

ADVISORY NO. 375
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TOPIC: IMPROPERLY FILED PLAIN LANGUAGE NOTICES

You must file MTC-04 prior to filing a PLN-1. TWCC has just rejected hundreds of Plain Language Notices. Those have been returned to the carriers who filed them.

The notices were rejected because TWCC had not previously received an EDI transmission showing an MTC-04 "Denial Code." **The MTC-04 must be filed prior to the filing of the PLN-1.** If the PLN-1 is filed before the maintenance code has been accepted by TWCC, TWCC will reject the Notice of Refusal contained on the Plain Language Notice.

The Plain Language Notices returned to our firm did not contain a date stamp. From the TWCC point of view, those notices have not yet been filed. That will almost certainly present administrative violation problems. Depending upon the timing of the filing of the notice of refusal, it may also create a waiver issue.

For this reason, rejected PLNs must be worked immediately. You must immediately file the 148-04 Code or A49-04 Code, the EDI transaction must be "accepted," and then you must refile the PLN-1.