

Questions:

Q1. What if we make a medical payment on a closed file? This happens a lot.

A1: To report a medical payment on a closed legacy claim 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.

A legacy claim is a claim that was established with an AWCB number prior to Alaska's EDI implementation date.

See the "Sequencing Document for FROI SROI (XLS)" under the ADOL Imp Guide link at www.adoledi.info for further information.

Q2. How will discovery of the Board's files change?

A2. Discovery of the Board's file will not be impacted by EDI. The business process for discovery remains the same.

Q3. Why does the State now want to know when our files close?

A3. 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 the "FROI SROI & SROI Periodic Event Table (XLS)" under the ADOL Imp Guide link at www.adoledi.info for further information. In this instance you will want to view the SROI Periodic V1.3 tab.

Q4A. 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). [Updated 05.02.2013]

A4A. WCD is currently evaluating this process and will advise of the new business practice for the EDI process. [Updated 05.02.2013]

Q4B. What will change in the process of the WCD setting up files based on non-ROI's? Such as a Physician's Report. [Updated 05.02.2013]

A4B. 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. [Updated 05.02.2013]

Q5. It was unclear prior to the training who it was targeted for: adjusters, insurance company, IT, etc.

A5. The first training session was to target a wide range of users. Future training will target specific users.

Q6. Form? Claims Process?

A6. Without specifics we are addressing these questions from a general perspective. Please review the "ADOL Paper Form to MTC Crosswalk (XLS)" under the ADOL Imp Guide link at www.adoledi.info. This table crosswalks current paper forms to the proper EDI MTC report to be filed.

WCD's business processes for claim processing remains basically the same with the exception of electronic filing over paper filing.

Please submit any specific claim processing question to: dol.workerscomp.edi@alaska.gov

Q7. Last Minute Controversion?

A7. A Controversion Notice (07-6105) equates to the MTC 04 – Denial that may be converted 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 (XLS)” under the ADOL Imp Guide link at www.adoledi.info. This table crosswalks current paper forms to the proper EDI MTC report to be filed.

Q8. Comp Reports?

A8. 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 (XLS) – this table crosswalks the current form 07-6104b to the EDI MTC reports; and
- Element Requirement Table for FROI SROI (XLS) – this table denotes which data elements (DNs) are required on the MTC reports from #1 above.

These reports are found under the ADOL Imp Guide link at www.adoledi.info.

Q9. 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).

A9. At this time, ADOL's Free Web Portal does not have this capability.

Q10. 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.

A10. Yes, DN0073 – Claim Status Code, is the code that tells WCD that a claim is re-opened. See the “Sequencing Document for FROI SROI (XLS)” under the ADOL Imp Guide link at www.adoledi.info for the appropriate SROI MTC to file.

Q11. How we make sure the employee is “kept in the loop” per standards would be helpful.

A11. WCD is currently updating forms that Trading Partners can use to update employees.

Q12. Will/can you provide Claim Admins a list of all open claims including the AWCB# prior to implementation?

A12. The current system does not have the reporting capability to extract only open claims. The report would consist of open and purged claims.

Q13. 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?

A13. Legacy claims that are closed and have no further EDI action can remain closed.

Legacy claims that are closed and require further EDI action need an MTC UR submitted to synchronize the paper claim with EDI reporting. See the "Sequencing Document for FROI SROI (XLS)" under the ADOL Imp Guide link at www.adoledi.info for the appropriate FROI and/or SROI MTCs that follow the MTC UR.

For Legacy claims with a new TPA, the MTC AQ follows the MTC UR.

For claims established after EDI implementation, a change in TPA is submitted by one of the following: for FROIs an MTC AQ or MTC AU, and for SROIs an MTC AP. See the "FROI SROI & SROI Periodic Event Table (XLS)" under the ADOL Imp Guide link at www.adoledi.info for further information.

Q14. We would like to see a work-around for paper requirements to the injured workers.

A14. WCD will consider any suggested work-around regarding employee notification.

Q15. If a submission is a TE or TR, what is considered a reasonable time to resolve those errors and resubmit?

A15. When a submission receives a TE acknowledgment, no further submissions for this claim will be accepted until the correcting MTC is received. Refer to the IAIABC Error Correction Process.

When a submission receives a TR acknowledgement the claim has not been established and thus not filed with WCD. These transactions should be correct as soon as possible.

Q16. We need clarification on what is required on the compensation report.

A16. 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 (XLS) – this table crosswalks the current form 07-6104b to the EDI MTC reports; and
- Element Requirement Table for FROI SROI (XLS) – this table denotes which data elements (DNs) are required on the MTC reports from #1 above.

These reports are found under the ADOL Imp Guide link at www.adoledi.info.

Q17. Can reports be pulled from WCPrism if claims are filed via Vendor?

A17. No. wcPrism (ADOL's Free Web Portal) is for those Trading Partners who will not be using an EDI Vendor for reporting FROI/SROI data to Alaska. Trading Partners who will be using ADOL's Free Web Portal will be able to view the reports they submitted to Alaska as well as the acknowledgments they received via wcPrism. Trading Partners who will be using an EDI Vendor should be able to do the same via their EDI Vendor's system.

Q18. If using a vendor to I still need to register as a Trading Partner?

A18. Yes, all Trading Partners MUST complete the Trading Partner Profile if they wish to send FROI/SROI data to Alaska. Failure to submit a Trading Partner Profile will prevent any FROI/SROI submissions from entering Alaska's system.

Q19. 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.

A19. 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/index.php/ak-edi-vendors> 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.

Q20. Would love to have more information about how the DOL expects the requirements for employee notification of benefit info will best be accomplished.

A20. WCD will consider any suggested work-around regarding employee notification. Currently the expectation is that the Trading Partner will contact the employee per the receiver column in the "FROI SROI & SROI Periodic Event Table (XLS)" under the ADOL Imp Guide link at www.adoledi.info and AS 23.30.155(c).

Training Requests:

TR1. Training should have continuing education/learning credits

TR2. Alaskan Adjusters will be interested in training on FROI/SROI submission.

TR3. Good overview->would like to see more specific training offered for smaller companies with no EDI experience.

TR4. Questions were answered, but the beginning of the presentation was confusing. Additional training would be beneficial. The Web portal demonstration was extremely helpful.

WCD Response to Training Requests:

At this time we are unable to provide continuing education/learning credits.

The first training session targeted a wide range of users. Future training will target specific users as requested above.