



EDI Quarterly Newsletter

Quarter 3, 2020

FAQs

For this quarter, we will focus on frequently asked questions sent to our EDI Support Team.

Why did my FROI reject as a duplicate? This is the first time I've submitted EDI for this injury.

This usually means the claim already exists in our system which typically means a claim for benefits form was filed with the Commission by the claimant. In addition, it could be a scenario where EDI received by a different CLaim Administrator and an acquisition transaction is needed. If this occurs, contact the EDI Department and we will be happy to provide you with the JCN.

Indemnity was previously reported in error, how do I correct this?

If benefits were previously reported in error and the Claimant has not received any Indemnity payments for his/her injury, a SROI Suspension (Sx) reporting a zero (\$0.00) amount can be filed. If you are unable to file with a zero amount, please submit a written explanation, on company letterhead, to the Commission's EDI QA Department. You can submit the letter through the following means: fax, mail, or WebFile.

We received a rejection on our SROI CB stating "Payment/Adjustment Start Date – Invalid data sequence/relationship". Could you please let us know the reason for rejection.

The SROI CB rejected due to a gap between when the first benefit stopped and the second benefit began. A SROI CB cannot be used when there is a gap or overlap in benefit dates. If there is a gap between the end date of one benefit and the start of another (benefits have stopped for more than one day before restarting), a Suspension (Sx) would be required and then a Reinstatement (RB)

The SROI PY is rejecting for Payee as Invalid Data Relationship. The claimant was issued (2) settlement payments on the same day. Please advise what is needed for the SROI PY to accept.

Payees can only be reported one time in the Payment Segment on a SROI PY. Multiple payments to a specific payee must be combined and the total reported as one amount for that Payee in the Payment Segment.

Why are we being asked to file a FROI 02 to update the claimant's address if we see that the correct address is already listed in the Commission's system?

The Commission requires a the Claim Administrator to file a FROI 02 reflecting the updated address so that we can be sure that both systems, the CA's and the VWC's, show the same information. It also helps to ensure that future FROI transactions are not submitted with the incorrect address.

EDI QA Staff Update



Congratulations Kinneret!

Kinneret Colon was recently promoted to EDI Compliance Analyst. She previously worked in the Commission's Judicial Department, P&O Division, as a Compliance Settlement Technician. With this promotion, Kinneret will now work with the Compliance Team to ensure all transactions are filed when required. Please join the Commission in congratulating Kinneret and welcoming her to EDI QA!

EDI Quality Assurance Department

Virginia Workers' Compensation Commission

For any EDI related inquiry, please contact our EDI Support Team. They can be reached at edi.support@workcomp.virginia.gov (or hit the envelop icon below). You can also call the Commission's toll free number, 877-664-2566, and ask for the EDI Quality Assurance Department.



Our mailing address is:

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