Voyageur Frequently Asked Questions

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About this FAQ

Find answers to common questions about Voyageur and the upcoming transition. This FAQ will be updated as additional information becomes available.

About Voyageur

What is Voyageur?

Voyageur is MWCIA's next-generation workers' compensation data collection application. It is being developed to modernize how workers' compensation data is submitted, processed, and managed, while providing a more intuitive, efficient, and flexible experience for carriers.

When will Voyageur be available?

Voyageur is currently planned for implementation in late spring 2027. This is an early introduction, and MWCIA will share more detailed timing, milestones, and preparation information as the project progresses.

Do we need to do anything now?

No action is required at this time. MWCIA is sharing this information early so carriers have advance awareness of the upcoming transition. Additional guidance, training opportunities, and resources will be provided before any action is needed.

What will happen to the Manage Policy System and Manage MUSR System?

The Manage Policy System and Manage MUSR System will be retired when Voyageur goes live. Existing carrier data will be migrated to Voyageur without modification and will remain accessible following implementation.

Will all carriers move to Voyageur at the same time?

Yes. All carriers will transition at the same time.

Where can I find updates?

Visit the Voyageur Resource Center on the MWCIA website for updates and information: [INSERT VOYAGEUR RESOURCE CENTER LINK].

Will the transition affect agents?

No. The transition will not change how agents use MWCIA's systems.

Login, registration, and access

How will I sign in to Voyageur?

Voyageur will require a separate login. As with Web Membership, your organization's group administrator will manage the account setup process.

Will my current Web Membership login carry over?

Voyageur will require a separate login. Web Membership will remain available for other MWCIA applications after Manage Policy System and Manage MUSR System are retired. Some applications may still require a login. We will share more information about any changes to access as details are finalized.

Can I use a shared login, group mailbox, or personal email address?

No. For Voyageur access, MWCIA is asking users to discontinue shared logins, group mailboxes, and personal email addresses and use their work email.

Can MWCIA staff set up my account?

MWCIA will set up the group administrator's account. We'll share instructions for setting up Individual user account once the details are finalized.

Submitting data, corrections, and work queues

Can I still enter data manually?

Yes. You may enter data manually in Voyageur. Instructions will be shared as details are finalized.

Where will I make corrections?

You may make corrections in Voyageur or CDX.

Will reporting requirements or deadlines change?

No. Reporting requirements and deadlines will not change.

Will data processing response times change?

Data processing response times will stay the same or improve.

How will work queues be used?

Voyageur will introduce policy and unit work queues where carriers can review and resolve their edits directly in the system. More information about how to use these work queues will be shared as details are finalized.

CDX and electronic file submissions

How will we submit WCPOLS and WCSTAT files in the new system?

Carriers will have the flexibility to submit WCPOLS and WCSTAT files through CDX or directly to MWCIA through Voyageur.

Do we need CDX recertification or retesting to use Voyageur?

No. MWCIA does not require CDX recertification or retesting to use Voyageur.

Reports and notices

Where will I find reports, and will I get an email notification?

You will be able to review, export, and print reports in Voyageur. Whether email notifications will be sent when reports are ready is still being decided.

How will we receive letters and notices?

Voyageur will include a dedicated area where you can find letters and notices.

Transition, training, and support

Will submissions pause before launch, and when should I stop using Manage Policy System and Manage MUSR System?

Yes. There will be a temporary pause in data processing before Voyageur launches. MWCIA will send advance notices explaining the pause and when to stop using Manage Policy System and Manage MUSR System. These notices will include dates and instructions, so you have time to prepare and submit data before the pause.

What training and help resources will be available?

Voyageur will include a Knowledge Management and Help Center with training materials and reference resources.

Who should I contact with questions?

Please email voyageur@mwcia.org with questions.