

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: CLM811
DATE: December 15, 2015
PRIORITY: Med
STATUS: Open
FROM: Mary Beth Goodsell, New York
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BUSINESS REQUIREMENT/ISSUE: What is the business requirement/issue? Cite any applicable statute/rules, and attach a copy, if desired.

1. Is the information currently being collected at this time by the submitter? If yes, detail current method of collecting the information.
2. If the information is not currently being collected, what timeline does the submitter expect or require for implementation of the proposed change?
3. What other methods of collection or reporting, if any, have been considered?

The Claim Admin Claim Rep Business Phone Number (DN0137), e-mail (DN0138), ~~Fax Number (DN0139)~~, and Name (DN0140) are extremely helpful data elements. NYS WCB Claims Examiners and other Board staff often contact the Claim Administrator's Adjusters to resolve issue Administratively in order to avoid scheduling a hearing.

REQUESTER'S PROPOSED SOLUTION (Optional) New York requests that the DNs Claim Admin Claim Rep Business Phone Number (DN0137), e-mail (DN0138), Fax Number (DN0139), and Name (DN0140) to FROI. DP Rule: Can be M on FROI-04 and IA on all others

REVIEWED BY: Tina Queen / Gregg Lutz

DATE: 12-21-15

DISCUSSION/HISTORY:

FINAL PROPOSED RESOLUTION: Claims Subgroup A (2-22-16).

Proposal is to add the already existing data elements below to the R21 FROI record with conditions. These fields are currently only SROI data elements.

- DN0137 Claim Administrator Claim Representative Business Phone Number – 15 A/N
- DN0138 Claim Administrator Claim Representative E-mail Address – 80 A/N
- DN0140 Claim Administrator Claim Representative Name – 40 A/N

Release 3.1 Data Dictionary changes:

CLAIM ADMINISTRATOR CLAIM REPRESENTATIVE BUSINESS PHONE NUMBER – DN0137

Definition: The telephone number of the individual responsible for handling the claim.

Orig/Rev: 07/01/97, 04/26/03, xx/xx/16

Record: R21; R22

Format: 15 A/N

DP Rule: Standard telephone numbers are 10 numeric positions (area code and number). The additional 5 bytes should be used for a numeric extension, when applicable. The numeric extension immediately follows the 10 digit phone number and can be 0 to 5 positions in length.

On the FROI R21 record, this field may be mandatory on the FROI 04 (or its corresponding 02 or CO), but shall not be mandatory on any other FROI MTC's because this data may not be available at the time of the initial FROI filing.

CLAIM ADMINISTRATOR CLAIM REPRESENTATIVE E-MAIL ADDRESS – DN0138

Definition: The Internet E-mail address of the individual responsible for handling the claim.

Orig/Rev: 07/01/97, 04/26/03, xx/xx/16

Record: R21; R22

Format: 80 A/N

DP Rule: On the FROI R21 record, this field may be mandatory on the FROI 04 (or its corresponding 02 or CO), but shall not be mandatory on any other FROI MTC's because this data may not be available at the time of the initial FROI filing.

CLAIM ADMINISTRATOR CLAIM REPRESENTATIVE NAME – DN0140

Definition: The name of the individual working for the claim administrator that is responsible for handling the claim.

Orig/Rev: 07/01/97, 04/26/03, xx/xx/16

Record: R21; R22

Format: 40 A/N

DP Rule: This field may be invalid or not available on a periodic or final if the claim administrator is not currently paying indemnity benefits. Jurisdictions recommend that this data element be updated upon the triggering of a new event. A claim representative name change does not require the triggering of a change transaction.

On the FROI R21 record, this field may be mandatory on the FROI 04 (or its corresponding 02 or CO), but shall not be mandatory on any other FROI MTC's because this data may not be available at the time of the initial FROI filing.

This field should be populated as follows:

- First name, middle initial, last name (no prefix or suffix) with commas as the delimiters (e.g., John,J, Smith)
- If there is no middle initial, a comma must be inserted in its place (leaving two commas between the first and last name) (e.g., John, Smith)
- Only hyphens and apostrophes may be sent as special characters
- Multiple word first and last names must be separated by a space (e.g., Mary Jane,L,Smith or Mary,L,Smith Baker)
- Do not abbreviate words or use acronyms if there is enough room in the field to enter the entire name.

IMPACT STATEMENT: