



# Duplicate JCNs and Consolidation

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

## Duplicate JCNs

Many duplicate Jurisdiction Claim Numbers (JCNs) are created when the Commission receives a paper submission from the claimant or claimant’s attorney before we receive the EDI transaction from the Claim Administrator. This results in the Commission creating a JCN for the paper submission and potentially creating another JCN for the EDI transaction.

### How to prevent the creation of duplicate JCNs

#### File FROI submissions timely

If more than 30 days have passed since the injury occurred, contact the Commission so we can verify whether or not a claim has been set up and a JCN has been assigned.

#### Capture existing JCN in your system and use it when filing your initial FROI

The Commission is required to create a claim when a paper submission is received from the claimant or claimant’s attorney. When the Commission creates the claim, the Notification of Injury – Request for FROI, is generated and sent to all known parties.

When you receive this notice, make note of the JCN that is listed and capture it in your system. File the required initial FROI using the assigned JCN.

### Duplicate Check Process

The Commission has a “Duplicate Check” process in place to assist in eliminating a large volume of duplicate JCNs.

#### Duplicate Check

- Checks for SSN
- Looks for Claimant’s First and Last Name and Date of Injury Combo
- The information must be a 100% match

The “Duplicate Check” will return a “Duplicate Batch/Transaction” error if a JCN already exists for the claim that is being filed. The three key pieces of information must be a 100% match to the information in the Commission’s system for the Duplicate Check to locate duplicate claims. It is important to verify that all information being submitted is accurate.

### How to help eliminate additional work when duplicate JCN’s exist.

- Make note of the Jurisdiction Claim Number on all correspondences you receive from the Commission.
- Advise the Commission as soon as you are aware that a duplicate JCN may exist so that we can review promptly.
  - A letter can be mailed or faxed to the Commission
  - Email the Commission’s EDI Support Team
  - Call the Commission’s Customer Contact Center
- The Commission should be notified of a duplicate claim promptly in order to significantly reduce potential additional work for both the Commission and the Claim Administrator.
  - Decreased amount of duplicate transactions the Claim Administrator is responsible for filing.
  - Decreased amount of unnecessary or duplicate notifications mailed by the Commission.
  - Decreased amount of confusion between parties when the consolidation is performed and only one JCN exists for the injury.



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## Consolidations

A process performed by the Commission’s EDI Quality Assurance Department when two JCN’s are created for the same injury and need to be merged into one.

### The Commission’s Consolidation Process:

<p><b>Step 1:</b> Determine which JCN to keep</p>	<ul style="list-style-type: none"> <li>• We look at:             <ul style="list-style-type: none"> <li>○ Creation Date                 <ul style="list-style-type: none"> <li>▪ Was the FROI filed timely?</li> <li>▪ How many days are between our creation date and the FROI submission?</li> </ul> </li> <li>○ Activity that has occurred on each JCN                 <ul style="list-style-type: none"> <li>▪ Is the JCN currently on the hearing docket?</li> <li>▪ Are there currently any Awards entered?</li> </ul> </li> </ul> </li> </ul>
<p><b>Step 2:</b> Process Consolidation</p>	<ul style="list-style-type: none"> <li>• If needed, an Order is issued moving or vacating any awards.</li> <li>• Issue the Consolidation Letter             <ul style="list-style-type: none"> <li>○ Advise which JCN the files were consolidated into</li> <li>○ Request EDI transactions, if needed</li> </ul> </li> </ul>
<p><b>Step 3:</b> Merge the claims together</p>	<ul style="list-style-type: none"> <li>• All documents from both files are moved into the one active JCN</li> </ul> <p><i>EDI transactions cannot merge into a different JCN as EDI transactions are JCN specific</i></p>

### Once the Consolidation Letter is received:

- **All parties should note the JCN that remains active**
  - The active JCN should be used on all correspondences and EDI transactions going forward.
- **Claim Administrators should file any requested EDI transactions within the timeframe specified**
  - Consolidation letters typically ask for the FROI 01 Cancel transaction on the JCN that was not kept and an initial FROI on the JCN that is kept.
    - If the FROI 01 Cancel transaction is requested, it should be filed as requested in order to prevent issues with future EDI filings. If the FROI 01 Cancel transaction is filed on the JCN not requested, it causes more work on both ends. (*See “FROI 01 Cancel Transaction” Training Aid.*)
    - When requested to file an initial FROI, a FROI 02 is not an acceptable FROI to file. The transaction will reject, as there is no initial FROI on file. The JCN cannot be changed by filing a FROI 02.
  - If the Consolidation Letter does not request any EDI FROI transactions to be filed, then no EDI FROI transactions are required at that time.
- **Claim Administrators should note which file they submitted payments under, if any**
  - EDI transactions are JCN specific.
    - EDI transactions filed under the old JCN do not move to the active JCN.
  - Any SROI payment transactions filed under the inactive JCN must be re-filed under the active JCN.

*\*A consolidation will not be performed when multiple JCNs exist and parties want the JCNs combined only for hearing purposes. Those JCNs will be related in our Claims Processing System to alert VWC employees to review each JCN when performing any future action.*



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## Common Pitfalls with Consolidations

<p><b>Discrepancy in the Date of Injury for the same injury</b></p>	<ul style="list-style-type: none"> <li>• When notifying the Commission of duplicate claims and there is a discrepancy in the date of injury, you should clarify which date of injury is correct based on your records.</li> <li>• Occupational Disease Claims – the Date of Injury should be the Date of Communication, not the Date of Last Exposure (which is used to determine coverage.) See <i>"Occupational Disease Claims" Training Aid</i></li> </ul>
<p><b>Different Employers</b></p>	<ul style="list-style-type: none"> <li>• This is seen in cases of:             <ul style="list-style-type: none"> <li>○ "Trade Name" or "Doing Business As Name" versus Primary Insured/Parent Corporation</li> <li>○ Subcontractor versus Statutory Employer</li> <li>○ Independent Contractor versus an Employee</li> <li>○ Professional Employer Organization (PEO) versus the Client Company</li> </ul> </li> <li>• When notifying the Commission of duplicate claims and there is a discrepancy in the Employer, you should clarify the correct Employer.</li> </ul>
<p><b>Different Insurance Carriers</b></p>	<ul style="list-style-type: none"> <li>• This is seen when the EDI data is not correct, or the Commission did not have the correct information at the time the claim was created.</li> <li>• EDI will reflect the Claim Administrator as both the Claim Administrator and an Insurance Carrier or it will reflect the Employer as a self-insured when they are not.</li> <li>• Discrepancy with Employer Information</li> <li>• Make sure you are using the correct Insurance Carrier for the Employer and Date of Injury on your EDI transaction.</li> </ul>
<p><b>Different Claim Administrators</b></p>	<ul style="list-style-type: none"> <li>• This happens when a Claim Administrator acquires a claim and does not file the FROI AQ on the assigned JCN.             <ul style="list-style-type: none"> <li>○ A call/email is made to verify who is actually handling the claim, if we do not have documentation in the file.</li> <li>○ If this happens on a claim where you are notifying the Commission of a duplicate JCN, please clarify who the correct Claim Administrator handling the claim is.</li> </ul> </li> <li>• This is also seen when different Insurance Carriers are listed in the JCNs, and each have different Claim Administrators.</li> </ul>
<p><b>FROI 01 Cancel transaction is submitted incorrectly on a JCN</b></p>	<ul style="list-style-type: none"> <li>• When the Commission issues a Consolidation Letter and a FROI 01 Cancel transaction is needed, the Consolidation Letter will specifically request the transaction to be filed on a particular JCN.</li> <li>• Not all Consolidation Letters request the FROI 01 Cancel transaction to be filed. It is important to read the Consolidation Letter and only file the FROI 01 Cancel transaction if it is requested.</li> </ul> <p><i>*For more information surrounding the FROI 01 Cancel transaction, refer to the "FROI 01 Cancel Transaction" Training Aid</i></p>