Transaction Rejection

Email: EDI.Support@workcomp.virginia.gov **| Toll Free**: 1-877-664-2566

An EDI transaction is rejected when it does not pass the edits applied by Virginia to the data elements. The reason for rejection can be found on the Acknowledgement Record. It is the responsibility of the Trading Partner to review the reason for rejection, make the necessary correction(s), and resubmit the transaction, if necessary, or submit the appropriate transaction.

Common Rejection Reasons

- Error found on a mandatory or mandatory conditional data element
- Submitted code value not accepted by Virginia
- Invalid Event Sequence
- Duplicate Transaction/Transmission
- Match Data Discrepancies

Understanding the Rejection Received

The Commission follows the IAIABC standard but only implemented what was necessary do business in Virginia. The Standard provides guidelines for the applied edits and the error messages received. The Edit Matrix spreadsheet will assist in understanding the rejections.

EDIT MATRIX
Outlines the edits applied by Virginia to each accepted data element

DN-Error Message	• Provides standard error messages to use in association with the edits applied to the data elements and elaborates on data elements that have specific population restrictions and/or code values. • The table lists the Data Element Numbers and Names down the left column and the Error Message Numbers and Descriptions across the top.

Value Table	• Provides a list of code values and indicates which are and are not accepted in Virginia

Match Data Table	• Identifies which data elements are used as primary or secondary "match" data elements to determine if a new JCN should be created or if the transaction should be matched to an existing JCN.

Population Restrictions	• Elaborates on the data population or the code value limitations applied to the data elements and provides specifics on the standard error messages received for those data elements.

Sequencing	• Elaborates on the standard error messages received in relation to the sequence of transactions and should be used in correlation with the Event Tables to determine the proper sequencing requirements.

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How to Interpret the Acknowledgement Record for the Rejected Transaction

The Acknowledgement Record will return an Application Acknowledgement Code of TA *(Transaction Accepted)* or TR *(Transaction Rejected)*. If the transaction is returned as "rejected," review the reason for rejection. The Acknowledgement Record provides the rejection information in the following number sequence: Data Element Number, Element Error Message Number and Variable Segment Number. The Element Error Text may be provided at the end of the acknowledgment record.

By using the Data Element Number and Element Error Message Number received in the rejection along with the Edit Matrix: DN-Error Message Table, you will be able to determine the reason for the rejection.

Step 1

Use the number sequence provided in the Acknowledgment Record to locate the exact error on the DN- Error Message table of the Edit Matrix.

Example:

Reason for Rejection: 0088064

0088 – This is the Data Element Number

064 – This is the Element Error Message Number

Error Received:

Benefit Period Start Date

Invalid Data Sequence/Relationship

Column C indicates if the edit is applied to the data element by Virginia.

For this example, the edit is applied as it is marked with "Y"

Column D indicates if there is a population restriction for the data element.

For this example, "P" is populated indicating the Data Element: *Benefit Period Start Date* has a population restriction.

The "L" located at the intersection, indicates the edit applies to that data element.

If there is a "P" in column "D" go to the Population Restriction Table of the Edit Matrix to find more information on the error. *(See Step 2 for details on the Population Restriction Table)*

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Step 2

Using the Population Restrictions table of the Edit Matrix you will be able to determine the Element Error Text and understand the restrictions applied to the Data Element.

- Locate the Data Element Number/Name lined up with the Error Message Number/Text
  - *Utilize the filters option to easily locate what you are looking for, if using the electronic version.*
- The Population Restriction column will advise which edit is applied
- The Element Error Text will show the exact error you will receive

DN	Data Element Name	Error Message Number	Error Message Text	Population Restriction	Element Error Text
0088	Benefit Period Start Date	064	Invalid Data Relationship	If DN0288 Number of Benefits >= 02 and SROI MTC = CB and Benefit Segment contains MTC = CB at the Benefit level: Find the DN0085 Benefit Type Code with the earliest DN0088 Benefit Period Start Date. For the earliest Benefit Period Start date found, DN0089 Benefit Period Through Date must be = DN0088 Benefit Period Start Date - (minus) one day for the newest DN0085 Benefit Type Code with the latest DN0088 Benefit Period Start Date. **MTC at the BEN Level must be = CB.** **Example of Invalid Reporting:** **Earliest Benefit reported:** Benefit Type Code, BEN MTC = CB, 050 Benefit Period Start Date = 3/25/2015 / Benefit Period Through Date = 5/13/2015 **Latest Benefit reported:** Benefit Type Code 070, BEN MTC = CB, Benefit Period Start Date = 5/19/2015/ Benefit Period Through Date = 6/15/2015 **Example of Valid Reporting:** **Earliest Benefit reported:** Benefit Type Code 050, BEN MTC = CB, Benefit Period Start Date = 3/25/2015 / Benefit Period Through Date = 5/13/2015 **Latest Benefit reported:** Benefit Type Code 070, BEN MTC = CB, Benefit Period Start Date = 5/14/2015/ Benefit Period Through Date = 6/15/2015	Gap in/check DN88/DN89 or expected MTC not recd

The Element Error Text, located in column F, tells us there is a gap in the dates between Benefit Period Through Date for the earliest benefit type reported and the Benefit Period Start Date of the latest benefit type reported OR that the expected MTC was not received for the benefit information being reported.

Based on the information collected in Step 1 and Step 2, we now know the transaction rejected based on the *Benefit Period Start Date* due to *Invalid Data Relationship* because there is a gap in the dates between Benefit Period Through Date for the earliest benefit type reported and the Benefit Period Start Date of the latest benefit type reported and/or the expected MTC is not received for the benefit information being reported.

How to Resolve

Step 1: Review the Benefit Period Dates of the rejected transaction.

Example:		
	Earliest Benefit reported:	*Latest Benefit reported*:
Benefit Type Code	*050*	*070*
Benefit MTC	*CB*	*CB*
Benefit Period Start Date	*3/25/2015*	*5/19/2015*
Benefit Period Through Date	*5/13/2015*	*6/15/2015*

Step 2: Determine if the gap in time between the earliest benefit period through date and the latest benefit period start date should truly exist or not.

Step 3:
- If no gap between the dates should exist – Correct the benefit period start date and resubmit the transaction.

- If gap between the dates should exist – Submit the proper SROI Suspension to show the earliest benefit period reported has ended. Once accepted, the proper Reinstatement transaction should follow to show the reinstatement of benefits.

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Common Error Messages

063 - Invalid event sequence/relationship
Failure to follow proper event sequencing

Resources:	**Examples**:
• Edit Matrix – Sequencing • FROI/SROI Event Matrix *(Refer to Training Aid #1 & #2)*	• FROI 00 must be on file prior to filing a SROI reporting payments • FROI 04 cannot be filed after an initiating FROI has been accepted • SROI QT cannot be filed prior to an initiating SROI reporting payments being accepted • SROI Suspension must have a preceding initial SROI or SROI Reinstatement

117 - Match Data value not consistent with value previously reported
Change made to a match data value on a transaction other than a FROI 02

Resources:	**Examples**:
• Edit Matrix – Match Data Table • EDI FROI 02 Change Transaction o *Only one Match Data field can be updated per FROI 02 unless otherwise noted in the Category legend.*	• Change made to Employee First Name or Date of Injury does not match previously accepted transaction. • A FROI 02 must be filed and accepted with the change(s) made prior to additional transaction(s) being submitted with the changed data.

001 - Mandatory field not present
A data element that is mandatory for the transaction/data being submitted is not populated or contains an invalid space

Resource:	**Examples**:

• Element Requirement Table	• Latest Return to Work Date – Mandatory Conditional field
	   o Is mandatory when the employee returns to work after a subsequent disability period.
	• Employer Industry Code – Mandatory field
	   o *Exception*: Claim is being denied for no coverage

042 - Not statutorily valid
Reported code value is not valid for Virginia

Resources:	**Examples**:

• Edit Matrix – Value Table
• Edit Matrix – Population Restrictions
• EDI Quick Code Sheet
	• Employer Industry Code – NAICS Codes
	   o Date of Injury prior to 10/20/2014 – use 2007 NAICS Codes
	   o Date of Injury on or after 10/20/2014 – use 2012 NAICS Codes
	   o Date of Injury on or after 5/1/2017 – use 2017 NAICS Codes
	• SROI transaction reports Other Benefit Type Code 400 *(Total Other Vocational Rehabilitation)* – the Value Table has the code greyed, therefore not a code accepted by Virginia

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037 - Must be <= Maintenance Type Code Date
Reported data element date is after the date the transaction is being submitted

Resources:	Examples:
• Verify all fields reporting a date and that it does not fall after the date the EDI transaction is being submitted.	• Benefit Period Start Date • Date Claim Administrator Had Knowledge of Injury • Initial Date Disability Began

057 - Duplicate Transmission/Transaction
Key information submitted matches to a transaction or claim file previously accepted

Resources:	Examples:
• Edit Matrix – Match Data Table • Duplicate Check Process (*Refer to Training Aid #18)*	• Claim created from paper submission and JCN assigned by VWC – Initial FROI filed without the assigned JCN populated. • SROI IP rejects - SROI IP previously filed and accepted • Multiple Injuries on the same day – *Contact EDI Support for assistance with acceptance of the second injury*