



May 15, 2006

CIRCULAR LETTER TO ALL MEMBER COMPANIES

Re: Workers Compensation Insurance

ManageUSR

The North Carolina Rate Bureau is pleased to announce the availability of ManageUSR. ManageUSR was developed by the Wisconsin Compensation Rating Bureau and has been modified slightly for North Carolina Rate Bureau requirements. ManageUSR is a web-based application that serves as a tool for the carriers to search, view and print unit statistical information for their carrier group. Additionally, ManageUSR will assist carriers in the management of their unit statistical data and can be used to search for unit statistical data in the NCRB database prior to the assessment of fines.

NCRB is offering two training sessions to educate users on the features of the ManageUSR system. These sessions are an hour and a half each and will be conducted over the internet. The training will use MCI's web conferencing software (Microsoft Live Meeting). During the first hour we will walk through the ManageUSR User Guide to review the features of the system. The last thirty minutes will be open for questions. We recommend printing a copy of the ManageUSR User Guide so that you can make notes. The training sessions will be held on Tuesday, May 23rd and Wednesday, June 7th. Refer to the ManageUSR Features document for additional information related to the training session.

Please contact the Information Center at 919-582-1056 or winfo@ncrb.org if you have questions.

Sincerely,

Sue Taylor

Director of Workers Compensation

ST:dg

C-06-11

ManageUSR Features

The ManageUSR system provides carriers the ability to view and print unit statistical reports (USRs). The ManageUSR tool has been designed to assist with the management of your unit statistical data as it is reported to the North Carolina Rate Bureau. The available options to assist with processing are:

- **Search Options** – There are a wide assortment of options that will enable you to:
 - Search by Criteria, Status or Due Date Range
 - Search by USRs that are delinquent for a specified number of days
 - Search by USRs that are pre-delinquent based upon report number
 - Search for USRs based on the date the submission was received or by the submission id.
- **Report Options** – ManageUSR provides the ability to print Unit Statistical Reports. In addition, a Reject Report is available that will show the errors pertaining to a USR in a rejected status.
- **Download your USR data to a file** – Users can download USRs that are in an Accepted or Rejected status to a WCSTAT file. Pre-delinquent, Delinquent and Expected USRs can be downloaded to a WCCNTL or comma delimited file.
- **Online help** – To assist you with using the system, the Help page in ManageUSR contains a link to the User Guide as well as a list of Frequently Asked Questions and Answers.

How do I access ManageUSR?

In order to access the ManageUSR 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 ManageUSR so that your company can be assured that only the appropriate users are given security rights to your unit statistical 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 ManageUSR 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 May 15, 2006, your company's Group Administrator was given access to ManageUSR. Your Group Administrator is responsible for granting access to ManageUSR 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 two training sessions to educate users on the features of the ManageUSR system. These sessions are an hour and a half each and will be conducted over the internet. During the first hour we will walk through the ManageUSR User Guide to review the features of the system. The last thirty minutes will be open for questions. We recommend printing a copy of the ManageUSR 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 ManageUSR User Guide.

The training will use MCI's web conferencing software (Microsoft Live Meeting) 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.



If you have never used web conferencing software and you need assistance getting started, you can find instructions at the following location:

<http://www.ncrb.org/ncrb/workers%20comp%20services/publications/mci%20web%20conference%20end%20user%20instructions.pdf>

	Session 1	Session 2
Date	Tuesday, May 23 rd	Wednesday, June 7 th
Time	10:00 – 11:30 am EST	2:00 – 3:30 pm EST
Phone #	800-369-1996 Passcode: NNCIGA	888-323-2711 Passcode: NNCIGA
Live Meeting Connection Information	URL: https://e-meetings.mci.com/nc/join/ Conference #: PA8397643 Passcode: NNCIGA	URL: https://e-meetings.mci.com/nc/join/ Conference #: PA8397668 Passcode: NNCIGA

Who do I call for help?

If you need assistance with getting started on the ManageUSR system, the ManageUSR User Guide is available on NCRB's website. Go to 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 [ManageUSR User Guide](#).

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