assigned to the same office and judge.
  - b. CP is electronically received in the assigned WC district office and they create file.

### Electronic Notice to Respondent, Carrier and Respondent Attorney

1. *COURTS on-line* serves an electronic copy of CP to Carrier. Notice of filing appears in the Carrier InBox.
2. Carrier can print, individually or in batch mode, all electronically filed documents.
3. If specific Respondent Attorneys have been pre-designated by carrier, they will also receive electronic notice of CP.
4. If the carrier has not pre-designated an attorney, they have the option to assign an attorney to the case from within the Message Box. The respondent attorney will then immediately receive an electronic copy of the CP.

### Electronic Answer to Claim Petition

1. To file an Answer, respondent attorney can click on the E-Filing button on the left main menu and then select "Respondent's Answer to Claim Petition" or if they have been pre-designated by the carrier, they can click on the link "Respondent's Answer to Claim Petition" from the case listed in their InBox.
2. An Answer to Claim Petition template will appear on the screen pre-filled with data.
3. After data entry is complete, the document is Saved and Printed and then signed by the respondent attorney
4. The document can then be electronically submitted.
  - a. R/A receives confirmation of the filing and will also be advised if the petitioner's attorney and carrier are electronic filing participants
  - b. The petitioner's attorney and carrier will receive the Answer in their *COURTS on-line* Message Box.
  - c. The WC district office also receives the Answer electronically. Staff prints the Answer and inserts into case folder.
  - d. The Answer filing is automatically docketed in the system and the respondent attorney are added to the case as an active party.

**Please note that the above flow of events is the optimal scenario where all parties on a case are e-filers. Petitioner attorneys may e-file even when the carrier and their respondent attorney are not e-filers. Similarly, respondent attorneys can e-file an Answer even if it was manually filed by the petitioner attorney.**

## ► Step by Step Tutorial

### A. [Petitioner Attorney View](#)

- [Completing the on-line CP template](#)
- [Saving, Printing and Submitting to the DWC](#)
- [Managing your Message Box and printing documents sent to your firm](#)

### B. [Carrier View](#)

- [Managing your Message Box and printing your messages](#)
- [Designating or Pre-Designating Respondent Counsel](#)
- [Batch Printing e-filed documents](#)

### C. [Respondent Attorney View](#)

- [Completing the on-line Answer template](#)
- [Saving, Printing and Submitting to the DWC](#)
- [Managing your Message Box and printing documents sent to your firm](#)

## A. How to File an Electronic Claim Petition and Download Documents Petitioner Attorney access:

Sign-on to *COURTS on-line*. As an authorized e-filer for an attorney firm, you will have access to the E-Filing Menu in the upper navigation bar.

### How to File a Claim Petition electronically:

- To file an electronic Claim Petition, Hover your mouse over the **E-filing** menu item found at the top of the page. A drop down menu will appear. Choose **New Claim**.
- Then select **Claim Petition** from the list of available Claim Types for electronic filing.
- After selecting the claim type, the fields for entry of the Petitioner's Social Security Number will appear. Enter in the Petitioner's SSN. If the Petitioner was assigned an SSN by the Division as a result of an earlier filing, please re-use that same number. If the Petitioner does not have a Social Security Number or an assigned SSN, check the appropriate box and an identifier will be assigned when the claim is submitted and accepted. Select **Next**.
  - If your firm previously filed a case for this petitioner or if you have already started a document for this petitioner, an interim screen will next appear which will display 1) all prior cases and/or 2) a list of all e-filing documents that have already been saved by your firm in the system and not submitted for this petitioner. You can decide to continue with this new filing or pick up where you left off from an earlier saved document.
- A Claim Petition data entry template will appear on the screen in a tab format. The first tab is **Party Info**, followed by **Injury Details** and then **Print and Submit**.
  - **Party Info:**
    - Petitioner/Injured: Complete all the required fields in this section.
      - If your firm is an active attorney on another case for this petitioner, the petitioner's current name, address, date of birth and gender will be pre-filled in the template. You can make any corrections and/or updates to this information.
    - Petitioner Attorney: Your firm's name and address will be pre-filled in the Petitioner's Attorney block.
      - You cannot change your firm's name on the template but you can modify the address. If you would like to change the address, simply write over the pre-populated text. (Note: changing the address on this screen will only change the way the address is printed on this particular document. It will not update the official address in the Division's records. To update the Division's records, you will need to advise us in writing.)

- Employer/Respondent: Complete all required fields in this section. Indicate insurance carrier status. It defaults to Insured but you may also select: Self Insured Government Entity, Self-Insured Private Entity, Uninsured or Unknown. Unknown is to be selected when you are certain there is coverage for the employer but you do not have confirmation of the identity of the carrier at this point.
  - Selecting **Uninsured** will automatically default the Carrier on the Case to Uninsured. It will also allow you to add one or more corporate officers to this filing by clicking the **Add** button.
- Carrier: Complete this section by searching for a carrier from the Division's list of carriers (by clicking on the search widget, the button with the 3 dots). If Uninsured was selected in the Respondent section, the carrier will default to Uninsured. (See additional notes on this section in the "Things to Keep in mind" section.
  - If you want to add additional carriers to this filing, click on the button called "Add Additional Carriers". This will display a pop-up window where you can search for additional carriers to add to the case.
- When the Party Info tab is complete, click the **Save and Continue** button at the bottom of the screen, or simply click on the **Injury Details** tab at the top to move on to that tab.
  - *Note: When you move from tab to tab, all information entered will be automatically saved and the system will run through validation checks to see if the data entered is formatted correctly. If you wish to end your session at this point, you may do so without losing your data.*
- **Injury Details:**
  - This is the main part of the claim petition form. Complete all required fields as denoted by an asterisk. Hit **Save and Continue** when you have completed this section and this will take you to the **Print and Submit** tab.
    - *All information entered will be automatically saved and the system will run through validation checks to see if the data entered is formatted correctly. If you wish to end your session at this point, you may do so without losing your data.*
- **Print and Submit:**
  - If you are done with typing the form and are ready to have the document signed by your client, hit the **View and Print** button and the Claim Petition will be displayed in a new browser window. You should print the document and then have your client sign it.
    - *Note: You will not have the ability to view and print the document if there are any errors within the document (i.e. missing required data or improperly formatted data. If any error(s) exist, they will be displayed at the top of the form. You must go back and correct the errors, save the document and then the View and Print button will become available.)*
  - Once the document has been signed by your client, hit the Submit button and the document will be submitted to the Division. A confirmation screen will appear which will provide you with the CP #, the vicinage assigned and the judge assigned (if petitioner already has an active case assigned to a judge). If you had requested a system generated SSN, that number will also be displayed here for your records.
  - You can print this confirmation page by hitting your browser print button.
  - The e-filed version of the document will be available for viewing and printing by clicking on the **View E-Filed Document** button on the confirmation screen. This document will always be available for viewing and printing from the case folder as well.

### Things to keep in mind when data entering into the Claim Petition form:

#### 1. Date of birth

This is a required field. The system will check the SSN/date of birth combination you have entered against our database. If we do not have the same date of birth for that SSN, we will present a warning message telling you there is a mismatch. If you get this message, please check with your client to ensure that you have the correct SSN and date of birth.

If you submit your Claim Petition with this type of data mismatch, the case will be reviewed by DWC staff. They will look at the documents for both your case and the other cases that exist for that SSN. They may telephone or write to the involved attorneys to resolve the conflict.

## 2. City, state and zip code fields.

Throughout the template, there are look-up features for city and zip code. You can get to this search feature by clicking on the search widget (the buttons with the 3 dots). In the search widget, you can either enter a city name and hit search, and you will see a list of all zip codes we have in our system for that city or you can enter a zip code, hit search and you will see the names of the cities we have in our system for that zip code. If you find what you are searching for, click on the link and your selection will display above the search results showing what you have selected and then you must then hit **OK**. Your selection will prefill the city and zip code fields into the form.

If you don't use the city-zip look up widget and wish to type in the city name and zip code directly, that is fine, but note that there are edits built in to the system that will tell you if you have entered a city/zip code combination for New Jersey that is not acceptable. There are no edits for out-of-state city/zip codes.

**\*\*Note** – In either the petitioner or respondent section, if you cannot find the zip code – municipality combination from the search widget or if you get an error upon saving the CP form, please confirm your zip code by going to the US Postal service website. (<http://www.usps.gov>) and then clicking on the "Find the Zip Code" link at the top left. You can type in the full address on this page and the USPS will provide you with all the valid zip codes for that address. If the zip code-combination you were searching for is found at the US Postal Service website, you will need to contact the Division at (609) 777-4921 or (609) 292-2556 or you can e-mail [courts@dol.state.nj.us](mailto:courts@dol.state.nj.us). Please provide us with the complete mailing address.

Save the document you are working on.

We will confirm the data and make the updates to our city/zip code table if warranted. Someone from the Division will contact you after the entry has been added to the table so that you can continue with the filing.

## 3. Insurance carrier name and address

There is a look-up feature allowing you to find the carrier/self-insurer/governmental entity in our tables and select it for your Claim Petition. You must select a company that is listed in our system. **All of the insurance carriers listed with the Compensation Rating and Inspection Bureau are in our insurance carrier table with addresses that the carriers have given to us for delivery of claim petitions.** Our table also contains the names and addresses of the authorized self-insured employers, municipalities, counties and governmental entities.

- **If you know the name of the insurance carrier/self-insurer on your case:**

Click on the search widget next to the name field in the Carrier/Administrator block. The carrier search box will appear. Here you can type in the name of the insurance company or self-insured employer that you are searching for (full or partial). You can search for the name by using any of the following search options: "starts with", "contains" or "ends with". The system defaults to "contains".

If you cannot find the name of the company, please search again by modifying your search query. For example, instead of searching for the "Division of Risk Management", you may want to just search for "Division"; instead of searching for "A.B.C. Insurance", try searching for "ABC Insurance" or "A B C Insurance" or just simply "ABC".

If you find the company you were looking for, click on the hyper-linked text and your selection will display above the search results and you must then click OK, after which you will be brought back to the main CP template. You will see the selected Carrier Name and Address pre-filled in the document. You can change the way the address appears on your document by simply overwriting the address text in the form.

If you still cannot find the insurance carrier or a self-insured employer/govt. entity within the Carrier Search screen, and you have exhausted all the various search options, there is an option to select "**Unlisted**", which is the first record in the search results. If you click on "**Unlisted**", a form will appear within the search box where you will be able to enter the name and address of the carrier/self-insurer directly. **\*\* Note** - If the respondent is a self-insured company, you should enter the name of the self-insurer in the carrier field. Please do not type in "**self**" or "**serve directly**" in the Name field as our system does not recognize this. After you are done entering in the information, you can hit **OK**, to get back to the main template. The "Unlisted" carrier will be pre-filled into the template.

When this Claim Petition is submitted and accepted, Division staff will do a further review of the name and address of the "unlisted" carrier/self-insurer and determine whether it should be added to the Division's carrier listing. In some instances, if it is determined that the "unlisted" company entered on the document is not a legitimate insurance carrier or self-insurer, the case will be changed to an Uninsured case.

- **If the respondent is uninsured:**  
Select “**Uninsured**” in the Insurance Type dropdown in the respondent block. The carrier block will then pre-fill with UNINSURED. This will cause the Claim Petition to be served to the respondent. Additionally, that Claim Petition will be referred to the Uninsured Employers Fund office for further investigation and processing. Please note that prior to filing the claim as an “Uninsured”, you must confirm coverage for the respondent at the Compensation Rating & Inspection Bureau website. They maintain an updated database of all workers’ compensation policies ([www.njcrib.com](http://www.njcrib.com)).
- **If the respondent’s carrier is Unknown:**  
Unknown is to be selected when you are certain there is coverage for the employer but you do not have confirmation of the identity of the carrier at this point. To file the document with an “Unknown” carrier, follow these steps: While in the Carrier search widget there is a check box available if the carrier is unknown. Check the check box located on the line below the search button that says **If Carrier is Unknown, please check**. This will display the Unknown carrier record and you must choose to Add, which will display the carrier as Unknown in the main CP template.

#### 4. Accident date

This is a required field.

Enter a date in any of the following formats: “mm/dd/yyyy”, “mm/yy” or simply “yyyy” format. You must enter the forward slashes “/” as part of the dates.

#### 5. Describe extent and character of injury

You can enter up to 350 characters in this field. Spaces between words and punctuation marks count as characters. There will be a character counter below this field that counts down the number of characters used. When you reach 350 characters, you will be prevented from entering any additional characters. You should check how the form looks through “Save and Print” to ensure that formatting and data is acceptable.

#### 6. Date Stopped Work / Date Returned to Work / Date Injury Reported

These are not required fields.

If you wish to enter information in these fields, they must be formatted as “mm/dd/yyyy”.

Note: You cannot enter in text, such as “NCLT”, “TBS”, “To Be Supplied”, “Never Returned to Work”, etc. If you wish to provide such information, you can enter this additional text in the free form space called “*What other facts are there that you believe important.*”

#### 7. Monetary amounts—gross wages, rate of compensation, temporary disability paid, permanent disability paid

The maximum amount that can be entered in any of these fields is 99999999.99. It is not necessary to enter any cents. If these amounts are whole dollars, just enter the dollar figure. For example, if the gross weekly wages are \$700.00, enter 700. **Do not enter a dollar sign.** Aside from the maximum number of characters, the system is not doing any editing or calculations of amounts.

**Note** – The **Temporary Disability Paid** field accepts numerical values or a selection from a drop-down with the following values (Adeq. As Paid, Continuing, Full Salary, NCLT) . .

For any of the monetary amount fields, if nothing has been paid, you should enter in 0. You can leave these fields blank, but by doing so, an assumption may be made that the data will be provided at a later date

#### 8. What other facts are there that you believe important?

This is a text block similar to the injury description block. It is limited to 3000 characters. There will be a character counter below this field that counts down the number of characters used. When you reach 3000 characters, you will be prevented from entering any additional characters. This block will expand with the number of characters entered so it is possible to have a 3 page form if the full 3000 characters are used. You should check how the form looks through “Save and Print” to ensure that formatting and data is acceptable.

## Printing and Submitting the Document

1. **Printing - Hit the Print & Submit tab when you are ready to print the form for the Petitioner's signature and your notarization. You are required to retain the signed and notarized copy of the Claim Petition in your files as you may be asked to present the document in court.**
  - o By clicking on the **View & Print** button, the Claim Petition will come up as an Adobe pdf document in a new Internet window or tab. Depending upon your Internet settings, the new web page may come up in the minimized view or in another tab. If that's the case, to open the new window, just click on the page from the task bar at the bottom of your PC window or on the new tab. You can then select the "print" button available on your Internet Browser to print the document.



### Problems with printing a document:

Certain data formatting errors or data omissions may prevent you from printing the document. If that is the case, the errors will be identified in red at the top of the tab. You will not be able to print the document unless you either correct those errors or delete the incorrect entry all together. For example, if you find an error that the "date returned to work" is formatted incorrectly, you should go to that field and either correct it to the proper format or delete it altogether. You should then return to the **Print and Submit tab** to print the document.

2. **Submit**—After the claim petition has been printed, signed and notarized, you may submit the claim. You will be asked to if the latest version of this document has been printed and signed, in order to submit, you must hit OK. When the claim has been successfully filed with the Division, you will receive a confirmation page displaying the case number, case title, assigned district office and judge, if available.

As confirmation of the filing, you can do a screen print of this message and keep it in your file or you can click on "**View Document**" and the actual filed CP will appear as a pdf document in a new Browser window. You can print and retain the document in your file.

After you have submitted the CP electronically, you can look up that case and the e-filed document at any time through the *COURTS on-line* Case Search function.

3. **You are now done with e-filing a document**

## Managing your Message Inbox

The message Inbox is similar to an e-mail in-box. When a document is electronically sent to your firm, a message relating to that document will appear in the Inbox. The message has the link to the e-filed document and also a link to the case folder itself. The Inbox is a multi-functional tool that if used effectively, can help firms monitor electronically filed cases.

You can access the Inbox from the left menu, the top menu under E-Filing and from the home page itself.

If your firm does purely petitioner's work, the only messages you will receive are those that relate to electronically filed Answers to Claim Petitions (or similar) documents. If your firm does purely respondent work, the only messages you will see are e-filed claim petitions (and similar documents) that have been forwarded to you by an insurance carrier.

The messages for claim petition type documents will be automatically removed from your Message Box when the corresponding Answer document has been filed. You have the option of manually deleting the remaining messages that have not been automatically deleted by the system

From your Message Inbox, you also have the option of printing individual e-filed documents, filtering your messages and printing a list of your messages.

**Printing individual documents:** To view and print a single e-filed document, go to the related Message in the Message Box and click on the linked document under the column called "**Messages**".

The document will come up as an Adobe pdf document in a new Internet window or tab. Depending upon your Internet settings, the new web page may come up in the minimized view or in another tab. If that's the case, to open the new window, just click on the page from the task bar at the bottom of your PC window or on the new tab. You can then select the "print" button available on your Internet Browser to print the document.

**Filter Messages:** By clicking on the **Filter** Message button, you will be presented with a search screen where you can select different criteria to search for specific messages. You can search for messages by the following: **Case Number, Case Title, Date Range, District Office, Insurance Carrier and Message.**

Hit **Search** and you will get the listing of messages that match your search criteria. You also have the option of have your messages sorted in a particular order: by clicking on any of the column headings in your search results, they will be sorted in order of that column.

[< Back to Tutorial Menu](#)  
[< Back to Petitioner Attorney view](#)  
[> Down to Respondent Attorney View](#)

## **B. How to download newly filed Claim Petitions - Carrier View:**

By participating in this program, carriers and self-administered self-insurers will receive notice of electronically filed legal pleadings through *COURTS on-line*. Typically, a carrier will designate an individual and a back-up to have e-filing access. If documents have been e-filed, a notice pertaining to the new CP filing will appear in their *COURTS on-line* Message Inbox. The carrier has to simply check the website and print the newly filed documents. The frequency of checking the website can be adjusted depending on the volume of cases filed against the carrier. Some carriers may opt to check every day whereas others feel comfortable checking once a week.

The process of downloading and printing e-filed documents is actually quite simple. *COURTS on-line* has a batch print feature where you can print at one time all the documents e-filed over a certain period of time (not to exceed more than 2 weeks prior). You can also print individual documents from each message as well.

These documents otherwise would be mailed to the carrier which would require someone in their mail processing center to open the envelopes and sort the documents.

The system also provides some additional bonus features for e-filing insurance carriers and self-insurers:

- the ability to sort e-filed documents
- the ability to save a copy of the document to your hard-drive
- A tickler system which assists you in tracking whether an Answer has been filed on a CP
- the ability to electronically forward an e-filed document to a specific respondent attorney for handling as well as the ability to pre-designate up to 21 respondent law firms to automatically receive notice of all e-filed cases sent to your company. This last feature is particularly helpful for carriers who use "house counsel" or refer cases to particular respondent attorneys based upon the county of the case.
- NEW: Ability to e-file informal hearing claims

### **PROCESS:**

#### **Sign-on to *COURTS on-line*.**

From your home page, you will have a partial view of your Message Inbox. If new messages appear, click on the link "View full Message Box" to view the entire Inbox. Messages are listed with the most recent appearing at the top of the list.

### **Managing your Message Inbox**

The message Inbox is similar to an e-mail in-box. When a document is electronically sent to your firm, a message relating to that document will appear in the Inbox. The message has a link to the e-filed document and also a link to the case folder itself. You will generally receive two different types of messages in your Inbox: Electronically filed Claim Petitions (and similar documents) and electronically filed Answers to Claim Petitions (or similar) documents filed by your attorney on behalf of your company.

The Inbox is a multi-functional tool that if used effectively, can help carriers monitor electronically filed cases.

You can access the Inbox from the left menu, the top menu under E-Filing and from the home page itself.

From your Message Inbox, you also have the option of printing individual e-filed documents, filtering your messages and printing a list of your messages.

From your Message Inbox, you have the option of printing individual e-filed documents, filtering your messages and printing your messages. Messages for claim petition type documents will be automatically removed from your Message Box when the corresponding Answer document has been filed. Retaining initial filing documents in the Message Inbox is a way for you to track CP's that have not been answered by your respondent counsel. Lastly you have the option of designating a specific respondent law firm to answer the case on your behalf.

**Printing individual documents:** To view and print a single e-filed document, go to the related Message in the Message Box and click on the linked document under the column called "**Messages**".

The document will come up as an Adobe pdf document in a new Internet window or tab. Depending upon your Internet settings, the new web page may come up in the minimized view or in another tab. If that's the case, to open the new window, just click on the page from the task bar at the bottom of your PC window or on the new tab. You can then select the "print" button available on your Internet Browser to print the document.

**Filter Messages:** By clicking on the **Filter** Message button, you will be presented with a search screen where you can select different criteria to search for specific messages. You can search for messages by the following: **Case Number, Case Title, Date Range, District Office, Insurance Carrier** and **Message**.

Hit **Search** and you will get the listing of messages that match your search criteria. You also have the option of have your messages sorted in a particular order: by clicking on any of the column headings in your search results, they will be sorted in order of that column.

## Designating Respondent Attorney:

### Individually Assigning Respondent Counsel:

We are providing carriers the option of designating a respondent attorney on individual cases from within the Message Box.

By designating a respondent attorney from within *COURTS on-line*, that attorney will receive an instant notice of the e-filed document in their firm's Message Box. They can begin processing the answer without any further delay.

To assign a respondent attorney on a case, go to the specific message in your Message Box and click on the search button with 3 dots  under the column "Designated Attorney".

This will open up the Attorney Search box. From here you can search for the name of your respondent attorney. After you have found the name, simply click on the hyper-linked name, hit **OK** and you will be brought back to the Message Box. The attorney you've just selected will be pre-filled in the Designate Attorney section. To forward the message to that attorney, you would click on the "**Forward**" button on the right side.

### Assigning Respondent Counsel for all your cases in advance (Pre-Designation):

We have also provided an option for your company to pre-designate specific law firms to always receive notice of e-filed documents sent to your company. You may assign respondent counsel on your cases based upon the county of where the case is assigned. We can accept up to 21 different law firms, corresponding to all of the counties in New Jersey. If you are interested in this feature, you can contact the Division at [courts@dol.state.nj.us](mailto:courts@dol.state.nj.us) and request the application form.

### Changing Respondent Attorney after they have been designated:

If for some reason you have to remove the assignment of a case from a particular attorney who has already been designated, you can do it in the following way:

Go to the Notice of CP message in the Message Box click on the Remove button. The original attorney will receive a notice that their designation has been withdrawn. You are now free to select another attorney to forward the document to.

## C. How to file an Answer electronically and Download Documents Respondent Attorney View:

### How to File an Answer to Claim Petition electronically:

Sign-on to *COURTS on-line*. As an authorized e-filer for an attorney firm, you will have access to the E-Filing Menu in the upper navigation bar.

#### Filing an Answer electronically:

To file an Answer to a claim petition electronically, you can do it in one of 2 ways.

1. **Typical Method:** Click on the **E-Filing** dropdown from the menu items at the top of the page. Select **"ANSWER"** from the list of dropdown items. You will then be asked to enter the CP# of the case and the petitioner's social security number. If the numbers match what we have in the database, you will get a pre-filled Answer template matching the document type of the initiating document (i.e. if initiating document was a DCP, the Answer document will be an Answer to a DCP)  
  
OR
2. You can also file an Answer on a specific case directly from your Message Inbox. The message that a claim petition was filed will appear in your message box only if that CP was filed electronically, if the insurance carrier is also an e-filer and if they have designated you as their respondent attorney for this case. This message will stay in this box until your firm files an Answer.  
To file an Answer from within the Message Box, go to the case you want to file an Answer for and click on the **"ANSWER" button** listed under the response column. The Answer template will appear, pre-filled with data from the case.

An Answer to Claim Petition data entry template will appear on the screen in a tab format. The first tab is **Party Info**, followed by **Details** and then **Print and Submit**.

#### ▪ **Party Info:**

- **Petitioner/Injured:** This information will be pre-filled and cannot be changed.
- **Respondent Attorney:** Your firm's name and address will be pre-filled in the Respondent's Attorney block.
  - You cannot change your firm's name on the template but you can modify the address. If you would like to change the address, simply write over the pre-populated text. (Note: changing the address on this screen will only change the way the address is printed on this particular document. It will not update the official address in the Division's records. To update the Division's records, you will need to advise us in writing.)
- **Employer/Respondent:** This information will be pre-filled and cannot be changed.
  - If there are multiple respondents, you will have to select the Respondent you wish to file an Answer on behalf of, from the drop-down.
  - If the Respondent Name is incorrect, there is a field for you to enter the correct name.
- **Carrier:** The names of the insurance carrier(s) already on the case for the selected respondent will be presented in a drop-down for you to select.
  - You also have the option of searching for a new insurance carrier if it is not in the list. To search for a new carrier, select New in the drop-down and then click on the search widget (the button with the 3 dots). The carrier search widget will pop-up in a new window. After searching for a carrier name in the search widget, you can select the carrier from the results below by clicking on the hyperlinked ID #, and then hitting OK. The name and address of that carrier will pre-fill into the template.
  - If the case is an Uninsured case and you wish to file an Answer on behalf of the respondent directly, you may do so. Simply keep the carrier as Uninsured. In the past, this was disallowed by the system.

- **Third Party Administrator:** If you want to identify the name of a Third Party Administrator (TPA) that is handling the selected carrier (or self-insurer's) cases, click on the button "Add TPA".
  - Hit the Search widget next to the Name field (the button with the 3 dots) to search for the name of a Third Party Administrator.
  - The TPA identified will now be a part of this Answer document. They will have access to the case via COURTS on-line if they are an established participant of the program. If you wish to remove the TPA, click on the "Remove TPA" button.

When the Party Info tab is complete, click the **Save and Continue** button at the bottom of the screen, or simply click on the **Injury Details** tab at the top to move on to that tab.

- *Note: When you move from tab to tab, all information entered will be automatically saved and the system will run through validation checks to see if the data entered is formatted correctly. If you wish to end your session at this point, you may do so without losing your data.*

- **Details:**

- This is the main part of the Answer form. Complete all required fields as denoted by an asterisk. Hit **Save and Continue** when you have completed this section and this will take you to the **Print and Submit** tab.
  - *All information entered will be automatically saved and the system will run through validation checks to see if the data entered is formatted correctly. If you wish to end your session at this point, you may do so without losing your data.*

- **Print and Submit:**

- If you are done with typing the form and are ready to have the document signed by your client, hit the **View and Print** button and the Answer form will be displayed in a new browser window. You should print the document, sign and retain it in your files.
  - *Note: You will not have the ability to view and print the document if there are any errors within the document (i.e. missing required data or improperly formatted data. If any error(s) exist, they will be displayed at the top of the form. You must go back and correct the errors, save the document and then the View and Print button will become available.)*
- Once the document has been signed, hit the **Submit** button and the document will be submitted to the Division.
- Once the document has been successfully submitted, you will get a confirmation message. The message will advise you on whether the Division is sending a courtesy copy of this filing to the petitioner (Applicant) Attorney and the carrier/TPA identified on the Answer form. Parties that are participants of the e-filing program will get this courtesy copy. For others, you will have to manually send them a copy of the Answer.
- You can print this confirmation page by hitting your browser print button.
- The e-filed version of the document will be available for viewing and printing by clicking on the View E-Filed Document button on the confirmation

Things to keep in mind when data entering into the Answer form:

### 1. Changing the Insurance carrier/self-insurer

As described above, the names of the insurance carrier(s) already on the case for the selected respondent will be presented in a drop-down for you to select. If the original claim petition was filed against the wrong carrier/self insurer or if it was filed inaccurately as uninsured, you can add the correct carrier/self-insurer to the case by selecting "New" in the drop-down and then clicking on the search widget (the button with the 3 dots).

The carrier search box will appear. Here you can type in the name of the insurance company or self-insured employer that you are searching for (full or partial). You can search for the name by using any of the following search options: "starts with", "contains" or "ends with". The system defaults to "contains".

If you cannot find the name of the company, please search again by modifying your search query. For example, instead of searching for the "Division of Risk Management", you may want to just search for "Division"; instead of searching for "A.B.C. Insurance", try searching for "ABC Insurance" or "A B C Insurance" or just simply "ABC".

If you find the company you were looking for, click on the hyper-linked text and your selection will display above the search results and you must then click OK, after which you will be brought back to the main CP template. You will

see the selected Carrier Name and Address pre-filled in the document. You can change the way the address appears on your document by simply overwriting the address text in the form.

If you still cannot find the insurance carrier or a self-insured employer/govt. entity within the Carrier Search screen, and you have exhausted all the various search options, there is an option to select **"Unlisted"**, which is the first record in the search results. If you click on **"Unlisted"**, a form will appear within the search box where you will be able to enter the name and address of the carrier/self-insurer directly. **\*\* Note** - If the respondent is a self-insured company, you should enter the name of the self-insurer in the carrier field. Please do not type in **"self"** or **"serve directly"** in the Name field as our system does not recognize this. After you are done entering in the information, you can hit **OK**, to get back to the main template. The "Unlisted" carrier will be pre-filled into the template.

When this Answer document is submitted and accepted, Division staff will do a further review of the name and address of the "unlisted" carrier/self-insurer and determine whether it should be added to the Division's carrier listing. In some instances, if it's determined that the "unlisted" company entered on the document is not a legitimate insurance carrier or self-insurer, the case will be changed to an Uninsured case.

## 2. Changing the Insurance Carrier address

If the carrier name is correct but you just want to change the way the address appears on the printed Answer, do not use the "unlisted" option noted above. You can simply overwrite the address as it appears on the Answer template. Doing this will not change the address in the Division's records for that carrier. It will simply change the way the address appears on the form. A change of address request for the carrier must be submitted to the Division in writing if you are aware that the carrier address has officially changed.

## 3. Correct Name of Respondent if incorrect

If the respondent name was misspelled on the original claim petition, you can indicate the correct name in this field. The field can accommodate up to 40 characters (includes spaces and any punctuation).

## 4. Correct Date Accident

If the accident date in the original CP was incorrect, you can indicate the correction in this field.

## 4. Date Respondent had Knowledge & Notice / Date Stopped Work / Date Returned to Work

There is no date formatting restrictions on these fields so you may enter text such as "NCLT", etc.

## 5. Monetary amounts—gross wages, rate of compensation, temporary disability paid, permanent disability paid

The maximum amount that can be entered in any of these fields is 999999999.99. It is not necessary to enter any cents. If these amounts are whole dollars, just enter the dollar figure. For example, if the gross weekly wages are \$700.00, enter 700. Do not enter a dollar sign. Aside from the maximum number of characters, the system is not doing any editing or calculations of amounts.

In the section for **Permanent Disability** paid, if you want to report a payment here, you can enter in the percent of disability, the body part, the # of weeks, the rate and the total dollar amount paid.

There is no numerical formatting restriction on these fields so you may enter text such as "NCLT", "Max Rate", etc.

## 8. Other Pertinent Information?

This text block is limited to 3000 characters. There will be a character counter below this field that counts down the number of characters used. When you reach 3000 characters, you will be prevented from entering any additional characters. This block will expand with the number of characters entered so it is possible to have a 3 page Answer form if the full 3000 characters are used. You should check how the form looks through "Save and Print" to ensure that formatting and data are acceptable.

**Hint** – if your firm uses standard language on Answer documents, you can have this text saved in another document, such as Word or WordPerfect. You can copy and paste this text into the "Other pertinent information" section as long as the original text has no special characters.

## Saving, Printing and Submitting the Document

**Save**—Allows you to save the form to your Draft Documents list if you are not ready to finalize and submit the form. You can save the document at any time. We recommend that you frequently **Save** the document while you are actively data entering so that you do not lose any data should your session time out or if the system goes down.

**Save and Print**—Use this button when you are ready to print the form. You are required to retain the signed copy of the Answer in your files as you may be asked to present the document in court.

After clicking on this button, the Answer document will come up as an Adobe pdf document in a new Internet window. Depending upon your Internet settings, the new web page may come up in the minimized view. If that's the case, to open the new window, just click on the page from the task bar at the bottom of your PC window. You can then select the "print" button available on your Internet Browser to print the document.



**Problems with Printing a document:**

Certain data formatting errors or data omissions may prevent you from printing the document. If that is the case, the number of errors will be displayed at the top of the tab. You will not be able to print the document unless you either correct those errors or delete the incorrect entry all together. For example, if the error says that the date of accident is formatted incorrectly, you should go to the date of accident field and either correct it to the proper format or delete it altogether. You should then hit **Save and Continue** or **return the Print and Submit tab**. You can always update any information before you submit the final version of the document.

**Submit**—After the Answer has been printed at least once, you may submit the document by clicking on the **SUBMIT** button. After the document has been filed with the Division, a message is returned to you stating that the document has been successfully submitted. The message will also advise you on the e-filing status of the petitioner's attorney and the insurance carrier. If the petitioner's attorney and the insurance carrier are e-filers, the Answer will be forwarded to them electronically and there is nothing further for you to do. If the petitioner's attorney and/or the carrier are not e-filers, you'll have to forward a copy of the Answer to them through US Mail.

**You are now done with e-filing an Answer.**

## Managing your Message Inbox

The message Inbox is similar to an e-mail in-box. When a document is electronically sent to your firm, a message relating to that document will appear in the Inbox. The message has the link to the e-filed document and also a link to the case folder itself. The Inbox is a multi-functional tool that if used effectively, can help firms monitor electronically filed cases.

You can access the Inbox from the left menu, the top menu under E-Filing and from the home page itself.

If your firm does purely petitioner's work, the only messages you will receive are those that relate to electronically filed Answers to Claim Petitions (or similar) documents. If your firm does purely respondent work, the only messages you will see are e-filed claim petitions (and similar documents) that have been forwarded to you by an insurance carrier.

The messages for claim petition type documents will be automatically removed from your Message Box when the corresponding Answer document has been filed. You have the option of manually deleting the remaining messages that have not been automatically deleted by the system

From your Message Inbox, you also have the option of printing individual e-filed documents, filtering your messages and printing a list of your messages.

**Printing individual documents:** To view and print a single e-filed document, go to the related Message in the Message Box and click on the linked document under the column called "**Messages**".

The document will come up as an Adobe pdf document in a new Internet window or tab. Depending upon your Internet settings, the new web page may come up in the minimized view or in another tab. If that's the case, to open the new window,

just click on the page from the task bar at the bottom of your PC window or on the new tab. You can then select the “print” button available on your Internet Browser to print the document.

**Filter Messages:** By clicking on the **Filter** Message button, you will be presented with a search screen where you can select different criteria to search for specific messages. You can search for messages by the following: **Case Number, Case Title, Date Range, District Office, Insurance Carrier and Message.**

Hit **Search** and you will get the listing of messages that match your search criteria. You also have the option of have your messages sorted in a particular order: by clicking on any of the column headings in your search results, they will be sorted in order of that column.

< [Back to Tutorial Menu](#)  
< [Back to Petitioner Attorney view](#)  
< [Back to Carrier View](#)  
< [Back to Respondent Attorney View](#)

### ► **Help:**

You can contact our technical support staff at the following telephone number : (609) 777-4921 or (609) 292-2556 or you can e-mail us at [courts@dol.state.nj.us](mailto:courts@dol.state.nj.us).