
IN THE LOOP

OFFICIAL NORTH CAROLINA RATE BUREAU AGENT NEWSLETTER



Happy Spring!

April 2023

Please take a few minutes to review, as some of the content may impact your business and how you respond to the needs of your clients.

As always, our representatives are available to assist with your questions and concerns. Our chat tool, found on the Bureau's website (www.ncrb.org) is the quickest and easiest way to contact us. We can also be reached by phone at (919) 582-1056 or email at support@ncrb.org.

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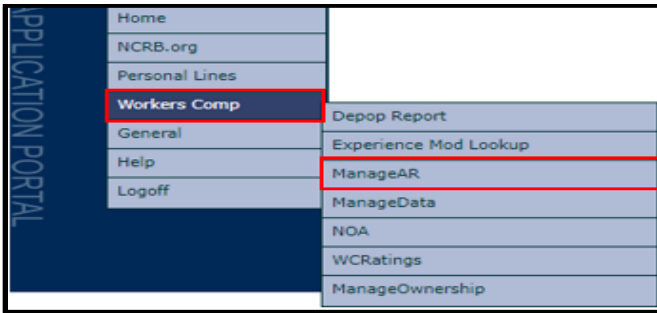
- **Eligibility Search Tool**
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Eligibility Search Tool

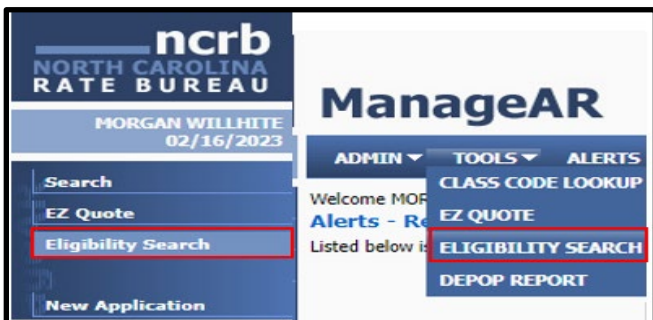
The Bureau introduced our Eligibility Search Tool located within ManageAR in the latter half of 2021. This tool allows your agency real-time access to the eligibility status of your insureds. Please see the steps below on how to perform an eligibility search or click [here](#) to view a tutorial video on the process.

Step one: The user will log onto ManageAR located [here](#).

Step Two: The user will then navigate to the 'Workers Comp' tab located on the left-hand side of the screen. The system will display a drop-down where the user will select the 'ManageAR' tab.

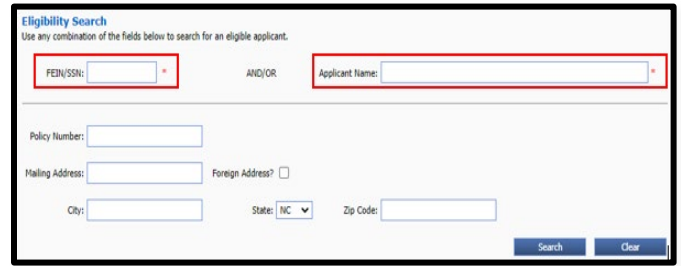


Step Three: Once selected, the user will be directed to the ManageAR landing page. The Eligibility Search Tool can be accessed two ways: by clicking on the link within the menu on the left-hand side of the screen or by navigating to the 'TOOLS' tab, which will display a drop down where the user can select "Eligibility Search".

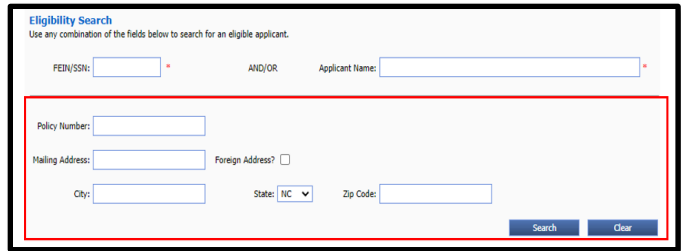


Step Four: Once inside the search tool, the user has multiple search parameters to locate an employer and their eligibility status. To perform an eligibility search, the user is required to input the 'FEIN/SSN'

and/or the 'Applicant Name.' (For best search results, it is recommended to search by the FEIN/SNN first).



Step Five: The user has the ability to narrow their search by providing the insureds: policy number, mailing address, city, state, or zip code from which the coverage was requested. (Note: these are optional fields and are not required to perform the search).



To gain a greater understanding of how to view and understand the desired search results, please click [here](#) for a video tutorial.

Meet Our Summer Interns!

The North Carolina Rate Bureau will be continuing its summer internship program in 2023. The internship helps develop technical, collaborative, professional and interpersonal skills for those individuals wishing to pursue a career in the insurance industry. Please meet our 2023 interns below.



Luciano Zito

My name is Luciano Zito and I am from Charlotte, NC. I am a rising Junior at Appalachian State University pursuing a degree in Business Administration with concentration in Finance and Banking and Risk Management

and Insurance (RMI). RMI is very interesting to me – I appreciate the networking and interpersonal communication associated within the RMI industry. In addition, I adore the fact that insurance can be viewed as protecting the community. If bad luck ever falls through on someone, insurance is there to help pick up the pieces! Throughout my time with the North Carolina Rate Bureau, I hope to further my knowledge on using computer applications to analyze all facets of data. I am more than ecstatic to begin my internship and improve myself as a worker, a person, and a colleague!



Hunter Newkirk

My name is Hunter Newkirk and I am a Junior at Appalachian State University pursuing a degree in Risk Management and Insurance. After being in the Risk Management program for a year, I can confidently say I enjoy the financial aspects of insurance.

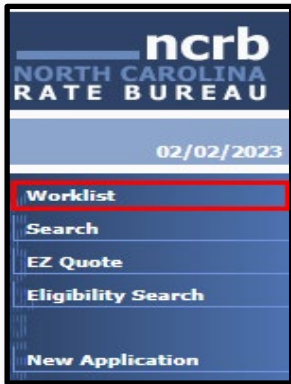
During my internship with NCRB, I hope to gain first-hand experience in the insurance industry and a skillset that will make me a valuable applicant to any potential employers.

Frequently Asked Questions

Q1: How do I make a payment through ManageAR?

When an ACORD 135NC application is approved, an email will be sent to the email address linked to the agents ManageAR account requesting payment.

Step One: Log into ManageAR using the link provided within the email or by clicking [here](#).



Step Two: On the landing page of ManageAR, the user will Navigate to 'Worklist' located at the top right-hand side of the screen.

Step Three: From the worklist, navigate to the application that requires payment. This item will display with a green status of 'PAYMENT PENDING'.

ManageAR Id	Employer Name	FEIN	* Status	Status Date
35123-	NCRB APP JAN 2023	45	PAYMENT PENDING	02/03/2023

Step Four: Click the ManageAR ID to navigate to the payment screen.

ManageAR Id	Employer Name	FEIN	* Status	Status Date
35123-	NCRB APP JAN 2023	45	PAYMENT PENDING	02/03/2023

Step Five: The user will click on the Make Payment button. You will be directed to the NCRB E-Payment site. To make a payment, you will need an agency routing number and checking account. The user will be allotted two business days to apply payment. Once payment is processed, the system will generate three forms of confirmation: Website display, email confirmation and an email notice of assignment from the Rate Bureau.

Q2: Why can't I call the NCRB to cancel an insured's assigned risk worker's compensation policy?

NCRB is the administrator for the assigned risk plan and not an insurance carrier. Any changes, including cancellations, must be handled directly with the assigned carrier of record.

Q3: Can NCRB tell me if a renewal policy has been issued?

Yes, we can see if we have a new policy. However, the agent will have to contact the carrier about any policy questions. We advise the agent contact the assigned risk carrier to confirm the renewal of a policy at least forty-five (45) days prior to the expiration date of insurance, the assigned carrier shall send a renewal proposal or notice of impending expiration of coverage to the insured, the agent and the Plan Administrator.