

March 20, 2018

## CIRCULAR LETTER TO ALL MEMBER COMPANIES

Attention: WC Data Reporting Personnel & Invoice Contacts

## Re: Workers Compensation Insurance ManagePolicy Carrier Improvements

The North Carolina Rate Bureau is pleased to introduce an enhanced version of the ManagePolicy web application on April 5, 2018. This new version of ManagePolicy focuses on carrier improvements including consolidation of fine reports and error reports. The attached document will assist you with maneuvering through the report changes.

The three fine reports (Rejected Transaction Fines Report (PT40); Late Policies, Cancellations or Reinstatement Fines Report (PT41) and the Data Error Fines Report (PT42)) are being consolidated to one fine report. The new fine report offers additional search criteria, enhanced grouping by Carrier ID and by Fine Type (Data Errors, Rejected, Late/Cancellation/Reinstatement), and a method to trace an invoice to a specific fine using an invoice's 'Item Number' (DQ1, DQ2, DQ3). Email notifications will continue to be sent on the 8th day of the month informing users of fines generated for the prior month.

Similarly, the Error & Rejection Follow-up report (PT39) launched in mid-2015 has been enhanced to consolidate the Error Reports, Underwriting Error Report (PT23) and Data Processing Error Report (PT24) offering a central report for carriers to work from. The Error & Rejection Follow-up report (PT39) will include information previously available on the PT23 and PT24 reports. Users subscribed to the Workers Compensation ManagePolicy Fine, UnitStat Fine and Policy Error Report email notifications will receive the PT39 in place of the PT23 & PT24 after 4/5/18.

Users can subscribe to the email notifications by completing the <u>Contact Change Request Form</u>.

If you have any questions, contact the NCRB Information Center via phone at 919-582-1056 or via email at <u>wcinfo@ncrb.org</u>.

Sincerely,

Joanna Bililouris

**Chief Operating Officer** 

JB:ko Attachments C-18-8

#### **Manage Policy Fine Screen Changes**

- **1.** Fine Type- Choose from the three types Late, Reject or Data Error.
  - If you choose not to search by fine type you will be able to view all fines.
  - Viewing all fines will give you the ability to collapse your view by clicking the arrow (A).
- 2. Item Number- search with your item number DQ1, DQ2 or DQ3 number.
- 3. Fine reports will show your Carrier ID, Fine types and total amount owed.
- 4. Data Error, Rejected, and Late will group for your convenience.
- 5. Fine Status- Status will change when voided, waived or if the fine has been paid.
- 6. Fine Amount- This will show what is owed for each individual fine.

-Fine amounts that have a negative are fines that have been waived or voided.

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### Manage Policy (Error & Rejection Report)

1. Reports- Under policy reports there will be only one viewable report.

2. Error and Rejection Report- shows all errors from the PT23, PT24 and PT39. This report will update within 24 hours when errors have been resolved.

LICY USR BA ARCH CREATE TR/	CK TO PORTAL NCRB.OR	G S v REPORTS v MYLIST HELP	
irch	0	POLICY REPORTS	ERROR AND REJECTION FOLLOW-UP REPORT
Policy Search	N/C Letter Search	NONCOMPLIANCE/COMPLIANCE REPORTS	EXPIRED POLICY LISTINGS
hoose the type of data	to retrieve:	FINES REPORT	
Search Policies and I	Web Transactions		
O Search Transactions			
Txn Code:			
Web	V		
Search Policies			
Policy Status:	$\overline{\checkmark}$		
nter additional filter cri	iteria:		
Carrier ID:			
Combo ID:		Coverage ID:	
Insured's FEIN:		Policy Number:	
Primary Insured's Na	ame:		
Policy Effective Date		To:	
Dalias Essisation Dal		Tax	
Policy Expiration Dat	ie:	10:	
			Search Clear

# Error & Rejection Report

#### New Search Criteria

1. Submission ID- New searching criteria Submission ID will pull all errors in that submission.

		h carolina E BUREAU							Manage Policy,	/υ	SF	?
POLI	ICY USR	BACK T	O PORTAL NO	RB.ORG								
SEA	RCH CRI	EATE TRANSA		SSIONS 🗸	REPOR	TS V MY	'LIST HI	ELP				
Error	Error and Rejection Follow-up Report											
This so please	This screen displays all policy transactions that contain finable errors and rejections which may be subject to a \$50 fine each month until the error and/or rejection is resolved. If there are any questions, please contact NCRB for assistance.											
Carr	Carrier ID:		11111	Subr	nission I	D:		1				
Date	Date Error Occurred From: 03/0		/2018 🗸	To:		03/01/20	18 🗸					
Fina	Finable:		~	Туре	:		~					
Erro	Error Message:											
Erro	Error ID:			Polic	y Numbe	er:						
									Search	nt	Clear	All
<u>(+)</u> A	(+) Add to MyList Your search returned 28 record(s)											
	Submission ID	Carrier ID	Policy Number	Effective Date	TXN Code	Txn Issue Date	Date Error Occurred	Error ID	Error Message	Finable	Type	
	Test	11111	WC Test	03/01/2018	08	02/26/2018	03/01/2018	4503	4 Exp rating indicator is reported as 1-Interstate or 3-Intrastate. However, NCRB has no exp rating. If Interstate please forward a copy of the NCCI exp rating worksheet. If Intrastate please forward a copy of the states Intrastate exp mod.	N	Error	
	Test	11111	WC Test	05/24/2017	15	02/26/2018	03/01/2018	4503	4 Exp rating indicator is reported as 1-Interstate or 3-Intrastate. However, NCRB has no exp rating. If Interstate please forward a copy of the NCCI exp rating worksheet. If Intrastate please forward a copy of the states Intrastate exp mod.	N	Error	
	Test	11111	WC Test	01/16/2018	08	02/26/2018	03/01/2018	4503	4 Exp rating indicator is reported as 1-Interstate or 3-Intrastate. However, NCRB has no exp rating. If Interstate please forward a copy of the NCCI exp rating worksheet. If Intrastate please forward a copy of the states Intrastate exp mod.	N	Error	
	Test	11111	WC Test	04/01/2017	05	02/27/2018	03/01/2018	4802	<ol> <li>Multiple 05 transactions are submitted with the same Transaction Issue Date for the same policy, but none have Transaction Sequence Number of '01'.</li> </ol>	Y	Reject	
	. Test	11111	WC Test	04/01/2017	05	02/27/2018	03/01/2018	4802	<ol> <li>Multiple 05 transactions are submitted with the same Transaction Issue Date for the same policy, but none have Transaction Sequence Number of '01'</li> </ol>	Y	Reject	