



# Troubleshooting Errors from a Jurisdiction

## **Make sure EDI Claim Reps receive all detailed error information from the Acknowledgement.**

The Acknowledgment Record returned to a claim administrator tells a company detailed information about each record sent. Among the most important elements are:

- The Maintenance Type Code (MTC)
- The Acknowledgment Transaction Set ID (identifies if FROI or SROI)
- The Application Acknowledgment Code (TA, TE or TR)
- The Jurisdiction Claim Number (JCN) assigned, if the record accepted
- The Employee Security ID, if used by that jurisdiction
- The Acquisition Status Code, if used by that jurisdiction
- Detailed information about each data element in error

## **Make sure EDI Claim Reps receive all detailed error information from the Acknowledgement.**

The detailed information about each data element in error includes 4 important fields for troubleshooting each error received that should be passed on to the individual that is researching and resolving the error.

- (DN0115): Element Number (often referred to as DN Number)
- (DN0116): Element Error Number
- (DN0117): Variable Segment Number (important if the error is in a Variable Segment to identify which segment is in error)
- (DN0291): Element Error Text (50 bytes of text)

We have seen where the 4 fields above were not all passed on by IT to the EDI Claim Rep, especially DN0291 (Element Error Text)

## **Make sure EDI Claim Reps receive all detailed error information from the Acknowledgement.**

To troubleshoot an error, refer to the Jurisdiction's Edit Matrix document for the DN/Error Message tab and the Population Restrictions tab.

If the Error Number is 001 – Mandatory Field Not Present, then refer to the Element Requirement Table to see if it is required for the MTC sent, or the Conditions that make it required.

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For Example:

If a FROI 00 rejected for Employee Last Name containing special characters, the following information will be on the Acknowledgement to help troubleshoot the error:

<b>Element Number</b>	<b>0043</b>
<b>Element Error Number</b>	<b>111 (Must Be Valid Content)</b>
<b>Variable Segment Number</b>	
<b>Element Error Text</b>	<b>Can not have special characters except (-) or (')</b>

The Variable Segment Number is blank because this DN in error is not in a variable segment.

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<b>Element Number</b>	<b>0043</b>
<b>Element Error Number</b>	<b>111 (Must Be Valid Content)</b>
<b>Variable Segment Number</b>	
<b>Element Error Text</b>	<b>Can not have special characters except (-) or (!)</b>

If provided with these 4 fields above, the Claim Rep can look up DN 0043 in the Edit Matrix Population Restrictions and see that it is Employee Last Name. Sometimes the translation is provided by IT.

DN	Report or MTC	Data Element Name	Population Restriction	Exception	Error Message Number	Error Message Text	Element Error Text (DN0291)
0043	FROI & SROI	Employee Last Name	Data integrity editing applied. Must not contain numbers (0-9).		111	Must be valid content	Must not contain numbers (0-9)
0043	FROI & SROI	Employee Last Name	Data integrity editing applied. Must not contain leading spaces. (Note: Embedded spaces are allowed)		111	Must be valid content	Leading spaces not allowed
0043	FROI & SROI	Employee Last Name	Data integrity editing applied. Must not contain special characters with the exception of the following: Hyphens and apostrophes are allowed.		111	Must be valid content	Can not have special characters except (-) or (!)
0043	FROI & SROI	Employee Last Name	Data integrity editing applied. Must not contain "Jr.", " Jr ", "Sr.", " Sr ", and "II", "III", "IV" Use DN0255 Employee Last Name Suffix		111	Must be valid content	Must not contain Suffix
0043	FROI & SROI	Employee Last Name	Data integrity editing applied. Must not = unknown or unk		111	Must be valid content	Must not contain unknown
0043	FROI & SROI	Employee Last Name	Employee Name match data values can be changed in one transaction. See Match Data Table under 'Category 1'.		117	Match data value not consistent with value previously reported	Only 2 match DN's can change; per Category 1



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<b>Element Number</b>	<b>0043</b>
<b>Element Error Number</b>	<b>111 (Must Be Valid Content)</b>
<b>Variable Segment Number</b>	
<b>Element Error Text</b>	<b>Can not have special characters except (-) or (')</b>

Note that the Element Error Number alone does not help clarify what is wrong. It only says 111, which means Must Be Valid Content, but it doesn't help explain what is NOT valid.

This is why the 50 byte Element Error Text is so important in troubleshooting errors because it summarizes what the problem is in 50 bytes. [Can not have special characters except (-) or (']

This might be enough information to let the Claim Rep know what was wrong without further research. If the Employee Last Name was sent as Smith.Jones, they can tell that the period is not an approved special character and must be removed or sent with a dash: Smith-Jones

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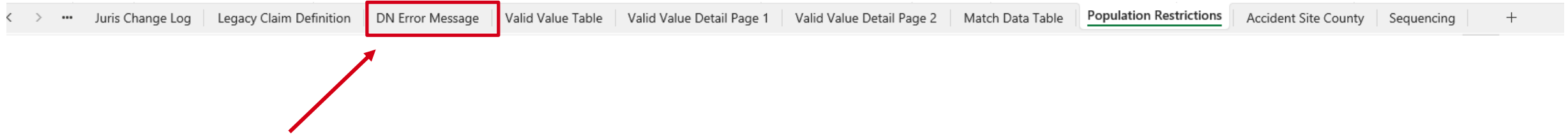
If only DN 0043 or Employee Last Name is provided by your IT for the error, then the Claim Rep can go to the Edit Matrix Population Restrictions tab and sort by DN0043 or Employee Last Name to see what the potential error was.

If the Claim Rep is provided with the information that it is Error 111, there are 5 potential 111 Errors for Employee Last Name. If a Claim Rep has the 50 byte Element Error Text, they can easily find the edit and review the full Population Restriction wording. However, if they do not have that, the Claim Rep must look at each of the 111 Errors to see which one would apply to the Employee Last Name that was sent.

DN	Report or MTC	Data Element Name	Population Restriction	Exception	Error Message Number	Error Message Text	Element Error Text (DN0291)
0043	FROI & SROI	Employee Last Name	Data integrity editing applied. Must not contain numbers (0-9).		111	Must be valid content	Must not contain numbers (0-9)
0043	FROI & SROI	Employee Last Name	Data integrity editing applied. Must not contain leading spaces. (Note: Embedded spaces are allowed)	See error 121 on DN error table	111	Must be valid content	Leading spaces not allowed
0043	FROI & SROI	Employee Last Name	Data integrity editing applied. Must not contain special characters with the exception of the following: Hyphens and apostrophes are allowed.		111	Must be valid content	Can not have special characters except (-) or (')
0043	FROI & SROI	Employee Last Name	Data integrity editing applied. Must not contain "Jr.", " Jr ", "Sr.", " Sr ", and "II", "III", "IV" Use DN0255 Employee Last Name Suffix		111	Must be valid content	Must not contain Suffix
0043	FROI & SROI	Employee Last Name	Data integrity editing applied. Must not = unknown or unk		111	Must be valid content	Must not contain unknown
0043	FROI 02	Employee Last Name	Employee Name match data values can be changed in one transaction. See Match Data Table under 'Category 1'.		117	Match data value not consistent with value previously reported	Only 2 match DN's can change; per Category 1

# Troubleshooting Errors from a Jurisdiction

If you can not locate an error in the Population Restrictions tab, look at the Edit Matrix, DN Error Message Table. Some of the logical edits identified with an F or L do not need a Population Restriction for further clarification and the error message can be found at the top of the spreadsheet.



# Troubleshooting Errors from a Jurisdiction

In this example, you can see a partial screen shot of errors identified for DN's 0001-0007. You can see the Error text across the top. If there is also a Population Restriction edit, you will see a P in the column Population Restrictions Indicator.

Sorted by Error Message		Match Data?		Jurisdiction will apply edits?		Population Restrictions Indicator		Group	
On FROI, SR01, Bact, Header	DN	IAIABC Data Element Name							
		001	Mandatory field not present						
		018	Number of Days Worked must be 0-7						
		019	Days must be 0-6						
		028	All digits must be 0-9						
		029	Must be a valid date (CCYYMMDD)						
		030	Must be A-Z, 0-9, or spaces						
		031	Must be a valid time						
		033	Must be <= Date of Injury						
		034	Must be >= Date of Injury						
Both	0000	Entire Batch			Y				
Both	0001	Transaction Set ID			F				
Both	0002	Maintenance Type Code		Y	F	P			
Both	0003	Maintenance Type Code Date		Y	F	P			L
Both	0004	Jurisdiction Code			F	P			
Both	0005	Jurisdiction Claim Number		Y	Y	P			L
Both	0006	Insurer FEIN		Y	F	P			L
FROI	0007	Insurer Name			Y				L

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<b>Element Number</b>	<b>0043</b>
<b>Element Error Number</b>	<b>001</b>
<b>Variable Segment Number</b>	
<b>Element Error Text</b>	<b>Mandatory Field Not Present</b>

If the Error Number is 001 – Mandatory Field Not Present, then that means this DN was required for that MTC, and was not sent. Refer to the Element Requirement Table to see that it is required for the MTC sent, or the Conditions that make it required. ↓

In this example, you can see that the Employee Last Name is mandatory. Since it was missing on the transaction, resubmit the MTC with the Employee Last Name present.

Please unfreeze the panes to see Legend information above.										FROI MTC'S									
On FROI, SROI, Both	REC	DN#	DATA ELEMENT NAME	FORMAT	Capture?	Match Data	00	01	02				04	AQ	AU	CO	UR		
							Reportable Change												
							02 Requirement Code	Group	A (Add)	U (Update)	D (Delete)	R (Remove)							
Both	R21	0043	Employee Last Name	40 A/N	Y	Y	m	m	m		N	K	B	B	m	m	m	m	m

# Troubleshooting Errors from a Jurisdiction

Additional information regarding a jurisdiction's requirement tables and additional training information can be found on their EDI webpage.

For example: Colorado's EDI webpage can be found at: <https://codowcedi.info>

## [Colorado Division of Workers' Compensation EDI Services](https://codowcedi.info)

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### EDI Requirements

**Please note:** The DOWC EDI Claims R3.1 Mandate Date changed from July 30, 2026, to July 9, 2026. We will announce once documents have been updated.

#### Claims Release 3.1, Version 1.1

**Revision Date: 04/25/2025, Effective Date: 07/09/2026**

Download the Requirements by clicking on the links below.

- [Event Table](#)  
This table relates EDI information to the circumstances under which they are initiated as well as the timeframes for sending the information.
- [Element Requirements](#)  
This table lists the individual data element requirements
- [Edit Matrix](#)  
This table provides information on the edits that will apply to each data element and the edits that will be applied based on the population of the data element.
- [FROI SROI Sequencing Table](#)  
This table provides information on the Jurisdiction's MTC sequencing. It is meant to convey to the Trading Partner the sequencing rules that clarify how the Jurisdiction will

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### Training Information

**Please note:** The DOWC EDI Claims R3.1 Mandate Date changed from July 30, 2026, to July 9, 2026.

#### EDI Claims Release 3.1 Information Session

Recording (MP4 video file)

- [CODOWC Claims EDI R3.1 Info Session Recording - \(Rev 05-02-2025\).mp4](#)

Slide Presentation (PDF slides only)

- [CODOWC Claims EDI R3.1 Info Session - \(Rev 05-02-2025\).pdf](#)



## Troubleshooting Errors from a Jurisdiction

If a Claim Rep has researched the errors received in the Edit Matrix and/or Element Requirement Table and are still not certain what caused the error, the Claim Rep should contact the Jurisdiction's EDI email address for further assistance from the state or their vendor, and provide the Claim Administrator Claim Number and/or JCN and error received.

Please do not provide any PII information in an Email.

For example: In the state of Colorado, you would email a question to [CODOWCEDI@Verisk.COM](mailto:CODOWCEDI@Verisk.COM).

