

DEPARTMENT OF FINANCIAL SERVICES

# Required Filing of Notices of Action or Change For Lost-Time Claims

Division of Workers' Compensation

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# Collecting Good Data

- Increased efficiencies in the claims handling process
- Reduction in the overall costs
- Increased levels of stakeholder satisfaction
- Claims data drives better decision making, action and outcomes.



# Why is NoC Reporting important?

- Reporting your claims data accurately and timely to the Division allows us to provide accurate, meaningful, timely and readily accessible information to all stakeholders within the workers' compensation system.
- This in turn facilitates the monitoring of injured worker's benefits, employer coverage and compliance and health care provider payments.
- Which in turn allows the Division to assist in responding to injured worker inquiries about their claims and respond to injured worker referrals from legislators and other elected officials.



**EDI Filing  
Acceptance Rates  
for  
Notices of Action or  
Change (NoC)**

The workers' compensation industry as a whole has had an NoC acceptance rate of below 80% for several years. Acceptance rates are how many NoCs receive a Transaction Accepted (TA or TA-FL) rather than a Transaction Rejected (TR).

| <b>NoC</b>    | <b>Accepted<br/>DWC-4</b> | <b>Attempted<br/>DWC-4</b> | <b>Compliance</b> |
|---------------|---------------------------|----------------------------|-------------------|
| FY 15-16      | 148,821                   | 209,180                    | 71.14%            |
| FY 16-17      | 152,089                   | 203,541                    | 74.72%            |
| FY 17-18      | 150,715                   | 196,506                    | 76.70%            |
| FY 18-19      | 146,730                   | 198,054                    | 74.09%            |
| <b>TOTALS</b> | <b>598,355</b>            | <b>807,281</b>             | <b>74.12%</b>     |

NoC Timeliness Rates per Division of Workers' Compensation (DWC) Audits

| NoC                  | Total Due | Timely | Not Sent | Sent Late | Compliance |
|----------------------|-----------|--------|----------|-----------|------------|
| FY 15-16 (50 Audits) | 4,499     | 2,727  | 1,053    | 719       | 60.61%     |
| FY 16-17 (57 Audits) | 6,564     | 4,963  | 721      | 880       | 75.61%     |
| FY 17-18 (44 Audits) | 6,586     | 4,875  | 720      | 991       | 74.02%     |
| FY 18-19 (51 Audits) | 8,470     | 6,379  | 903      | 1,188     | 75.31%     |
| TOTALS               | 26,119    | 18,944 | 3,397    | 3,778     | 72.53%     |

The workers' compensation industry as a **whole has also been below 80%** regarding timely submission of NoCs. Currently, per [69L-24.007](#), Florida Administrative Code, Non-Willful Pattern and Practice penalties of \$2,500 are assessed for untimely filing performances that fall below 90%. If the pattern and/or practice were to be found as a willful violation, a penalty of \$20,000 plus other consequences could be assessed.

# Top 10 Claim Events With Untimely (Late or Not Filed) NoCs

| Reason Notice of Change was Necessary                                 | Combined Total of Untimely Forms |
|---|----------------------------------|
| Report Return to Work (RTW) Info                                      | 1,973                            |
| Report Maximum Medical Improvement (MMI) Info                         | 1,502                            |
| Report a Change From Temporary Total (TTD) to Temporary Partial (TPD) | 636                              |
| Report a Settlement   | 554                              |
| Report Annual Increase of Permanent Total Supplemental Benefits       | 514                              |
| Report Adjustment to Average Weekly Wage/Compensation Rate            | 498                              |
| Report Suspension of Benefits   | 412                              |
| Report Reinstatement of Benefits                                      | 354                              |
| Report a Change From TPD to TTD                                       | 289                              |
| Report an Acquired Claim  | 194                              |
| <b>TOTALS</b>   | <b>6,926</b>                     |

# Required NoC EDI Transactions

| Claim Event   | Required EDI Transaction                      |
|---|---|
| Report Return to Work (RTW) Info                                      | 02 or S1                                      |
| Report Maximum Medical Improvement (MMI) Info                         | CB, RB, or PY (0% ratings must be reported!*) |
| Report a Change From Temporary Total (TTD) to Temporary Partial (TPD) | CB  |
| Report a Settlement   | PY  |
| Report Annual Increase of Permanent Total Supplemental Benefits       | CA  |
| Report Adjustment to Average Weekly Wage/Compensation Rate            | CA  |
| Report Suspension of Benefits   | SX  |
| Report Reinstatement of Benefits                                      | RB  |
| Report a Change From TPD to TTD                                       | CB  |
| Report an Acquired Claim  | AQ or AP                                      |

\*0% permanent impairment ratings may also be reported on a 02 or FN EDI transaction.

All NoC EDI transactions, other than a suspension, **are due within 14 days** of the insurer's knowledge of the claim event. **Suspensions are due within 14 days of the decision to suspend.** This includes knowledge to an entity acting on behalf of the insurer.

## Insights for increasing EDI Timeliness & Acceptance Rates

- Understand claim events that trigger a required NoC EDI filing
- Set reminders for recurring events
- Changes within a claim almost ALWAYS require an NoC EDI filing
- A filing that receives a TR upon submission is not considered filed
- Only submissions that receive a TA or TA-FL are considered filed
- Entities submitting EDI transactions receive acknowledgment reports regarding submission statuses within 24 hours of submission
- Entities also have access to the [EDI warehouse](#) to view submissions at-will



## **You discover the IW has returned to work.**

The physician has completed the DWC25 and submitted this information to the insurer.

The insurer then notes the return to work date and suspends indemnity.

Which EDI transaction is due to the Division?

# **02 or Sx transaction**

# You discover that the IW is released for RTW

The IW is released to return to work (RTW) on 4/19/2019 with restrictions. The employer, though, cannot accommodate the restrictions.

What EDI filing should you submit to notify the Division of the RTW information and change in benefit?

## CB transaction

## **You discover the IW is underpaid**

The employer submitted new information to the insurer.

The insurer then adjusts the IW AWW/Comp. Rate using the new salary information.

Which EDI transaction is due to the Division?

# **CA transaction**

## **You discover the IW has been placed off work, post surgery and will be out for a few weeks.**

The insurer has approved surgery, and the IW has had the surgery performed.

The physician has completed the DWC25 and submitted information to the insurer placing the IW off for 4 weeks.

Which EDI transaction is due to the Division?

# **02 or RB transaction**

# Full Settlement

The IW and insurer agree to completely settle the lost-time claim in its entirety.

The JCC signed the settlement order on 1/1/2020.

Which EDI transaction must the insurer submit to the Division?

# PY transaction

# Increasing EDI Acceptance Rates and Timeliness Rates

[Links to EDI resources](#) including EDI Event Tables.

The link above includes:

- Florida EDI Maintenance Type Code (MTC) to Paper [Form Crosswalk](#)
- DWC [Crosswalk](#) of the Notice of Action/Change
- Florida Claims EDI Code [Reference List](#)

## DWC Assistance

Entities may email DWC at [claims.edi@myfloridacfo.com](mailto:claims.edi@myfloridacfo.com) with questions regarding EDI transactions.

You may also visit our [DWC offers EDI training](#) web page.

Triage assistance can be requested by the claim administrators or identified and initiated by the one of our Triage team members.

For training opportunities, please contact the Triage team at [TriageClaims.edi@myfloriadacfo.com](mailto:TriageClaims.edi@myfloriadacfo.com)



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