

# SOUTH CAROLINA WORKERS' COMPENSATION

*KERMIT (Key Element  
Reporting Management  
& Incident Tracking)  
and  
EDI Release 3.1  
Implementation Guide*

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## Introduction

South Carolina Workers' Compensation Commission is pleased to announce our new portal, KERMIT (Key Element Reporting Management & Incident Tracking), to provide easier access and better service for Claimants, Carriers, Attorneys, Self-Insureds and Trading Partners.

KERMIT allows all parties involved in workers' compensation claims to submit claims, complete required reports and forms and pay any applicable fees and fines electronically. KERMIT will go live on December 4, 2019! Our previous portal, eCase, will no longer be used, and ALL users will have to re-register for an account with KERMIT.

In addition, to KERMIT, South Carolina Workers' Compensation will also be going live with the release of the IAIABC EDI Claims 3.1 XML format for data reporting on January 20<sup>th</sup>, 2020.

Our goals for the new system are to:

- Make our processes more responsive to the needs of our stakeholders
- Increase operational efficiencies within the Commission
- Ensure prompt delivery of benefits
- Decrease cost through improved processes for all stakeholders
- Improve internal and external stakeholder performance
- Proactively move cases through the system

## I. KERMIT

### Key Features/Functions

Users will be able to:

- Self-manage and keep up to date contact information
- View claim information and relevant actions by role
- View a historical timeline for associated cases
- View documents for associated cases
- File all South Carolina Workers' Compensation forms
- File pleadings

- Pay fees associated with forms/pleadings
- Serve and sign submissions electronically
- Pay fines
- Withdraw submissions, if sent in error
- View an audit trail of all activity for associated cases

## User Roles

All organizations will be required to designate an Account Manager. The Account Manager will be responsible for:

- Verifying and updating all organization information
- Creating new user accounts
- Disabling old or unused user accounts
- Acting as or establishing the Financial Account Manager for their organization

Users will be able to login to the system from any device that supports a modern web browser.

The system will provide roles for:

- Claimants
- Attorneys\*
- Paralegals\*\*
- Carriers
- TPAs
- Employers
- Firm Account Managers
- Carrier Account Managers
- EDI Trading Partners
- Insurance Fund Managers
- Medical Providers
- Financial Account Managers

\*Attorney roles are dependent upon the party they are representing. All attorney roles will be created when an attorney logs in for the first time with their BAR ID. At login, the attorney's information and status will be validated against the South Carolina Supreme Court's system.

**\*\*Paralegal roles are dependent upon the attorney they are authorized by.**

## **E-Signature**

Users will have the ability to use an electronic signature as needed based on the filing rules.

Types of e-Signatures that will be accepted:

- A “keyboard” typed signature of the name or mark of the party signing the document in a signature field
- A signature graphic added in the signature block by a user
- Ability to sign on a screen in the signature block from a device supporting touch screen capability
- Ability to support QR Code or Barcode signature files

All signatures will be controlled by the user role. For example, a user who is in a paralegal role, will not have the authority to sign legal submissions. The paralegal can create a filing that will fall into their attorney’s account where he/she will be able to complete and submit a submission after using an electronic signature.

## **Electronic Service**

Much like the Federal Court systems, our new system will allow for users to send and receive communication that requires service, electronically. Each user will be able to designate whether he/she will accept electronic service in their user profile. If electronic service is enabled, the Commission and other users will be able to send any submission electronically to the user via a notification.

When filling out a submission via the portal, users will be able to see what users are accepting electronic service and chose to electronically serve those parties directly through the portal.

## Notifications

All users will be automatically signed up for email-based communications. The main uses of the notifications function will be to send:

- Changes in case activity
- Reminders of due dates to minimize fines

With each notification, the user will be emailed a link to the secure content which will require the user to either be logged into the system or required to login to access the content.

The email notification will only reference the WCC file number; no other identifier will be used.

By default, all notifications will be set to “ON”, but some notifications will be configurable in that users’ profile.

## Electronic Payments

All fees and fines paid through KERMIT will be supported through the SC.GOV payment system. SC.GOV accepts Credit/Debit Card Transactions, Electronic Checks and ACH Debit payments. On all ACH/Electronic Check transactions, SC.GOV charges and retains a flat rate convenience fee of \$2.50. On all Credit/Debit Card transactions, SC.GOV charges and retains a \$1.00 portal fee plus a 1.7% merchant fee.

After submitting a form or filing in our system that requires a fee, it will be moved to a “payment hold” status until a payment is confirmed and posted to the claim file account before being processed.

The payment process will support:

- Single transaction processing; or
- Grouped transactions

The Financial Account Manager will be able to view and/or act on:

- Payments
- Pending Payments
- Payments Due
- Overdue Payments
- Account balances (including credit balances)

The user will be able to electronically process payments to immediately release a payment hold for quick handling.

Users will still be able to submit a paper check through a voucher system. The action will remain on a “payment hold” until the check is received at the Commission.

The voucher will include:

- Payment Reference
- Claimant Name
- Date of Injury
- Amount
- Filing Type
- WCC # (if available)
- Record Reference#

## **Training**

The Commission will provide six training sessions on the following dates and locations:

- October 28- Charleston
- October 31 -Columbia
- November 4-Greenville
- November 7- Charleston
- November 19- Columbia
- November 21- Greenville

Registration for the above dates is now closed. (10/24/2019)

## **II. EDI**

In addition to being able to submit forms via our portal, Insurers, Self-Insurers and Claims Administrators will also have the ability of submitting certain data via the IAIABC Claims EDI Release 3.1 XML format, for reporting First and Subsequent Reports of Injury to the South Carolina Workers’ Compensation Commission beginning on January 20<sup>th</sup>, 2020.

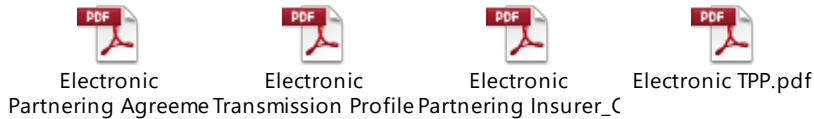
EDI (Electronic Data Interchange) is an exchange of data, in electronic format, between trading partners.

A Trading Partner is a Carrier or Third-Party Administrator that wishes to report claims electronically. Those entities that wish to report claims via EDI, will register via our portal and go through a testing process prior to being approved to send data into production.

If the entity does not wish to send data directly, the entity can choose a vendor from our approved vendor list (to be published after testing is complete) or they may choose to manually enter their claims information directly into the Portal.

## TPP and Electronic Transmission Profile

SCWCC will require each entity, including those who plan to use a service provider, to complete SCWCC Trading Partner Profiles (TPP). The TPPs provide pertinent information about the receiver, sender and transmission protocol. It also identifies the transmission method: Web Services or SCWCC approved vendor. **All required data for the Trading Partner Profiles will be submitted via a portal and will consist of some of the information found in these four documents:**



\*Please do not send in these documents. Also, we will not be requesting the Jurisdiction Assigned ID.

## Information and Data Reported

Each piece of information for the electronic FROI and SROI is defined as a data element. Please refer to Section 6 (Data Dictionary) of the IAIABC Claims release 3.1 EDI Implementation Guide for definitions of each data element. SCWCC does not require all data elements on that list. To view a complete list of the data elements required by SCWCC, please refer to the SCWCC 3.1 Element Requirement table.

## Maintenance Type Codes

A Maintenance Type Code (MTC) is a code that identifies the type of transaction that is sent to SCWCC. The following MTC's will be accepted for 3.1:

FROI Code	MTC	Maintenance Type	SC Form Equivalent
00		Original FROI	12A
01		Cancel Entire	19
02		Change/Update FROI	
04		Denial	12A, 19 & Denial Letter
AQ		Acquired Claim	12A
AU		Acquired/Unallocated FROI	12A
UR		Update Report	



<b>SROI Code</b>	<b>MTC</b>	<b>Maintenance Type</b>	<b>SC Form Equivalent</b>
02		Change/Update SROI	
04		Denial	19 & Denial Letter
AP		Acquired/Payment	15 Section 1
CA		Change in Benefit Amount	15,15S
CB		Change in Benefit Type	15,15S
CD		Compensable Death (February 2020)	
EP		Employer Paid	15 Section 1
ER		Employer Reinstatement	15,15S
FN		Final	19
IP		Initial Payment	15 Section 1
NT		Narrative	
PD		Partial Denial (February 2020)	
PY		Payment Report (February 2020)	
RB		Reinstatement of Benefits	15,15S
SA		Sub-Annual	18, 15S (reduced earnings segment)
SX		Full Suspension	15 Section 2 or 17
SU		Sync Up (February 2020)	
UR		Update Report	

## Data Element Conditionals and Business Rules

Business rules that apply to specific data elements are also required when the data element on the table contains the second indicator of “C” or Conditional. Mandatory Conditional is the only type of Conditional element used by South Carolina.

Mandatory Conditional (MC) data elements are mandatory data fields if a specified condition exists in the transaction. For example, the Employee Date of Death is a MC Field. If the Claimant is deceased, the Date of Death must be sent. If the Death Result of Injury Code is present, Employee Date of Death must be present. This means the transaction will reject if this element is not filled in. These data elements and their conditions can be found on the Element Requirement Table.

## XML Exceptions

The IAIABC is currently in contact with ACORD regarding constraints on certain data elements in the XML format. Until the fields are updated by ACORD please send as indicated below:

- DN0075 Agreement to Compensate Code: M in SC SROI ERT
  - Will be treated as NA until New ACORD Release.
- DN0432 Permanent Impairment Body Part Location Code for the Permanent Impairment: MC in SC SROI ERT
  - Condition requires code when DN0083 Permanent Impairment Body Part Code is equal to any codes for R/L parts of body per DP Rule.
  - Will be treated as NA until New ACORD Release.
- DN0197 Denial Reason Narrative: M in SC FROI ERT for 04
  - Data type needs to change to Infinite\_text to accommodate 500 bytes.
  - Will be limited to 150 bytes until New ACORD Release
- Dependents (DN0097 Dependent/Payee Relationship Code, DN0425 Dependent First Name, DN0426 Dependent Last Name, DN0427 Dependent Date of Birth, DN0428 Dependent Gender Code, DN0429 Dependent Extent of Disability: AA in SC SROI ERT).
  - Dependents – Mapping says to list a <TypeCode>Dependent</TypeCode> under <ClaimParty>
    - i. Should be <RoleCode> instead of <TypeCode>
    - ii. Discovered typo in RoleCode value: Should be 'Dependent' ACORD value is 'Dependant'.
  - Must be sent with <RoleCode>Dependant</RoleCode> until New ACORD Release

## Legacy Claim Reporting

SCWCC will require FROI UR Transactions for all open claims when EDI 3.1 goes live.

In addition, any claim that was closed prior to the 3.1 implementation date but needs to be reopened, will also require a FROI UR going forward.

## Acknowledgement Reports

For every batch that is sent to SCWCC an AKC report confirming receipt of the batch is sent back. The AKC report also contains information regarding each specific filing within the batch indicating whether each transaction is accepted or rejected.

## Transmission Times

Files that are sent to SCWCC will be processed as they are received. If the Transaction does not need to be reviewed by a staff member for a possible duplicate file, an AKC should be sent back as soon as processing is complete. However, if the transaction needs to be reviewed by a staff member, please allow up to 48 hours before following up with the Commission.

## XML Testing

If you are interested in testing to be a vendor, please find our Implementation Testing document here:



SC 3.1 EDI Testing Requirements.pdf

## Acronyms

<b>AKC</b>	Acknowledgement Report
<b>CA</b>	Claim Administrator
<b>DN</b>	Data Element Number
<b>EDI</b>	Electronic Data Interchange
<b>FEIN</b>	Federal Employer Identification Number
<b>FROI</b>	First Report of Injury
<b>IAIABC</b>	International Association of Industrial Accident Boards and Commissions
<b>JCN</b>	Jurisdiction Claim Number
<b>MTC</b>	Maintenance Type Code
<b>SCWCC</b>	South Carolina Workers' Compensation Commission
<b>SROI</b>	Subsequent Report of Injury
<b>TA</b>	Transaction Accepted
<b>TP</b>	Trading Partner
<b>TPP</b>	Trading Partner Profile
<b>TR</b>	Transaction Rejected
<b>XML</b>	Extensible Markup Language

## Websites

The following links will take you to websites that are referred to multiple times within the Implementation Guide.

### **SCWCC Website:**

<https://wcc.sc.gov/claims/electronic-claims-reporting-edi>

This link will bring you directly to the SCWCC EDI Release 3.1 website. You will find links to trading partner documents, information on the EDI Release 3.1 Event Table, Requirements Table, Edit Matrix as well as a link to IAIABC Release 3.1 Implementation Guide.

### **IAIABC Website**

SCWCC is in the process of upgrading from the IAIABC release 3.0 to release 3.1 for all EDI submissions. The IAIABC Implementation guide can be found on the IAIABC website. The full IAIABC EDI Claims Release 3.1 Implementation Guide is available online for IAIABC members or for purchase directly from the IAIABC.

<https://www.iaiacb.org/iaiacb/default.asp>

This link will bring you directly to the main IAIABC website for EDI. You will find information on Policy and Procedures, Implementation Guides, EDI standard Forms, Code and Resources and more.

## **SCWCC Contact Information**

If there are any questions about any of the information provided in this guide, please contact: [kfalls@wcc.sc.gov](mailto:kfalls@wcc.sc.gov).