



# Denials

Email: [EDI.Support@workcomp.virginia.gov](mailto:EDI.Support@workcomp.virginia.gov) | Toll-Free: 877-664-2566

Virginia only accepts full denials. To deny a claim in its entirety, a FROI 04 or SROI 04 should be filed based on sequencing guidelines. When a claim is denied, it is classified as a major injury and therefore, the Injury Severity Type Code should reflect as such. A FROI or SROI Denial is due within 10 calendar days from the claim administrator's decision to fully deny the claim.

## FROI or SROI 04:

**FROI 04:** Used when the insurer is denying that the incident is work related, no lost time has occurred, no medical treatment has occurred, and no indemnity benefits have been paid on the claim. Serves as a dual purpose of concurrently reporting a new claim and denying it in its entirety.

**SROI 04:** Used if the entire claim is being denied after any FROI or SROI has been filed. Can be used to suspend ongoing indemnity benefits if it is now being denied.

## Acceptable Denial Fields:

**Full Denial Effective Date (DN0199):** The date the claim administrator is denying all benefits for the claim.

**Date Claim Administrator Decision to Fully Deny (DN0444):** The date the claim administrator made the final decision to fully deny the claim.

**Full Denial Reason Code (DN0198):** A code used to identify the reason(s) for denying a claim in its entirety.

**Denial Reason Narrative (DN0197):** A description identifying reasons for denying a claim in full. The narrative may be used to provide denial reasons not identified by the code(s) or to provide supporting information for the denial reason(s) identified by code(s).

## Additional Information:

- Claim is acquired and denied with no prior EDI.
  - File a FROI AU followed by a SROI 04. This will show that the claim was acquired and then denied. If the denial is later rescinded, this will allow a SROI AP to be filed to show the first acquiring payment.
  - If the FROI 04 is filed instead of the FROI AU and the denial is later rescinded, a SROI IP will be required to show the first initial payment; a SROI AP cannot be sent due to no prior knowledge of the acquisition.
- Indemnity benefits have been paid and the claim is later denied, a SROI 04 can be filed to suspend benefits. This will allow you to show benefits have stopped and the claim is being denied. No additional SROI transactions for payments made will be required since benefits have stopped.
- When a FROI 04 has been filed and the claim is later accepted and/or payments made, a FROI 00 must be filed prior to any SROI payment transaction.
- When a SROI 04 is filed to show the claim denied and the claim is now accepted or additional payments are made, SROI payment reporting can resume per sequencing.
- If a Claim Form is on file and it is determined the claim was filed in error or in the wrong jurisdiction, the claim cannot be canceled and a FROI 01 should not be filed. Instead, a denial should be submitted to deny the claim. If a FROI 01 is filed, a new JCN will need to be created for the claim. *\*For more information surrounding the FROI 01 Cancel transaction, refer to Training Aid # 10 FROI 01 Cancel Transaction*