

EDI Compliance Initiative Update

Presented By:

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Discussion Points

- **Overview**
- **Phase 1 – Quarterly Report Cards**
- **Continuous Improvement**
- **Feedback/Questions**

Overview

- **What is the initiative?**
- **Why do we need this initiative?**
- **Who does this impact?**
- **What are the benefits?**
- **When will this start?**

Phase 1 – Quarterly Report Cards

COMMONWEALTH OF VIRGINIA
WORKERS' COMPENSATION COMMISSION

Quarterly EDI Report Card



<Trading Partner Name>

2nd Quarter, 2014

Date of Report: August 28, 2014

Phase 1 – Quarterly Report Cards

Information Page

- Claim Administrators
- Grading Scale
- Additional Information
- Contact Information

Report Card Information

EDI Trading Partner,

Following this page, you will find an overview of your company's performance specifically relating to your EDI submissions. Provided below is general information regarding this report card and the expectations of the Virginia Workers' Compensation Commission.

This report is based on all companies listed on your Claim Administrator Address sheet. Please see below;

ABC Claims Administration, Inc.

This report is generated for each quarter based on transactions submitted during the quarter and not accidents that occurred during this period. Each submitting company is expected to remain in an "Acceptable" score range. Please see below;

Scale:
Tier 1 – 90% - 100% - Acceptable
Tier 2 – 70% - 89% = Needs Improvement
Tier 3 – 69% - Below = Unacceptable

This Report Card is being provided in order to give each Trading Partner an overview of exactly how their company is doing with respect to EDI reporting and to show various areas where improvement may be necessary. While these Report Cards are for informational purposes only at this time, at a later date, fines may be issued based on your company's Acceptance Rate/Grade. Details and an approved fine structure will be provided well in advance before fines are actually assessed.

All questions regarding this report may be sent to the EDI Quality Assurance Department of the Virginia Workers' Compensation Commission at the email address below or by calling, toll free, 1-877-664-2566 to be routed to a member of the EDI Quality Assurance team.

Edi.support@workcomp.virginia.gov
*Please use the subject "Report Card Inquiry" to ensure your message is appropriately routed.

Sincerely,
The EDI Quality Assurance Team

Phase 1 – Quarterly Report Cards

Trading Partner Grade - Accepted vs. Rejected

- % Accepted and Rejected
- Acceptance Grade
- Comparison
 - Four quarters
 - All submitters

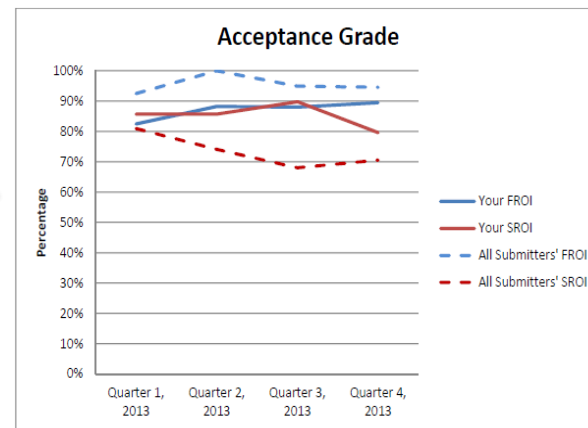
ABC Claims Administration, Inc – Score Card

FROI Score / Quarter 4 / 2013		
% Accepted	# Accepted	# Rejected
86%	567	96

SROI Score / Quarter 4 / 2013		
% Accepted	# Accepted	# Rejected
91%	379	38

Acceptance Grade = 88.9

***This is a 1.93% increase from last quarter*



***The above is a representation of the number of transactions*

Phase 1 – Quarterly Report Cards

Most Frequent Errors Per Quarter

- Top Errors
- Most impacted Data Elements per error

ABC Claims Administration, Inc – Top Five Errors / Timely FROI

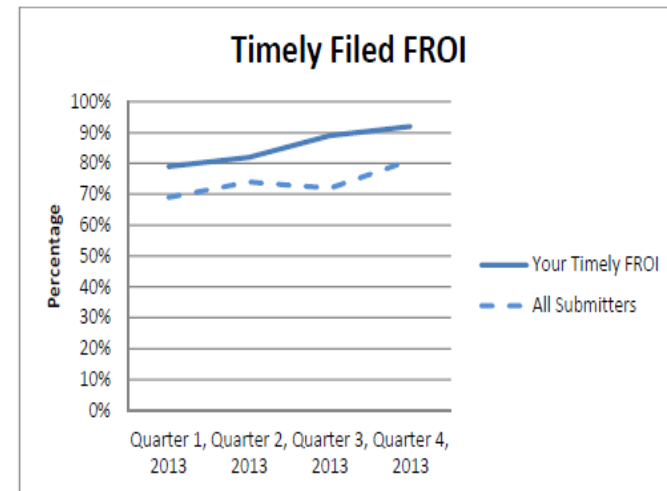
Error + Most impacted Data Element	Rejected Report Count
058 - Code/ID invalid	94
0005 - Jurisdiction Claim Number	23
0059 - Manual Classification Code	12
0025 - Employer Industry Code	7
001 - Mandatory field not present	31
0018 - Employer Name	16
0005 - Jurisdiction Claim Number	8
112 - Must be >= Initial Date Last Day Worked	18
0088 - Benefit Period Start Date	12
0145 - Current Date Last Day Worked	6
029 - Must be a valid Date CCYYMMDD	14
0056 - Initial Date Disability Began	5
0070 - Date of Maximum Medical Improvement	4
0145 - Current Date Last Day Worked	1
063 - Invalid event sequence/relationship	7
0002 - Maintenance Type Code	7

***Blank cells indicate: 1) There were less than 5 errors total or 2) The error did not impact at least 3 data elements (DNs)*

Phase 1 – Quarterly Report Cards

Trading Partner Grade – Timely Filed FROIs

- Comparison
 - Four quarters
 - All submitters
- Timely FROI Grade



Timely FROI Grade: 92.0

***This is a 3.0% increase from last quarter*

Timely Filed FROI reflects the percentage of non-minor claims that were submitted within 10 days of the "Date Claim Administrator had Knowledge of Injury"

Phase 1 – Quarterly Report Cards

Data Dictionary, Common Abbreviations and Report Card Requirements

Data Dictionary

Acknowledgement: The part of a transaction that is generated by or on behalf of the Jurisdiction to indicate to the Claim Administrator if a transaction is rejected or accepted, and the reasons for rejection if it is rejected.

Data Element: Each piece of information that is reported to the Commission via EDI. Each Data Element is assigned a number which is known as the Data Element Number.

Electronic Data Interchange: The method used to exchange data electronically between the Commission and those organizations submitting claim reports to the Commission. Virginia has selected and implemented the IAIABC Release 3 format for EDI reporting of Workers' Compensation claims information.

First Report of Injury: The initial claims report filed with the Commission by or on behalf of the insurer or self-insurer concerning an injury. A FROI is also a method to report a denial, a change of information previously reported via EDI, a CA acquisition and a cancellation of a claim.

Claim Administrator: An organization responsible for administering a workers' compensation claims. A Claim Administrator can either be a self-administered insurance carrier, self-administered self-insured employer, or a third party administrator hired by an insurance company or self-insured employer to handle their workers' compensation claims. There may be multiple Claim Administrators under each Trading Partner.

Non-minor FROIs: First Report of Injury transactions filed with the Commission to report a non-minor injury. Those FROI transactions would be (UR, 00 with any Claim Type Code other than 'N' and '04).

Non-minor Injury: This is also referred to as a Major injury. Per regulation 16 VAC30-91-10, a non-minor injury is defined as any injury that meets one of the following 7 criteria:

1. Lost time or partial disability exceeding 7 days
2. Medical expenses exceeding \$1,000
3. Any denial of compensability
4. Any disputed issues
5. An accident that results in death
6. Any permanent disability or disfigurement
7. Any specific request made by the Commission

Subsequent Report of Injury: A subsequent report sent to the Commission to report the initiation and suspension of indemnity payments and the total medical payments made to date.

Trading Partner: An entity that has entered into an agreement with another entity to exchange data electronically. The Trading Partner, for purpose of this report, is the main Claim Administrator that signed the Trading Partner Agreement forms.

Common Abbreviations

DN: Data Element Number

EDI: Electronic Data Interchange

FROI: First Report of Injury

SROI: Subsequent Report of Injury

TA: Transaction Accepted Acknowledgement

TR: Transaction Rejected Acknowledgement

Report Card Requirements

Quarters: Report Cards will be pulled on a quarterly basis and the dates of each quarter will always be the following using the date sent noted in the header record of each transaction:

Quarter 1 – January 1 to March 31

Quarter 2 – April 1 to June 31

Quarter 3 – July 1 to September 30

Quarter 4 – October 1 to December 31

Score Card: Total number of TAs and TRs received during each quarter (see Quarters for additional information). To determine the percent accepted, take the total number of accepted FROIs and divide by the total of all transactions (accepted plus rejected). This will give you the percent accepted.

Acceptance Grade: The average percent accepted for both FROIs and SROIs. To determine this grade, take the % accepted for FROIs and the % accepted for SROIs, add them together and divide by 2. This will give you your acceptance grade.

Top Five Errors: Using the data associated with the TRs received during the quarter, this is the 5 most common errors returned and the top 3 impacted DNs for each of those errors. The rejected report count shown represents how many times that error was returned and how many times each of those DNs were the cause of those errors.

Timely FROI Grade: The average percent of accepted initiating FROIs that were filed timely. To determine this grade, you would first need to determine the number of TA non-minor initiating FROIs that were submitted to the Commission within 10 days of the Claim Administrator knowledge of the injury. Take this number and divide by the total number of TA non-minor initiating FROI records for the quarter. This will give you the Timely FROI Grade.

Phase 1 - Quarterly Report Cards

- **Areas for Improvement**
- **Training Opportunities**
- **Issuance**
 - When
 - To who

Continuous Improvement

- **Additional areas to look at for possible compliance**
 - Failure to respond to requests
 - Failure to file initial SROI
 - Failure to file subsequent SROIs
 - Late SROI filings
 - Incorrect cancellations

- **Fines/Penalties**

Feedback and/or Questions

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