



STATE BOARD of WORKERS' COMPENSATION



EDI IMPLEMENTATION GUIDE

**For reporting
First (FROI) and
Subsequent (SROI) Reports of Injury**

September 10, 2008



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Introduction

The Georgia State Board of Workers' Compensation (SBWC) is pleased to announce its system for receiving claims submissions via Electronic Data Interchange (EDI). Working in tandem with the Integrated Claims Management System (ICMS), this solution provides a means for the State of Georgia to efficiently and accurately manage its workers' compensation business.

This *EDI Implementation Guide* serves as an information resource for trading partners and/or claims administrators and should be used in conjunction with the *IAIABC EDI Implementation Guide for Claims, Release 3.0, January 1, 2008 Edition and Supplement*. Copies of referenced IAIABC documents, along with other EDI-specific documentation are located on the IAIABC website at <http://www.iaiabc.org/edi/implementation.asp>. The International Association of Industrial Accident Boards & Commissions (IAIABC) is a not-for-profit trade association representing government agencies charged with the administration of workers' compensation and the SBWC has adopted its standard for accepting EDI transactions.

The following sections provide the necessary information for understanding how to conduct EDI business with the SBWC as well as references to other important documents.



1. EDI Overview

EDI is the computer-to-computer exchange of standardized business data. At Georgia's State Board of Worker's Compensation, EDI refers to the electronic transmission of First Report of Injury (FROI) and Subsequent Report of Injury (SROI) information by Claim Administrators (Insurers, Self-insured and Self-administered Employers, and Third Party Administrators). The SBWC will use Release 3 of the IAIABC's EDI standard as a way to enter FROIs as well as SROIs.

1.1. Why Use EDI?

EDI is a proven means of transmitting large amounts of data between organizations and has been used extensively for nearly forty years. EDI serves as the backbone for much of the world's electronic commerce.

EDI is widely used for workers' compensation and many states have mandated its use for reporting claims. The SBWC announced on July 12, 2007 that electronic filing for all Insurers and Self Insurers will be mandatory by 2nd Quarter 2009.

1.1.1. Benefits of EDI

EDI provides a framework for the implementation of paperless systems that automate much of the claims reporting and processing workload and enables organizations to be more efficient and accurate in conducting workers' compensation business. Specific benefits include¹:

Reduction of Paperwork and Increased Savings

- One time data entry
- Fewer errors, improved error detection
- On-line data storage
- Faster management reporting
- Automatic reconciliation
- Reduced clerical workload
- Higher productivity without increasing staff
- Reduced paper usage

Better Communication

- Rapid exchange of business data
- Elimination of mail charges or courier services
- Potential for archived/historical data that can be analyzed

Uniform communications with all trading partners

- Follows a national standard
- Allows for data comparisons between states

¹ IAIABC EDI Best Practices Guide is located at <http://www.iaabc.org/edi/resources/bestpractices.htm>



2. Important Contact Information

The following section contains resources available to trading partners for information and assistance.

2.1. SBWC Website

The public can access the website at <http://sbwc.georgia.gov> to download the latest forms and publications and learn about other Board-related topics.

2.2. SBWC EDI Coordinator

Each trading partner will be provided contact information for their SBWC EDI Coordinator. SBWC resources can be reached by phone, email, or USPS correspondence. Be sure to have your company information available when contacting SBWC so you can be promptly transferred to the appropriate EDI Coordinator.

Phone: 404-463-2818

Toll Free: 800-533-0682

Email: edi@sbwc.ga.gov

USPS: Georgia State Board of Worker' Compensation
EDI Unit
270 Peachtree Street, NW
Atlanta, Georgia 30303-1299

2.3. IAIABC

The International Association of Industrial Accident Boards and Commissions (IAIABC) is the organization that sets the national standards for the transmission of workers' compensation claims data via EDI. Trading partners interested in submitting claims to the SBWC must be familiar with the IAIABC and its EDI implementation guidelines. For more information about the IAIABC and how to access the IAIABC EDI Implementation Guides, please see visit the IAIABC web site at: www.iaiabc.org.



3. Becoming an EDI Trading Partner

Potential trading partners are required to execute a Trading Partner Agreement with the SBWC and complete a testing phase to ensure that the EDI transmission process is working properly and that the EDI transmissions meet the minimum level of accuracy specified in the agreement.

The SBWC will deploy EDI trading partners in three groups. There is limited space in each group so the SBWC has asked each organization to submit their request for group assignment. Each group will then conduct the necessary steps to complete the Trading Partner Agreement and associated documents, establish a viable EDI transmission method, submit and test FROI and SROI submissions, and migrate to production. The current schedule for trading partner's applications, all forms, and group testing activities can be found under *EDI Updates* on the SBWC website at <http://sbwc.georgia.gov>.

The following section provides instructions for how to complete the *Application for EDI Partnership with Georgia State Board of Workers' Compensation, Trading Partner Agreement, Trading Partner Profile, and Transmission Profile*. Section 4, *EDI Testing and Production Readiness*, describes the procedures for conducting the testing and becoming production ready.

All the forms mentioned below must be submitted and all partnerships registered two weeks prior to the date testing begins.

3.1. Application for EDI Partnership

Each interested trading partner must complete an application for EDI Partnership by the required deadline. The current deadline is set for July 15, 2008.

The application allows for entry of the Trading Partner Organization Name, Contact Information, EDI transmission Status (IAIABC version), future expansion of EDI, and Implementation Groups 1, 2 and 3. Pending review of the application by the SBWC, the trading partner applicant will be assigned to an implementation group and notified of next step.

3.2. Trading Partner Agreement

The Trading Partner Agreement is the primary document for establishing the rights and obligations of the SBWC (Receiver) and it's Trading Partner (Sender) and is required before an organization can conduct EDI business with the SBWC. The Trading Partner agreement is also on SBWC website

3.3. Trading Partner Profile

The Trading Partner Profile is designed to document identification and contact information for each trading partner providing data to the SBWC.

In the Trading Partner Type section, check all the descriptors that apply to the partner identified in the next section of the form. For example, if the trading partner is a carrier insuring some claims but is also acting as a third party administrator on other claims, the partner should at least check both "Insurer" and "Third Party Administrator."



The Sender ID, a composite of FEIN (Federal Employer Identification Number) and the 9-digit Postal Code (Zip+4) in the trading partner address field will be used to identify a unique trading partner. **The Sender ID FEIN and Postal Code should be the same as those that the partner will use as the Sender ID in the Header Record of all of its EDI transmissions.**

The Contact Information section provides the ability to identify individuals within the trading partner's organization who can be used as the main contacts for the Trading Partner Agreement. Two types of contacts should be identified: one for business practices and issues, and one for technical issues.

3.4. Transmission Profile

The Transmission Profile is divided into two parts, the Receiver's Specifications and the Sender's Specification. The Receiver (SBWC) completes the Receiver's Specifications, indicating all the Receiver's requirements. The Sender should make their selections appropriately.

One profile should be completed for each set of transactions with common transmission requirements. If the set is new to the sender, the profile for the set is expected to be received and approved 2 weeks prior to the first transmission.

For example: Trading Partner XYZ initially transmitted claims data via EDI for Insurance Company A1 and Insurance Company A2. Later, after Trading Partner XYZ had submitted the Transmission Profile to SBWC, they were engaged by Insurance Company A3 to transmit their claims data via EDI. Trading Partner XYZ must now file a second Transmission Profile indicating the addition of Insurance Company A3.



4. EDI Testing and Production Readiness

The SBWC will conduct its EDI pilot testing with a subset of trading partners. The Board will begin testing and production implementation activities for all Trading Partners in third quarter 2008. Trading Partners will be assigned to one of three implementation groups. Please see section 4.1, *Application for EDI Partnership*, for instructions on how to apply to one of the three groups.

The objective of testing is to confirm that both parties are adhering to the requirements documented in the Trading Partner Agreement and that the EDI interface is working properly and the data accuracy meets the minimum standards. Testing will continue until the trading partner's submissions meet the standard set forth in the Trading Partner Agreement or until the expiration date of the testing period for the assigned group. If the testing has not reached the expected goal by the end of the testing period, the trading partner will be scheduled again in another group.

Success criteria for testing will include the following:

- Transmission protocols (FTP) are functional for submissions and acknowledgements
- Sender/Receiver identifiers are correct as per the Trading Partner Profiles
- Batch submissions are organized properly
- Claim files are formatted properly and contain accurate data

4.1. Test Preparation

Reference the Test Plan on SBWC.Georgia.gov web site and follow the steps requested for testing to obtain Production Readiness.

Two weeks prior to the first day of the scheduled test period, the trading partner must complete and submit the Trading Partner Agreement, Trading Partner Profile, and Transmission Profile (Sender's Specification) to the SBWC EDI Coordinator. See Section 2, Important Contact Information for contact details. The SBWC EDI Coordinator will communicate next steps for submitting data and coordinate all testing activities with the trading partner.

4.2. Create a Test File

Use the Test Plan on the SBWC web site. The sender may use either "real" or "fictitious" data. Note: If the sender is using "real" data it will not go to the production data base.

4.3. Submit the Test File

The test file should be sent via FTP to the assigned SBWC FTP server using the login credentials supplied by the SBWC EDI and in accordance with the EDI transmission requirements. Please see Section 5.5, *FTP Requirements* for more details.



4.4. SWBC Testing Levels

4.4.1. First Level Test (Batch and Transaction)

The purpose of the First Level Test is to ensure that the trading partner and the SBWC are “communicating properly” with each other and in accordance with the Trading Partner Agreement. The test focuses primarily on the transmission of EDI files between both parties as well as the general structure of the files to ensure they can be “read” upon receipt. Testing at the first level encompasses batch and transaction level validation.

Batch Level Validation:

- Header Record - Verifies that all mandatory data elements are present and that the Sender ID is appropriate. Further, this test validates the transmission date, time, and interchange version and rejects duplicate batches.
- Batch Structure - The structure of the batch will be interrogated to properly identify the types of transactions contained within the batch (FROI, SROI, and Trailer).
- Trailer Record - Verifies that all mandatory data elements are present and contain valid formats and values.

Transaction Level Validation:

- Sender/Claim Administrator Relationship - Verifies that the Sender ID is authorized to submit filings on behalf of the carrier in the transaction. If authorization does not exist, the transmission will be rejected.
- Record Relationship - Validates the relationships between the 148 and R21 or A49 and R22 records.
- Match Data/Duplicate Transactions - Tests to see if a FROI “OO” transaction results in a new claim or duplicate of an existing claim. Similarly, the process will test a SROI transaction to determine if a corresponding FROI already exists. Transactions failing these tests will be rejected.

4.4.2. Second Level Test (Regulatory)

Once the FTP transmission process has been successfully completed, FROIs and SROIs will be tested for data accuracy. For the purpose of this document, data accuracy is defined as EDI transmissions that are complete (all required data is present) and accurate (the data is free from errors and is appropriate for the field in which it resides).

Regulatory Level Testing:

- Format Editing - SBWC jurisdiction specific editing will be performed at this level. Required/Expected/If Available data elements as indicated in the Element Requirement Table will be interrogated for validity. Edit failure at this level will result in a TR (Transaction Rejected with Errors) acknowledgement code depending upon the specified requirement code.
- SBWC Jurisdiction Expected/If Available Requirement - Once an expected data element meets the format rules, the data will be edited for jurisdiction specific values. The checks are specified in the associated Edit Matrix Table.



- Data Element Relationship - Some data values may be dependent on the value of another data element. These requirements are presented on the Element Requirement Table and Edit Matrix. Failure of necessary relationship edits may result in errors.

4.5. Acknowledgement Processing

Once all the transactions within a batch have been tested according to SBWC jurisdiction requirements an Acknowledgement file will be created and copied to the "WorkOutBox" folder on the FTP server. See Section 5.5, *FTP Requirements* of this guide for more details on the FTP folder structure. It will be the trading partner's responsibility to monitor or "poll" the assigned "WorkOutBox" folder for the Acknowledgement file and take any corrective action.

4.6. Production Ready

Once a trading partner successfully completes the First and Second Level testing, the SBWC will approve the partner as "Production Ready". The SBWC will provide a written authorization for the trading partner to begin sending FROIs and SROIs electronically. It is important to note that trading partners will be required to maintain the minimum level of data accuracy after they are certified production ready. Failure to maintain the minimum accuracy level will result in the trading partner being placed back in "Test" status.

After the Production Ready Status has been achieved, SBWC will accept new claims only using the EDI system. Claims previously submitted by paper will continue to be updated by paper only (WC-1, WC-2, WC-2A, WC-3, and WC-4) until further notice.



5. EDI Technical Requirements

All files submitted to the SBWC must be in flat (.txt) format. The following section details the possible EDI reports, Claim Event Table, Element Requirements Table, Edit Matrices, and FTP Requirements for EDI submissions.

5.1 EDI Reports

The IAIABC EDI standards associate state EDI reporting requirements to claim processing events. Each report or transaction is named for the claim event it represents: Original, Change, Denial, Correction, Suspensions, Reinstatements, etc. Each report is also assigned a Maintenance Type Code (MTC) to meet the technical processing requirements. Report name and MTC code may be used interchangeably throughout this guide. The SBWC provides for over thirty claim administration events (MTCs) including six of the available First Report (FROI) MTCs and twenty-seven Subsequent Report (SROI) MTCs as listed below.

First Reports (Name and MTC):

Original First Report of Injury (00)
Cancel (01)
Change (02)
Denial (04)
Acquired Claim (AQ)
Acquired Unallocated (AU)
Upon Request (UR)

Subsequent Reports (Name and MTC):

Annual (AN)
Change (02)
Denial (04)
Acquired/Payment (AP)
Change in Benefit Amount (CA)
Change in Benefit Type (CB)
Employer Paid (EP)
Employer Reinstatement (ER)
Final (FN)
Initial Payment (IP)
Partial Denial (PD)
Payment Report (PY)



Reinstatement of Benefits (RB)
Reduced Earnings (RE)
Semi-Annual (SA)
Suspension, RTW, or Medically Determined/Qualified RTW (S1)
Suspension, Medically Non-compliance (S2)
Suspension, Administrative Non-compliance (S3)
Suspension, Claimant Death (S4)
Suspension, Incarceration (Post Conviction) (S5)
Suspension, Claimant's Whereabouts Unknown (S6)
Suspension, Benefits Exhausted (S7)
Suspension, Jurisdiction Change (S8)
Suspension, Directed by Jurisdiction (SD)

5.2 Claim Event Table

The Claim Event Table is designed to provide information necessary for the Sender (Claim Administrator) to understand the Receiver's (SBWC) EDI reporting requirements. It associates the required EDI reports to claim events and defines the timing and circumstances for Claim Administrators to report those events. The claim requirements may include legislative mandates affecting different reporting conditions and may be based on various criteria. The SBWC uses and controls the table to convey the level of EDI reporting that it currently accepts.

The event table contains the following data elements:

- Report Type
- Maintenance Type (Code and Description)
- Event Rule (Criteria, From, Thru)
- Report Trigger (Criteria, Trigger Value)
- When is the Report Due? (Value, Due Type, From)
- Paper Form(s)
- Receiver

A copy of the Claim Event Table may be found on the SBWC website.

5.3 Element Requirement Table

The list of potential data elements that the SBWC requires is listed in the Element Requirement Table. This table lets the Claim Administrator know the SBWC data element requirements. There is a separate Element Requirement Table for FROIs and SROIs and each table lists the data element requirements for each report/record based on the point in time that the data was required by statute, rule, or current version of EDI. If a data element has not always been required to be reported, but is required now, it will be listed as Mandatory Conditional (MC) on the table with additional information listed in a section at the end of the table (business conditions) identifying the start date that the data element is mandatory. Prior to that date, the data element is considered Not Applicable (NA).



The event tables contain the following data elements:

- Record
- DN#
- Data Element Name
- MTC (FROI, SROI)

Copies of the FROI & SROI Element Requirements Tables can be downloaded from the SBWC website.

5.4 Edit Matrices

The Edit Matrix is used by Claim Administrators to identify which data elements have edits applied to them as well as associated standard error codes. The Edit Matrix consists of five components:

- Data Element Name
- DN#
- Error Code
- Error Code Description
- MTC (FROI, SROI)

The SBWC provides Edit Matrices for each of the following reports:

- FROI-148
- FROI-R21
- SROI-A49
- SROI-R22

Copies of the Edit Matrices can be downloaded from the SBWC website.

5.5 FTP Requirements

EDI Trading Partners will be required to submit worker's compensation reports to the SBWC using the Secure FTP Method and are expected to have an FTP program (or service provider) capable of connecting to the SBWC Secure FTP server using FTP/Implicit SSL. In addition, the following steps should be completed before sending EDI files to the SBWC.

5.5.1 Create FTP Account

As part of the trading partner enrollment process, the SBWC will create an FTP account for each prospective trading partner (See Section 3, *Becoming an EDI Trading Partner* of this guide for details on how to become a trading partner). A trading partner id and password will be created and communicated by the SBWC EDI Specialist along with establishing a secure FTP account.

5.5.2 Create File Folder Structure

For each FTP account, the SBWC will create a "WorkInBox", "WorkOutBox", and "Archive" folder. The trading partner will transmit files into the "WorkInBox" folder and retrieve acknowledgement files in the "WorkOutBox" folder. It will be the trading partner's responsibility to "poll" the "WorkOutBox" folder for acknowledgement files from the SBWC. Copies of all submitted files will be placed in the Archive folder for a period of 30 days after the acknowledgements have been created.



5.5.3 Establish File Properties

EDI files should be transmitted in flat file (.txt) format and should not be compressed or encrypted.

The file will have the following format:

YYYYMMDD_XXXXX_SBWC_Z_F_HHMMSSZ.TXT where;

YYYYMMDD	= 4 digit year, 2 digit month, 2 digit day for the date it was transmitted
XXXXXX	= trading partner id number assigned by the SBWC (SBWC ID# where appropriate. TPA id assigned by SBWC = 9nnnn)
SBWC	= hard coded to be SBWC
Z	= Test or production status (T = test, P = production
F	= form type (F= FROI, S = SROI)
HHMMSS	= hour, minutes, seconds the file was transmitted
TXT	= file extension for text files

Example of how the file would look: LIBERTY_12085

20080630_12085_SBWC_T_F_113055.TXT

6 Preparing Your Organization for EDI

The SBWC provides the following recommendations for organizations interested in submitting workers' compensation reports via EDI. For a complete listing of EDI implementation best practices, please visit the IAIABC website at <http://www.iaiacb.org/edi/default.asp>.

6.1 Obtain a copy of the IAIABC EDI Release 3 Implementation Guide and Supplement

The Release 3.0 January 1, 2008 version of the IAIABC's *EDI Implementation Guide and Supplement* contains the most current information on submitting worker's compensation claim data and is the standard by which the SBWC intends to carry out its EDI initiative. Please visit their website at <http://www.iaiacb.org/edi/implementation.asp> for a copy of the guide or other publications that may assist you in implementing the Georgia SBWC EDI requirements.

Georgia State Board of Worker's Compensation's *EDI Implementation Guide* (this guide) is intended to provide supplemental information and is to be used in conjunction with the IAIABC Release 3 Implementation Guide.

6.2 Assign an EDI

This person will be responsible for serving as the liaison to the SBWC throughout the EDI implementation process and should be authorized to enter into the Trading Partner Agreement as well as speak to business and technical issues.



6.3 Review the SBWC Data and Technical Requirements

- Conduct an in-depth review of all data elements to be transmitted using the data elements list and definitions in the IAIABC EDI Implementation Guide.
- Identify SBWC reporting requirements for each data element using the provided Edit Matrix, Event, and Element Requirements Tables. Please visit the SBWC website at: <http://sbwc.georgia.gov> for copies of these documents.
- Review the definition of each data element. Note the difference between these definitions and those of your organization.
- Note those elements not captured by your database in case they need to be added.
- Determine if changes to paper (hard copy) forms are needed to become compliant with the IAIABC standards.
- Conduct an in-depth review of the Maintenance Type Codes (MTCs) and compare them with your reporting requirements.
- Examine your current hardware and software capabilities for conducting EDI and consider available vendor software or services as necessary. Purchase or develop in-house software or use third-party services to convert your paper reports to electronic files and transmit the information to the SBWC making sure that the transmission protocols match the Trading Partner Agreement.

6.4 Complete the Required Trading Partner Documents

This includes the Application for EDI Partnership, Trading Partner Agreement, Trading Partner Profile, and Transmission Profile. Copies of all of these documents can be downloaded from the SBWC website at <http://sbwc.georgia.gov>. Please see Section 4, *Becoming an EDI Trading Partner* in this guide for more details on how to complete the necessary Trading Partner documents.

6.5 Complete Testing

Complete the necessary testing steps to be confirmed "production ready" following the test plan provided on SWBC web site.

Ensure that EDI Submissions Adhere to Data Accuracy Standards

Once you are in production, it is important that all EDI submissions maintain the data accuracy levels required by the SBWC. Failure to adhere to those requirements may result in a trading partner being returned to "Test" status.

7. Definitions

The following definitions apply to the SBWC documents and EDI processes described in this implementation guide.

Acknowledgment Record

An EDI file produced in response to a Sender's submission of a FROI or SROI. It generally contains data identifying the original transaction and any technical issues.



Administrator

See Claim Administrator.

Batch

A set of records containing one IAIABC standardized header record, one or more FROI or SROI transactions, and one trailer record. Any error in the header record or the trailer record will cause the rejection of the entire batch without further transaction level edits being applied.

Claim Administrator

The organization that services workers' compensation claims according to jurisdiction rules. An Administrator may be an Insurer, a Third Party Administrator, an Independent Adjuster, a Self-administered Self-insured Employer, or Statutory Noninsured.

Data Element

A single piece of information (e.g. Date of Birth).

Electronic Data Interchange (EDI)

(EDI) is the computer-to-computer exchange of data or information using a standard format. In workers' compensation terms, EDI refers to the electronic transmission of claims information (FROI and SROI) from Claim Administrators to a State Workers' Compensation Agency.

Edit Matrix

Identifies the edits to be applied to each data element. Senders will apply them before submitting a transaction and receivers will confirm during processing.

Element Requirement Table

A tool to communicate a Receiver's business data element requirements for each of its trading partners. This allows for data element requirements to be defined for each record layout (FROI or SROI) and down to the level of each Maintenance Type Code (MTC). Further, it provides for element requirements to differ based on Report Type criteria established in the Event Table.

Event Table

A table designed to provide information integral for a sender to understand the receiver's EDI reporting requirements. It relates EDI information to events and under what circumstances they are initiated.

Federal Employers Identification Number (FEIN)

Identifies the Federal Employers Identification Number, Corporation/Business US Federal Tax ID, or Individual US Social Security number.

File Transfer Protocol (FTP)

A communications protocol governing the transfer of files from one computer to another over a network.



First Report of Injury (FROI)

A reporting transaction at the early stage of a worker's compensation claim that describes the entities involved, the nature of the accident, and resulting injuries.

Header Record

The record that precedes each EDI batch. The header record and corresponding trailer record surround each batch of transactions and uniquely identifies the sender as well as the date/time a batch was created. See Trailer Record.

International Association of Industrial Accident Boards & Commissions (IAIABC)

The International Association of Industrial Accident Boards & Commissions (IAIABC) is a not-for-profit trade association representing government agencies charged with the administration of workers' compensation systems throughout the United States, Canada, and other nations and territories. The IAIABC has authored EDI standards that cover the transmission of Claims, Proof of Coverage, and Medical Bill Payment information through electronic reporting.

Maintenance Type Code (MTC)

A code that identifies the purpose of an EDI transaction and is interchangeable with report type. The MTC is included in all SBWC EDI transactions. For example, "00" denotes the Original First Report of Injury.

Receiver

The entity to which an EDI report is sent. The Receiver of Georgia's Workers' Compensation electronic claim reports is the SBWC.

State Board of Workers' Compensation (SBWC)

Georgia State Board of Workers' Compensation.

Sender

The entity that submits FROIs and SROIs to the SBWC and receives EDI acknowledgments from the SBWC. See Trading Partner.

Trading Partner

An organization responsible for submitting FROIs and SROIs electronically to the SBWC. See Sender.

Trailer Record

A record that designates the end of a batch of transactions and provides a count of records/transactions contained within a batch. See Header Record.