

December 10, 2009

CIRCULAR LETTER TO ALL MEMBER COMPANIES

Re: Workers Compensation

ManagePolicy

The North Carolina Rate Bureau is pleased to announce the availability of the ManagePolicy web application. The ManagePolicy web-based application provides carriers with access to their reported policy data as it resides in the Bureau's database. ManagePolicy is being introduced in two phases. The first phase of ManagePolicy will provide view features only and will be available January 4th. Carriers will have the ability to view policy data as well as access to the policy error reports generated from the submission of electronic policies. The second phase of ManagePolicy will be available in mid to late 2010. Phase II will provide carriers with tools to proactively resolve data reporting or coverage issues. Carriers will be able to correct policy errors directly in the ManagePolicy system.

Effective April 1, 2010, the Bureau will no longer distribute hard copy policy error reports. All reports will be available through the ManagePolicy system. You may elect to receive an email notification of newly issued error reports or you may log directly into the ManagePolicy system and retrieve your error reports. Refer to the attached email notification form for additional information (Note: If you already receive policy error notification reports via email, you do not need to complete the email notification form).

The North Carolina Rate Bureau is offering three training sessions to familiarize users with the features of ManagePolicy. These sessions are forty five minutes each and will be conducted via the internet. The training will use AT&T's web conferencing software. During the first thirty minutes we will walk through the ManagePolicy User Guide to review the features of the system. The last fifteen minutes will be open for questions. We recommend printing a copy of the ManagePolicy User Guide. The ManagePolicy User Guide can be found in the following location: <http://www.ncrb.org/NCRB/workerscomp/services/publication/AGuidetoGettingStartedwithManagePolicy>. The training sessions will be held on Thursday, January 7, 2010, Tuesday, January 12, 2010 and Thursday, January 14, 2010. Refer to the attached ManagePolicy Features document for additional information related to the training sessions.

If you have questions, you may contact the Information Center at 919-582-1056 or help@ncrb.org.

Sincerely,

Sue Taylor

Director of Insurance Operations

ST:dg

C-09-34

ManagePolicy Features

The ManagePolicy web-based application provides carriers with access to their reported policy data as it resides in the Bureau's database. ManagePolicy is being introduced in two phases. The first phase of ManagePolicy will provide view features only. The tool will also provide access to the policy error reports generated from the submission of electronic policies. Some features of the system are:

- **View**-Users can view policy information as it resides in the NCRB database for policies effective within the previous three years.
- **Search Options**-The ManagePolicy system provides various ways to search including search by carrier id, policy number, coverage id, policy effective date, employer's name, and address.
- **Error Report Retrieval and Download**- NCRB's policy tape error reports for submissions received within the previous six months will be available in ManagePolicy. Users can view and download the error reports. The downloaded error reports will be available in a variety of formats.
- **Submission Status**- Users can view the status of a submission by submission id or date range received by NCRB. From this view the user will also be able to see what error reports/reports are available for each submission.
- **Access to the Experience Rating Worksheet and Unit Statistical Report Information**-Links in ManagePolicy will take users directly to the experience rating worksheet or to a summary of the unit stat information.
- **Online help**- To assist you with using the system, the Help page in Manage Policy contains a link to the User Guide as well as a list of Frequently Asked Questions and Answers.

How do I access ManagePolicy?

In order to access the ManagePolicy 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 ManagePolicy so that your company can be assured that only the appropriate users are given security rights to your policy 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 ManagePolicy system.

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](#).

NOTE: Due to a high volume of anticipated Group Administrator Account Registration forms; it might take up to a week to process the application. The Group Administrator will be notified via e-mail as soon as the account is set up.

Users who ALREADY HAVE a NCRB logon id:

Does your company have a NCRB Group Administrator?

NOT SURE – If you are not sure whether your company has a NCRB Group Administrator, you can request this information by calling NCRB's Information Center at 919-582-1056.

YES – On January 4, 2010, your company's Group Administrator will be given access to ManagePolicy. Your Group Administrator is responsible for granting access to ManagePolicy for additional users at each company. Your Group Administrator can contact the NCRB Information Center if any assistance is needed with granting access to your logon account.

NO - If your company does not have a NCRB Group Administrator, see the instructions above for "Users who DO NOT HAVE a NCRB logon id". This section provides instructions on how to set up a Group Administrator for your company. A Group Administrator has to be set up, even if you already have a logon id.

Training

NCRB is offering three training sessions to educate users on the features of the ManagePolicy system. These sessions are forty five minutes each and will be conducted over the internet. During the first thirty minutes we will walk through the ManagePolicy User Guide to review the features of the system. The last fifteen minutes will be open for questions. We recommend printing a copy of the ManagePolicy User Guide so that you can make notes. See the "Who do I call for help?" section below for instructions on how to obtain a copy of the ManagePolicy User Guide.

The training will use AT&T's web conferencing software and there is a teleconference number that you can dial for the audio portion of the session. We recommend that you join the web conference at least ten minutes prior to the start of the session so you have time to install the client software.

Session 1	Session 2	Session 3	
Date	Thursday, January 7, 2010	Tuesday, January 12, 2010	Thursday, January 14, 2010
Time	2:00 – 2:45 pm EST	11:00 -11:45 am EST	10:00 – 10:45 am EST
Phone #	877-848-7030 Password: 5679016	877-848-7030 Password: 5679016	877-848-7030 Password: 5679016
Web Conference	www.webmeeting.att.com Meeting #: 8778487030 Access Code: 5679016	www.webmeeting.att.com Meeting #: 8778487030 Access Code: 5679016	www.webmeeting.att.com Meeting #: 8778487030 Access Code: 5679016

Who do I call for help?

If you need assistance with getting started on the ManagePolicy system, the ManagePolicy User Guide is available on NCRB's website. Go to www.ncrb.org. Click the NCRB menu, then the Workers Comp menu then Carrier. On the Workers Comp Carrier page, under the Manuals and Instructions section there is a link to the ManagePolicy User Guide.

You can also call the NCRB Information Center at 919-582-1056 or email at wcinfo@ncrb.org



MANAGEPOLICY EMAIL NOTIFICATION INFORMATION FORM

Please type or print legibly using dark ink

First Name MI Last Name

Carrier Name* NCCI Code

* For multiple carriers in your group, please list names and NCCI Codes below

Mailing Address

City State Zip

Email Address

Telephone () Fax ()

Carrier Name	NCCI Code

Please submit completed form to Donna Guin at dsg@ncrb.org or by fax at (919) 719-7426.