

## Insurer Webinar FAQ's

1. **Q:** Are claims prior to WCAIS available in the system?  
**A:** Yes, claims or FROIs filed prior to 9/9/13 are in WCAIS. If the Jurisdiction Claim Number for a FROI submitted prior to 9/9 is required, email the EDI Resource Account: [ra-cmdedi@pa.gov](mailto:ra-cmdedi@pa.gov). Include the employee's name, employer's name, and date of injury.
2. **Q:** How do I make changes if incorrect information was submitted on a FROI or legacy claim?  
**A:** Please submit a UR transaction with the same date of injury and SSN first. Then do a change transaction -02 correcting the date of injury and SSN.
3. **Q:** If we use a vendor for submitting EDI transactions via FTP instead of the WCAIS portal, can we still use WCAIS for submitting forms and searching transactions?  
**A:** Yes, you can still use WCAIS for submitting forms and searching transactions from either the claim summary or the navigation bar.
4. **Q:** Will filling a FROI generate a claim number?  
**A:** Yes.
5. **Q:** How soon can I check the status of my EDI transaction? What if it is rejected?  
**A:** EDI transaction statuses are available 24 hours after the transaction has been successfully submitted. If the EDI transaction was rejected, please refer to the reason for rejection and resubmit the transaction.
6. **Q:** Can the administrative user set a company-wide preference for correspondence instead of setting individual preferences?  
**A:** Yes, the administrative user can determine whether the company, as a whole, receives all correspondences via mail or email.
7. **Q:** Which forms are NOT required to be filed with the Bureau of Workers' Compensation? Do they still need to be signed by an adjuster?  
**A:** The following forms no longer need to be filed with the Bureau:
  - Commutation of Compensation (LIBC-498)
  - Final Statement of Account of Compensation Paid (LIBC-392A)
  - Notice of Workers' Compensation Benefit Offset (LIBC-761)
  - Notice of Suspension-Failure to Return Form (LIBC-762)
  - Notice of Reinstatement of Workers' Compensation Benefits (LIBC-763)
8. **Q:** If Notice of Compensation Payable (LIBC-495) or Temporary Notice of Compensation Payable (LIBC-501) forms are submitted through WCAIS, is it still required that they be signed by an adjuster?  
**A:** No, forms submitted through WCAIS from the "Claim Summary -Actions" tab do not need to be signed by an adjuster. There are no forms that are currently generated within WCAIS that need a signature to fulfill their legal requirements. The

LIBC-751 form is the only form that needs to be printed, notarized, and uploaded in WCAIS.

9. **Q:** When submitting a FROI or SROI EDI transaction, what do the fields *initial date of disability*, *initial return to work date*, *initial last date worked*, etc. mean?  
**A:** For definitions of specific fields, please refer to the EDI Implementation Guide (<http://www.portal.state.pa.us/portal/server.pt?open=514&objID=1183869&mode=2>)
10. **Q:** Is it necessary to enter claims information when registering as a new user? What claims information do I enter?  
**A:** Yes, in order to self-register and verify your organization, you must add claims that are handled by your organization. You can choose any claim associated with your organization to enter into WCAIS during the self-registration process.
11. **Q:** When submitting a FROI transaction, is the "Claim Administrator Name" referring to the individual or the organization?  
**A:** The "Claim Administrator Name" is the name of the organization. The individual can be mentioned in the *Claim Administrator Information/Attention Line* field.