

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: CLM800
DATE: 08-21-2015
PRIORITY: Medium
STATUS: Open
FROM: Jim Vogel / Minnesota
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BUSINESS REQUIREMENT/ISSUE: In Minnesota if a medical report and/or other documentation is used as a basis to file a denial or suspension of benefits the insurer must attach a copy of that report/information to the notice when it is sent to the employee and the state (see Minnesota Rules 5220.2570 and 5220.2630). Failure to attach that documentation to a denial may result in a penalty for frivolous and/or non-specific denial. Failure to attach that documentation to a Notice of Intention to Discontinue Benefits form may result in a judge not allowing the discontinuance due to that failure and/or penalties for improper discontinuance.

In addition, at the time of initiating payment of PPD benefits the insurer is required to attach the medical report and/or other documentation used as a basis for that payment (see Minnesota Rules 5220.2550).

In the paper world this isn't a problem as the attachments are sent with the appropriate forms. Note that this can also be used in the rare situations where the newly requested 500 characters of narrative reasons for denial or suspension are insufficient.

REQUESTER'S PROPOSED SOLUTION (Optional): Establish a process that allows trading partners to submit "attachments" in PDF and/or other formats to EDI transactions via a separate file sent simultaneously with the EDI SROI file. Use a naming convention that will link the EDI transaction to its attachment file, if any, and add an indicator in the SROI record layout to link the claims with attachments to the appropriate "page(s)" of attachments in the attachment file.

REVIEWED BY: Gregg Lutz **DATE:** 8-21-2015

DISCUSSION/HISTORY:

FINAL PROPOSED RESOLUTION:

IMPACT STATEMENT: