

## Annual Claims Status Report (ACSR) FAQs

### ***What are some tips you can provide?***

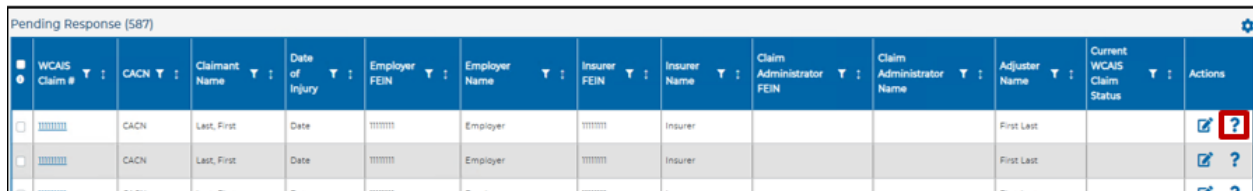
Here are a few tips to help you avoid issues, and you can quickly move claims to your Completed grid.

1. If key information differs between claims you want combined, add a note to explain so it is not sent back for more information. If you have a document to support the combine request, such as a judge's decision or agreement between the parties, please upload it as well.
2. If the closing document was a Decision or Compromise & Release, save time by using "Closed without supporting documentation" since WCAIS should already have the document on file.
3. When uploading documents, look for bureau forms that show a suspension or closure. (Copies of EDI transactions, medical bills, or Notice Stoppings doesn't suspend claims.)
4. If you have additional documents that should be associated with the claim, those can be added to the Documents & Correspondence tab of the claim.

### ***How do I request that a UR flag get set on an open claim?***

There are two ways to request the SROI UR flag to update open ACSR claims to prevent them from showing up on the next year's ACSR report.

1. Within the ACSR screen, submit a Customer Service Ticket (CST) by using the question mark link in the grid entry's Actions column. Within the CST, you may ask for bureau staff to add the UR flag.



WCAIS Claim #	CACN	Claimant Name	Date of Injury	Employer FEIN	Employer Name	Insurer FEIN	Insurer Name	Claim Administrator FEIN	Claim Administrator Name	Adjuster Name	Current WCAIS Claim Status	Actions
[Redacted]	CACN	Last, First	Date	#####	Employer	#####	Insurer			First Last		[?] [?]
[Redacted]	CACN	Last, First	Date	#####	Employer	#####	Insurer			First Last		[?] [?]

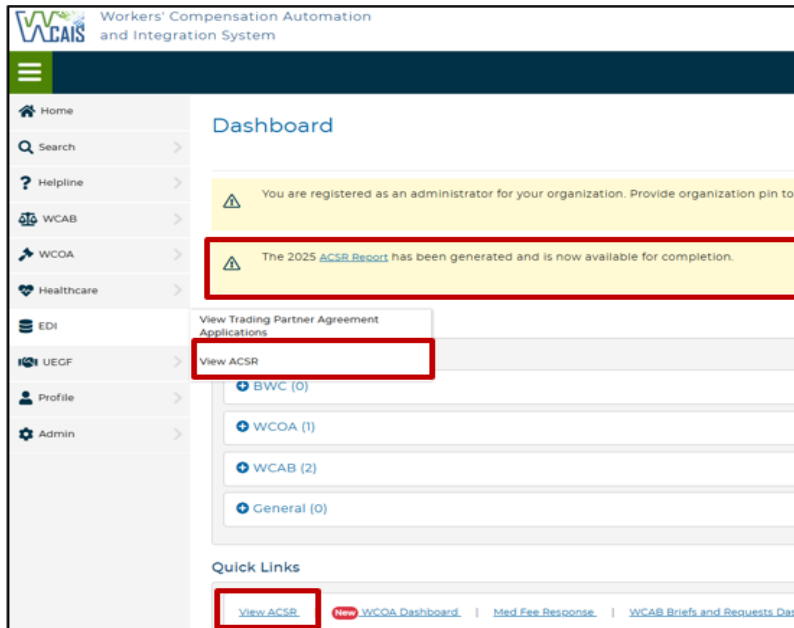
2. Submit an email to [RA-CMDEDI@pa.gov](mailto:RA-CMDEDI@pa.gov) with the WCAIS claim number and request that the SROI UR flag be applied.

### ***How do I access the ACSR list?***

There are three ways to access the list.

1. Admin users may use the ACSR Dashboard banner to go directly to the list.
2. All users may use the Quick Links' "View ACSR" hyperlink to go to the ACSR tab of their profile. This tab shows all available ACSR lists (the prior year's list is read-only).

3. Under the left-hand navigation bar's EDI menu, select the "View ACSR" option to access the ACSR tab of their profile.



### ***When is the ACSR list due?***

ACSR completion is due on June 1st. If you have not completed reviewing your claims by that date, please continue to work on the list until it is completed. Failure to complete the report may result in further action, so it is important to complete it in a timely manner. If you need assistance, our EDI staff are more than happy to work with you. You will receive a new report on the 1st business day of each year, which will include any uncompleted claims from prior years, as well as any newly qualifying claims.

### ***What is the penalty for not completing the ACSR on time?***

The integrity of WCAIS as the repository of claims records is jeopardized when claims are left open or in an outdated status. Further, claimants may be precluded from receiving other benefits to which they are entitled, such as disability or Social Security, if claims are left open in WCAIS or ISO.

### ***How do I know which response to use in a claim's ACSR pop-up?***

- If the claim is open in your system, then you may mark it as open and issue the applicable EDI (or request a SROI UR flag and then mark it as open). If there are duplicate claims, you may request that the claims be combined.
- If the claim is closed in your system, please determine whether there is a closing document not already in WCAIS, then select the Insurer Response of "with or without" a closing document. If medical bills are still being paid but there are no longer indemnity payments, the claim can be suspended.

- Remember, if there are several claims with the same status, use the multi-select checkboxes on the left side of the grid to update multiple claims at once.

Insurer Response	When to Choose	Additional Requirements
<ul style="list-style-type: none"> <li>Claim is closed with no supporting documentation</li> <li>Claim is suspended with no supporting documentation</li> <li>Claim remains open</li> </ul>	The claim is closed, suspended, or open and the necessary documentation in WCAIS is already up-to-date.	N/A
<ul style="list-style-type: none"> <li>Claim is closed with supporting documentation</li> <li>Claim is suspended with supporting documentation</li> </ul>	The claim is closed or <u>suspended</u> and you have a closing or suspension document that was not uploaded to WCAIS previously.	Use the Upload Documents section to add a document. (e.g. Final Statement of Account, Suspend/Mod, Supplemental Agreement)
<ul style="list-style-type: none"> <li>Not correct Trading Partner for this claim</li> <li>Not current TPA on this claim</li> </ul>	Your organization is not the Trading Partner or TPA for the claim included in your list.	Using the ACSR Notes section, provide the name of the organization which is now responsible for the Claim (if known.)
<ul style="list-style-type: none"> <li>Request a combine with this claim</li> </ul>	Multiple claims need to be combined into one.	Submitter needs JCNs for all claims which need to be combined. Press the Search Claim button to find and associate the additional Claims.

### What do I do with claims in my Follow-Up Required grid?

Open the entry by clicking the edit button and read the ACSR notes left by bureau staff. If you're unsure, reach out to EDI staff.

### Who can see claims on an ACSR list?

All users from a carrier, third-party administrator (TPA), group fund, or self-insured employer may access the organization's ACSR list. TPAs can see all claims to which they are an interested party. Trading partners can access their own claims as well as any claims on which one of the Claim Administrators listed on their Trading Partner Agreement Application (TPI) is an interested party. Trading partners would use the "Show ACSR for Claim Administrator companies or subsidiary organizations" checkbox to see the additional claims to which they're not an interested party.

