

## CRF Quick Survey on EDI 820 Adjustment Reason Codes

*Total views* 550

*Total respondents* 176

Only 30 % of respondents to the survey utilize the EDI 820 2 digit electronic remittance code format.

68% of those that employ the EDI 820 two character adjustment reason codes feel the list is adequate. However over half (55%) of those indicating that they feel the list is sufficient indicated that it needs to be further defined.

9% of those familiar with the list have indicated that it needs to be expanded, while 23% feel the list is too complex and needs to be pared.

***The results indicate that over two thirds of the respondents utilizing the EDI 820 two character adjustment reason codes are generally satisfied with them, however the majority of that group would like to see further definition.***

What comes as a slight surprise is that 70% of the survey respondents either don't employ the two character reason codes or are not using EDI as a payment mechanism. This percentage (70%) is quite likely much higher because we actually had 550 individuals who opened the survey, but only 176 who actually participated. The assumption is that most took a look and decided it did not pertain to them and opted not to participate.

***It seems that based on the responses from those employing the EDI 820 2 digit electronic remittance adjustment code format there is general satisfaction. It would make sense therefore that the committee recommend that this list of adjustment codes be adopted as a framework to create non-EDI electronic payment deduction adjustment codes, provided that the codes are further defined.***

A second question (***Please provide any comments you may have on this issue***) brought about an unexpected general response. The vast majority of the survey respondents, while they don't all receive electronic payments via EDI, indicated that they do in fact receive electronic payments in one form or another. They generally applaud the effort of the remittance coalition to bring standards to remittance detail as it pertains to electronic payments. They view the lack of standards as a major inhibitor in processing these payments in an efficient manner.

***Any inquiries on this analysis should be directed to Lyle Wallis at the Credit Research Foundation, [lylew@crfonline.org](mailto:lylew@crfonline.org)***