Frequently asked questions

We understand that we are not to submit any paper FROI. Does this mean any FROI received from the date we went live or any FROI received?
Any FROI that you receive should now be filed through EDI or the Web Online.

How do we get a WC number once a FROI is submitted? (We used to get the transmittal sheet with the information on it before)
When the FROI is processed through our system, and the FROI is accepted (TA) or accepted with minor errors (TE), the WC number is sent back on the acknowledgment file.

How long does it take to get the WC number?
If the FROI is accepted (TA) or accepted with minor errors (TE), the WC number will be available the next business day if it submitted prior to 5:00 MST.

What happens when we need to file a position statement but the FROI has not been sent yet? (This could happen when we are at or near the end of our 20 days to file)
The FROI must be filed first in order to file a position statement. A paper position statement (GA or FA) cannot be sent without a WC number. A Denial or Final Payment Notice sent through EDI without the WC number will reject.

Now that I have submitted my NOC through EDI, how does the injured worker receive a copy?
Even though you submit the NOC electronically to the Division, you still must send a hard copy of the Notice of Contest to all parties.

If a FROI was not submitted previously, a FA has been filed and we now need to file a Final Payment Notice, is that done via EDI? If so, does that mean we have to submit the FROI again?
IF a FROI was filed by paper, you do not need to file it again EDI. We will accept an EDI Final Payment Notice or Denial for those claims as long as a WC number is provided.

Is there a list of all the codes for certain errors such as what is the wage code, maintenance type code, medical treatment code? (I saw the Edit/Error Message Matrix but it doesn't tell me what the choices are with respect to the codes)
The codes are available in the IAIABC Implementation Guide on their website –
http://iaiabc.org/edi/implementation.htm