

Issue Resolution Request

IRR: CLM915
Received Date: 12/10/2020
Priority: High
Status: Pending Resolution
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Business Requirement / Issue: What is the business requirement / issue? Cite any applicable statute/rules, and attach a copy, if desired.

In eClaims 3.1 we will be required to report a Benefit Change Reason Code on every SROI-CA and SROI-CB.

While IRR900 identifies 5 Benefit Change Reason Codes, it does not capture all scenarios where a SROI-CA or SROI-CB would be generated.

1. Is the information currently being collected at this time by the submitter? If yes, detail current method of collecting the information. **No**

N/A

2. If the information is not currently being collected, what timeline does the submitter expect or require for implementation of the proposed change?

Changes should be migrated to production along with the Benefit Change Reason Codes in IRR900.

3. What other methods of collection or reporting, if any, have been considered?

None. A benefit Change Reason Code is required be reported on the SROI-CA and SROI-CB when eClaims 3.1 is migrated to production.

Requester's Proposed Solution (optional):

Included within the attached document are our additional six Benefit Change reasons followed by examples of when they would be used.