

Frequently Asked Questions

The following questions and answers will help you in planning your implementation with the New Jersey Compensation Rating & Inspection Bureau. This information is generic in nature. Visit our web site (<http://www.njcrib.com>) for additional questions and answers that develop through the implementation process.

If you need additional help, contact the NJCRIB EDI Coordinator at edisupport@njcrib.com or at (973) 622-6014 ext. 228.

Q. What steps must be taken to become a trading partner with NJCRIB?

A. Contact the NJCRIB EDI Coordinator to agree upon an implementation plan. Also, review the "Steps to Implement NJCRIB EDI" section of this Implementation Guide.

Q. What steps must I take to become a third-party EDI Service Vendor for New Jersey EDI trading partners?

A. All certified vendors who become reporters or senders of information to NJCRIB must also complete the testing procedures. Refer to the "Steps to Implement NJCRIB EDI" section of this Implementation Guide.

Q. What are "test" transmissions?

A. Testing is a process used to determine whether you and NJCRIB can send and receive EDI reports. Testing with NJCRIB requires adherence to the NJCRIB Test Schedule and the submission of required test transactions. Testing serves two purposes: 1) it ensures that all technical details regarding the transmission process are correct for all three systems -- reporters, the VAN, and NJCRIB; and 2) it requires that the data details within the specific transaction types meet NJCRIB requirements. You should evaluate acknowledgement transactions NJCRIB returns in response to the test. For more details, see the Test, Pilot and Production Phases of this Implementation Guide.

Q. While testing, can a trading partner test the FROI and SROI together?

A. NJCRIB recommends that trading partners successfully test and implement their FROI transmissions before beginning their testing of SROI's because NJCRIB expects to use the data from the FROI production documents in the SROI test. However, exceptions may be considered if recommended by the NJCRIB EDI Coordinator.

Q. When will I be placed in production status by NJCRIB?

A. It is NJCRIB's goal to begin testing and moving our trading partners into production as quickly as possible after the test process, described in the "Test, Pilot and Production Phases" section of this Implementation Guide.

Q. Once a trading partner has moved into production, where should questions be directed?

A. The NJCRIB EDI Coordinator will provide specific contact information when the trading partner is approved to production status.

Q. Where is the Text/Production Indicator found?

A. Test/Production Indicator is DN 104, located on the Header Record (MTC=HD1). Refer to the IAIABC EDI Release 1 Implementation Guide for more information regarding data definitions and the specific construction of the Header Record.

Q. How long after I send a transmission to NJCRIB should I expect to receive an electronic acknowledgement?

A. NJCRIB strives to send acknowledgements within 5 business days of receipt of a transmission. If you have not received a response within the 5 business days or have not received an advisory letter please contact the NJCRIB Vendor Help Line at njcribedi@iso.com or (888) 275-8749.

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

A. NJCRIB recommends that the Claim Administrator develop tools to use the Acknowledgment details to track overall performance.

Q. What exceptions are available to a claim administrator regarding the NJCRIB EDI Reporting Requirements?

A. No exceptions will be made. However, hardship situations brought to the Director's attention by an Officer of the organization will be addressed by NJCRIB on a case-by-case basis.

- Q. If, after reaching production status, a problem develops with the system I am using to generate or transmit EDI reports to NJCRIB. What should I do to make sure NJCRIB is informed and that New Jersey timely receives all my claims in a timely fashion?**
- A. Immediately after a trading partner becomes aware that data/claims are not being sent or received by NJCRIB, you must begin using alternative or backup measures to send paper submissions immediately. Call the NJCRIB EDI Coordinator immediately to develop a temporary reporting plan. Otherwise, your organization may be subject to penalties for failure or late reporting as provided by New Jersey law.
- Q. If a trading partner, approved for production status, opts to change software packages, VAN, vendor, adds a newly acquired company, changes source system, etc., and does the trading partner need to revert back to the testing status again?**
- A. If a trading partner changes any aspect of their approved process or system, then the trading partner must repeat the test process with NJCRIB. NJCRIB recommends that the trading partner continue with the approved production process while testing any new process, software or system. Any change in the manner by which data enters the reporting stream must be brought to our attention, and will probably involve discussion and testing.
- Q. Will any other public agency obtain individually identifiable information from the NJCRIB EDI system?**
- A. Data is available only to NJDWC as required by statute. The NJCRIB EDI vendor will assure the data security and confidentiality of that process.
- Q. What does "accepted with errors" mean?**
- A. The transaction/record/report you send has been received and has been processed through the edit process of the EDI system and been accepted. However, one or more non-critical data elements have been found "in error". The data you sent for those data elements found in error has not been stored in our system and, in its place, blanks, spaces or 00/00/0000 (dates) have been substituted. The acknowledgement you received indicates a "TE" status has been assigned to the transaction and NJCRIB anticipates that you will return a "CO" correction document within the required time frames. For more information, see our event table.

Q. Is there a difference between an EDI "CO", Correction, and "02" Change?

A. Yes, there is a very important distinction between Corrections and Changes. Use the "02" Change MTC when data previously; sent to NJCRIB on either a First or Subsequent Report is identified by the Claim Administrator to be different than reported. The "CO" Correction MTC is used in response to a report previously sent to NJCRIB that NJCRIB acknowledged via the AK-1/824 with a "TE" or accepted with errors. The CO must match a previously sent transaction and contain the data element(s) or conditions identified on the Acknowledgment as being in error.

Q. What edits will NJCRIB apply?

A. the EDI matrix supplied in this Implementation Guide identifies the edit(s) that will be applied to each data element.

Q. What Impairment Body Part Codes will be used by NJCRIB?

A. Refer to our Data Elements Requirements Table and the values indicated.

Q. What should be transmitted to NJCRIB if a key match field (Employer SSN, Last Name, and DOI) is changed?

A. Send a "02" Change MTC transaction (First Report of Injury) to change any key match field(s).

Q. What Employer FEIN should be used for employers with multiple corporate relationships?

A. Use the FEIN of the corporate entity that has the legal responsibility for handling a given workers' compensation claim.

Q. Is the NJCRIB Agency Claim Number required on all transactions following the Original First Report of Injury report?

A. Yes, see the data element requirements for Agency Claim Number and MTC on our Data Elements Requirement Table. This is a key match item for all reports following the First Report of Injury.