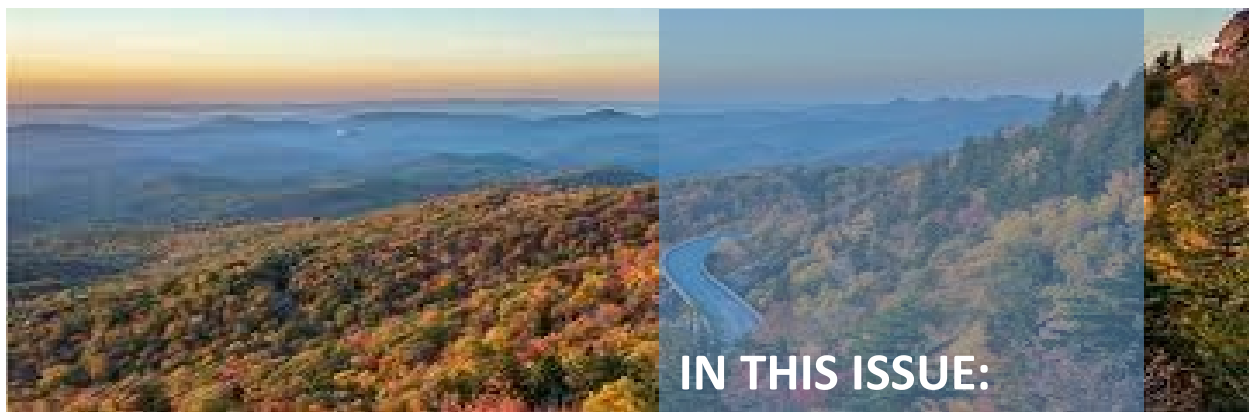


OCTOBER 2021

IN THE LOOP

OFFICIAL NORTH CAROLINA RATE BUREAU AGENT NEWSLETTER



IN THIS ISSUE:

HAPPY FALL!

2021 has been another year of unpredictability. Much like everyone else the NCRB has adapted and is getting used to being flexible and accommodating. With all the challenges we have and will continue to have, we remain committed to assisting the insurance industry in North Carolina and being accessible for any needs that may arise.

Please take a few minutes to review, as some of the content may impact your business and how you respond to the needs of your clients.

As always, reach out to the NCRB if you have further questions or concerns at (919) 582-1056.

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NCCI Item B-1441

This item addresses revisions to NCCI Manual rules related to the COVID-19 Pandemic. It specifically revises and establishes rules to state that payments to paid furloughed employees are excluded from premium calculations. Payments made to furloughed employees will be reported in statistical code 0012, and no premium will be applicable. These approved changes will be applicable to all policies in effect on or after March 1, 2020 until a date determined later as circumstances warrant and in consultation with state regulatory authorities. Once an expiration date for rule revisions related to COVID-19 (Coronavirus) pandemic is determined, a future filing will be made.

WC 00 04 21 E Endorsement

Revisions to Catastrophe (Other Than Certified Acts of Terrorism) Premium Endorsement (WC 00 04 21 E) announced by NCCI Item B-1418 redefines "Catastrophe (Other Than Certified Terrorism)" as "A single event or peril resulting in a group of claims with aggregate workers compensation losses in excess of \$50 million. The \$50 million threshold applies per occurrence, across all states for which claims from a single event or peril." These approved endorsement revisions are effective for new and renewal policies with effective dates on or after August 1, 2022.

Workers Compensation - National Trends

The Bureau monitors industry trends and regulatory activity nationwide to see potential impacts for workers compensation in North Carolina. The following matters continue to drive conversation in the industry.

TELECOMMUTING



According to a study released by NCCI in January 2021, approximately three-quarters of office-based business and professional employees have been working from home early in the COVID-19 pandemic. While telecommuting has increased, many businesses do not qualify for the clerical telecommuting classification because either the current classification includes clerical work, the work is not classified as clerical work, or employees do not telecommute a majority of the time. This is why clerical telecommuting is relatively small, accounting for approximately .5% of the countrywide payroll in 2020. While the loss costs associated with this class code have been historically

low, the new trends could impact this, such as whether telecommuting will be permanent for many businesses, new risks associated with telecommuting, or the timeframe for repetitive injuries associated with telecommuting to present themselves. The Bureau and NCCI will continue to monitor and provide updates as appropriate.

COVID-19



NCCI continues to monitor the impact of the COVID-19 pandemic on the workers compensation industry. A series of FAQs received by NCCI have been compiled and kept up-to-date on their website, found [here](#). While North Carolina is not a NCCI state, North Carolina does follow them closely. Since the FAQs address NCCI manuals and their role in the industry, the Bureau's site will provide current state-specific information.

PTSD



According to a study released by NCCI in June 2021, mental health disorders have emerged as a potentially significant factor in workers compensation. In recent years, legislative activity has increased across the country to broaden and establish workers compensation benefits for post-traumatic stress disorder (PTSD). The momentum of legislative activity could be accelerated due to the impact of COVID-19 and the potential to contract from employment, particularly in the healthcare industry. While workers compensation data on PTSD is limited due to the scarcity of claims, there is uncertainty that varies from state to state on issues of mental-mental claims, mental-physical claims, presumption of compensability for first responders, etc.

First Responders - PTSD Rate



Emergency Medical Technicians **14.0%**



Firefighters **7.3%**



Law Enforcement Officers **4.7%**

First Responders Overall **10.0%**

Annual Meeting

On October 19th, 2021, the Bureau hosted their 44th Annual Meeting - virtually. This meeting is held annually according to statute to provide a yearly update to our member companies. Please be sure to view the [Annual Report](#) for all the achievements the Bureau accomplished in 2021!

Rate Filings

WORKERS COMPENSATION

On September 1st, 2021, the Bureau submitted a filing to the North Carolina Commissioner of Insurance proposing a 5.3% decrease in loss costs to be effective April 1, 2022. The proposal also included an average increase of 4.9% in the overall rate level of the workers compensation residual market in North Carolina. These filings are pending as of the date of this newsletter.

AUTOMOBILE

On February 1st, 2021, the Bureau filed private passenger automobile insurance data as required by statute. No rate change was requested, however, updated Medical Payment Increased Limit Factors and updates to the Model Year and Symbols were filed and approved effective October 1, 2021.

PROPERTY

On November 9th, 2020, the Bureau submitted a filing to the North Carolina Commissioner of Insurance proposing a 24.5% increase for homeowners. This is currently still pending with a hearing scheduled on January 3, 2022.

On December 14th, 2020, the Bureau submitted a filing to the North Carolina Commission of Insurance proposing a 18.7% increase for dwelling. This filing was settled with the Commissioner of Insurance for a 7.6% overall statewide rate change effective November 2, 2021.

On February 26th, 2021, the Bureau submitted filings to the North Carolina Commissioner of insurance proposing a 11.3% and 24.9% rate increase to MH(C) and MH(F), respectively. These filings are pending.

Get to Know Us!

The Bureau introduced our new "Get to Know Us!" series in our last newsletter. The first team we would like to introduce is our Information Center. Our Information Center is comprised of 4 individuals and a supervisor. They are the first point of contact for the Bureau as well as the North Carolina Reinsurance Facility and the North Carolina Insurance Guaranty Association.

With over 60 years of combined service they bring experience and service to our member companies and agents.

INFORMATION CENTER TIP

You can reach us by phone at (919) 582-1056, by email at support@ncrb.org, or our new chat feature. The chat feature is located on our website at the bottom of the page!

INFORMATION CENTER

Latimia Roberson-Hill

Information Center Supervisor

13 Years' Experience

9,877

Call tickets generated



12,372

Email tickets generated

Tonya Gay

Information Center Representative

8 Years' Experience

Gail Strickland

Information Center Representative

19 Years' Experience

Jennifer Holder-Smith

Information Center Representative

20 Years' Experience

Niya Gibbs

Information Center Representative

3 Years' Experience