



# ***eClaims* for Claimant and Carrier Representatives**

**September 2014**

# Introductions

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# eClaims Benefits

## Process

- Establishes single, consistent format
- Incorporates claims information quickly
- Reduces costs
- Streamlines WCB case assembly
- Decreases duplicate filings

## Data Accessibility

- Increases quality and timeliness
- Provides information on performance
- Supplies data for policy decisions

Improves timely delivery of benefits to injured workers

# IAIABC

- ▶ International Association of Industrial Accident Boards and Commissions: [www.iaiacbc.org](http://www.iaiacbc.org)
- ▶ Develops standards for WC processes
- ▶ 1990: developed standards for communicating data electronically between providers, payers, and state administrators via EDI.  
2005: Claims Release 3 implemented
- ▶ *New York is state # 39 to implement the Claims EDI technology.*

# Basic Terminology

- ▶ **EDI: Electronic Data Interchange**
- ▶ **First Report of Injury (FROI)**
  - ▶ Includes information on Claim Administrator, employee, employer and accident information
- ▶ **Subsequent Report of Injury (SROI)**
  - ▶ Includes information on indemnity payments, Adjustments/Credits/Redistributions and Other Benefit Types (OBTs)

# Implementation

- ▶ Implementation began in June 2013 with final Claim Administrator filing FROI/SROI transactions on April 23, 2014.
- ▶ eClaims regulation became effective on April 23, 2014
- ▶ [Subject Number 046-672](#) published announcing Forms C-669, C-7 and C-8/8.6 will no longer be scanned after May 23, 2014

# Initial Filing

- ▶ C-2: employer's report of an injury [think § 110]
- ▶ FROI: carrier's initial filing regarding a claim. It is *gateway communication from the entity administering the claim*. [think §§ 25(1)(c) and 25(2)(a), and new regulation]
- ▶ Some Claim Admins have been filing C-2s as Employer's designee for years
- ▶ The paper C-2 does not satisfy the eClaims filing requirement
  - If timely for § 110 purposes, the FROI can serve as the employer report of injury too (new regulation).

# Initial Filing/C-2F

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- C-2F has data necessary for reporting.
- See [Subject Number 046-546](#) (May 16, 2013)
- Allows for carriers/TPAs to use the information from C-2F and transport into FROI for quick filing

# Regulatory Framework

- Regulation is on our website and 2013 Law Book
- Comment period ended 6-8-13
- New 300.22
- Disability event
- Mandatory FROI/SROI Filing
- Mandatory Reports
- Electronic filing standard – one day
- Other regulation amendments, including 300.38.

# New 300.22

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- Disability event:
- ” means any *accident*, including death resulting therefrom, occurring in the course of employment *or any alleged accident*, including death resulting therefrom, that results in personal injury which has caused or will cause a *loss of time* from regular duties of one day beyond the working day or shift on which the accident or alleged accident occurred, or which has required or will require *medical treatment beyond ordinary first aid* or more than two treatments by a person rendering first aid; *or any disease or alleged disease*, including death resulting therefrom, claimed to have been caused by the nature of the employment and contracted therein.”

# New 300.22

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## ➤ Mandatory FROI e-filing

- A carrier obligation, memorialized via Trading Partner Agreements with TPAs and vendors
- File w/in 18 days of Disability Event, or w/in 10 days of knowledge of Disability Event
- Past 18/10? Still must file
- Medical Only case? Must file FROI (need not file SROI and decide stance on case, unless and until action is necessary) ➤ Must be electronic!
- Notice of Controversy may be in a FROI, but if carrier taking any other action on a claim, controversy must be in a SROI.
- Acquired claims

# New 300.22

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- **Mandatory SROI e-filing; 18 & 10**
  - Initial Controversy [see § 25(2)(a)]
  - Not controverted; payment has begun
  - Not controverted; payment has not begun
  - Initial Controversy from Notice of Indexing [§ 25(2)(b) and
    - 300.37], 25 days from N of I
  - Pay w/o prejudice [§ 21-a]

# New 300.22

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- SROI Reports of Payments
  - Notice w/in 16 days of:
    - ✦ Modification of comp payments, where claim not disputed
    - ✦ Suspension of comp payments
    - ✦ Payments following acquisition of claim
      - ✦ § 25(1)(d): stopped payments reported w/in 16 days
  - Periodic reports (every 180 days)
    - ✦ All payments of comp made
    - ✦ All payments of medical care
    - ✦ All payments of wages in undisputed claim
    - ✦ Until case is closed beyond 180 days
  - Summary of other payments, including penalties paid

# FROIs and SROIs

EDI means some paper forms are no longer used to report claims events to the Board.

Form ID	EDI Submission
C-2, VF-2, VAW-2*	FROI
C-669	FROI or SROI
C-7	FROI or SROI
C-8/8.6	SROI

Note: The C-11 and C-240 will still be paper forms.

\* Paper C2s will still be accepted, but are unnecessary because of FROI filing.

# Outreach Conducted to Government Agencies

- ▶ Since the SROI replaces Form C-8, the Board has met with and explained this to several government agencies including
  - ▶ Department of Social Services
  - ▶ Social Security Administration
  - ▶ NYS Dept of Labor-Unemployment
- ▶ Each “event” SROI will provide time periods and weekly rate. SROI-SA will show a cumulative summary of benefits paid to date based on Benefit Type Code.

# IAIABC Claims EDI standard

## ▶ **Maintenance Type Code (MTC)**

- ▶ Used to report business (claim) events
- ▶ Example: In FROI-04 and SROI-04, 04 is the MTC that indicates this is a denial.
- ▶ Forms to MTC Crosswalk is located on the first tab of the Event Table located at <http://www.wcb.ny.gov/content/ebiz/eclaims/NYReqTables.jsp>

## ▶ **Benefit Type Code (BTC)**

- ▶ Examples are TT - 050, TP - 070, Employer Paid 2xx, Lump Sum 5xx

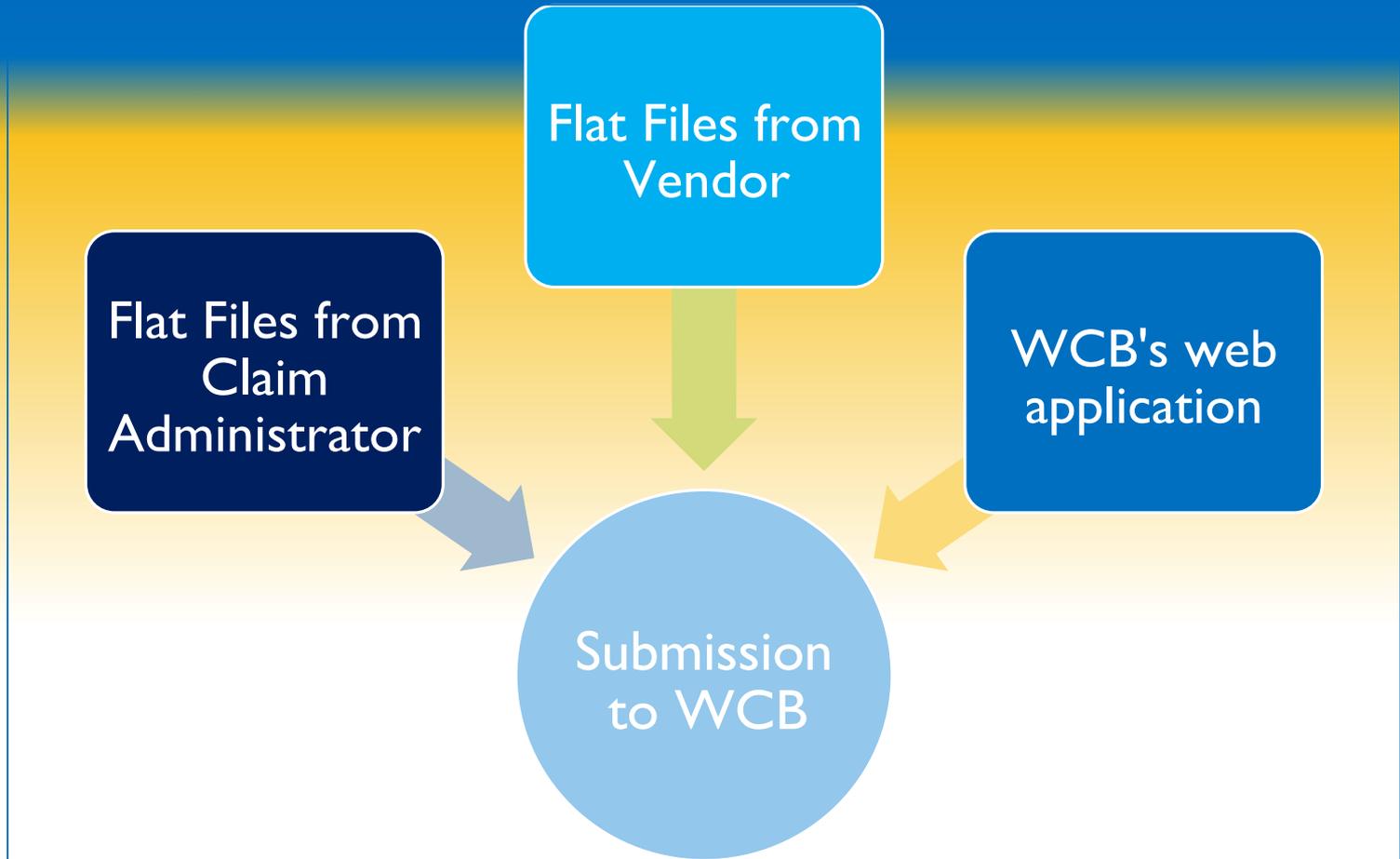
## ▶ **Data Elements and Codes**

- ▶ Approximately 300 data elements including ACR's
- ▶ Codes located at [www.wcb.ny.gov/content/ebiz/eclaims/ReqTables/NYS\\_R3\\_Quick\\_Code\\_RefRev.pdf](http://www.wcb.ny.gov/content/ebiz/eclaims/ReqTables/NYS_R3_Quick_Code_RefRev.pdf)

# Claims Operations Benefits

- ▶ Case is auto-assembled/indexed when FROI received (exceeds the 5 day requirement in 300.37)
- ▶ TPA is automatically added as a Party of Interest
- ▶ W number comparison on FROI vs. CIS for existing cases
- ▶ Automated processes implemented for sending form letters
- ▶ Auto-triggers to examiners for certain situations. i.e. Partial Denial, S2 (medical non-compliance), S7 (benefits exhausted), CB (BTC change)

# Submission Options

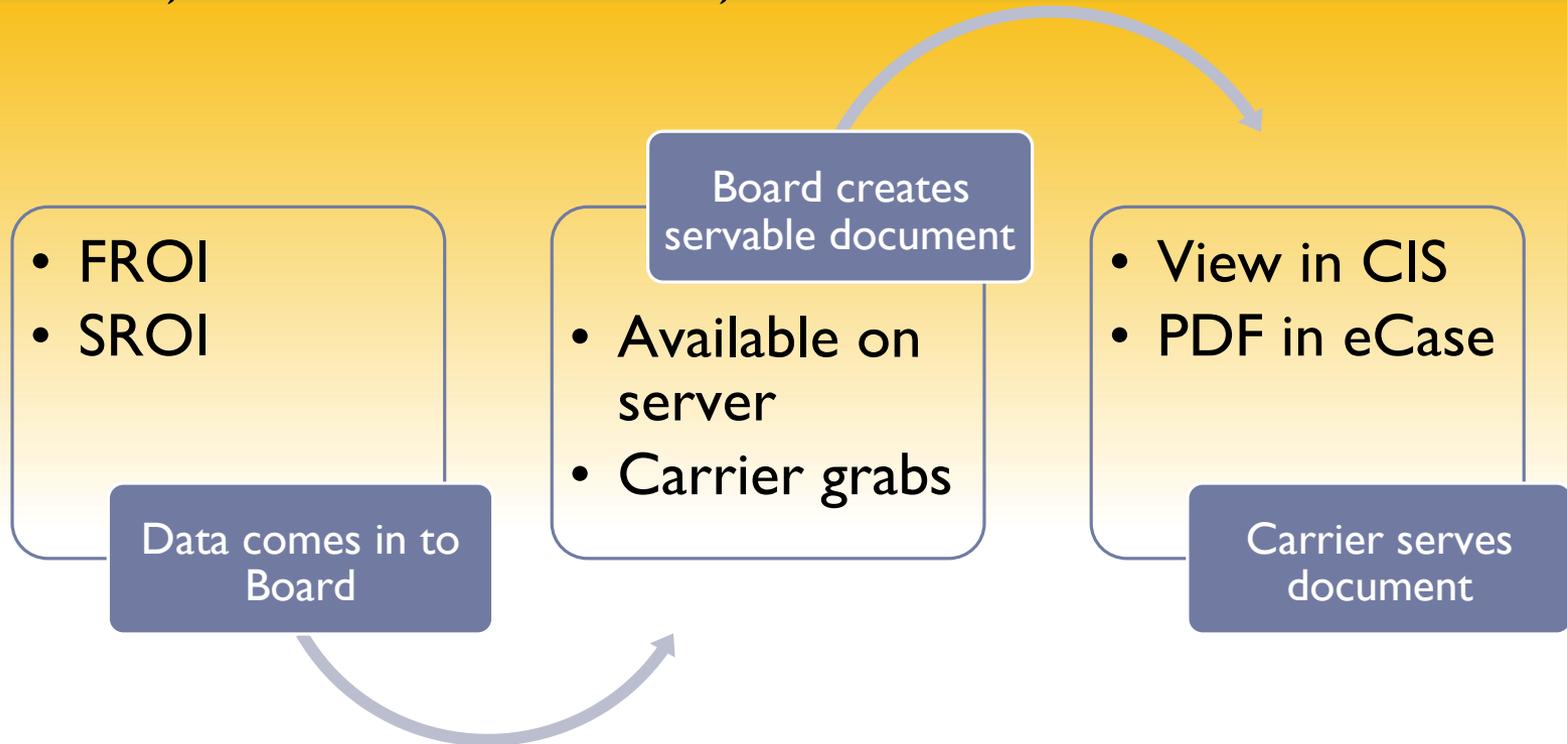


# Servable Documents

- EDI equivalents of Forms C-2, C-669, C-7, C-8/8.6 with FROI/SROI data elements listed
- Standard is “Event” based. Examples of an “event” is a report of injury, begin indemnity, change benefit, suspend benefit, reinstate benefit.
- Document will flood to eCase next day
- Evidentiary value and notice to Claimant/Claimant’s attorney or representative

# Servable Documents

- Data in, document created, Claim Administrator serves



# Examples of SROI (events)

- ▶ Event Benefit is the benefit that is having action taken on it within the SROI transaction (reportable event that caused SROI to be filed)—usually a payment
- ▶ [http://www.wcb.ny.gov/content/ebiz/eclaims/SROI\\_Forms/SROI-IP.pdf](http://www.wcb.ny.gov/content/ebiz/eclaims/SROI_Forms/SROI-IP.pdf)
- ▶ [http://www.wcb.ny.gov/content/ebiz/eclaims/SROI\\_Forms/SROI-CB.pdf](http://www.wcb.ny.gov/content/ebiz/eclaims/SROI_Forms/SROI-CB.pdf)
- ▶ [http://www.wcb.ny.gov/content/ebiz/eclaims/SROI\\_Forms/SROI-SI.pdf](http://www.wcb.ny.gov/content/ebiz/eclaims/SROI_Forms/SROI-SI.pdf)
- ▶ “Events” will show on the Summary of Benefits tab in eCase FROI/SROI. eCase handout is located at [http://www.wcb.ny.gov/content/webcis/eCase\\_F-S\\_Tabs.pdf](http://www.wcb.ny.gov/content/webcis/eCase_F-S_Tabs.pdf)

# eCase Summary of Benefits

eCase - Claims Information System

Case Admin Reports Options Help

Case Details for WCB Case ID: G0820021

Actions

Case ID: G0820021 Name: neNYBB, FirstNameNYBB District: Syracuse

Case Status: Newly Assembled

Case Info Party of Interest Case Folder FROI/SROI Related Materials

Latest Values: Summary of Benefits Cumulative Benefits, OBTs, & Recoveries

Who Code Insurer POI ID Insurer Name Ongoing Indemnity Payments

PI	W075006	Employers Mutual Casualty CO.	Yes
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From CIS Case

Accident Date: 07/09/2013 Pass Days:

Benefit Periods:

Received Date	Maint. Type Code	Benefit Type	Start Date	Gross Wkly. Amt. Eff. Date	Through Date	Calc. To Date	Gross Wkly. Amt.	Claim Weeks	Claim Days	Non-Consec. Period	Net Wkly. Amt. Eff. Date	Net Wkly. Amt.	Benefit Payment Issue Date	Amount Paid	RE
08/16/2013	ER - Employer Reinstatement														
08/15/2013	S1 - Suspension, RTW or Medically Determined/Qualified to RTW	050 - Temp Total	07/25/2013	08/01/2013	07/31/2013	08/01/2013	500.00	1	0		08/01/2013	500.00	08/01/2013	500.00	
08/06/2013	IP - Initial Payment	050 - Temp Total	07/25/2013	08/01/2013	07/31/2013	08/01/2013	500.00	1	0		08/01/2013	500.00	08/01/2013	500.00	
08/06/2013	IP - Initial Payment	240 - Empl Pd Unspecified	07/24/2013	07/24/2013	07/31/2013	08/01/2013	540.00	1	0		07/24/2013	540.00	07/31/2013	540.00	
08/01/2013	EP - Employer Paid	050 - Temp Total	07/25/2013	08/01/2013	07/31/2013	08/01/2013	500.00	1	0		08/01/2013	500.00	08/01/2013	500.00	

Benefit Adjustments, Credits, and Redistributions (ACR):

Rcvd Date	Maint. Type Code	Benefit Type	Type	Adjustment / Credit / Redistribution	Weekly Amount	Start Date	End Date
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Payments:

Payment Reason	Payee	Amount	Start Date	Through Date	Issue Date
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# Benefit Period Start Date

- ▶ The definition differs depending on the MTC
- ▶ For MTC's that are INITIATING or REINSTATING a benefit (IP, RB, EP, ER,CB) the benefit period start date is the **FIRST DATE OF UNINTERRUPTED** period of benefit payments that correspond to the BTC.
- ▶ For all other MTC's the benefit period start date is the **EARLIEST DATE** for that BTC regardless of whether multiple benefit periods have been paid for that BTC

# Legacy Claims

- ▶ A legacy claim is any claim that already exists in the WCB database and has been assigned a WCB# prior to 5/23/14.
- ▶ The WCB provided each trading partner with data files with their legacy claims before their EDI implementation date.
- ▶ Prior to reporting an event for a legacy claim, the Claim Administrator files a FROI followed by a SROI-UR summarizing payments to date. This will be “sweep” reporting and show in eCase on the FROI/SROI tab on Cumulative sub-tab.

# SROI-UR aka “Catch Up Report” (Sweep)

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- ▶ Sweep Benefit - is the cumulative reporting of previous benefits paid (IAIABC standard requires Claim Administrator continue to report previous benefits - even if no current action being taken on that benefit).
- ▶ SROI-UR reports as a “sweep” showing first and last date paid for the particular BTC along with total weeks/days/amount paid. No weekly rate listed since rate could vary for BTC.
- ▶ Prior Form C-8/8.6 will be in eCase for reference
- ▶ “Sweeps” will show on Cumulative tab in eCase FROI/SROI
- ▶ [http://www.wcb.ny.gov/content/ebiz/eclaims/SROI\\_Forms/SROI-UR.pdf](http://www.wcb.ny.gov/content/ebiz/eclaims/SROI_Forms/SROI-UR.pdf)

# eCase – Cumulative Benefits

eCase - Claims Information System

Case Admin Reports Options Help

Case Details for WCB Case ID: G0750605

Actions

Case ID: **G0750605** Name: **Jones, Jockey** District: **Albany**

Case Status: **Newly Assembled**

Case Info Party of Interest Case Folder **FROI/SROI** Related Materials

Latest Values Summary of Benefits **Cumulative Benefits, OBTs, & Recoveries**

**1**

Who Code	Insurer POI ID	Insurer Name	Ongoing Indemnity Payments
PI	W010003	Travelers Casualty & Surety Company	Yes

**2**

**Cumulative Benefits Paid by Claim Administrator:**

Benefit Type	First Start Date	Last Through Date	Claim Weeks	Claim Days	Total Amount Paid	Claim Admin POI ID	Claim Admin Name
070 - Temporary Partial	05/16/2013	05/31/2013	2	0	700.00	W010003	Travelers Casualty & Surety Company
240 - Employer Paid (EP) Unspecified	06/01/2013	06/10/2013	2	0		W010003	Travelers Casualty & Surety Company
040 - Permanent Partial/Unscheduled	06/15/2013	07/15/2013	4	0	400.00	W010003	Travelers Casualty & Surety Company
050 - Temporary Total	07/15/2013	08/15/2013	6	0	4,752.42	W010003	Travelers Casualty & Surety Company

**3**

**Other Benefits Paid by Insurer:**

Other Benefit Type (OBT)	Amount
340 - Total Claimant's Legal Expenses	2,000.00
360 - Total Hospital Costs	1,000.00

**4**

**Recoveries Made by Insurer:**

Recovery Type	Amount
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# Questions / Comments?

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▶ [eclaims@wcb.ny.gov](mailto:eclaims@wcb.ny.gov)