



February 23, 2015

CIRCULAR LETTER TO ALL MEMBER COMPANIES

Re: 2014 Workers Compensation Carrier Data Quality Report

The 2014 Carrier Data Quality Report is now available via the Carrier Data Quality Report (CDQR) web application for workers compensation data reporters. The CDQR web application provides member companies with useful information regarding the quality and timeliness of data submitted to the Bureau during a selected year. The CDQR web application analyzes Member Company reporting performance in the categories of policy, unit statistical and compliance/noncompliance transaction reporting. CDQR contains information for the two previous years.

A Carrier Data Quality Report User Guide is available on the NCRB website. Go to www.ncrb.org. Click the NCRB menu, then the Workers Comp menu item and then the Carrier menu item. On the Workers Comp Carrier page, select the Manuals and Instructions link. The Carrier Data Quality Report User Guide is listed under the Manuals and Instructions link.

How do I access the Carrier Data Quality Report?

In order to access the Carrier Data Quality Report web application, you must have a valid NCRB logon id and password. It is the responsibility of your NCRB Group Administrator to grant users at your company access to CDQR so that your company can be assured that only the appropriate users are given security rights to your policy and USR data.

Users who DO NOT HAVE a NCRB logon id:

If you do not have a NCRB logon id, you need to determine if your company has a NCRB Group Administrator by calling NCRB's Information Center at 919-582-1056. If your company has a NCRB Group Administrator, this individual has the ability to create a logon id for you and can give you access to the CDQR web application.

If your company does not have a NCRB Group Administrator, your company should establish one by completing a Group Administrator Account Registration form. The Group Administrator will be responsible for managing individual user accounts for your organization and will serve as our primary contact for web account administration. We realize member companies may have users in different divisions, departments and/or geographical locations. To simplify the administration process, it is recommended that you select a single Group Administrator for your company or group of companies who will have the option to delegate administrative rights to additional member users within your company as needed to most efficiently manage your user accounts.

You can obtain the Group Administrator Account Registration form on NCRB's website at www.ncrb.org. Click the NCRB button, then the Workers Comp Services button. On the Workers

Comp Services page, under the Web Application Supporting Materials section there is a link to the [Web Security New User Account Instructions](#).

If you would like to see the detailed information associated with your grade, complete the attached form and send it to insurancedataops@ncrb.org.

As you review the Carrier Data Quality Report results for your company, you may find the list of frequently asked questions helpful:

1. How do you determine what data is used for a specific year for the report card?

When the Carrier Data Quality Report card is run for a specific year, we are looking at all data received, issued, or processed during that year. For example, if are looking at data for the year 2014, we could receive a policy with an effective date of 01/01/12, but if we received it in 2014, it will be included on the 2014 report when determining grades for that year.

2. How do you determine if a voluntary policy transaction is on time?

Voluntary policy transactions are expected to be received within 60 days of the policy effective date.

3. How do you determine if an assigned risk policy transaction is on time?

Assigned Risk policy transactions are expected to be received within 30 days of the policy effective date. This requirement coincides with Assigned Carrier Performance Standard Rule 3.A.2.d regarding the issuance of new business Assigned Risk policies.

Note: The grading criteria is the same for new and renewal policies and differs from the late reporting fining criteria. The late reporting fining criteria for Assigned Risk policies is 60 days. Assigned Risk policies received more than 60 days after the policy effective date are subject to a late reporting fine.

4. How do you determine if a policy compliance transaction is on time?

Policy compliance transactions are expected to be received within + or – 5 days of the transaction issue date.

5. What is a missing policy?

At this time, a missing policy is only going to apply to Assigned Risk Servicing or Direct Assignment Carriers. These are cases where we have an assignment, but no policy has been received to replace it.

6. How do you determine the number of rejected policies?

The number of rejected policies is only for new or renewal transactions. If the transaction was rejected and not corrected, then it will be included in the count. The count does not include policy replacement transactions such as 06 (Policy Key Change Transaction), 08 (Policy Replacement Rating Change), 10 (Policy Replacement Non-Rating Change), or 14 (Policy Replacement Miscellaneous Change).

7. Why don't we have a grade for some sections like Voluntary Policy Timeliness?

If you are a zero reporting company and have not reported ANY policy data to us, then your Data Grade will be blank. If your company is not an Assigned Risk carrier, then we have defaulted the value to "N/A".

8. When is a unit considered "On Time"?

For unit statistical reporting, the first reporting of the data to NCRB is due 18 months after the policy effective date. Therefore, a unit is considered to be "On Time" if it was received by NCRB before or during the 20 months after the policy effective date.

9. When is a unit considered "Expected"?

Units are "Expected" on the 20th month after the policy effective date.

10. What grading scale are you using?

- *Anything greater than 90 is an A*
- *Anything between 80 and 89 is a B*
- *Anything between 70 and 79 is a C*
- *Anything between 60 and 69 is a D*
- *Anything below 60 is an F*

11. How are grades determined?

- Grades for voluntary policies are determined by comparing the number of policies received on time to the total number of voluntary policies received.*
- Grades for assigned risk policies are determined by comparing the number of assigned risk policies received on time to the total number of assigned risk policies received.*
- Grades for compliance/non-compliance are determined by comparing the number of compliance transactions received on time to the total number of compliance transactions received. The grades are split up by compliance/noncompliance.*
- Grades for USR are determined by comparing the percentage of units available to the percentage of units that were past due.*

If have any questions, contact the NCRB Information Center at 919-582-1056 or email at wcinfo@ncrb.org.

Sincerely,

Sue Taylor

Chief Operating Officer

ST:dms
C-15-7
Attachment



CARRIER DATA QUALITY REPORT DETAIL REQUEST FORM

Please type or print legibly using dark ink

First Name MI Last Name

Company Name

Email Address

Telephone () Fax ()

Indicate which detail for you are requesting:

Policy Reject and Missing Detail Report

Current Year
 Prior Year

Policy Timeliness Detail Report

Current Year
 Prior Year

Compliance/Noncompliance Timeliness Detail Report

Current Year
 Prior Year

USR Detail Report

Current Year
 Prior Year

Print Name: _____ Title: _____

Signature: _____ Date _____

Please complete form and send to insurancedataops@ncrb.org or by fax at (919) 783-7467.