



# FROI 01 Cancel Transaction

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A FROI 01 Cancel Transaction is submitted by the Claim Administrator and used when the original first report was sent in error. Many Claim Administrators believe that a FROI 01 cancels the last transaction submitted. **THIS IS NOT CORRECT.** In Virginia, when a FROI 01 is filed, it cancels the JCN in its entirety and renders it invalid. The JCN can no longer be used for EDI filing purposes.

## When should a FROI 01 transaction be filed to cancel a JCN?

**FROI 01 transaction should only be used for two reasons:**

1. When a claim was reported to the wrong jurisdiction.\*
2. When requested by the Commission

## What to do if....

<p><b>You believe a FROI 01 Cancel should be filed on a JCN</b></p>	<ol style="list-style-type: none"> <li>1. Contact the EDI Quality Assurance Department of the Commission so we can verify if it is appropriate to file the FROI 01.</li> <li>2. Once approved, send a written letter to the Commission explaining the reason for the cancellation.</li> </ol> <p><i>If the claimant has filed in Virginia, the claim must stay active as it is the claimant's right to file. If a FROI 01 has been filed on a claim in which the claimant has filed a Claim for Benefits, we are required to create a new claim with a newly assigned JCN and request the Claim Administrator file a new FROI on the new JCN.</i></p>
<p><b>A FROI 01 was filed in error and accepted</b></p>	<ol style="list-style-type: none"> <li>1. Contact the EDI Quality Assurance Department of the Commission</li> </ol> <p><i>The sooner the Commission is advised of the error, the sooner we can get a new claim created and assign a new JCN.</i></p>
<p><b>You believe a duplicate claim exists</b></p>	<ol style="list-style-type: none"> <li>1. Send a letter to the Commission requesting review for possible consolidation.</li> <li>2. File no further EDI transactions until you receive a Claim Consolidation Letter.             <ul style="list-style-type: none"> <li>• The Claim Consolidation Letter will advise you which JCN to use going forward and if any additional EDI transactions are required. If a FROI 01 Cancel transaction is requested, it must be filed on the requested JCN in order to prevent issues with future EDI filings.</li> </ul> </li> </ol>

## What is a Notification of Cancellation?

- An automated letter triggered by the submission and acceptance of the FROI 01.
- Sent to all parties listed on the JCN

\*Please contact the EDI Quality Assurance Department to verify it is appropriate to file the FROI 01 transaction, prior to doing so. This will assist in preventing confusion and unnecessary additional work for all parties.