

Quarter
1,
2019

2018 - Year In Review

EDI Quarterly Newsletter

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EDI Quality Assurance Department

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FROIs

Accepted / Rejected: 277,298 / 18,012

Top 5 errors

1. Match Data value not consistent with value previously reported
2. Duplicate Transmission/Transaction
3. Mandatory field not present
4. Not statutorily valid
5. No match on database

SROIs

Accepted / Rejected: 162,367 / 22,366

Top 5 errors

1. Must be <= MTC Date
2. Invalid event sequence/relationship
3. Invalid data sequence/relationship
4. Mandatory field not present
5. Match Data value not consistent with value previously reported

Fines

299 Issued

47 Referred to the Show Cause Docket

Data Changes

3,106 Requests sent to Claim Admin

406 Requests completed by VWC

Transactions Reviewed

Reviewed outside normal rejection process

Approximate Total: 7,000

726 Transaction Review Letters sent for corrections

1,689 Missing Benefit Type Code letters sent

Report Cards

632 Issued

97 No Data Emails

Average Overall Grade: 93%

Overall Tasks Performed

Compliance Team (7 team members): 74,179

Technical Team (4 team members): 19,442

Management Team (2 team members): 3,036

Plus EDI related e-mails and phone calls

Trainings

Claim Administrators

Regulators College

SAWCA

Consolidations

2,425 Processed

New in 2018

- Missing Subsequent SROI Process
- Rejections for Invalid Insurer FEINs
 - ❖ Previously had over 1,400 invalid FEINs. Only 44 remain
- Enhanced Claimant address review process to cut down on returned mail
 - ❖ Completed 18,674 tasks for claimant address updates
- New Training Aids
- Three employees became IAABC Accredited in EDI Claims
 - ❖ Carolyn Gonzalez, Candace Gray and Stephanie Sweeney