

ADOL – Release 3.0 Frequently Asked Questions

[Updated 02/02/2015]



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GENERAL

Q-1: How do I contact ADOL with questions on EDI Reporting?

A-1: Send an email to the ADOL EDI Support Mailbox at adoledi@iso.com.

Q-2: Where are ADOL's EDI Requirements found?

A-2: Please refer to the "Implementation Guide" link under the EDI Resources section (www.adoledi.info).

Q-3: What Employer FEIN should be used for employers with multiple corporate relationships?

A-3: Use the FEIN of the corporate entity that has the legal responsibility for handling a given workers' compensation claim.

Q-4: How will discovery of the Board's files change?

A-4: Discovery of the Board's file will not be impacted by EDI. The business process for discovery remains the same.

Q-5: Are we able to link the EDI portal to a company's program so that when we enter information (name, address, etc.) it auto fills in the EDI as well? Just the basic information (DOB, DOTT, DOI, SSN, Employers, ER)?

A-5: At this time, ADOL's Free Web Portal does not have this capability.

Q-6: Better explanation to self-insured methods of submitting FROI. Past communication from ADOL WCB indicated we needed to be set up to submit FROI. This program is only partially end user web port s/b trained to the target expected to use it.

A-6: Self-insureds are required to submit both FROI and SROI reports via EDI. This can be done in one of three (3) ways:

- Via an approved EDI vendor, see: <http://www.adoledi.info/node/34> for a list of approved EDI vendors for reporting to Alaska.
- Via a direct report, certain criteria apply and if interested submit an inquiring email to adoledi@iso.com.
- Via the web portal, contact adoledi@iso.com if you are interested in filing via the web.

Please accept our apologies for any confusion regarding self-insured reporting and contact us directly so that we may answer any outstanding questions you may have.

Q-7: My understanding is the Claim Admin Name = Insurer Name and Insurer FEIN associated with that underwriting company on the claim in other EDI jurisdictions – is that not the case in Alaska?

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A-7: No, that is not the case in Alaska. Alaska's expectation is that the Claim Admin Name (DN0188) = the legal name of the entity adjusting the Alaska claim with facilities in Alaska. This expectation is based on Alaska Statute 23.30.030(4) that states: "The insurer shall provide claims facilities through its own staffed adjusting facilities located within the state, or by independent, licensed, resident adjusters with power to effect settlement within the state." This means that the entity administering the claim must have a facility in Alaska that an injured worker may go to for assistance with their claim.

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TRADING PARTNERS

Q-1: What steps must be taken to become a trading partner with ADOL?

A-1: Please refer to the “Registration Instructions” link under the Trading Partner Profile section (www.adoledi.info).

Q-2: What steps must be taken to become a third-party EDI Service Vendor for Alaska EDI trading partners?

A-2: Please refer to the “Registration Instructions” link under the Trading Partner Profile section (www.adoledi.info). All certified vendors should send an email to adoledi@iso.com requesting to become a vendor. Upon ADOL’s receipt of this request, an internal approval process will be conducted. All certified vendors who become approved reporters or senders of information to ADOL must also complete and pass the necessary testing procedures.

Q-3: What steps must be taken in order to receive a Direct SFTP connection from Alaska?

A-3: In order to receive a Direct SFTP connection from Alaska, the Trading Partner must either be an IAIABC member or purchase an EDI license from the IAIABC. The IAIABC sets the industry standards for EDI reporting and promotes experience with the reporting standards. Membership allows access and use of the IAIABC standards, which is what current Direct SFTP Trading Partners and EDI Vendors use.

NOTE that Alaska periodically sends their Trading Partner list to the IAIABC for verification.

Q-4: My understanding is the Claim Admin Name = Insurer Name and Insurer FEIN associated with that underwriting company on the claim in other EDI jurisdictions – is that not the case in Alaska?

A-4: No, that is not the case in Alaska. Alaska’s expectation is that the Claim Admin Name (DN0188) = the legal name of the entity adjusting the Alaska claim with facilities in Alaska. This expectation is based on Alaska Statute 23.30.030(4) that states: “The insurer shall provide claims facilities through its own staffed adjusting facilities located within the state, or by independent, licensed, resident adjusters with power to effect settlement within the state.” This means that the entity administering the claim must have a facility in Alaska that an injured worker may go to for assistance with their claim.

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TESTING

Q-1: What are “test” transmissions?

A-1: Testing is a process used to determine whether you and ADOL can send and receive EDI reports. Testing with ADOL requires adherence to the ADOL Test Schedule and the submission of required test transactions. Testing serves two purposes: 1) it ensures that all technical details regarding the transmission process are correct for all three systems – reporters, the VAN, and ADOL; and 2) it requires that the data details within the specific transaction types meet ADOL requirements. The sender will be responsible for evaluating the acknowledgement transactions ADOL returns in response to the test. For additional information, see the “ADOL – Release 3.0 Implementation Test Plan” under EDI Implementation Test Plan Overview – UPDATED! (<http://www.adoledi.info/impl-info>).

Q-2: While testing, can a trading partner test the FROI and the SROI together?

A-2: ADOL recommends that trading partners successfully test and implement their FROI transmissions before beginning their testing of SROI transmissions. This is because ADOL expects to use the data from the FROI production documents in the SROI test. However, exceptions may be considered if recommended by the ADOL EDI Coordinator. For additional information, see the “ADOL – Release 3.0 Implementation Test Plan” under EDI Implementation Test Plan Overview – UPDATED! (<http://www.adoledi.info/impl-info>).

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PRODUCTION

Q-1: When will I be placed in production status by ADOL?

A-1: It is ADOL's goal to begin testing and moving our trading partners into production as quickly as possible after the testing process has been completed, which is described in the "ADOL Release 3.0 Implementation Test Plan" under the EDI Implementation Test Plan Overview on the Implementation Information page (<http://www.adoledi.info/impl-info>).

Q-2: Once a trading partner has moved into production, where should their questions be directed?

A-2: All questions should be directed to the ADOL EDI Support Mailbox at adoledi@iso.com.

Q-3: Where is the Test/Production Indicator found?

A-3: The Test/Production Indicator is DN0104, located on the Header Record. Refer to the IAIABC EDI Release 3 Implementation Guide (www.iaiaabc.org) for more information regarding data definitions and the specific construction of the Header Record.

Q-4: How long after I send a transmission to ADOL should I expect to receive an electronic acknowledgement?

A-4: The cut-off for receipt of data from ADOL Trading Partners will be 2:59 AM EST, Monday through Friday. Processing of ADOL Trading Partner Data will start at 3:00 AM EST. On Saturday and Sunday, Trading Partners can connect and upload FROI/SROI files which will be processed Monday at 3:00 AM EST. Alaska Trading Partners will receive acknowledgment files no later than 5:00 AM EST (pending any unforeseen processing issues). If you have not received an acknowledgement within that time frame and have not received an advisory, please contact the ADOL EDI Support Mailbox at adoledi@iso.com.

Q-5: How can the trading partner or a claim administrator monitor the data quality of their EDI transmissions once in production?

A-5: ADOL recommends that the Claim Administrator develop tools to use the acknowledgment details to track overall performance.

Q-6: If, after reaching production status, a problem develops with the system I am using to generate or transmit EDI reports to ADOL, what should I do to make sure ADOL is informed and that Alaska receives all my claims in a timely fashion?

A-6: Immediately after a trading partner becomes aware that data/claims are not being sent or received by ADOL, you must begin using alternative or backup measures to send paper submissions immediately. Contact the ADOL EDI Coordinator (adoledi@iso.com) right away to develop a temporary reporting plan. Otherwise, your organization may be subject to penalties for failure or late reporting as provided by Alaska law.

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- Q-7: If a trading partner, approved for production status, opts to change software packages, VAN, vendor, adds a newly acquired company, changes source system, etc., does the trading partner need to revert back to the testing status again?
- A-7: If a trading partner changes any aspect of their approved process or system, then the trading partner must repeat the test process with ADOL. ADOL recommends that the trading partner continue with the approved production process while testing any new process, software or system. Considerations on the testing that will be required will be determined based on the situation. Any change in the manner by which data enters the reporting stream must be brought to our attention, and will probably involve discussion, testing and updates made to the Trading Partner Profile. If this situation arises, please contact the ADOL EDI Coordinator (adoledi@iso.com) immediately.

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TRANSACTIONS/EDITS/REQUIREMENTS

- Q-1: What exceptions are available to a claim administrator regarding the ADOL EDI Reporting Requirements?
- A-1: No exceptions will be made. However, hardship situations brought to the attention of the ITS Director by an Officer of the organization will be addressed by ADOL on a case-by-case basis.
- Q-2: What does "accepted with errors" mean?
- A-2: The transaction/record/report you send has been received and has been processed through the edit process of the EDI system and been accepted. However, one or more non-critical data elements have been found "in error". The data you sent for those data elements found in error has not been stored in our system. The acknowledgement you received indicates a "TE" status, which has been assigned to the transaction and ADOL requires that you submit a MTC CO Correction report within the required time frames. For more information, see ADOL's Event Table link located on the ADOL Implementation Guide page (www.adoledi.info/guide).
- Q-3: What edits will ADOL apply?
- A-3: ADOL's edits and complete requirements (ADOL Trading Partner Tables) are located on the ADOL Implementation Guide page (www.adoledi.info/guide).
- Q-4: What Impairment Body Part Codes will be used by ADOL?
- A-4: Please refer to ADOL's Valid Values Table located on the ADOL Implementation Guide page (www.adoledi.info/guide).
- Q-5: Is there a difference between an EDI MTC CO Correction and a MTC 02 Change?
- A-5: Yes, there is a very important distinction between Corrections and Changes. Use the MTC 02 Change when data previously sent to ADOL on either a First or Subsequent Report is identified by the Claim Administrator to be different than previously reported. The MTC CO Correction is used in response to a report previously sent to ADOL that ADOL acknowledged via the acknowledgment with a "TE" (accepted with errors). The CO must match a previously sent transaction and contain the data element(s) or conditions identified on the acknowledgment as being in error. Refer to IAIABC Claims Release 3 Implementation Guide for additional information (www.iaiaabc.org).

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- Q-6: What should be transmitted to ADOL if a key match field (SSN, Last Name and DOI) is changed?
- A-6: Send a MTC 02 Change transaction (First Report of Injury) to change any key match field(s). Please Note: Only one (1) key match field can be changed with a FROI MTC 02. Refer to ADOL's Match Data Table located on the ADOL Implementation Guide page (www.adoledi.info/guide).
- Q-7: Is the ADOL Jurisdiction Claim Number required on all transactions following the Original First Report of Injury report?
- A-7: Refer to ADOL's Match Data Table & Element Requirement Table located on the ADOL Implementation Guide page (www.adoledi.info/guide). Jurisdiction Claim Number is a key match item for all reports following the First Report of Injury.
- Q-8: What are the differences between ADOL's Claim Type Codes (DN0074)?
- A-8: ADOL's claim type "definitions" for DN0074 (Claim Type Code) are:
- Medical Only (M): Either no lost time with medical payments OR medical payments in the 1-3 day waiting period
 - Lost Time/Indemnity (I): Lost time after 3-day waiting period
 - Notification Only (N): Reporting accident/incident only
 - Became Medical Only (B): Claim goes from Notification Only (N) to Medical Only (M)
 - Became Lost Time/Indemnity (L): Claim goes from Notification Only (N) to Lost Time/Indemnity (L)
- Q-9: Will the Controversion report and the Compensation report be submitted electronically?
- A-9: Yes, Controversion report (07-6105) and the Compensation report (07-6104b) will be submitted electronically. Refer to the ADOL Paper Form to MTC Crosswalk located on the ADOL Implementation Guide page (www.adoledi.info/guide).
- Q-10: The PY MTC is expected when there is a lump sum settlement OR when the first payment of Other Benefit Type Codes occur for Medical, Funeral, Penalty, and Attorney Fees. Does Alaska expect a single PY report for the first payment of any of the above mentioned OBT codes, regardless of which one occurs first or do you expect a PY report for the first payment for each of the above OBT codes?
Example: The first medical payment is made and then some time later, Attorney Fees are paid. Would you expect 2 PY reports or just one?
- A-10: **UPDATED:** Alaska expects the MTC PY when a lump sum payment/settlement is made. Event Table updated on ADOL's Requirement v1.9. [Updated 02/02/2015]

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Q-11: Can Alaska clarify their MTC AN requirements?

A-11: UPDATED: Alaska expects the MTC AN when:

- A claim is open at the time of Report Trigger and
- Claim Type Code (DN0074) is Lost Time/Indemnity (I), Became Lost Time/Indemnity (L), Medical Only (M), or Became Medical Only (B).

OR

- A claim has closed via an accepted SROI FN since the last periodic report and
- Claim Type Code (DN0074) is Lost Time/Indemnity (I), Became Lost Time/Indemnity (L), Medical Only (M), or Became Medical Only (B).

[Updated 02/02/2015]

Q-12: What if we make a medical payment on a closed file? This happens a lot.

A-12: UPDATED: To report a medical payment on a closed Legacy claim where the JCN (DN0005) or AWCB number is less than 201320000, you must first submit an MTC UR followed by either an MTC AN or MTC FN, whichever is appropriate. Alaska is accepting only a limited number of SROI MTCs on legacy claims.

See ADOL's Sequencing Document on the ADOL Implementation Guide page at www.adoledi.info/guide for further information.

To report a medical payment on a closed claim where the JCN (DN0005) or AWCB number is equal to or greater than 201320000, you may submit the MTC AN without reopening the claim.

[Updated 02/02/2015]

Q-13: Why does the State now want to know when our files close?

A-13: Under EDI the State has elected the Status Qualifier for the MTC AN as "3 = Either (if a claim is open or has closed since the last periodic report)."

See ADOL's Event Table on the ADOL Implementation Guide page at www.adoledi.info/guide for further information. In this instance, you will want to view the SROI Periodic tab.

Q-14A: AS 23.30.155(c) requires compensation report (or a form prescribed by Board) to be sent to employee (EE) and the Division of Workers' Compensation (WCD).

A-14A: WCD is currently evaluating this process and will advise of the new business practice for the EDI process.

Q-14B: What will change in the process of the WCD setting up files based on non-ROI's? Such as a Physician's Report.

A-14B: If a trading partner has a non-ROI form such as Physician's Report that should be filed with the Division, then the trading partner needs to complete the necessary FROI to report the injury.

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Q-15: Last Minute Controversion?

A-15: A Controversion Notice (07-6105) equates to the MTC 04 – Denial that may be controverted either as a FROI (first report of injury) or as a SROI (subsequent report of injury).

Please see the ADOL Paper Form to MTC Crosswalk on the ADOL Implementation Guide page at www.adoledi.info/guide. This table crosswalks current paper forms to the proper EDI MTC report to be filed.

Q-16: Comp Reports?

A-16: There are two (2) tables you can review to see what MTCs and data elements are required for reporting information on the current paper Compensation Report (07-6104b):

- ADOL Paper Form to MTC Crosswalk – this table crosswalks the current form 07-6104b to the EDI MTC reports; and
- Element Requirement Table – this table denotes which data elements (DNs) are required on the MTC reports.

These tables are found on the ADOL Implementation Guide page at www.adoledi.info/guide.

Q-17: Is there a code for Reopening a claim that we filed a FN for?

Example: we close and then 3-6 months later claimant goes back to doctor and we reopen.

A-17: Yes, DN0073 – Claim Status Code – is the code that tells WCD that a claim is re-opened. See ADOL's Sequencing Document on the ADOL Implementation Guide page at www.adoledi.info/guide for the appropriate SROI MTC to file.

Q-18: Will you provide a method for clean-up of closed claims or claims that do not belong to a CA, i.e. transferred to a new TPA?

A-18: UPDATED: Legacy claims that are closed and have no further EDI action can remain closed. For Legacy claims with a new TPA, the MTC AQ or MTC AU is submitted without a prior UR. A Legacy claim has a JCN (DN0005) or AWCB number that is less than 201320000.

For claims established after EDI implementation, the new TPA submits either an MTC AQ or MTC AU, followed by a MTC AP when applicable. A claim established after EDI implementation has a JCN (DN0005) or AWCB number that is equal to or greater than 201320000.

See ADOL's Sequencing Document on the ADOL Implementation Guide page at www.adoledi.info/guide for further information. [Updated 02/02/2015]

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Q-19: We need clarification on what is required on the compensation report.

A-19: There are two (2) tables you can review to see what MTCs and data elements are required for reporting information on the current paper Compensation Report (07-6104b):

- ADOL Paper Form to MTC Crosswalk – this table crosswalks the current form 07-6104b to the EDI MTC reports; and
- Element Requirement Table – this table denotes which data elements (DNs) are required on the MTC reports.

These reports are found on the ADOL Implementation Guide page at www.adoledi.info/guide.

Q-20: Where do I find the Industry (NAICS) Code?

A-20: The Industry Code can be found on the insured's / employer's business license at <http://commerce.alaska.gov/CBP/Main/CBPLSearch.aspx?mode=BL>

Trading Partners need only report the primary industry code on the business license.
[Added 09/09/2013]

Q-21: What kind of grace period will the Board offer for Compensation Report penalties? Can we get assurances that the Board will show some leniency on comp report penalties after 07/22/2013, this year?

A-21: Currently it is Workers' Compensation intent to suspend late filing penalties under AS 23.30.155(c) until we have worked all the "kinks" out with EDI filing and FROI/SROI data capture. This grace period is tentatively from 07/15/2013 to 09/30/2013. [Added 09/09/2013]

Q-22: The only vocational benefit I can find in the EDI Guide is Voc Rehab Maintenance either as weekly or lump sum. Under the Act, we have 2 different types of vocational benefits: 041(k) Stipend and 041(g) Job Dislocation Benefits.

A-22: The 2 different types of vocational benefits map to the Benefit Type Code (DN0085) as follows:

- 041(k) = Benefit Type Code (DN0085) – 410 (Vocational Rehabilitation Maintenance)
- 041(g) = Benefit Type Code (DN0085) – 541 (Vocational Rehabilitation Maintenance Lump Sum Payment/Settlement)

[Added 09/09/2013]

Q-23: I am a wcPrism (web portal) user. Yesterday I input a couple of FROI UR's but they're not showing up on my acknowledgements list. Should we be expecting more than an overnight turnaround? Thanks!

A-23: There is a 2:00 PM cutoff time for when reports are picked up from the web portal. ISO processes wcPrism files at 6:00 PM East Coast time (2:00 PM Alaska time). If your reports

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are entered after this time or close to 2:00 PM your acknowledgment will be received in 2 days. [Added 09/09/2013]

Q-24: COLA: The EDI Implementation Guide indicates this is “Weekly Payment amount increased for cost of living adjustment”. Since this is generally a decrease for Alaska, is the ADOL’s system set up to deduct rather than add this amount or do we need to report a negative number?

A-24: UPDATED: If a COLA reduces the weekly benefit (which would be true 99.9% of the time), ADOL would expect to see a SROI CA, with a Benefit ACR segment, and a benefit adjustment code (DN0092) = 1.

Although the IAIABC Date Dictionary defines the Cost of Living adjustment as “Weekly payment amount increased for cost of living adjustment”, the data element can be used for both an increase or a decrease in the weekly benefit.

In addition, there can be no negative numbers so use the Benefit ACR segment to communicate any adjustments. [Added 02/02/2015]

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LEGACY CLAIMS

Q-1: After absorbing the information today from the Q&A session, some discussion was had here and we needed to verify that, with regards to the **Legacy claims**, we have two options.

1. Continue to report legacy claims using new paper forms and have no obligation to report using any method of EDI submissions (Strictly paper method).
2. Submit a FROI UR, report via new paper forms and SROI CO, 02, 04, FN or AN via EDI submission. (Some paper / Some EDI reporting).

A-1: No, the options listed above are for either a Non-EDI Trading Partner or an EDI Trading Partner.

Below is a breakdown on which option a particular filer uses:

1. **Non-EDI Trading Partner:** Continues reporting **Legacy claims** using old paper forms with no EDI reporting involved. Though this is strictly a paper reporting method, the Non-EDI Trading Partner must follow ADOL's EDI requirements like the EDI Trading Partner.
2. **EDI Trading Partner:** May file a mixture of EDI reports and paper filings on **Legacy claims**:
 - Reports any compensation information per AS 23.30.155 on the old paper forms.
 - Submits a FROI UR prior to filing one of the following accepted SROI reports: CO, 02, 04, FN or AN.

This is an EDI and paper filing method for **Legacy claims**.

NOTE: Since implementation on 07/22/2013, the Agency has realized that new Comp Report Form 07-6104b does not work well with **Legacy claims**.

Please use the old Comp Report Form 07-6104b when reporting compensation on **Legacy claims**. [Updated 09/09/2013]

Q-2: Can I use the old Compensation Report Form 07-6104b on new Reports of Injury (injuries occurring on or after 07/22/2013)?

A-2: No, the new Compensation Report Form 07-6104b needs to be used so that all necessary EDI data is sent. The old form does not do this. [Added 09/09/2013]