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Issue

Resolution Request Form The Issue Resolution Request (IRR) process is the IAIABC's method of changing the national EDI standard when modifications or clarifications are needed. Changes must be undertaken thoughtfully and deliberately, and the amount and level of work that is needed to adjust the standard must be managed carefully. Therefore, requests will be screened early in the IRR process to ensure that the issue may appropriately be addressed in an IAIABC EDI standard. IRR:

CLM838R3.1 DATE: 10/7/16 PRIORITY: Medium STATUS:

Open FROM: Claims Committee û Tina Queen PHONE/FAX NUMBER:

Tina Queen - 630-696-0465 E-MAIL ADDRESS: Tina Queen -

HYPERLINK "mailto:tina.queen@mitchell.com"

tina.queen@mitchell.com BUSINESS REQUIREMENT/ISSUE: (statement of the issue and business need for the change, including the following) What is the business requirement/issue? Cite any applicable statute/rules, and attach a copy, if desired. In 2014 the Claims Committee began discussions around the UR MTC and it's "wild card" usage. In order to address this the committee began work on revising the MTC to be used only for legacy reporting however identified another usage for the UR at the time which was as a way to sync up the current picture of the claim with what the jurisdiction had on record. The Claims Committee has continued to work out the solution for a new Sync Up MTC provided in this proposal to meet that need. Is the information currently being collected at this time by the submitter? If yes, detail current method of collecting the information. Yes through utilization of the UR MTC If the information is not currently being collected, what timeline does the submitter expect or require for implementation of the proposed change? Targeted for 3.1 What other methods of collection or reporting, if any, have been considered?

REQUESTER'S PROPOSED SOLUTION (Optional): REVIEWED BY: Gregg Lutz

DATE: 10/7/16 DISCUSSION/HISTORY: (may include discussion minutes, discussion forum comments, etc.) See communities FINAL PROPOSED RESOLUTION: Add new value of SU to Data Dictionary: Maintenance Type Code û DN0002 SU Sync Up - The Claim Administrator has identified missed/delayed transactions or other data issues and has a need to send the most current value for SROI data elements to replace all the missed/delayed information. DP Rule: Refer to Sync Up Processing Guidelines in Section 4. Add Sync up DP rule to DN0088 Benefit Period Start Date in Section 6 Data Dictionary BENEFIT PERIOD START DATE û DN0088 For non-acquired claims: For all MTCs that are initiating or reinstating a Benefit Type Code (AB, IP, RB, EP, ER, CB): The Benefit Period Start Date is the first date of the uninterrupted period of benefit payments that corresponds to the Benefit Type Code. For MTCs that are not initiating or reinstating a Benefit Type Code (Sx, Px, PY, CA, RE, PD, CO, FN, AN, BM, BW, MN, QT, SA, UR, and 04 if preceded by payment): The Benefit Period Start Date is the earliest date for that Benefit Type Code regardless of whether multiple benefit periods have been paid for that Benefit Type Code. For acquired claims: For MTC AP or other initiating or reinstating MTC sent directly after MTC AQ or AU, the

Benefit Period Start Date is the first date of the uninterrupted period of benefit payments or employer paid salary after acquisition that corresponds to the Benefit Type Code. If an AB, RB, EP, ER or CB is due after the initiating SROI on an acquired claim, the Benefit Period Start Date is the first date of the uninterrupted period of benefit payments that corresponds to the Benefit Type Code after acquisition. For MTCs that are not initiating or reinstating a Benefit Type Code (Sx, Px, PY, CA, RE, PD, CO, FN, AN, BM, BW, MN, QT, SA, UR, and 04 if preceded by payment): The Benefit Period Start Date is the earliest date for that Benefit Type Code reported by the acquiring claim administrator, regardless of whether multiple benefit periods have been paid for that Benefit Type Code. For MTC SU: The Benefit Period Start Date is the first date of the latest uninterrupted period of benefit payments that corresponds to every Benefit Type Code reported. Add new section to Section 4 for Sync Up Processing Guidelines. Section 4 ù Sync Up Processing Guidelines. When accepted by the jurisdiction, Sync Up (SU) Maintenance Type Code allows Claim Administrators to report the data applicable to the claim per the processing guidelines when EDI reporting has been corrupted. Examples include: MTCs may have been missed or repeatedly rejected, system upgrades, vendor conversion, other sequencing discrepancies. SU MTC provides an alternative method to reconciling claim data other than canceling the claim. Refer to 01 CANCEL PROCESSING RULES AND JURISDICTION CHANGE elsewhere in Section 4. Data Assumptions: All reportable data elements would be sent on the transaction with the most current values unless indicated below. DN0056 Initial Date Disability Began, DN0068 Initial RTW Date, and DN0065 Initial Date Last Day Worked should be reported if applicable. DN0144 Current Date Disability Began, DN0145 Current Date Last Day Worked, and DN0072 Latest RTW Status Date shall be the most recent values if any exist. The most recent DN0293 Lump Sum Payment/Settlement Code and DN0299 Award/Order Date will be reported. ACR (Adjustments, Credits, Redistributions) Segment Only ACR segments that apply to benefits that are currently being paid will be populated on the transaction. Jurisdictions should be aware that the Net Weekly Amount and Gross Weekly amounts of a previously paid Benefit Type Code may not match and no ACR segment will be present. The jurisdiction would not have specific rate information in order to calculate the accuracy of the payments. In this case, the transaction should be accepted (TA) and the jurisdiction may want to flag the claim in their system for further follow up. Benefit Segment: Jurisdictions can identify ongoing benefits by comparing the suspension effective date or Full Denial Effective Date (whichever is later) to the Benefit Period Through Date. Any benefits with a Benefit Period Through Date beyond the latest effective date are potentially ongoing. Jurisdictions should be aware that there may be circumstances that would result in a Benefit Period Through Date greater than the associated Suspension Effective Date when an overpayment or advanced payment occurs. When more than one benefit exists with a through date beyond the effective date then a jurisdiction should evaluate benefits that can be concurrent to determine if one or more are ongoing. If effective date is not present the jurisdiction may not be able to tell if there are ongoing benefits and may expect a suspension after the SU for the benefit(s) with the most recent Benefit Period Through Date. Example 1 - benefit period through date beyond the effective date SU MTC is filed on 2/7/16 with Full Denial Effective date 1/1/16, Denial Rescission Date of 1/14/16 and Suspension

Effective Date of 1/18/16 Benefit Type Start Through Potential ongoing 070 1/1/16 1/17/16 No û Through prior to 1/18/16 050 1/25/16 2/7/16 Yes û Through after 1/18/16 Example 2 - more than one benefit exists with a through date beyond the effective date SU MTC is filed on 2/7/16 with Suspension Effective Date of 1/18/16 Benefit Type Start Through Potential ongoing 050 1/1/16 2/7/16 Yes û Through after 1/18/16 410 1/25/16 2/7/16 Yes û Through after 1/18/16 Example 3 û Neither Denial or Suspension effective dates are present SU MTC is filed on 2/7/16 with no Suspension or Full Denial Effective dates Benefit Type Start Through Potential ongoing 050 1/1/16 2/7/16 Yes û no indication of denial or suspension 410 1/25/16 2/7/16 Yes û no indication of denial or suspension New Benefit Type Code(s) may be added or a Benefit Type Code that was previously reported may be removed. When a Benefit Type Code is removed or reduced based upon prior transactions the appropriate Reduced Benefit Amount Code or Recovery Code (830 or 880) should be sent to indicate the change. Jurisdictions may reject the SU transaction if benefits are less than previously reported when the appropriate codes are not sent. Benefit segment will be constructed as an Event Benefits Segment where Gross Weekly Amount, Net Weekly Amount, Gross Weekly Amount Effective Date, and Net Weekly Amount Effective Date are present. These values should always be the most current values on the claim for each benefit type. As per the Event Benefit Segment rules the MTC should be present in all Benefit occurrences in the transaction. Refer to Benefits Segment in Variable Segment Population Rules elsewhere in Section 4. Benefit Period Start Date will be populated with the first date of the latest uninterrupted period of benefit payments that corresponds to every Benefit Type Code reported. Jurisdictions should understand that when prior benefits have been paid they may not be able to determine the original start date of the benefit. Refer to the Data Dictionary DN0088 Benefit Period Start Date. Death Dependent/Payee Relationships: Dependent information may have changed since the last accepted SROI transaction and jurisdictions shall not edit for values different than previously reported. Permanent Impairment: Permanent Impairment Body Part Code(s) and Permanent Impairment Percentage(s) may have changed since the last accepted SROI transaction and jurisdictions shall not edit for values different than previously reported. Payments: If Payment segment is present on the SU transaction the jurisdiction will ignore the data. The Sync Up (SU) is not intended to report payment level details. If a jurisdiction requires DN0217 Payee, DN0218 Payment Amount, DN0219 Payment Covers Period Start Date, DN0220 Payment Covers Period Through Date, or DN0195 Payment Issue Date they may need to utilize a different method of reporting for reconciliation of missing PY or RB MTCs. The Award/Order Date and Lump Sum Settlement Code should be present on the SU if applicable. Reduced Earnings: Reduced Earnings should be reported per The Variable segment rules for Reduced Earnings elsewhere in Section 4. Jurisdiction considerations: Jurisdictions who chose to accept the SU MTC should describe frequency limitations, if any, in their Event table. Data: Denials û When present, Jurisdictions could compare Denial Rescission Date to Full Denial Effective Date to determine if the Full Denial or Rescission is the most recent status of the denial of the claim. Jurisdictions should be aware that a partial denial will not have an associated effective date though a rescission date may be present

communicating the partial denial rescission. Suspensions û Jurisdictions should be aware that they may not receive the Suspension Reason Code (DNXXXX) on the SU. Suspensions that have occurred prior to R3.1 or on paper may not have the Suspension Reason Code (DNXXXX) stored as a separate data element since this may have been previously reported as an event ôMTCö. A SU replaces the need for an SROI 02 to report a change to ôaddö or ôupdateö data elements reported. However, when match data has changed, a FROI/SROI 02 may be required prior to the SU containing the updated match data. When previously reported data is missing from the SU, a jurisdiction may decide to remove the values previously reported or may require an 02 change ôremoveö to specifically identify fields to be removed. (Refer to the 02 Change Processing Rules) If there is an outstanding TE prior to the SU a CO Correction shall not be required. See Error Correction Guidelines elsewhere in Section 4. If there is an outstanding TR(s) prior to the SU being tracked for follow up the MTC(s) should be disregarded on reporting once the SU is accepted. Sequencing û refer to Transaction Sequencing elsewhere in Section 4 The Sync Up (SU) MTC may be the first SROI MTC unless the jurisdiction requires a previous IP or equivalent or AP per their event and sequencing tables. The jurisdiction should indicate in their Event table if the IP or equivalent should be sent prior to the SU. The SU is not intended to ôcloseö a claim. Jurisdictions may require an FN or other transaction indicating the end of anticipated EDI transactions based on the JurisdictionÆs Event table. Any SROI MTC could follow the SU transaction. Jurisdictions may choose to only allow this MTC if the claim has been flagged in their system. They may also choose to limit the number of Sync Up transactions that will be allowed per claim occurrence. A claim occurrence may be determined by Jurisdiction Claim Number and/or other Match Data as determined by the jurisdiction. Once the SU (Sync Up) MTC is accepted, any applicable MTCs that would have been reported prior to the sync up should not be expected by the jurisdiction with the exception of an 04 Denial or PD Partial Denial. Only new events or those not applicable to the Sync Up can be required after the SU. For example, The Claim Admin submits the 00 and IP successfully. Later on several transactions are missed such as the CA, S1, and RB. The Claim Admin decides to do the SU transaction which will be the most current picture of the claim representing all the missed transactions. Upon a successful SU the Jurisdiction should not expect to receive the missing CA, S1, or RB.

Claim Administrator Considerations: Once the SU (Sync Up) MTC is accepted, any applicable MTCs that would have been reported prior to the sync up should not be transmitted to the jurisdiction with the exception of an 04 Denial or PD Partial Denial. Only new events or those not applicable to the Sync Up should be transmitted after the SU. Claim Administrators should be aware that the submission of a SU (Sync Up) MTC may not resolve the Claim AdministratorÆs previous obligation to have reported individual MTCs and they may be subject to penalties upon audit or administrative review at the discretion of the jurisdiction. See example in Jurisdiction Considerations above. When multiple full or partial denials have occurred the SU will only report the most recent denial information causing a gap in reporting of all denials. Furthermore, when the Denial Rescission Date is present a prior denial may not be recognized by the Jurisdiction. If the claim is currently denied the Claim Administrator should transmit the latest Denial/Partial Denial. e.g. A Denial may need to be submitted to trigger the creation of

a form or other process at the jurisdiction that would otherwise not be triggered by the SU. Claim Administrators should be aware that the Suspension Reason Code (DNXXXX) and Suspension Effective Date (DNXXXX) must be present on the SU in order to sync up a prior suspension. Update Section 4 Variable Segment Population Rules ù 2. Benefit Segment Add SU to Minimum Number of Benefits Table E0 Add the following to section e.

òEventö Benefits Segment Rules, MTC in the Benefits Segment MTC in the Benefits Segment: The MTC(s) in the Benefits Segment must be the same as the MTC at the Claim Level of the transaction and should be reported when:

- ò A Benefit Type Code is starting, changing, or being partially suspended
- ò A lump sum payment is being reported with Benefit Type Code 0XX
- ò A Benefit Type Code is starting, changing, or being suspended and the Gross/Net Weekly Amount is being changed for any Benefits segment(s) previously ended (i.e. rate change retroactive to all previously paid benefit types).

When reporting a Sync Up (SU) MTC

The following MTCs are to be sent in the Benefits segment of the affected Benefit(s). These are known as òEventö Benefits segments and are populated based upon the jurisdiction's Event Benefits Segment Requirements table.

- ò The benefit being initiated (AB, AP, CB, EP, ER, IP, or RB,) and/or;
- ò The benefit amount being changed (CA, RE) and/or;
- ò The data in the Benefits segment being changed (02, unless another MTC applies)
- ò The benefit(s) being terminated (CB, P1-P9, PJ, S1-S9*, SD, SJ)
- ò The lump sum payment (Benefit Type Code 0XX) being reported (PY)
- ò Corrections (CO) that are being made to any of the above MTCs

On all benefit segments reported on the Sync Up (SU) MTC *Population of the Benefits Segment for Employer Paid benefits differs from all other òEventö Benefits segment. Refer to Employer Paid Population Rules (i.) for details. Update Variable segment population rules #11 The Reduced Earnings variable segment is populated with a Reduced Earnings Start and End date or Reduced Earnings Week Number, and an Actual or Deemed Reduced Earnings Amount for all weeks since the Benefit Period Through Date on the previous accepted transaction until Temporary Partial (070) benefits are terminated and the liability for Temporary Partial Benefits has ended. The first transaction reporting 070 and reduced earnings should include all reduced earnings weeks since the liability for Temporary Partial Benefits was established (e.g.: CB, 04, Px or Sx per jurisdiction rule). When reporting an MTC Sync-Up (SU), if Temporary Partial Benefits have been paid and Reduced Earnings were not previously reported and accepted they should be included on the SU.

Update Section 4 Error Correction Guidelines Section 4 ù Error Correction Guidelines: 3. There may be situations where a MTC corrects the data before the CO is sent, resulting in the elimination of the error from the jurisdiction's Log file (refer to Processing Rules, Section 2). The jurisdiction would have marked the error as resolved but there is no way to communicate this to the claim administrator. The claim administrator will submit a CO in response to the acknowledgment TE. The jurisdiction should not reject the CO because the outstanding errors have been corrected, but should acknowledge the transaction. Any additional errors would cause a TE and/or TR acknowledgment. If no errors were found on the report, a TA acknowledgment should be returned. If there is an outstanding TE when an SU is reported, the jurisdiction shall consider the prior errors resolved and not require a CO prior to the SU.

IMPACT STATEMENT: (to come from the committee; to include whether the proposed change creates a new Release)

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