

NCIC – Release 3.0 Frequently Asked Questions



- **Q-1: What is a Trading Partner?**
A Trading Partner is defined as an entity that has entered into an agreement with another entity (North Carolina) to exchange data.
- **Q-2: Where are NCIC's EDI Requirements found?**
Please refer to the "NCIC R3 EDI Imp Guide" link under the NCIC EDI Resources section (www.ncicedi.info).
- **Q-3: How do I contact NCIC with questions on EDI Reporting?**
Send an email to the NCIC EDI Support Mailbox at ncicedi@iso.com.
- **Q-4: What steps must be taken to become a trading partner with NCIC?**
Please refer to the "Registration Instructions" link under the Trading Partner Profile sections (www.ncicedi.info).
- **Q-5: What steps must be taken to become a third-party EDI Service Vendor for North Carolina EDI trading partners?**
Please refer to the "Registration Instructions" link under the Trading Partner Profile sections (www.ncicedi.info). All certified vendors should send an email to ncicedi@iso.com requesting to become a vendor. Upon NCIC's receipt of this request, an internal approval process will be conducted. All certified vendors who become approved reporters or senders of information to NCIC must also complete and pass the necessary testing procedures.
- **Q-6: What are "test" transmissions?**
Testing is a process used to determine whether you and NCIC can send and receive EDI reports. Testing with NCIC requires adherence to the NCIC 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 NCIC; and 2) it requires that the data details within the specific transaction types meet NCIC requirements. The sender will be responsible for evaluating the acknowledgement transactions NCIC returns in response to the test. For additional information, see the "NCIC – Release 3.0 Implementation Test Plan" under NCIC EDI Resources (www.ncicedi.info).

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- **Q-7: While testing, can a trading partner test the FROI and the SROI together?**

NCIC recommends that trading partners successfully test and implement their FROI transmissions before beginning their testing of SROI transmissions. This is because NCIC expects to use the data from the FROI production documents in the SROI test. However, exceptions may be considered if recommended by the NCIC EDI Coordinator. For additional information, see the “NCIC – Release 3.0 Implementation Test Plan” under NCIC EDI Resources (www.ncicedi.info).

- **Q-8: When will I be placed in production status by NCIC?**

It is NCIC’s goal to begin testing and moving our trading partners into production as quickly as possible after the testing process has been completed, which is described in the “NCIC – Release 3.0 Implementation Test Plan” under NCIC EDI Resources (www.ncicedi.info).

- **Q-9: Once a trading partner has moved into production, where should their questions be directed?**

All questions should be directed to the NCIC EDI Support Mailbox at ncicedi@iso.com.

- **Q-10: Where is the Test/Production Indicator found?**

The Test/Production Indicator is DN0104, located on the Header Record. Refer to the IAIABC EDI Release 3 Implementation Guide (www.iaiaabc.org) for more information regarding data definitions and the specific construction of the Header Record.

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- **Q-11: How long after I send a transmission to NCIC should I expect to receive an electronic acknowledgement?**
The cut-off for receipt of data from NCIC Trading Partners will be 2:59 AM, Monday through Friday. Processing of NCIC Trading Partner Data will start at 3:00 AM. On Saturday and Sunday, Trading Partners can connect and upload FROI/SROI files which will be processed Monday at 3:00 AM. North Carolina Trading Partners will receive acknowledgment files no later than 5:00 AM (pending any unforeseen processing issues). If you have not received an acknowledgement within that time frame and have not received an advisory, please contact the NCIC EDI Support Mailbox at ncicedi@iso.com.
- **Q-12: How can the trading partner or a claim administrator monitor the data quality of their EDI transmissions once in production?**
NCIC recommends that the Claim Administrator develop tools to use the acknowledgment details to track overall performance.
- **Q-13: What exceptions are available to a claim administrator regarding the NCIC EDI Reporting Requirements?**
No exceptions will be made. However, hardship situations brought to the attention of the ITS Director by an Officer of the organization will be addressed by NCIC on a case-by-case basis.
- **Q-14: If, after reaching production status, a problem develops with the system I am using to generate or transmit EDI reports to NCIC, what should I do to make sure NCIC is informed and that North Carolina receives all my claims in a timely fashion?**
Immediately after a trading partner becomes aware that data/claims are not being sent or received by NCIC, you must begin using alternative or backup measures to send paper submissions immediately. Contact the NCIC EDI Coordinator (ncicedi@iso.com) right away to develop a temporary reporting plan. Otherwise, your organization may be subject to penalties for failure or late reporting as provided by North Carolina law.

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- **Q-15: Will any public agency other than NCIC obtain individually identifiable information from the NCIC EDI system?**

Data is available only to NCIC as required by statute. The NCIC EDI vendor will assure the data security and confidentiality of that process.

- **Q-16: If a trading partner, approved for production status, opts to change software packages, VAN, vendor, adds a newly acquired company, changes source system, etc., does the trading partner need to revert back to the testing status again?**

If a trading partner changes any aspect of their approved process or system, then the trading partner must repeat the test process with NCIC. NCIC recommends that the trading partner continue with the approved production process while testing any new process, software or system. Considerations on the testing that will be required will be determined based on the situation. Any change in the manner by which data enters the reporting stream must be brought to our attention, and will probably involve discussion, testing and updates made to the Trading Partner Profile. If this situation arises, please contact the NCIC EDI Coordinator (ncicedi@iso.com) immediately.

- **Q-17: What does “accepted with errors” mean?**

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. The acknowledgement you received indicates a "TE" status, which has been assigned to the transaction and NCIC requires that you submit a MTC CO Correction report within the required time frames. For more information, see the NCIC Event Table located under the NCIC R3 EDI Imp Guide (www.ncicedi.info).

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- **Q-18: What edits will NCIC apply?**
NCIC's edits and complete requirements (NCIC Trading Partner Tables) are located under the NCIC R3 EDI Imp Guide (www.ncicedi.info).
- **Q-19: What Impairment Body Part Codes will be used by NCIC?**
Please refer to NCIC's Edit Matrix – Valid Value Table located under the NCIC R3 EDI Imp Guide (www.ncicedi.info).
- **Q-20: Is there a difference between an EDI MTC CO Correction and a MTC 02 Change?**
Yes, there is a very important distinction between Corrections and Changes. Use the MTC 02 Change when data previously sent to NCIC on either a First or Subsequent Report is identified by the Claim Administrator to be different than previously reported. The MTC CO Correction is used in response to a report previously sent to NCIC that NCIC acknowledged via the acknowledgment with a "TE" (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. Refer to IAIABC Claims Release 3 Implementation Guide for additional information (www.iaiaabc.org).
- **Q-21: What should be transmitted to NCIC if a key match field (SSN, Last Name and DOI) is changed?**
Send a MTC 02 Change transaction (First Report of Injury) to change any key match field(s). Please Note: Only one (1) key match field can be changed with a FROI MTC 02. Refer to NCIC's Edit Matrix – Match Data Table located under the NCIC R3 EDI Imp Guide (www.ncicedi.info).

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- **Q-22: What Employer FEIN should be used for employers with multiple corporate relationships?**

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

- **Q-23: Is the NCIC Jurisdiction Claim Number (Agency Claim Number – Release 1.0) required on all transactions following the Original First Report of Injury report?**

Refer to NCIC's Edit Matrix – Match Data Table & Element Requirement Table located under the NCIC R3 EDI Imp Guide (www.ncicedi.info). Jurisdiction Claim Number (Agency Claim Number – Release 1.0) is a key match item for all reports following the First Report of Injury.

- **Q-24: What steps must be taken in order to receive a Direct SFTP connection with North Carolina?**

To receive a Direct SFTP connection with North Carolina, the Trading Partner must either use an approved EDI Vendor or obtain a copy of the IAIABC standard Implementation Guide (FROI/SROI 3.0, Medical Billing Reporting 2.0, or both, as appropriate). Implementation Guides are free to IAIABC members and associate members, or may be purchased from the IAIABC. Knowledge of the Implementation Guides is important because it provides a common basis for communication between North Carolina and the Trading Partner regarding EDI transactions. Membership in the IAIABC or purchase of the appropriate Implementation Guide from the IAIABC allows access to and use of the IAIABC standards. North Carolina periodically sends their Trading Partner list to the IAIABC for verification of membership or Implementation Guide purchase.

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- **Q-25: How do I complete the Medical Trading Partner Profile?**

Medical Bill Review Companies/EDI Vendors should complete NCIC's Medical Trading Partner Profiles on behalf of their clients (NCIC Insurers & Self Insurers). The Medical Trading Partner Profile should include the Medical Bill Review Company/EDI Vendor as the Sender, who will then list the Insurers and Claim Administrators. If a Carrier wishes to be the Trading Partner, that will be fine. However, the majority of the Medical Data will be coming from EDI Vendors.