EDI Claims Reporting
Frequently Asked Questions

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1. What is Electronic Data Interchange (EDI)?
   Electronic Data Interchange (EDI) is the exchange of business documents, such as First Reports of Injury (FROIs) and Subsequent Reports of Injury (SROIs), between trading partners in a common format directly from one computer to another.

2. Who typically uses EDI?
   EDI is used in nearly all the major industries such as insurance, automotive, retail, and finance sectors. EDI is regarded as the standard for the electronic exchange of documents from one company to another.

3. Is EDI a new technology?
   EDI has been around for over thirty years now and is regarded as a very mature IT technology. As EDI is so entrenched within many companies it is very difficult to replace with another technology overnight. As new technology, such as the Internet, has emerged, EDI has had to embrace these new technologies to remain an efficient business tool for communicating documents between companies.

4. When is the Electronic Data Interchange System open?
   The EDI system is open seven days a week, virtually 24 hours a day.

5. Is EDI difficult to implement?
   EDI can be implemented almost immediately, depending on the type of EDI solution chosen. There are three ways to implement EDI: Louisiana Works Web Entry, EDI Vendor, Secure
   File Transfer Protocol (SFTP). If it is a web-based solution hosted by your customer or client, then all you will need to do is log into the web portal and simply fill in the necessary online forms before sending the required documents. More complex systems will require software to be installed on your company's network that will then allow integration with your back-office systems.

6. Why should I file my injury reports electronically?
   Current EDI users indicate they save the time it normally takes to complete the form on paper. In addition to your time, there are savings of paper and postage. The Louisiana Legislature passed laws requiring insurers, self-insured administrators including state, parish, municipalities and school boards to file accident reports with the Louisiana Works in an electronic format compatible with International EDI standards.

7. What is a trading partner?
   An EDI trading partner is simply another company with which you exchange documents.

8. How do I decide which submission method to choose?
   Consider the volume before deciding on your method of submission: SFTP (Secure File Transfer Protocol) is the most technical and means you will develop the programs and IAIABC Claims Release 3.1 flat file content yourself, EDI Vendor requires a company to provide you with EDI services, and Louisiana Works Web Entry is used for low volume and means you will enter the data form by form.

9. If we do not yet know which method of reporting we are going to use, can we still register and update that information later?
   The EDI Filing Method is required, so select one initially and indicate in the comment section that the method may change/is still under review.

10. As a Third-Party Administrator, we administer claims for a number of Insurers/Self-Insured Employers. Are we required to register each Insurer/Self-Insured Employer as a separate trading partner?
    No, one online registration is required where you will list each Insurer or Self-Insurer company for which you are the Claim Administrator in the Subsidiary Insurer section of the online registration.

11. What are some commonly used acronyms?
    IAIABC is the International Association of Accident Boards and Commissions

    FROI or Workers Compensation First Report of Injury or Illness (LA-WC IA-1) replaced the LA-WC 1007 and is located at http://www.laworks.net/Downloads/OWC/IA_1Form.pdf

    SROI or Subsequent Report of Injury will be implemented at a later date to be determined

    Jurisdiction Code is a code for LA or Louisiana

    JCN or Jurisdiction Claim Number is simply a unique number assigned to each FROI we receive.

    DN or Data element Number is a label for each data field on the EDI transaction.

    MTC or Maintenance Type Code is simply a code used to report the business event and communicate which type of FROI is being submitted.

12. What coding for Part of Body, Nature of Injury, and Cause of Event will be used?
    Please see the Workers Compensation Insurers Organization (WCIO) injury description table - Part/Nature/Cause
    https://www.wcio.org/Document%20Library/InjuryDescriptionTablePage.aspx

13. What IAIABC EDI Claims Release is Louisiana using?
    Louisiana will transition to Claims Release 3.1 for FROIs effective May 22, 2023.

14. If I cannot get a social security number, will Louisiana assign one?
    No. Louisiana will also accept the following numbers if the SSN is not available/known:
    DN0152 - Employee Employment Visa
    DN0153 - Employee Green Card
    DN0154 - Employee ID Assigned by Jurisdiction
    DN0156 - Employee Passport Number or
    DN0437 - Employee Individual Taxpayer Identification Number (ITIN)

    If using DN0154-Employee ID Assigned by Jurisdiction, see the Louisiana Works R3.1 Edit Matrix, Population Restrictions Table for DN0154-Employee ID Assigned by Jurisdiction for the format.

15. Where can I find the FROI?
    http://www.laworks.net/Downloads/OWC/IA_1Form.pdf

16. How long after I send a transmission to Louisiana Works should I expect to receive an electronic acknowledgement?

The cut-off for receipt of data from Louisiana Works Trading Partners will be 11:59 PM ET / 10:59
PM CT, Sunday through Thursday. Louisiana Works Trading Partners will receive acknowledgment files no later than 5:00 AM ET /
4:00 AM CT (pending any unforeseen processing issues). If you have not received an acknowledgement within the time frame and have not received an advisory, please contact the Louisiana Works EDI Support Mailbox at laworksedi@la.gov.

17. Where are the training materials located?
    Refer to the Implementation Information page located at www.laworksedi.info for more details.

18. Once a claims administrator is in production, how do you expect us to report on claims that were previously filed on paper? Example: A FROI Louisiana Works-WC-IA-1 was filed, but the date of injury has changed.
    Louisiana no longer accepts any FROIs on paper. Any changes to an existing FROI should be updated using MTC 02, for example, to change the date of injury. However, the LW-WC-1002 and LW-WC-1003 paper forms should continue to be sent to Louisiana Works.

19. What is a legacy claim?
    A FROI legacy claim is a claim that was previously filed on paper. Louisiana no longer accepts any FROIs on paper. To report a legacy claim, please use MTC UR.

20. Are all claims required for the MTC UR?
    No. Only reportable claims per our Event Table. For example, open or reopened claims without a Jurisdiction Claim Number (JCN) that include one or more of the following: more than seven days of disability, injury resulted in death, amputation or disfigurement, possible dispute, or lump sum compromise/settlement.

21. If a trading partner, approved for production status, opts to change software packages, vendor, adds a newly acquired company, changes source system, etc., and does the trading partner need to revert to the testing status again?
    If a trading partner changes any aspect of their approved process or system, then the trading partner must repeat the test process with Louisiana Works. Louisiana Works recommends that the trading partner continue with the approved production process while testing any new
    process, software or system. Considerations on the testing that will be required will be determined based on the situation. Any change in the manner by which data enters the reporting stream must be brought to our attention, and will probably involve discussion, testing and updates made to the Trading Partner Profile. If this situation arises, please contact the Louisiana Works EDI Coordinator (laworksedi@la.gov) immediately.

22. If, after reaching production status, a problem develops with the system I am using to generate or transmit EDI reports to Louisiana Works, what should I do to make sure Louisiana Works is informed and that Louisiana receives all my claims in a timely fashion?
    Immediately after a trading partner becomes aware that data/claims are not being sent or received by Louisiana Works, you must be prepared to submit all backlog data immediately once your systems are fully functioning. Immediately contact the Louisiana Works EDI Coordinator at laworksedi@la.gov right away. Otherwise, your organization may be subject to penalties for failure or late reporting.

23. How can the trading partner or a claim administrator monitor the data quality of their EDI transmissions once in production?

Louisiana Works recommends that the Claim Administrator develop or obtain tools to use the
acknowledgment details to track overall performance.

24. How long after I send a transmission to Louisiana Works should I expect to receive an electronic acknowledgement?
    The acknowledgements are scheduled to be returned within 48 hours. Refer to the Implementation Information page located at www.laworksedi.info for more details.

25. Once a trading partner has moved into production, where should their questions be directed?
    All questions should be directed to the Louisiana Works EDI Support Mailbox at laworksedi@verisk.com.

26. When will I be placed in production status by Louisiana Works?
    It is Louisiana Works's goal to begin testing and moving our trading partners into production as
    quickly as possible. After the testing process has been completed, which is described in the Implementation Test Plan under Louisiana Works EDI Resources, Implementation Info (www.laworksedi.info), each trading partner will be assigned a production date.

27. What steps must be taken to become a third-party EDI Service Vendor for Louisiana EDI trading partners?
    Please refer to the "Registration Instructions" link under the Trading Partner Profile section (https://laworksedi.info). All certified vendors should send an email to laworksedi@la.gov requesting to become a vendor. Upon Louisiana Works's receipt of this request, an internal approval process will be conducted. All certified vendors who become approved reporters or senders of information to Louisiana Works must also complete and pass the
    necessary testing procedures.

28. What steps must be taken to become a trading partner with Louisiana Works?
    Please refer to the "Registration Instructions" link under the Trading Partner Profile section (https://laworksedi.info).

29. What Employer FEIN should be used for employers with multiple corporate relationships?
    Use the FEIN of the corporate entity that has the legal responsibility for handling a given workers' compensation claim.

30. Where can I find the information to develop IAIABC Release 3.1 formatted files to report to Louisiana Works directly?
    Go to iaiabc.org and go to the online store to purchase the Implementation Guide release 3.1 Section 2 discusses Flat File Record Layouts.

31. Where are Louisiana Works EDI Requirements found?
    Please refer to the "Louisiana Works Imp Guide" link under the Louisiana Works EDI Resources
    (www.LA Worksedi.info).

32. How do I contact Louisiana Works with questions on EDI Reporting?
    Send an email to the Louisiana Works EDI Support mailbox at laworksedi@verisk.com.

33. What types of Maintenance Type Codes—DN0002 (MTCs) does Louisiana accept?
    Refer to Louisiana Works Element Requirements table and Event Table, which communicates the MTCs as listed below.

    00 = Original Report
    01 = Cancellation
    02 = Change
    04 = Denial
    AQ = Acquired Claim
    AU = Acquired Unallocated
    UR = Upon Request

34. Can I receive a TE from Louisiana?
    No. Louisiana does not send "transaction accepted with errors" (TEs)

35. Is a Jurisdiction Claim Number (JCN) required when I input my Original FROI Reports?
    No. A JCN will be assigned to you once you submit a FROI report and receive a TA (Transaction Accepted) acknowledgement. This JCN will be used for future communications regarding that specific claim/report.

36. How often will the IAIABC EDI Implementation Guide for Claims Release 3.1 be updated?

    "IAIABC EDI Standards are reviewed throughout the year. As changes to the Standards are approved…, they are documented in supplements and are then incorporated into the next year's publication of the Implementation Guide."

    "The IAIABC is now offering its EDI Claims Release 3.1 Standard as a subscription. The subscription will include the Implementation Guide and any supplements released during the subscription year. For more information on IAIABC EDI Subscriptions, click here."

    Purchase the newest Claims Release Implementation Guide and Supporting Documents by visiting the online store at: IAIABC | International Association of Industrial Accident Boards and Commissions Home

37. I use Louisiana Works Web Entry. Why am I asked to submit Insured Report Number (DN 0026) when it is not required per the Element Requirements Table?
    Insured Report Number is a number that is assigned by the Insured or the Web Entry User to be used in identification of the claim. Whoever is creating the report can decide what number to use in that field, but typically our customers use the same number as the Claim Admin Claim Number (DN 0015) to make it easier.

38. Does Louisiana Works Web Entry require testing?
    No.

39. How do I cancel an Louisiana Works Web Entry that I have not finished?
    While in edit mode, simply hit Cancel Edits. Please refer to the web entry user guide for more information.