

# Iowa Workforce Development Division of Workers' Compensation (IWD DWC)

## EDI for Claims Release 3.1 - Frequently Asked Questions [Updated 3/16/2018]



Division of WORKERS'  
COMPENSATION

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### General

Q-1: How do I contact the IWD DWC with questions on EDI Reporting?

A-1: Send an email to the IWD DWC EDI Support Team Mailbox at [IWDDWCedi@iso.com](mailto:IWDDWCedi@iso.com).

Q-2: How do I send EDI Claims Release 3.1 FROI and SROI reports to the IWD DWC?

A-2: You may send the EDI Claims Release 3.1 FROI and SROI reports in the following ways:

- 1) Report via a Direct Connection using SFTP from your own claims system. There is no cost to use this connection.
- 2) Logging into Iowa Free Web System or 'Jurisdiction Web Entry' (free service, recommended for low claim volume (about 100 claims or less in a year)), enter and submit each report.
- 3) Use a Third-Party EDI Vendor. Vendor costs may apply depending on the services you request from the vendor.

Q-3: Where are IWD DWC's EDI Claims Release 3.1 Requirements found?

A-3: Please refer to the "Implementation Guide" link under the EDI Resources section ([www.IWDDWCedi.info](http://www.IWDDWCedi.info)) for the Event Table, Element Requirement Table, and Edit Matrix.

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### Trading Partners

Q-1: How does my company become a trading partner with IWD DWC?

A-1: Complete and submit a Trading Partner Profile. Please refer to the Registration Instructions link under the Trading Partner Profile section ([www.IWDDWCedi.info](http://www.IWDDWCedi.info)). Each Trading Partner profile is reviewed and must be approved by IWD DWC. An approved Trading Partner must complete successful testing. Note that IWD DWC periodically sends their Trading Partner list to the IAIABC upon request.

Q-2: How do I become an EDI Vendor for IWD DWC EDI trading partners?

A-2: Please refer to the EDI Vendors section of the EDI website ([www.IWDDWCedi.info/vendors](http://www.IWDDWCedi.info/vendors)) for additional information.

Q-3: Where do I find information concerning IAIABC EDI license fees?

A-3: Please refer to the IAIABC website ([www.iaiaabc.org](http://www.iaiaabc.org)) under the EDI Standards –Licensing section for additional information.

Q-4: How do I sign up to use the IWD DWC Free Web System to submit FROI and SROI Reports to IWD DWC?

A-4: The Trading Partner Profile has a section called Filing Method. Under this section when completing this Trading Partner Profile, please select 'Jurisdiction Web Entry: Select Jurisdiction Web Entry if you will use the IWD DWC EDI FROI SROI Web Reporting System'. After the submission of the Trading Partner Profile and IWD DWC approval, training and access to the system will be provided.

## Transactions, Edits & Requirements

Q-1: What does “TA”, “TR” or “TE” mean?

A-1: The result of the edit by the jurisdiction is TA, TE, or TR returned in the Application Acknowledgment Code of the Acknowledgment (AKC) record.

If a “TA” (Transaction Accepted) acknowledgement was received that indicates that the transaction (record) you sent has been received, edited and accepted.

If a “TR” (Transaction Rejected) acknowledgement was received that indicates that the transaction (record) you sent has been received and rejected as an error was found on a data element. The transaction was not accepted by the jurisdiction. A review of the error should take place to determine if the transaction should be resubmitted with the same MTC after the error(s) is corrected since the rejected report has not been accepted into the jurisdiction’s system. If an error of duplicate transaction, invalid event sequence, etc., then resubmission should not be required.

A “TE” (Transaction Accepted with Errors): IWD DWC does not accept transactions with errors and will not return the “TE” acknowledgement status. All transactions are either accepted “TA” or rejected “TR”.

Q-2: What edits will IWD DWC apply?

A-2: IWD DWC’s edits and complete requirements are located on the IWD DWC Implementation Guide page ([www.IWD\\_DWCedi.info/guide](http://www.IWD_DWCedi.info/guide)).

Q-3: Is the IWD DWC Jurisdiction Claim Number required on all transactions following the original First Report of Injury?

A-3: Yes. Refer to IWD DWC’s Match Data Table & Element Requirement Table located on the IWD DWC Implementation Guide page ([www.IWDDWCedi.info/guide](http://www.IWDDWCedi.info/guide)). DN0005 Jurisdiction Claim Number is a key match item for all reports following the First Report of Injury.

## Testing

Q-1: What are “test” transmissions?

A-1: Testing is a process used to determine whether you and IWD DWC can send and receive EDI Release 3.1 reports. Testing with IWD DWC requires adherence to the IWD DWC Test Schedule and the submission of required test transactions. Testing serves two purposes: 1) it ensures that all technical details of the transmission process are correct for all three systems -- reporters, the network, and IWD DWC; and 2) it requires that the data details within the specific transaction types meet IWD DWC requirements. The sender will be responsible for evaluating the acknowledgement transactions IWD DWC returns in response to the test. For additional information, see the “IWD DWC – Release 3.1 Implementation Test Plan” on the EDI website under Implementation Information.

Q-2: While testing, can a trading partner test the FROI and the SROI together?

A-2: IWD DWC recommends that trading partners successfully test and implement FROI transmissions before testing SROI transmissions. IWD DWC expects to use the data from the FROI transactions for consideration in processing the SROI transactions, so errors with FROI could impact SROI testing.

Q-3: Will I need to test if I use the IWD DWC Free Web System to submit FROI and SROI Reports?

A-3: No, the system is tested and ready for FROI SROI report submissions.

Q-4: If we are testing with real data and passing SSN's etc., is our test data secure?

A-4: Absolutely, your data is secure in both the test and production environments.

Our systems have the following in place:

- An SSL Certificate installed
- AES 256-bit encryption for data in-transit and at-rest
- Secure FTP protocol used to transfer files to iso.com
- Our Web Site Password Credentials require the following:
  - \* Must contain eight (8) or more characters
  - \* Must be changed at least every 90 days
  - \* No repeats of the last 12 passwords
  - \* Must contain at least three of the following:
    - \* Upper Case
    - \* Lower Case
    - \* Numbers
    - \* Special Characters

## Production

Q-1: When will IWD DWC approve me for production?

A-1: IWD DWC's goal is to move our trading partners into production as quickly as possible after the testing process is successful. The testing process is described in the "IWD DWC Release 3.1 Implementation Test Plan" under the EDI Implementation Test Plan Overview on the Implementation Information page (<http://www.IWDDWCedi.info/impl-info>). Trading Partners and/or their EDI Vendors must request testing feedback from Verisk/ISO by submitting the Iowa EDI Testing Feedback Request List R3.1 to [iwddwcedi@iso.com](mailto:iwddwcedi@iso.com).

Q-2: Once a Trading Partner has moved into production, where should questions be directed?

A-2: All questions should be directed to the IWD DWC EDI Support Mailbox at [IWDDWCedi@iso.com](mailto:IWDDWCedi@iso.com).

Q-3: Where is the Test/Production Indicator found?

A-3: The Test/Production Indicator is DN0104, located on the Header Record. Refer to the IAIABC EDI Release 3.1 Implementation Guide ([www.iaiaabc.org](http://www.iaiaabc.org)) for more information regarding data definitions and the specific construction of the Header Record.

Q-4: How long after I send a transmission to IWD DWC should I expect to receive an electronic acknowledgement?

A-4: Monday through Friday: The cut-off for receipt of data from IWD DWC Trading Partners will be 2:00 AM EST. IWD DWC Trading Partners will receive acknowledgment files no later than 5:00 AM EST, pending any unforeseen processing issues.

Friday (after the cutoff), Saturday and/or Sunday: Trading Partners can connect and upload FROI/SROI files and will receive acknowledgment files no later than 5:00 AM EST on Monday, pending any unforeseen processing issues.

If you have not received an Acknowledgement within that time frame and have not received an advisory e-mail, please contact the IWD DWC EDI Support Mailbox at [IWDDWCedi@iso.com](mailto:IWDDWCedi@iso.com).

Q-5: How can the trading partner or a claim administrator monitor the data quality of their EDI transmissions once in production?

A-5: If a "TR" (Transaction Rejected) acknowledgement was received, it indicates that the transaction (record) you sent has been received and rejected, as an error was found on one or more data elements. The transaction was not accepted by the jurisdiction. The error(s) should be reviewed quickly to correct and resubmit the transaction with the same MTC. Timely resolution of rejected reports is critical because the transaction has not been accepted into the jurisdiction's system. If an error indicates a duplicate transaction or invalid event sequence, then resubmission of the same MTC would not be required.

- Q-6: I have reached production status and a problem develops with the system I am using to generate or transmit EDI reports to IWD DWC. What should I do to make sure IWD DWC is informed and that IWD DWC receives all my claims in a timely fashion?
- A-6: Immediately after a trading partner becomes aware that transmissions are not being sent or received by IWD DWC, contact the IWD DWC EDI Support Team via email [IWDDWCedi@iso.com](mailto:IWDDWCedi@iso.com) right away to develop a temporary reporting plan.
- Q-7: A trading partner is approved for production status. The trading partner changes software packages, vendor, adds a newly acquired company or changes source system, etc. Does the trading partner need to revert back to the testing status again?
- A-7: If a trading partner changes any aspect of their approved process or system, then the trading partner must repeat the test process with IWD DWC. IWD DWC 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 the IWD DWC's attention, and will probably involve discussion, testing and updates made to the Trading Partner Profile. If this situation arises, please contact IWD DWC via email ([IWDDWCedi@iso.com](mailto:IWDDWCedi@iso.com)) immediately.

## Rate Calculations

- Q-1: Where can I find, information regarding the Rate Calculations?
- A-1: Please refer to Iowa's Rate Book Look Up Table Spreadsheet and the Edit Matrix located on the on the IWD DWC Implementation Guide page ([www.IWDDWCedi.info/guide](http://www.IWDDWCedi.info/guide)). Within the Edit Matrix there are two additional tabs, see the 'Iowa Calc Edits Per Rate Steps' tab and the 'Iowa Calc Edits Per Rate Table' tab for additional information.