NCRB-NCRF-NCIGA

north carolina
RATE BUREAU
REINSURANCE FACILITY
INSURANCE GUARANTY ASSOCIATION

November 29, 2007
<u>CIRCULAR LETTER TO ALL MEMBER COMPANIES</u>

Re: <u>Workers Compensation Insurance</u>

Compliance/Noncompliance System

The North Carolina Rate Bureau is pleased to announce the availability of the Compliance/Noncompliance web application. The Compliance/Noncompliance web-based application provides Servicing and Direct Assigned Risk carriers the ability to report and manage compliance/noncompliance issues related to undisputed premium due and/or noncompliance with policy terms and conditions. The Compliance/Noncompliance system displays transactions for assigned risk policies effective on or after January 1, 2002. The system also displays compliance/noncompliance notification letters distributed by the North Carolina Rate Bureau from September 25, 2007 forward.

Effective January 1, 2008, the Bureau will no longer accept hard copy compliance/noncompliance transactions. All transactions must be reported electronically via the Compliance/Noncompliance web application or CDX in WCPOLS Transaction 17 format. Additionally, the Bureau will no longer distribute hard copy notification letters to carriers of compliance/noncompliance related issues. Carriers may elect to receive an email notification of newly issued compliance/noncompliance notification letters. Refer to the attached email notification form for additional information.

NCRB is offering two training sessions to familiarize users with the features of the Compliance/Noncompliance system. These sessions are an hour each and will be conducted over the internet. The training will use AT&T's web conferencing software. During the first forty minutes we will walk through the Compliance/Noncompliance User Guide to review the features of the system. The last twenty minutes will be open for questions. We recommend printing a copy of the Compliance/NonCompliance User Guide. The training sessions will be held on Monday, December 3, 2007 and Thursday, December 6, 2007. Refer to the attached Compliance/Noncompliance Features document for additional information related to the training session.

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

Sincerely,

Sue Taylor

Director, Insurance Operations

ST:dg

C-07-16

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NORTH CAROLINA RATE BUREAU

Compliance/Noncompliance Features

The Compliance/Noncompliance system is a web-based application that serves as a tool for the carriers to submit compliance/noncompliance transactions over the web, review the status of web submissions, search for transactions and download/view letters for employers currently covered by a carrier within their carrier group. The available options to assist with processing are:

➢ **Enter New Transactions** – Users can enter new Compliance/Noncompliance transactions for submittal to the Bureau for processing.

➢ **Search Options** – The Compliance/Noncompliance system offers numerous ways to search.

- Search by transactions requiring follow-up

- Search by transactions, regardless of follow-up status

- Search by submission status

- Search by compliance/noncompliance letters

➢ **Download Options**– Compliance/Noncompliance provides the ability to download and print the compliance/noncompliance letters as PDF files.

➢ **Online help –** To assist you with using the system, the Help page in Compliance/Noncompliance contains a link to the User Guide as well as a list of Frequently Asked Questions and Answers.

How do I access Compliance/Noncompliance?

In order to access the Compliance/Noncompliance 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 Compliance/Noncompliance so that your company can be assured that only the appropriate users are given security rights to your compliance/noncompliance 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 Compliance/Noncompliance 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 November 19, 2007, your company's Group Administrator was given access to Compliance/Noncompliance. Your Group Administrator is responsible for granting access to Compliance/Noncompliance 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 Compliance/Noncompliance system. These sessions are an hour each and will be conducted over the internet. During the first forty minutes we will walk through the Compliance/Noncompliance User Guide to review the features of the system. The last twenty minutes will be open for questions. We recommend printing a copy of the Compliance/Noncompliance 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 Compliance/Noncompliance User Guide.

The training will use AT&T's web conferencing software 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.

	Session 1	**Session 2**
Date	Monday, December 3rd	Thursday, December 6th
Time	3:00 – 4:00 pm EST	10:00 – 11:00 am EST
Phone #	877-848-7030 **Password:** 5679016	877-848-7030 **Password:** 5679016
Web Meeting Connection Information	**URL**:www.webmeeting.att.com **Web MeetingID#:**8778487030 **Password**: 5679016	**URL**:www.webmeeting.att.com **Web MeetingID#:**8778487030 **Password**: 5679016

Who do I call for help?

If you need assistance with getting started on the Compliance/Noncompliance system, the Compliance/Noncompliance 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 Manuals and Instructions section there is a link to the Compliance/Noncompliance User Guide.

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

COMPLIANCE/NONCOMPLIANCE EMAIL NOTIFICATION INFORMATION FORM

Please type or print legibly using dark ink

First Name [   ] MI [   ] Last Name [   ]

Company Name [   ]

Mailing Address [   ]

City [   ] State [   ] Zip [   ]

Email Address [   ]

Telephone [(   )] Fax [(   )]

Please complete form and send to Donna Guin at dsg@ncrb.org or by fax at (919) 719-7426.