



# Policy Data Timeliness and Quality Program Guidebook

Version 1.2

North Carolina Rate Bureau  
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If at any time during these procedures you need assistance, you may contact the  
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## OVERVIEW

The Data Timeliness and Quality Program will ensure that carriers are reporting workers compensation policy data in a timely manner to the North Carolina Rate Bureau. This Program will ensure that carriers are timely in reporting transactions that establish or change coverage and that they respond to data reporting errors promptly. The Program will assess fines for data errors and rejected transactions related to the reporting of new and renewal policies, cancellations and reinstatements. Fines will also be assessed for the late submission of coverage-related information (policies, cancellations and reinstatements).

The components of the Data Timeliness and Quality Program are as follows:

- Late reporting data fines for Policy, Cancellations and Reinstatements
- Data Error Fines
- Rejected Transaction Fines

**Part 1-PROGRAM**

**A. Late reporting data fines for Policy, Cancellations and Reinstatements**

- Late reporting data fines will be based on a 60-day calendar cycle. Any policy, cancellation or reinstatement received and accepted more than 60 days after the effective date of the policy, the effective date of the cancellation or the effective date of the reinstatement will incur a one-time \$50 fine. The 60-day criteria is determined by comparing the policy effective date, cancellation effective date or reinstatement effective date to the date the policy, cancellation or reinstatement was received by the Bureau.
- Any late policy, cancellation or reinstatement received during the month will be included on the Late Policies, Cancellation or Reinstatements detail report. The detail report will include information not limited to Coverage ID, Insured Name, Policy Number, Effective Date, Received Date, Transaction Type (Txn Type) and the Fine Amount.

**Example A:** Carrier issues a new policy with an effective date of 09/01/13. Carrier does not submit a policy transaction to NCRB until 01/15/14. Since the 01/15/14 received date of the transaction is more than 60 days after the effective date, the carrier will be assessed a **one-time** fee of \$50. This one-time fee of \$50 will reflect on the Late Policies, Cancellations or Reinstatements Fines detail report for January, 2014 as this was the month the transaction was received.

North Carolina Rate Bureau 2910 Sumner Boulevard Raleigh, NC 27616						
Late Policies, Cancellations or Reinstatements Fines for January 2014						
Carrier: 99998 - NCRB TEST CARRIER 1						
Coverage ID	Insured Name	Policy Number	Txn Effective Date	Txn Received Date	Txn Type	Fine Amount
44444444	Cats Inc	CI12345	09/01/13	1/15/14	New	\$50
44444444	Cats Inc	CI12345	10/01/13	1/25/14	Canc	\$50
55555555	Angels Co	AC12345	08/15/13	1/12/14	Renewal	\$50
66666666	Dogs LLC	DL12345	07/11/13	1/14/14	Rein	\$50
77777777	Hats Happen	HH12345	05/13/13	1/27/14	New	\$50
Total for 99998 - NCRB TEST CARRIER 1						\$250
Policies, cancellations and reinstatements are considered late and assessed a one-time fine of \$50 when the transaction is received 60 days after the effective date of the policy, cancellation or reinstatement.						

**B. Data Error Fines**

- Data Error Fines will be based on a monthly cycle. Each Data Error Fine that has not been resolved within a 2 month period in which the error was issued will incur a \$50 fine. The calculation of the Data Error Fine is based on the NCRB error notification date compared to the NCRB error resolution date.
- The fine will be included on the Data Errors Fine detail report and will include information not limited to Coverage ID, Insured Name, Policy Number, Effective Date, Received Date, Transaction (Txn), Error Msg, and Fine Amount. **NOTE:** The fine amount and transaction error(s) displayed on the report reflect transaction error(s) that occurred during the month.

**Example B1:** The carrier submits a policy transaction received by NCRB any time during the month of October, 2013. The policy was issued missing a required endorsement which causes an error to be generated. If the error is not resolved by the reporting carrier within the 2 months following the month in which the policy error was created (November, December), the carrier will incur the first fine of \$50 for the policy error on the fine assessment date of December 31, 2013. This invoice will be generated and sent in January.

North Carolina Rate Bureau 2910 Sumner Boulevard Raleigh, NC 27616						
Data Error Fines for December 2013						
Carrier: 99998 - NCRB TEST CARRIER 1						
Coverage ID	Insured Name	Policy Number	Txn Eff Date	Txn Rec'd Date	Txn Error Msg	Fine Amt
1111111A	Cup Holders LLC	CH12345	10/01/13	10/02/13	14 Edit 1208 "WC320301C is required on all policies."	\$50
2222222A	Picnic Inc	PI12345	09/12/14	10/05/13	02 Edit 853 "We have the indicated experience rating { .98 }, however, your policy does not."	\$50
2222222A	Picnic Inc	PI12345	09/12/14	10/05/13	02 Edit 1208 "WC320301C is required on all policies."	\$50
<b>Total for 99998 - NCRB TEST CARRIER 1</b>						<b>\$150</b>
Each policy transaction with Finable Errors must be resolved within the 2 month period following the month the error was issued. A fine of \$50 per month, per finable error will be assessed until the error is resolved.						

- Data Error Fines that remain unresolved are subject to a recurring \$50 monthly fine.

**Example B2:** Using the information from the **B1** example described above, if the carrier has not resolved the error that was initially fined, the fine will display on the next detail report issued by NCRB. The error will be listed as a line item on the Data Errors Fine detail report and will reflect the \$50 fine for the month of January because it is still unresolved as of the fine assessment date of January 31, 2014. The carrier will continue to be fined \$50 each subsequent month until resolution.

North Carolina Rate Bureau 2910 Sumner Boulevard Raleigh, NC 27616							
Data Error Fines for January 2014							
Carrier: 99998 - NCRB TEST CARRIER 1							
Coverage ID	Insured Name	Policy Number	Txn Eff Date	Txn Err Date	Txn	Error Msg	Fine Amt
11111A	Cup Holders LLC	CH12345	10/01/13	10/02/13	14	Edit 1208 "WC320301C is required on all policies."	\$50
42341B	Test Sample LLC	NC98765	11/15/13	11/16/13	02	Edit 1208 "WC320301C is required on all policies."	\$50
Total for 99998 - NCRB TEST CARRIER 1							<b>\$100</b>
Each policy transaction with Finable Errors must be resolved within the 2 month period following the month the error was issued. A fine of \$50 per month, per finable error will be assessed until the error is resolved.							

OLD

NEW

North Carolina Rate Bureau 2910 Sumner Boulevard Raleigh, NC 27616							
Data Error Fines for February 2014							
Carrier: 99998 - NCRB TEST CARRIER 1							
Coverage ID	Insured Name	Policy Number	Txn Eff Date	Txn Err Date	Txn	Error Msg	Fine Amt
11111A	Cup Holders LLC	CH12345	10/01/13	10/02/13	14	Edit 1208 "WC320301C is required on all policies."	\$50
Total for 99998 - NCRB TEST CARRIER 1							<b>\$50</b>
Each policy transaction with Finable Errors must be resolved within the 2 month period following the month the error was issued. A fine of \$50 per month, per finable error will be assessed until the error is resolved.							

OLD

- Data Error Fines are per error. Each error is treated independently. If a policy has multiple unresolved errors that are considered finable, fines will be generated individually for each error.

North Carolina Rate Bureau 2910 Sumner Boulevard Raleigh, NC 27616							
Data Error Fines for December 2013							
Carrier: 99998 - NCRB TEST CARRIER 1							
Coverage ID	Insured Name	Policy Number	Txn Eff Date	Txn Rec'd Date	Txn	Error Msg	Fine Amt
1111111A	Cup Holders LLC	CH12345	10/01/13	10/02/13	14	Edit 1208 "WC320301C is required on all policies."	\$50
2222222A	Picnic Inc	PI12345	09/12/14	10/05/13	02	Edit 853 "We have the indicated experience rating {,98 }, however, your policy does not."	\$50
2222222A	Picnic Inc	PI12345	09/12/14	10/05/13	02	Edit 1208 "WC320301C is required on all policies."	\$50
<b>Total for 99998 - NCRB TEST CARRIER 1</b>							<b>\$150</b>
Each policy transaction with Finable Errors must be resolved within the 2 month period following the month the error was issued. A fine of \$50 per month, per finable error will be assessed until the error is resolved.							

**C. Rejected Transaction Fines**

- Rejected Transactions that are part of the program consist of policies, cancellations and reinstatements. Each rejected transaction that has not been resolved within a 2- month period in which the rejection notification was issued will incur a \$50 fine. The calculation of the Rejected Transaction Fine is based on the NCRB rejection notification date compared to the NCRB resolution of rejection date.
- The fine will be included on the Rejected Transactions Fines detail report and will include information about the rejected transaction.
- Rejected Transaction Fines are per transaction.
- Rejected Transaction Fines that remain unresolved are subject to a recurring \$50 monthly fine.

**Example C1:** The carrier submits a policy transaction received by NCRB any time during the month of October, 2013 as displayed on the example shown for Multiple Rejected Transactions. The policy is missing a critical data element such as a mailing address, which causes the transaction to reject, preventing the policy data from being accepted and stored in NCRB’s system. If the rejected data is not corrected by the reporting carrier within the 2 months following the month in which the data was rejected (November, December), the carrier will incur the first fine of \$50 for the data rejection on the fine assessment date of December 31, 2013. This invoice will be generated and sent in January. The carrier will continue to be fined \$50 each subsequent month until resolution.

**Example of Detail Displaying Multiple Rejected Transactions:**

North Carolina Rate Bureau 2910 Sumner Boulevard Raleigh, NC 27616							
Rejected Transaction Fines for December 2013							
Carrier: 99998 - NCRB TEST CARRIER 1							
Coverage ID	Insured Name	Policy Number	Txn Eff Date	Txn Rej Date	Txn Code	Reject Error	Fine Amount
11111111	Flower Shop Inc	FS12345	09/02/13	10/15/13	02	"No mailing address reported."	\$50
11111111	Flower Shop Inc	FS12345	09/02/13	10/16/13	14	"No mailing address reported."	\$50
22222222	Donut Shop Inc	DS12345	10/01/13	10/12/13	01	"Policy cannot contain imbedded spaces."	\$50
33333333	Milk Shop Inc	MS12345	09/15/13	10/11/13	08	"Primary Name has expired or does not exist"	\$50
Total for 99998 - NCRB TEST CARRIER 1							\$200
Each policy transaction rejection must be resolved within the 2 month period following the month the rejection was issued. A fine of \$50 per month, per rejection transaction will be assessed until the rejection is resolved.							

**Example of Recurring Rejection Fine along with New Rejection Fine:**

		North Carolina Rate Bureau 2910 Sumner Boulevard Raleigh, NC 27616							
		Rejected Transaction Fines for January 2014							
		Carrier: 99998 - NCRB TEST CARRIER 1							
		Coverage ID	Insured Name	Policy Number	Txn Eff Date	Txn Rej Date	Txn Code	Reject Error	Fine Amount
<b>OLD</b>		22222222	Donut Shop Inc	DS12345	10/01/13	10/12/13	01	"Policy cannot contain imbedded spaces."	\$50
<b>NEW</b>		98634956	Test Sample Inc	NC18987	11/01/13	11/15/13	08	"Primary Name has expired or does not exist"	\$50
		Total for 99998 - NCRB TEST CARRIER 1							
		\$100							
<p>Each policy transaction rejection must be resolved within the 2 month period following the month the rejection was issued. A fine of \$50 per month, per rejection transaction will be assessed until the rejection is resolved.</p>									

**Example of Recurring Rejection Fine still unresolved:**

		North Carolina Rate Bureau 2910 Sumner Boulevard Raleigh, NC 27616							
		Rejected Transaction Fines for February 2014							
		Carrier: 99998 - NCRB TEST CARRIER 1							
		Coverage ID	Insured Name	Policy Number	Txn Eff Date	Txn Rej Date	Txn Code	Reject Error	Fine Amount
<b>OLD</b>		22222222	Donut Shop Inc	DS12345	10/01/13	10/12/13	01	"Policy cannot contain imbedded spaces."	\$50
		Total for 99998 - NCRB TEST CARRIER 1							
		\$50							
<p>Each policy transaction rejection must be resolved within the 2 month period following the month the rejection was issued. A fine of \$50 per month, per rejection transaction will be assessed until the rejection is resolved.</p>									

**Part 2-FINE ASSESSMENT SCHEDULE**

All transaction rejections and finable errors will be assessed after the 2- month resolution window. Please use the following schedule to determine the month of assessment and invoice generation.

<b>If the error or rejection occurred in:</b>	<b>The fine assessment will display on the detail report for the month of:</b>	<b>The invoice will be issued and sent to the carrier in:</b>
January	March	April
February	April	May
March	May	June
April	June	July
May	July	August
June	August	September
July	September	October
August	October	November
September	November	December
October	December	January
November	January	February
December	February	March

*Note: The schedule reflects assessments for the initial unresolved error or rejection. Subsequent fines for unresolved errors will continue to display until resolved.*

**Example of Error/Rejection Assessment for month of March**

If the rejection occurred on...	1st Month Starts	2nd Month Starts	Fine Assessment Date	Invoice Date
1-Mar	Aprl 1st	May 1st	31-May	June
2-Mar	Aprl 1st	May 1st	31-May	June
3-Mar	Aprl 1st	May 1st	31-May	June
4-Mar	Aprl 1st	May 1st	31-May	June
5-Mar	Aprl 1st	May 1st	31-May	June
6-Mar	Aprl 1st	May 1st	31-May	June
7-Mar	Aprl 1st	May 1st	31-May	June
8-Mar	Aprl 1st	May 1st	31-May	June
9-Mar	Aprl 1st	May 1st	31-May	June
10-Mar	Aprl 1st	May 1st	31-May	June
11-Mar	Aprl 1st	May 1st	31-May	June
12-Mar	Aprl 1st	May 1st	31-May	June
13-Mar	Aprl 1st	May 1st	31-May	June
14-Mar	Aprl 1st	May 1st	31-May	June
15-Mar	Aprl 1st	May 1st	31-May	June
16-Mar	Aprl 1st	May 1st	31-May	June
17-Mar	Aprl 1st	May 1st	31-May	June
18-Mar	Aprl 1st	May 1st	31-May	June
19-Mar	Aprl 1st	May 1st	31-May	June
20-Mar	Aprl 1st	May 1st	31-May	June
21-Mar	Aprl 1st	May 1st	31-May	June
22-Mar	Aprl 1st	May 1st	31-May	June
23-Mar	Aprl 1st	May 1st	31-May	June
24-Mar	Aprl 1st	May 1st	31-May	June
25-Mar	Aprl 1st	May 1st	31-May	June
26-Mar	Aprl 1st	May 1st	31-May	June
27-Mar	Aprl 1st	May 1st	31-May	June
28-Mar	Aprl 1st	May 1st	31-May	June
29-Mar	Aprl 1st	May 1st	31-May	June
30-Mar	Aprl 1st	May 1st	31-May	June
31-Mar	Aprl 1st	May 1st	31-May	June

The above chart provides an example of an error or rejection that occurs any time during the month of March. If the error or rejection occurred on March 15th, the carrier has until the last day of May to resolve. If the error was not resolved on May 31st, a fine would be assessed. The fine would be included on the May Detail Report/Invoice which is mailed in June.

### Part 3-FINABLE ERRORS/REJECTS

All data submissions are subject to a number of edits that are designed to ensure accurate reporting of data. The errors listed below are edits that have been identified as finable. Carriers will be given a 6 month advance notice if additional edits are identified as finable.

Error Message Id	Error Message	Field Name
99045	No Bureau state premium reported.	Revised Item 3A State Code (15 Occurances)
81009	Policy expiration date: [1] is not a valid date.	Policy Expiration Date
81010	Policy effective date is not a valid date.	Policy Effective Date
81011	Policy number cannot have leading spaces.	Policy Number
81012	Policy number cannot be blank.	Policy Number
81013	Prior policy number cannot be zero. It must be the complete policy number or blank.	Policy Number
81015	Policy number cannot contain special characters.	Policy Number
81017	Link data cannot be blank.	Tape Reporting Record Type
81016	Header record is missing.	Tape Reporting Record Type
48021	Multiple 05 transactions are submitted with the same Transaction Issue Date for the same policy, but none have Transaction Sequence Number of '01'.	Cancellation/Reinstatement Sequence Number
48042	Cancellation effective date is not a valid date	Cancellation Effective Date
30004	Employer name on name record (02) cannot be blank. Name link code - [1]. Continuation seq. number - [2].	Employer Name
45007	Experience mod factor must be numeric on state premium record	Experience Modification Factor
23008	Mailing address with street: [1], city: [2], state: [3], zip: [4], geographic area: [5], and country: [6] is not complete.	Tape Reporting Record Type
23009	No mailing address is reported.	Tape Reporting Record Type
45092	State add/delete indicator of 'D' in state premium record 04 for state 32 is not acceptable. If it is your intent to delete NC from item 3A please submit a cancellation. If it is your intent to simply make adjustment to the premium please submit the appropriate	State Add/Delete Code
35027	Mailing address must be a specific location.	Mailing Street Address
11020	Carrier [1] is not authorized for normal assigned risk policy.	Carrier Id
47012	WC320301 must be listed on all policies. Bureau version C is the correct version for policies with policy effective date on and after 1/1/14.	Endorsement ID Endorsement Number (11 Occurrences) Also Endorsement Number WC890614
12001	Carrier ID must be numeric.	Carrier Id
12002	Carrier ID is not valid - [1].	Carrier Id

Error Message Id	Error Message	Field Name
47014	WC000414 must be listed on all policies.	Endorsement ID Endorsement Number (11 Occurrences) Also Endorsement Number WC890614   Policy Period Endorsement 3rd Period Expiration Date
13002	Policy expiration date - [1] must be greater than effective date.	Policy Effective Date   Policy Expiration Date
13007	Duplicate header records not allowed.	Tape Reporting Record Type
13011	Address type 1 or 2 is required.	Insured Address
13015	Multiple primary names reported or primary name not reported for full policy dates. Multiple primary names are not allowed and a primary name must span the entire policy period.	Tape Reporting Record Type
13016	Multiple mailing addresses not allowed. Please correct.	Tape Reporting Record Type
13031	Invalid punctuation marks in the name of insured field in the [1] name record, continuation sequence number [2].	Employer Name
25063	Plan indicator is not valid.	Plan Indicator
25064	The carrier ID on the policy must match the carrier ID on the	Carrier ID   Plan Ind
47063	WC000419[1] is required for this policy period.	Endorsement Number
48007	Reinstatement effective date [1] is not a valid date.	Cancellation/Reinstatement Effective Date   Reinstatement Carrier Effective Date
48022	Multiple 05 transactions are submitted with the same Transaction Issue Date for the same policy, but they do not have sequential Transaction Sequence Numbers.	Cancellation/Reinstatement Sequence Number
13052	Multiple carrier codes reported with bureau state premium.	Carrier Code - State Premium Record
13054	No Primary name reported or primary name has been expired.	Tape Reporting Record Type
48004	Reason code not valid	Cancellation Reason Code
48030	Cancellation effective date for Transaction ID 4 (cancellation of coverage notice) must equal effective date of issue notice (coverage notice).	Reinstatement Code
48031	Date not within policy period.	Cancellation Effective Date
47015	Endorsement WC000326A is not attached.	Endorsement ID Endorsement Number (11 Occurrences) Also Endorsement Number WC890614   Policy Period Endorsement 3rd Period Expiration Date
13056	This policy has been rejected due to a duplicate policy period.	Coverage Period Effective Date
45036	An experience rating modification factor of [1] is not being reported on the policy for experience mod effective date [2].	Experience Modification Factor
82032	The primary name or address for this policy does not cover the entire policy period.	Effective Date   Expiration Date

## Part 4-FINE APPEAL PROCESS

The North Carolina Rate Bureau has established a fining program for data errors or late reporting of Workers Compensation USR data, Workers Compensation Policy data and Personal Lines Annual Data Calls. If a fine is assessed, an invoice is sent to the contact designated by the member company for receipt of fine information. Detailed information for Workers Compensation fines is available via the ManagePolicy/USR web application. Refer to circular C-15-11 for additional information.

- Carriers have 90 days after the receipt of a fine invoice to request a waiver of the fine(s). All requests for waiver must be in writing, must include the item number in question and must set forth all the factors which the carrier wishes to be considered in review of the request for waiver. The request should be sent directly to Felecia Taylor, Supervisor, Data Services & Systems Support at [fit@ncrb.org](mailto:fit@ncrb.org).
- Requests for Waiver will be reviewed by Bureau staff and will be responded to within 30 days of receipt.
- If a company disagrees with Bureau staff's response to a request for waiver, the company may request an appeal of the fine(s) to Joanna Biliouris, COO, Insurance Operations at [jb@ncrb.org](mailto:jb@ncrb.org). The results of the appeal review will be communicated to the carrier within 30 days of receipt.
- Member companies wishing to further appeal the decision of Bureau staff may request review of such decision by the Governing Committee of the North Carolina Rate Bureau. The review by the Governing Committee will take place at the next regularly scheduled meeting of the Governing Committee after the appeal.

### Follow-up for Past Due Fines:

- Once a month, carriers will receive detailed information regarding all outstanding payments due to NCRB. (Note: Personal Lines Data Call fines are sent out once a year).
- Carriers that have fines 90 days past due will receive a follow-up letter from Bureau staff notifying them of the outstanding balance and requesting prompt remittance of payment. The initial communication will be sent to the company contact responsible for the submission of the data.
- If no response is received as a result of the first letter, a second follow-up letter will be sent 30 days later. The second letter will be sent to the company contact responsible for the submission of the data as well as the President or CEO of the company. If the outstanding balance is in excess of \$10,000, contact is made with the CFO as well.
- If no response is received as a result of the second letter, a third follow-up letter will be sent to the President or CEO of the company. The third letter will provide specific detail of the Bureau's next course of action if the outstanding amount remains unresolved. The course of action may include an appearance before the North Carolina Rate Bureau's Governing Committee or escalation to the North Carolina Department of Insurance.