NCRB-NCRF-NCIGA

North Carolina Rate Bureau

north carolina
RATE BUREAU
REINSURANCE FACILITY
INSURANCE GUARANTY ASSOCIATION

November 1, 2010

CIRCULAR LETTER TO ALL MEMBER COMPANIES

Re: Workers Compensation Insurance

ManagePolicy 2.0 Rollout Announcement

The North Carolina Rate Bureau is pleased to announce the availability of ManagePolicy 2.0. This new version of the ManagePolicy application provides users with powerful new features to assist with managing and correcting policy data reporting or coverage issues.

In addition to the ability to view policy data, submission status, submission data and error reports, the ManagePolicy 2.0 system provides the following new features:

1. Creation of WCPOLS transactions.

2. Submission of ManagePolicy transactions for DCO processing.

3. Download of ManagePolicy transactions to WCPOLS files for import into other systems.

4. Improved tools to manage errors such as viewing errors across multiple submissions and checking error resolution status.

The application does not allow you to make changes to a policy directly. Changes must be made by creating and submitting *transactions* that are specifically defined for certain types of changes. The general procedure for creating or modifying a policy is as follows:

1. Create a transaction that either creates a new policy, or create one or more transactions that make the desired modifications to an existing policy (either directly, or through policy replacement).

2. Submit the transaction(s) for DCO processing. Transactions are submitted in a special data file called a Submission file (WCPOLS file).

3. Check the status of the Submission to determine if errors occurred in the submission.

If errors occur in the submission, you can create a transaction that corrects the errors and submit the transaction. The final result will be the successful processing of one or more transactions and the policy creation or modification is accomplished.

In ManagePolicy 2.0, three user roles are available to end users. The roles are as follows:

- Read-only- Users with this permission can view policy data, submissions and error reports but cannot create, modify, delete or submit transactions.
- Author only – Users with this permission can view policy data, submissions and error reports. They can create, modify, delete and submit transactions they created. They can view transactions that other users within their carrier group created but cannot modify, delete or submit other users' transactions.
- Edit Access- Users with this permission can view policy data, submissions and error reports. They can create, modify, delete and submit any transaction that was created by a user within their carrier group.

If you previously had access to ManagePolicy, your web account was granted Read-only access to the ManagePolicy 2.0 application. Contact your NCRB Group Administrator to obtain Author Only or Edit Access privileges.

Training sessions are offered throughout the month of November on ManagePolicy 2.0. The training dates are as follows: Tuesday, November 9th, Thursday, November 11th, Tuesday, November 16th, and Thursday, November 18[th.] Refer to circular C-10-20 if you are interested in attending.

A ManagePolicy User Guide, Training Guide and Getting Started Guide are available on the NCRB 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 are links to the Manage Policy Guides:

http://www.ncrb.org/NCRB/LinkClick.aspx?link=ncrb%2fworkers+comp+services%2fpublications%2fManagePolicy+Getting+Started+Guide+-+Oct+2010.pdf&tabid=92&mid=621

http://www.ncrb.org/NCRB/LinkClick.aspx?link=ncrb%2fworkers+comp+services%2fpublications%2fManagePolicy+Training+Guide+-+Oct+2010.pdf&tabid=92&mid=621

http://www.ncrb.org/NCRB/LinkClick.aspx?link=ncrb%2fworkers+comp+services%2fpublications%2fManagePolicy+User+Guide+-+Oct+2010.pdf&tabid=92&mid=621

On approximately November 1st, your company's Group Administrator was 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.

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

Sincerely,

Sue Taylor

Director of Insurance Operations

ST:dms

C-10-21