

March 2, 2018

**CIRCULAR LETTER TO ALL MEMBER COMPANIES**  
**Re: 2017 Workers Compensation Carrier Data Quality Report**

The 2017 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 for the current and two previous years. As you review the Carrier Data Quality Report results for your company, you may find the attached list of frequently asked questions helpful.

A Carrier Data Quality Report User Guide is available on the NCRB website. Go to [www.ncrb.org](http://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.

Your Group Administrator is responsible for granting access to CDQR functionality for 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.

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 <http://www.ncrb.org/ncrb/WorkersCompensation> and/or access additional member service resources also provided below:

- **Member Services Portal - [Login](#)**
- **New Account Signup - [Instructions](#)**
- **Portal System's User Guide - [Instructions](#)**
- **Carrier Contact Change Request – [Form](#)**

If you would like to see the detailed information associated with your grade, email your request to [winfo@ncrb.org](mailto:winfo@ncrb.org).

If you have any questions, contact the NCRB Information Center via phone at 919-582-1056 or via email at [winfo@ncrb.org](mailto:winfo@ncrb.org).

Sincerely,

Joanna Biliouris

Chief Operating Officer

JB:amt

Attachment

C-18-6

## **CDQR FREQUENTLY ASK QUESTIONS**

### **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, all data received, issued, or processed during that year is included. For example, 2017 data would include a policy with an effective date of 01/01/14 if reported in 2017.*

### **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 are the same for Assigned Risk new and renewal policies and differ 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?**

*Missing policies apply to Assigned Risk Servicing or Direct Assignment Carriers. These are cases where an assignment has been made, but no policy has been received to replace the assignment.*

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

*The number of rejected policies is applicable to 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).*