

ADVISORY NO. 346
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TOPIC: PAPER VS. EDI

1. Per Rule 124.2, carriers must report to TWCC by EDI for all of the following events:
 - A. Employer Report of Injury (TWCC-1);
 - B. Denial of a claim (148-04 if no benefits paid, A49-04 if benefits paid);
 - C. Notice of a compensable death with no beneficiary;
 - D. First payment;
 - E. Change in net amount paid to claimant;
 - D. Change from one income benefit type to another (TIBs to IIB to SIBs);
 - G. Resumption of benefits;
 - H. Suspension of benefits;
 - I. Notice of salary continuation by employer;
 - J. Any correction of TWCC identified errors from a previous EDI transmission;
 - K. Any change in claimant or employer mailing address.

2. For events B – I, (denial or *any other development* affecting the amount paid to the claimant) carriers must generate a plain language notice and send it to the claimant. Depending upon the situation, one of three Commission forms should be used. To notify the claimant of the first payment of TIBs, use the TWCC-26 form. To notify the claimant of the initiation of IIBs, use the TWCC-28 form. Use the TWCC-21 in all other situations.

3. **Except for Notices of Refusal, the plain language notices (TWCC-21, TWCC-26, or TWCC-28) should not be sent to TWCC. This is the most important part of this advisory. Never send a TWCC-21 form to TWCC for any reason other than notices of refusal or a *Downs* notices using the *Downs* protocol (Advisory 329 and 330). You should find an EDI maintenance code to communicate any EDI development. If you have a coding question, call TWCC or Frank Clary at FO&L (email to fjc@fol.com).**

4. Notice of Refusals (See Box 43 of TWCC-21 form) must be sent by paper to TWCC with a copy to the claimant. Use a Notice of Refusal to dispute compensability, extent of injury, relatedness, and disability. Use the *Downs* Cert21 process to reserve defenses prior to filing a Notice of Refusal. Failure to send this form to TWCC within seven days of first written notice of the injury arguably waives defenses per *Downs*. State all defenses on the first notice.