NCRB-NCRF-NCIGA

north carolina
RATE BUREAU
REINSURANCE FACILITY
INSURANCE GUARANTY ASSOCIATION

Manage Data User Guide

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If at any time during these procedures you need assistance, you may contact the NCRB, NCRF and NCIGA Information Center at:

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Fax: 919-783-7467
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Before You Start…

Welcome to the Manage Data web application! The Manage Data application is available through the online portal that allows data reporters to submit, track and edit their workers compensation data in real time. The tool will provide carriers with a single platform to access and submit both policy and unit statistical data with real time validations. From the policy side, users can view stored policy data, modify existing policies, and create new policies. From the unit side, users can view, create, correct and replace USR data. Manage Data also has fine features to provide insight into error and rejection reasons, as well as, monthly fine details.

By taking some time to review the first few pages of this user guide, the user will be prepared to quickly learn how to use this powerful online tool. Manage Data was designed to be user-friendly and easy-to-use, but if the user has problems, they can refer to this guide for help.

Now let's get started!

Cookies

Manage Data uses **session cookies** to remember important information as the user moves from page to page within the application. These session cookies reside in their browser's memory only as long as their browser session is active. In other words, when the user closes their web browser after using Manage Data, the session cookie is destroyed, thus protecting any data they entered while using Manage Data.

Note: Many web applications use **standard cookies**- a standard cookie is written to the user's hard drive and is used to remember them next time they visit the application's web site. Manage Data uses session cookies, not standard cookies, so no data is written to their hard drive (unless they request to download a file).

Opening New Windows

Some pages in Manage Data open, or spawn, a new browser window when they are accessed. For example, when they print a report, they are spawning a new window. The user will need to remember to close the new window whenever they want to exit it and return to where they were in Mange Data.

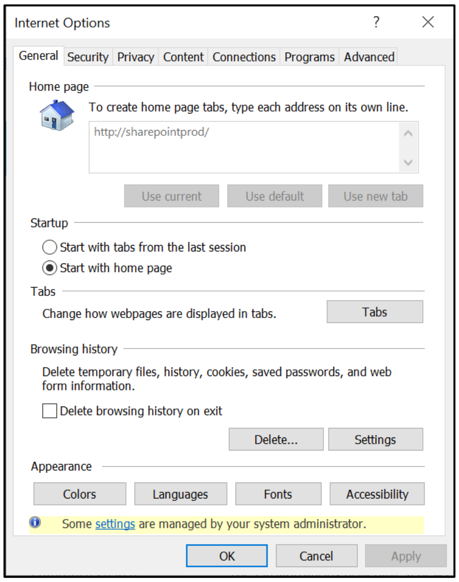
Configuring Pop-up Blocker

If the user has a pop-up blocker installed, they will need to allow pop-ups from the NCRB Web site to properly use Manage Data.

To allow pop-ups from the NCRB Web site using Internet Explorer 11.0, follow these procedures:

Step 1:

Open **Internet Explorer**. Click on the **Tools** icon  in the top right corner. Select **Internet Options** from the Tools list. The *Internet Options* window displays. Based on the browser version, the user's view may look different.

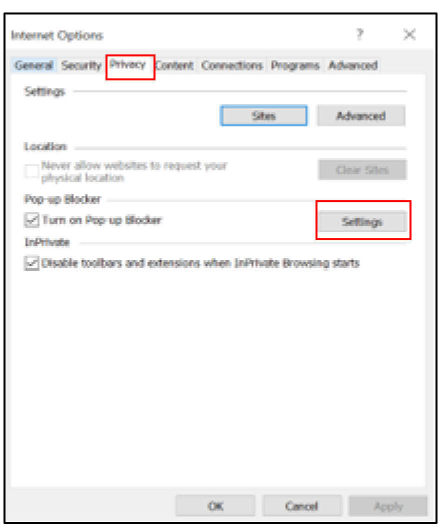


Step 2:

In the **Internet Options** window, select the **Privacy** tab. The *Privacy* tab information displays.

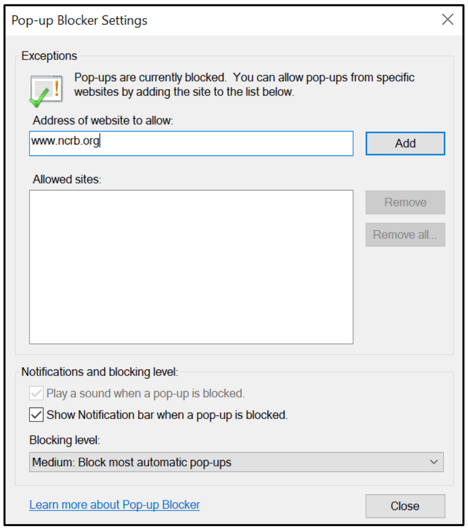
Step 3:

On the **Privacy** tab, click the **Settings** button. The *Pop-up Blocker Settings* window displays.



Step 4:

On the **Pop-Up Blocker Settings** window, type **www.ncrb.org** in the **Address of website to allow** field and click **Add**. The URL *www.ncrb.org* is added to the list of *Allowed sites*.

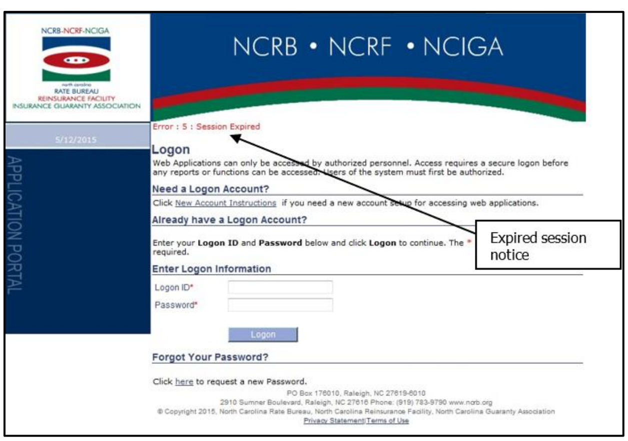


Step 5:

Click **Close** to close this window.

System Timeout

Manage Data times out after it has been inactive for more than sixty minutes. A message displays indicating that the user must log into the system again.



PDF Documents

Manage Data supplies some forms and reports in PDF (Portable Document Format) form. To read PDF documents, the user must have a PDF reader, like Adobe Acrobat Reader ™, installed on their computer.

The user can download Acrobat Reader free of charge at http://www.adobe.com.

Accessing Manage Data

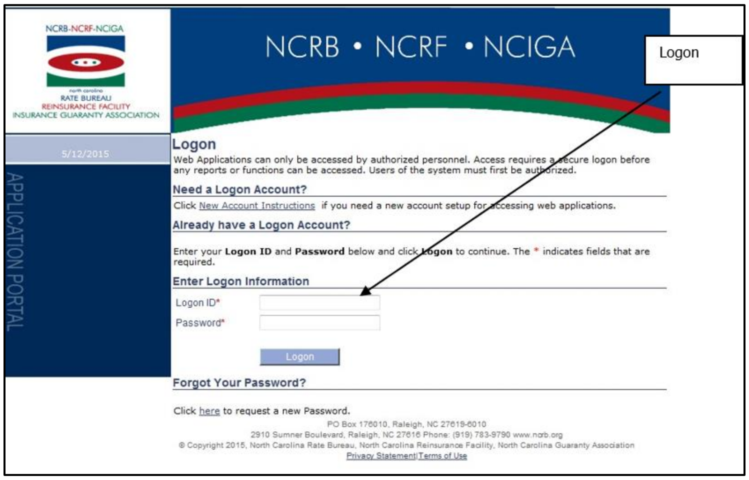
The user will access Manage Data from the Secured Members Area of NCRB, NCRF and NCIGA Web site. This section describes how to get to the Log On page, enter their credentials, and access Manage Data.

Logging into the Secured Members Area

The Secured Members Area, also known as the Member Services Portal, will provide access to all of the secured applications and data on the NCRB, NCRF and NCIGA Web site, so the user must log on to the Secured Members Area before they can access Manage Data. To log in to the Secured Members Area, use the following procedure. The user must use the valid user name and password that were provided to them.

Step 1:

On the NCRB Web site (http://www.ncrb.org), click the NCRB link and then click on Workers Comp Services link. Under the Member Services area, click the Logon to NCRB Portal link. The Secured Members Area Logon page displays.



Step 2:

The user will enter their Logon ID and password. Click the Logon button. The Secured Members Area page displays.

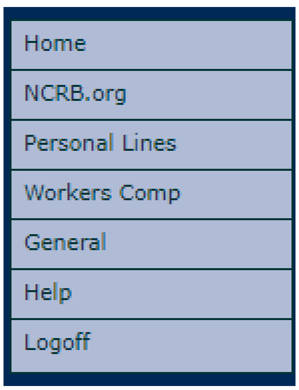
> **Note:** If they enter an incorrect user name or password, the system will return an error message to inform them of the invalid data. Re-enter their user name and password correctly, and click the Logon button to enter the system.

Launching an Application

The Secured Members Area is the common place from which all secured applications are accessed on the NCRB, NCRF and NCIGA Web site. The user will only see applications they have been authorized to access. All of the applications are categorized based upon the business unit that the application represents. To launch an application, follow these procedures:

Step 1:

One the left navigation menu, click Workers Comp



Step 2:

On the sub-menu, click Manage Data. The application page displays.

Navigating in Manage Data

There are multiple ways to navigate in Manage Data. From the main screen the user will see a row of tabs at the top called the Navigation Menu. These tabs have drop downs that will navigate the user to different sections of the application.

When the user first logs into Manage Data they are on the landing page called the Dashboard. This is a page of widgets that display high level data information for the carrier and provides easy access to different sections of the application.

Located through out Manage Data are hyperlinks. These hyperlinks easily navigate the user to different pages in the application to complete common processes.

Navigation Menu

The top right row in Manage Data is called the navigation menu. The navigation menu allows the user easy access to the different sections of the application: policy, unit, correspondence and fines. Regardless of where in the application to user is, the navigation menu will appear at the top of the screen.

- The **dashboard tab** allows the user to navigate to either the data submitter, underwriter or assigned risk dashboards.

- The **policy tab** allows the user to create a new policy transaction, complete a real time search for policy information and complete a search for policy errors and rejections.

- The **unit tab** allows the user to add and correct unit statistical data. The user can also search by unit statistical report, claims, unit statistical tracking and submissions.

- The **correspondence tab** will navigate the user to a correspondence search, which allows carriers to search and view all correspondence.

- The **fines tab** will navigate the user to the fines search, which allows carriers to search and view all policy and unit fines that have been assessed.

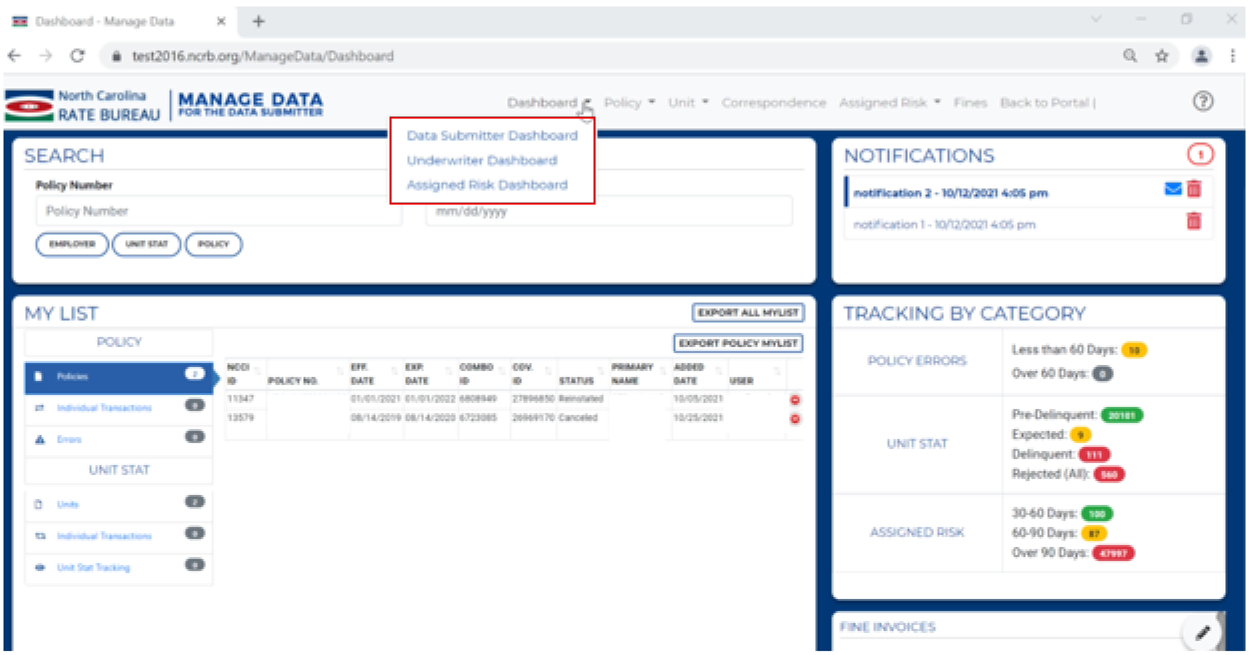
- The **assigned risk tab** will navigate the user to the compliance/non-compliance search, which allows carriers to verify the status of a transaction.

- The **back to portal tab** will navigate the user back to the Members Secured Area page of the NCRB web portal.

- The icon will navigate the user to instructional videos and provide contact information for the North Carolina Rate Bureau.

Data Submitter Dashboard

The landing page for the Manage Data application is called the dashboard. Depending on the user's role with the carrier, they will either see the data submitter or underwriter dashboard and possibly the assigned risk dashboard. If the user's role requires access to all dashboards, they will see a drop down on the navigation menu and they can navigate between them. If the user does not see the drop down, they can contact their master web administrator and request their role be adjusted.



The dashboard is an intuitive interface that is user-friendly and customizable to meet carrier needs. The dashboard allows carriers to see their data at a high level, while also allowing users to identify and execute multiple tasks.

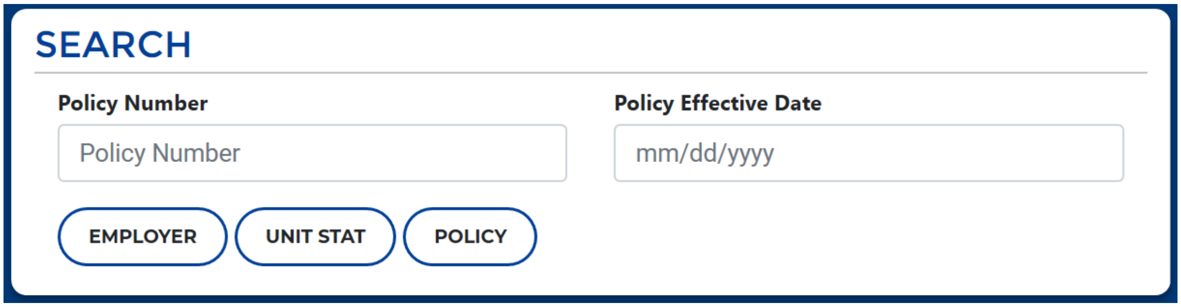
The dashboard is completely customizable in the way the user views the widgets on the dashboard. The user can select the pencil at the lower section of the screen to change where the widgets sit on the dashboard.

Once the customization has been completed, the user can select the  or  to accept or reject the changes. If the changes are accepted the dashboard view will remain the same until the user changes again.

Below is a breakdown of each widget on the dashboard, and its functionality.

Search Widget

The search widget is located at the top left corner of the dashboard. This widget allows for a quick search for policy and unit statistical data stored in Manage Data.

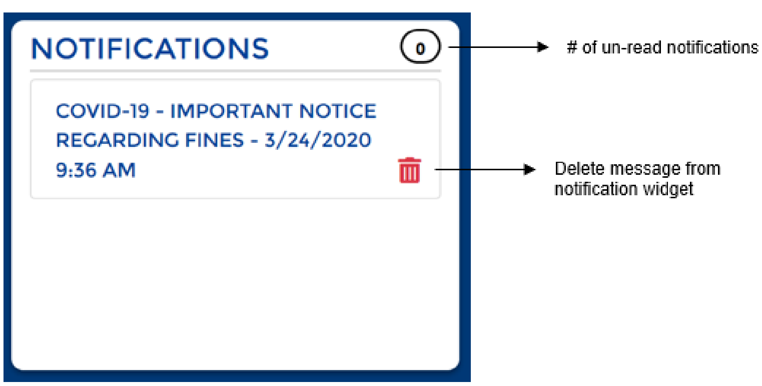


From the search widget, the user is required to input a policy number and the policy effective date is an optional field. After entering the policy number, the user can select one of the following buttons: Employer, Unit Stat or Policy.

- The **Employer Tab** will navigate the user to the Employer Chronicle for that policy.
- The **Unit Stat Tab** will navigate the user to either the Unit Stat Report Search Page or the Unit Stat Tracking Search Page, depending on whether the unit for that policy number has been submitted or not.
- The **Policy Tab** will navigate the user to the Policy Search Page.

Notifications Widget

The notifications widget is located at the top right corner of the dashboard. The notifications widget will display all notices sent to the carrier from the North Carolina Rate Bureau. These could be global announcements sent to all carriers, or those specific to the carrier. Some examples might be- a new circular or a system outage.



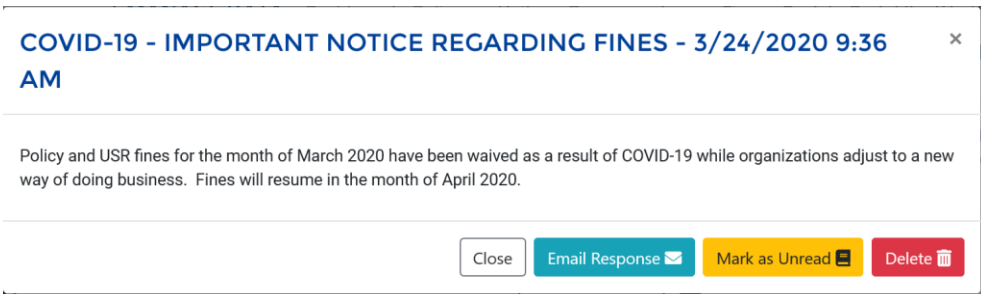
To see additional information on the notification, follow these procedures:

Step 1:

Click on the hyperlink wording of the message. This will open a dialog box that displays the full notification.

Step 2:

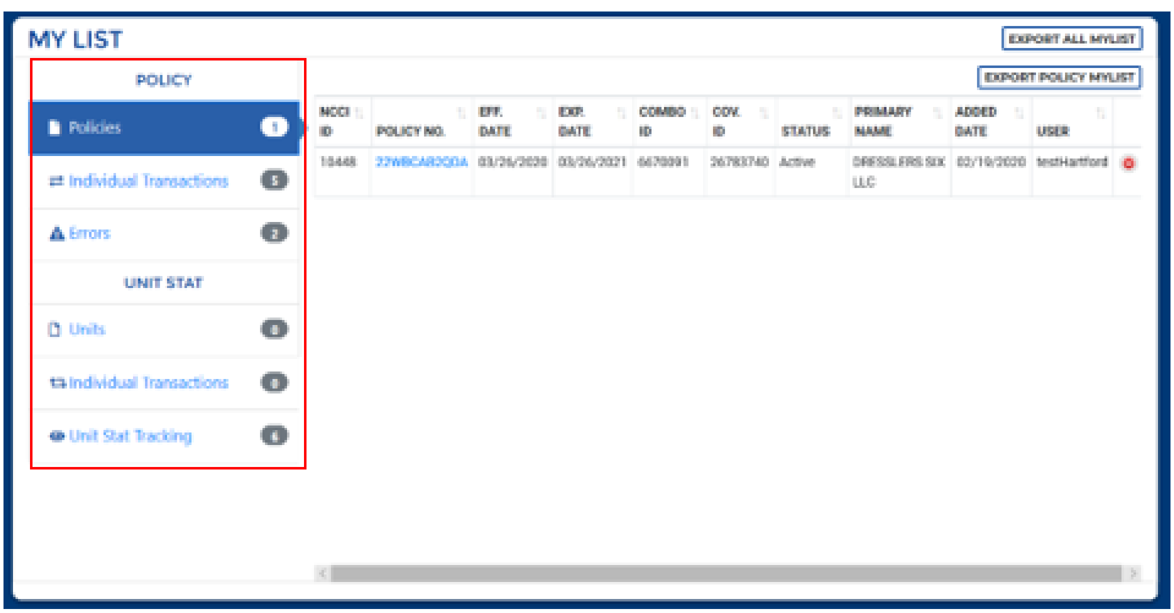
From here the user can select the following: Close, Email Response, Mark as Unread or Delete. If the user selects Email Response, it will go directly the support email address for the NCRB.



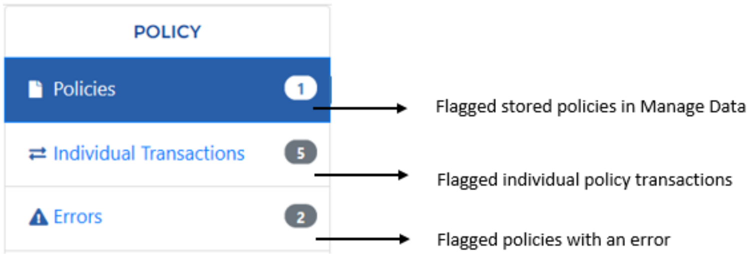
My List Widget

The My List Widget is located on the middle of the dashboard, on the left-hand side. The My List widget displays transactions that the user has added. It was designed to create a short cut for items the user is working on or wants to monitor. This tool will help to quickly locate the policy or unit transaction without the need to search for them again.

The user can navigate between the tabs on the left to view the transactions associated with either policy or unit.



Policy:



Unit Stat:

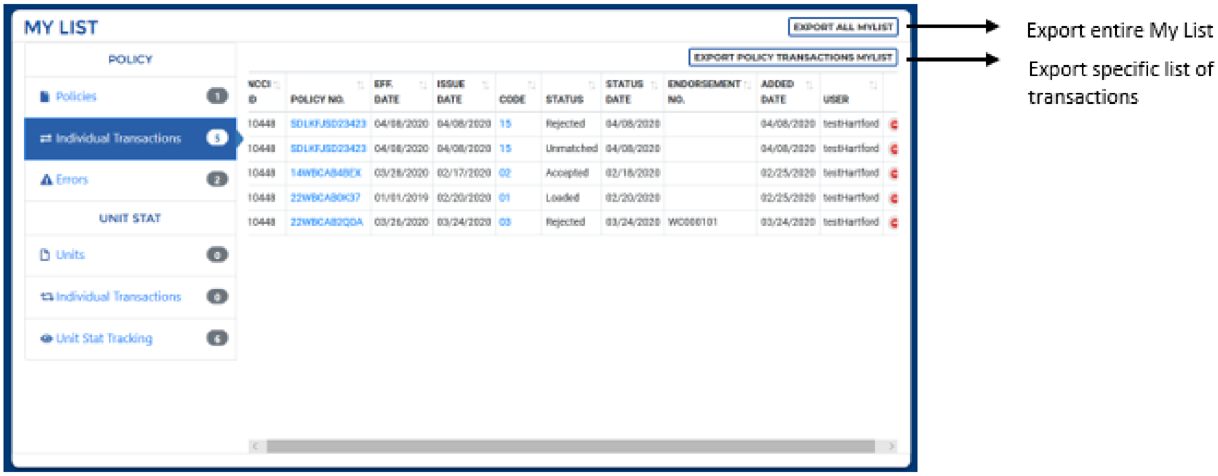
Once the user selects a category from the left, a table will display to the right in a sortable grid with columns. The table will display the following information for the transactions: NCCI ID, Policy #, Effective Date, Expiration Date, Combo ID, Coverage ID, Status, Primary Name, Added Date and User.

Removing Transactions:

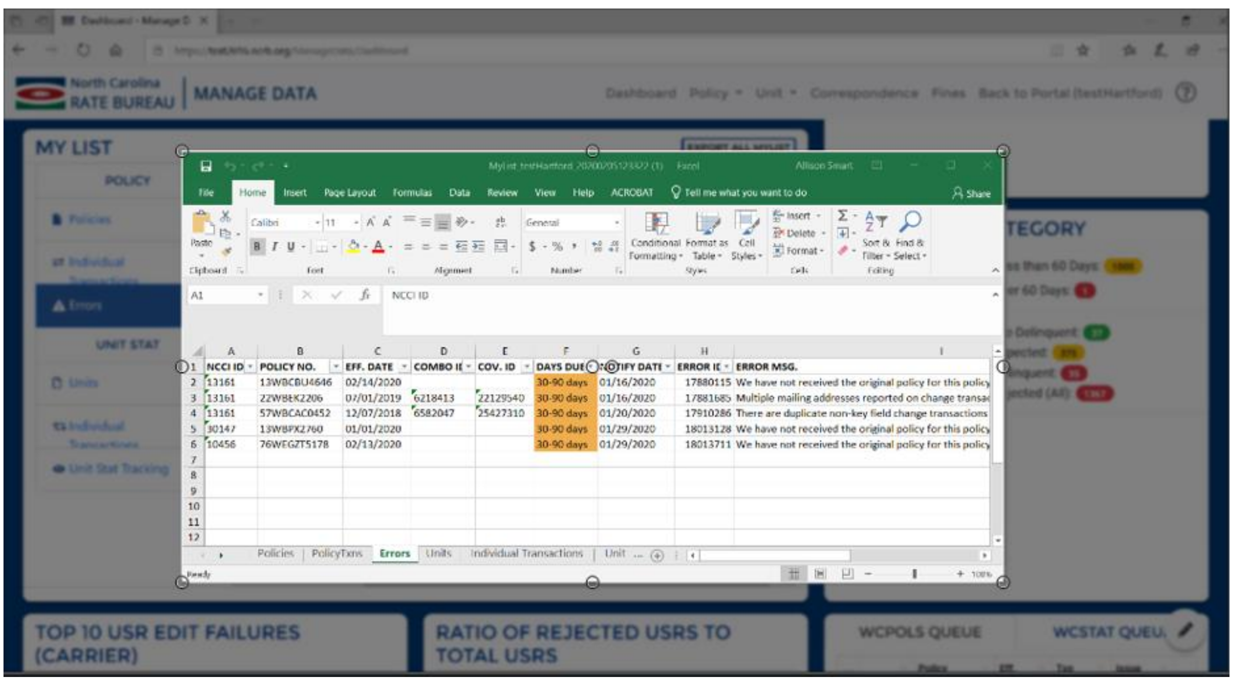
The transactions the user has placed on their My List will stay on their list until they decide to remove them. To remove the transaction from the My List Widget, select the  located at the far right of the table.

Exporting Lists:

Users can also export their entire My List or a specific category by the export buttons at the top of the table.



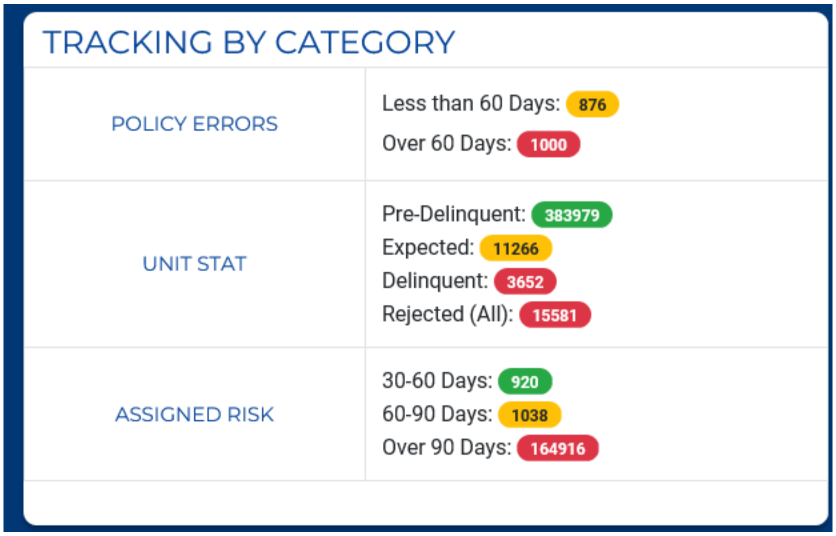
The system will generate an excel spreadsheet with each tab on its own worksheet with column headers.



Tracking by Category Widget

The tracking by category widget is located on the middle of the dashboard, on the right-hand side. The tracking by category widget allows the user to see at a high level the number of policy and unit statistical errors they have in real time.

The colored badges next to each category show the number of transactions in that category. If the user hoovers over the badge it will define what items can be found in that category.



Policy Errors:

- Less than 60 Days: Policy errors that are less than 60 days old, that have not yet generated a fine.
    - If the user clicks on the badge to the right, it will navigate them to the error and reject search page, with the individual policy results displayed at the bottom of the screen.

- Over 60 days: Policy errors that are greater than 60 days old, and are accumulating fines.
    - If the user clicks on the badge to the right, it will navigate them to the error and reject search page, with the individual results displayed at the bottom.

Unit Stat:

- Pre-Delinquent: Unsubmitted unit statistical reports that are approaching their due date.
    - If the user clicks on that badge to the right, it will navigate them to the unit stat tracking search page, with the individual unit statistical results displayed at the bottom of the screen.

- Expected: Unsubmitted unit statistical reports that are due.
    - If the user clicks on that badge to the right, it will navigate them to the unit stat tracking search page, with the individual unit statistical results displayed at the bottom of the screen.

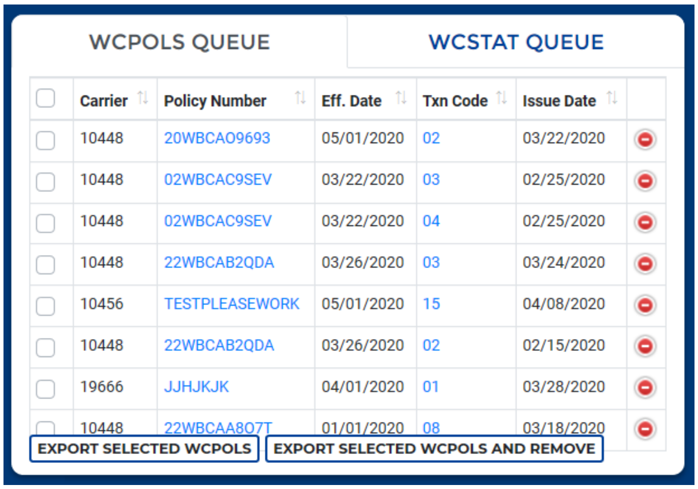
- Delinquent: Unsubmitted unit statistical reports that are due, and are accumulating fines.
    - If the user clicks on that badge to the right, it will navigate them to the unit stat tracking search page, with the individual unit statistical results displayed at the bottom of the screen.

  Rejected: Submitted unit statistical reports that were rejected, and are accumulating fines.
    - If the user clicks on that badge to the right, it will navigate them to the unit stat report search page, with the results individual displayed at the bottom of the

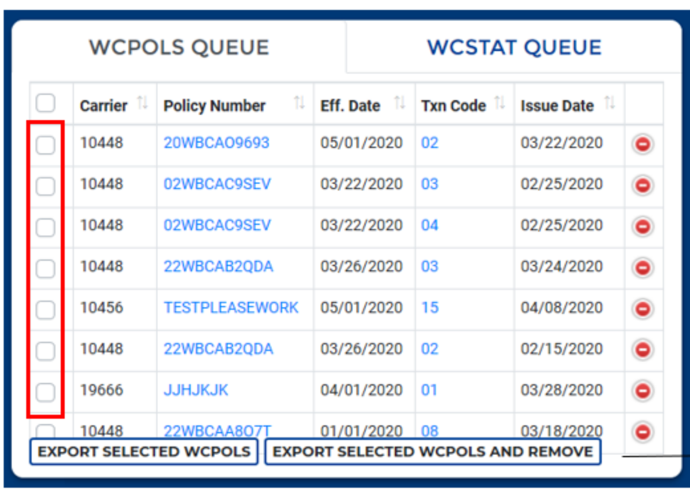
screen.

WCPOLS/WCSTAT Queue Widget

The WCPOLS/WCSTAT Queue widget is located on the right-hand side of the dashboard. This widget allows the user to export policies and/or unit statistical reports in the standard WC formats. The user can navigate back and forth between WCPOLS and WCSTAT from the top of the widget. To upload the policy or unit statistical report, see the steps below here.



Once all policies have been added to their WCPOLS or WCSTAT ques the user can export them to the WC format. The user will select the policies from the left-hand side of the screen, and then use the buttons at the bottom of the widget.



Button to export, or export and delete

- Export Selected WCPOLS: Will export selected policies to the WC format, but the policy will remain on the widget until the user deletes with the red button on the right-hand side of the widget.

- Export Selected WCPOLS and Remove: Will export selected policies to the WC format and will delete the selected policies from the widget.

Unit Statistical Report Analytics Widget

There are multiple Unit Statistical Report Analytics on the Manage Data Dashboard. Each widget is designed to provide real time information on the Unit Statistical data and help the user manage their data submissions.

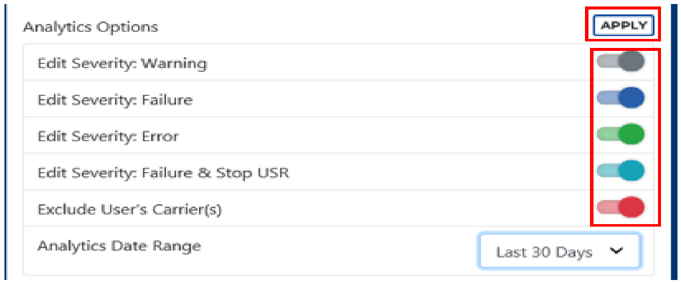
Top 10 USR Edit Failures (Carrier) & Top 10 USR Edit Failures (Industry):

These are two separate widgets. The first widget shows the top 10 edit failures the specific user's company has, the second widget shows the top 10 edit failures the industry as a whole has.

The user can hover over the edit on the widget to get additional information on the edit.

The user has the option to customize these two widgets to remove different edit severities or include or exclude the carrier from the totals. Located that the bottom of the Top USR Edit Failures for Industry widget the user will notice the options to customize.

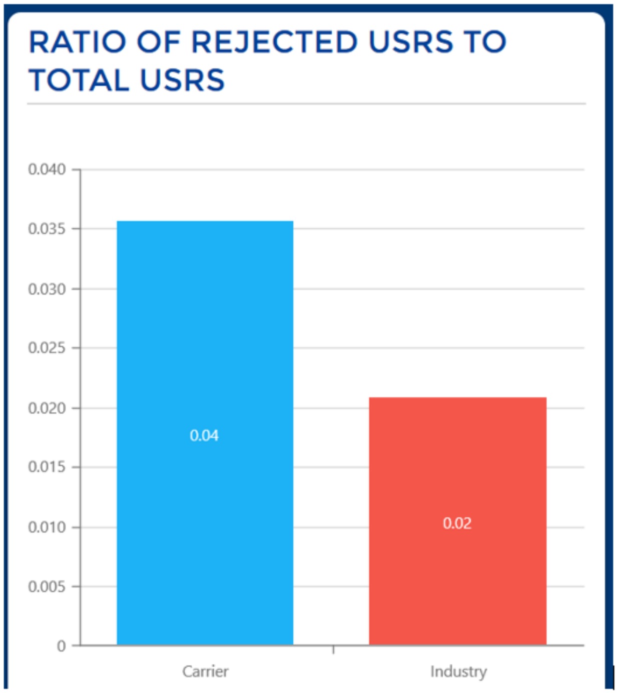
By clicking the edit severity, it will add or delete from the graph. The same can be done to include or exclude the carrier. Once everything has been customized, the user can select the Apply button to see the changes in the graph.



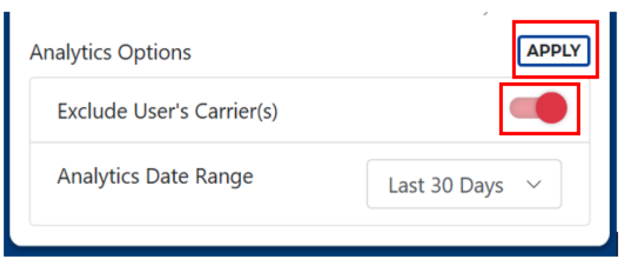
The user can also customize the graphs with the Analytics Date Range. The drop down will allow the user to select the date range, giving the user the ability to see how the company is doing compared to prior time frames. Once selected the user can click the apply button to see the graphs change.

Ratio of Rejected USRs to Total USRs:

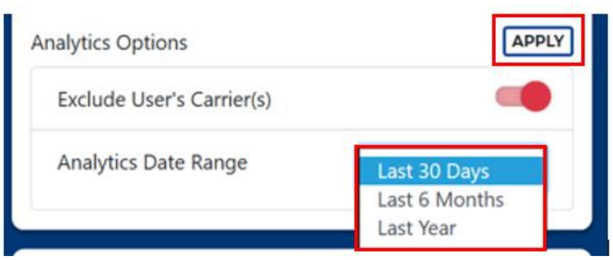
This analytics widget shows the ratio of the carriers failed transactions to all transactions that have been submitted. Displayed next to that is the same ratio but for the industry as a whole.



The user has the option to customize this widget to exclude the user's carrier from the graph. By clicking the exclude user's carrier button, it will delete from the graph. Once the selection has been made, the user can select the Apply button to see the changes in the graph.



The user can also customize the graph with the Analytics Date Range. The drop down will allow the user to select the date range, giving the user the ability to see how the company is doing compared to prior time frames. Once selected the user can click the apply button to see the graphs change.



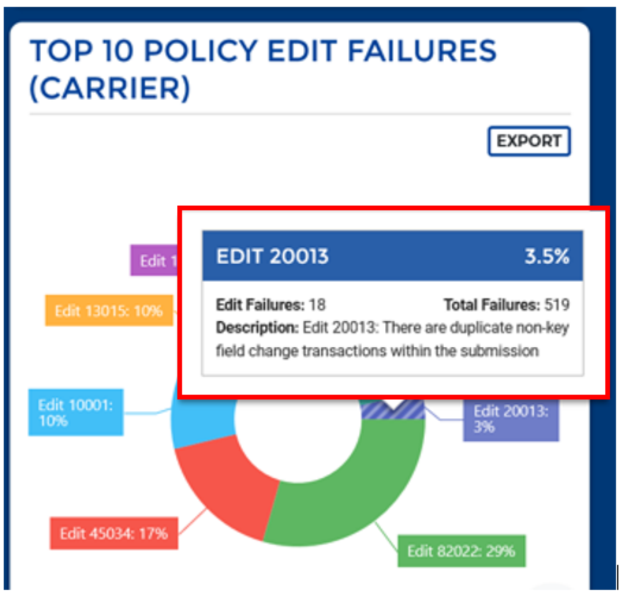
Policy Transaction Analytics Widget

There are multiple Policy Transaction Analytics on the Manage Data Dashboard. Each widget is designed to provide real time information on the Policy Transaction data and help the user manage their data submissions.

Top 10 Policy Edit Failures (Carrier) & Top 10 Policy Edit Failures (Industry):

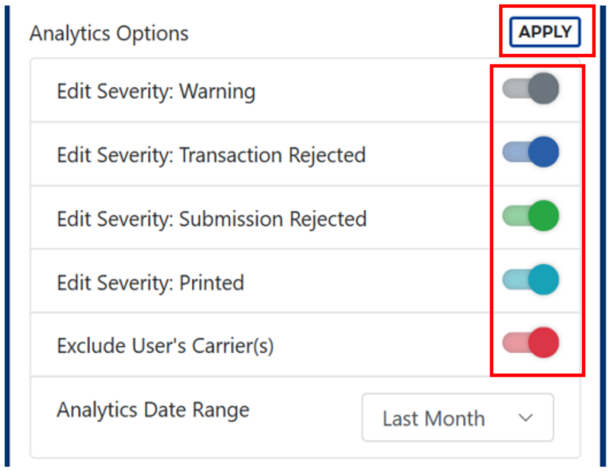
These are two separate widgets. The first widget shows the top 10 policy edit failures the specific user's company has, the second widget shows the top 10 policy edit failures the industry as a whole has.

The user can hoover over the edit on the widget to get additional information on the edit.

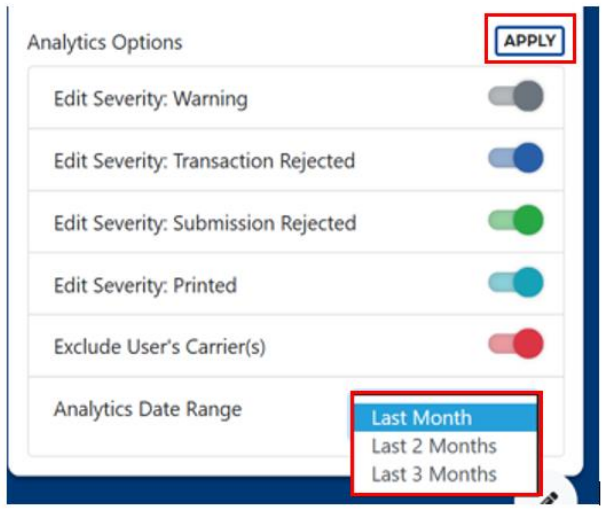


The user has the option to customize these two widgets to remove different edit severities or include or exclude the carrier from the totals. Located that the bottom of the Top Policy Edit Failures for Industry the user will notice the options to customize.

By clicking the edit severity, it will add or delete from the graph. The same can be done to include or exclude the carrier. Once everything has been customized, the user can select the Apply button to see the changes in the graph.

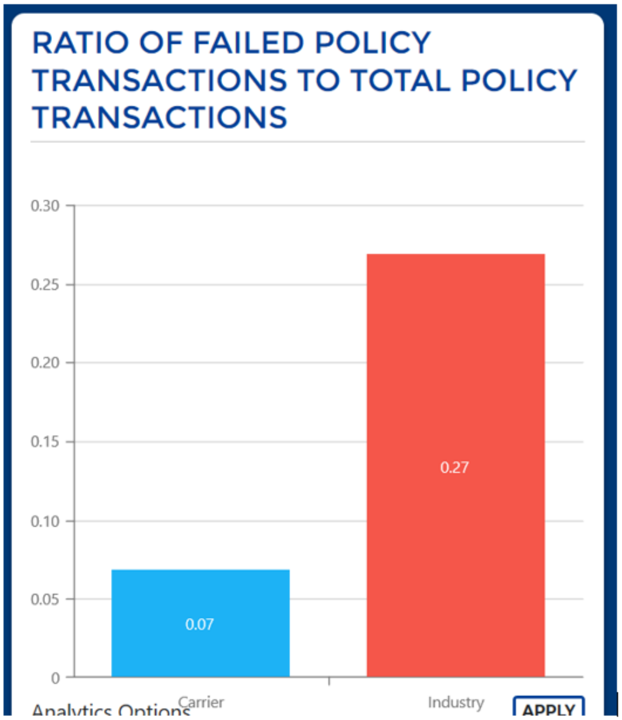


The user can also customize the graphs with the Analytics Date Range. The drop down will allow the user to select the date range, giving the user the ability to see how the company is doing compared to prior time frames. Once selected the user can click the apply button to see the graphs change.

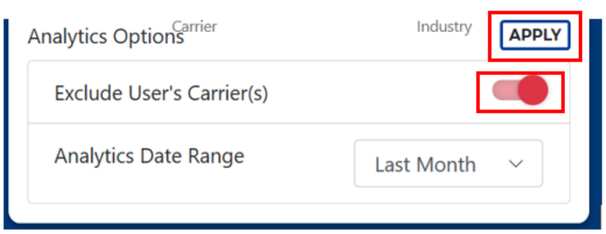


<u>Ratio of Failed Policy Transactions to Total Policy Transactions:</u>

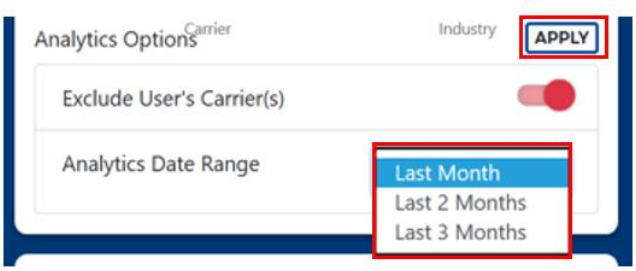
This analytics widget shows the ratio of the carriers failed policy transactions to all policy transactions that have been submitted. Displayed next to that is the same ratio but for the industry as a whole.



The user has the option to customize this widget to exclude the user's carrier from the graph. By clicking the exclude user's carrier button, it will delete from the graph. Once the selection has been made, the user can select the Apply button to see the changes in the graph.

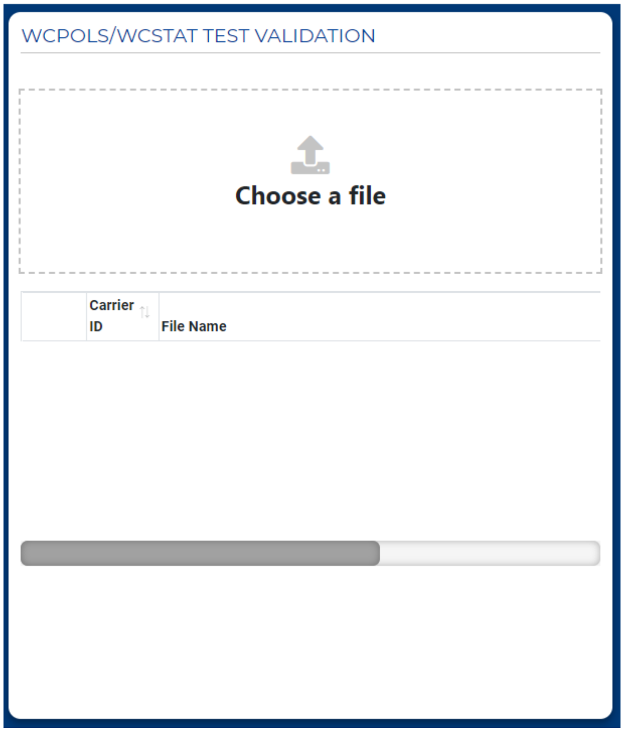


The user can also customize the graph with the Analytics Date Range. The drop down will allow the user to select the date range, giving the user the ability to see how the company is doing compared to prior time frames. Once selected the user can click the apply button to see the graphs change.



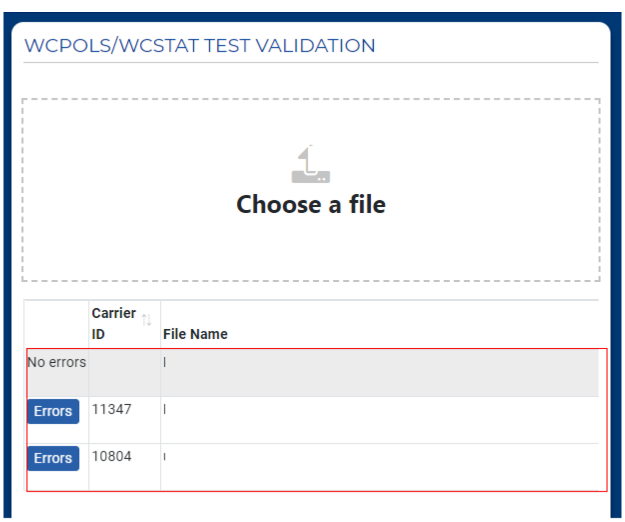
WCPOLS/WCSTAT Validation Widget

The WCPOLS/WCSTAT validation widget gives the user the option to test validate the file prior to submitting. The North Carolina Rate Bureau highly recommends using the test validate to confirm the file is correct prior to submission.



To upload the file the user can click and drag the file, or the user can double click the “Choose a File” box to browse their computer for the file.

Once a file has been uploaded the system will validate for any errors. The results will display at the bottom of the widget, with the response listed on the left-hand side.



Ideally, the user will correct any errors identified and revalidate the file until it is at a point of displaying “No Errors” as a response. Once no errors are confirmed, the user should use the WCPOLS/WCSTAT upload tool to submit the file to the Rate Bureau.

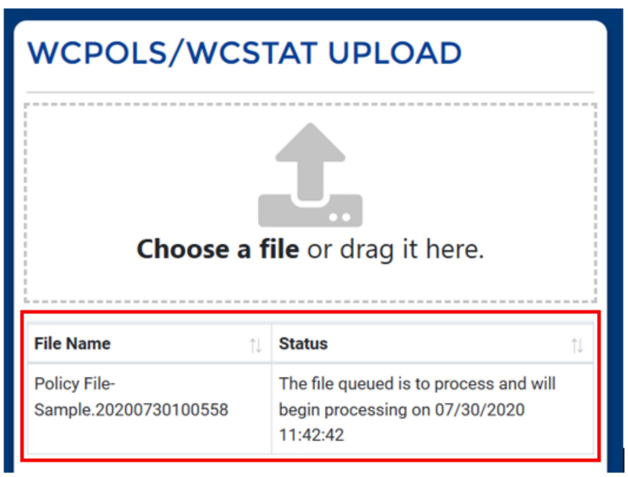
<u>NOTE:</u> If the user needs to make corrections to errors and resubmits a file for validation they will need to change the file name. Once a file name has been validated once it cannot be revalidated under the same name.

WCPOLS/WCSTAT Upload Widget

The next widget is the WCPOLS/WCSTAT Upload widget. Carriers can import their WC files and the system will submit the data to the North Carolina Rate Bureau every 15 minutes.

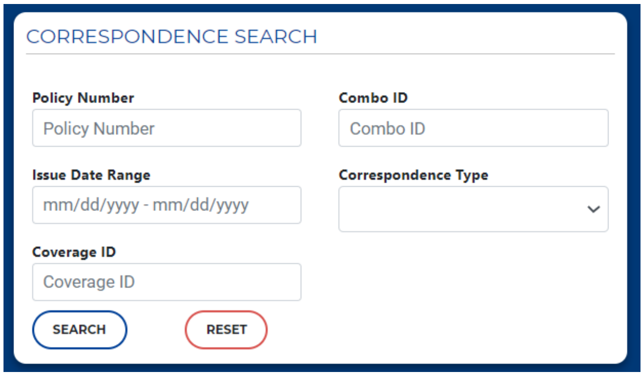
To upload the file the user can click and drag the file, or the user can double click the “Choose a File” box to browse their computer for the file.

Once the file is selected the user will see the file name and status at the bottom of the widget. The NCRB does not retain or keep the file to be downloaded later.



Correspondence Search Widget

The correspondence search widget allows the user to search for all letter communication that has been sent to the carrier from the North Carolina Rate Bureau. The user can input search criteria to locate the correspondence needed.



Policy Number: This is not a required field. However, the user will have to input either a policy number, a correspondence ID or an issued date range. The user can add the information to search for all correspondence for that specific policy.

Combo ID: This is not a required field. The user can add the combo id of the employer.

Issue Date Range: This is not a required field. However, the user will have to input either an issued date range, a correspondence ID, or a policy number. The user can add a date range to find all correspondence that occurred during that time.

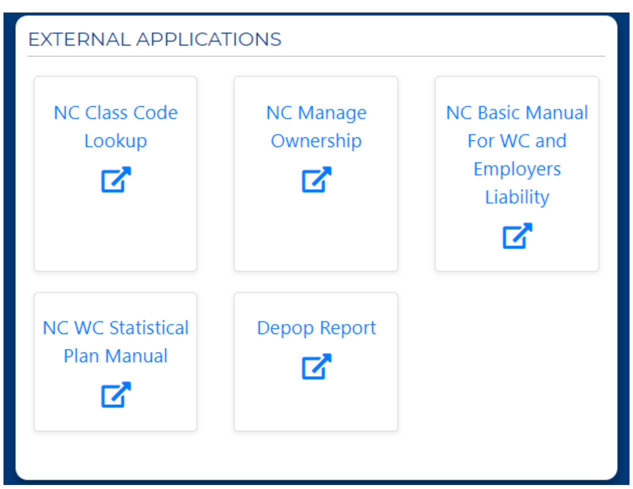
Correspondence Type: This is not a required field. The user can use the drop-down menu to select a specific type of correspondence.

Coverage ID: This is not a required field. The user can add the coverage id of the employer.

Once the user has added the search criteria they wish, they can select the search button. The system will navigate the user to the correspondence search results page. This is the same page the user will see if they used the correspondence button on the navigation menu. Steps for this process and detailed information on the results page are located here.

External Applications Widget

The external applications widget allows to the user to navigate to common applications outside of ManageData.

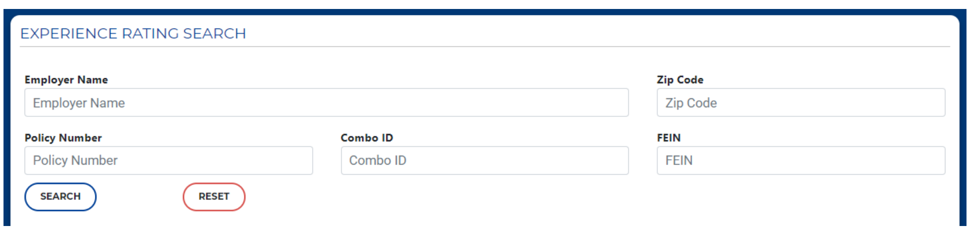


By selecting the appropriate application from the widget, the system will open a new window and navigate to the application.

Experience Rating Search Widget

This widget allows carriers to search for a specific employer's experience rating, or do a search for all ratings that the carrier has issued in a specific time frame.

The top half of the widget allows the user to input multiple search parameters to locate a specific employers' experience rating.



<u>Employer Name:</u> This is not a required field. The user can input the employers' name to generate a search of the experience rating.

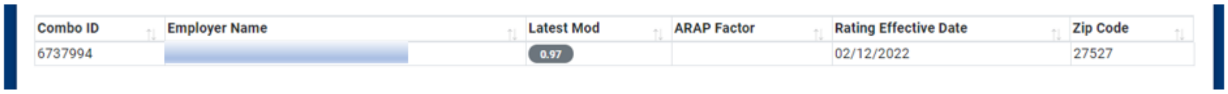
<u>Zip Code:</u> This is not a required field. The user can input a zip code, but will have to input another search parameter to generate a result.

<u>Policy Number:</u> This is not a required field. The user can input the policy number for the employer to generate a search of the experience rating.

<u>Combo ID:</u> This is not a required field. The user can input the policy number for the employer to generate a search of the experience rating.

<u>FEIN:</u> This is not a required field. The user can input the <u>full</u> FEIN for the employer to generate a search of the experience rating.

Once the user has added the search criteria the can select search and the results will display at the bottom of the widget.

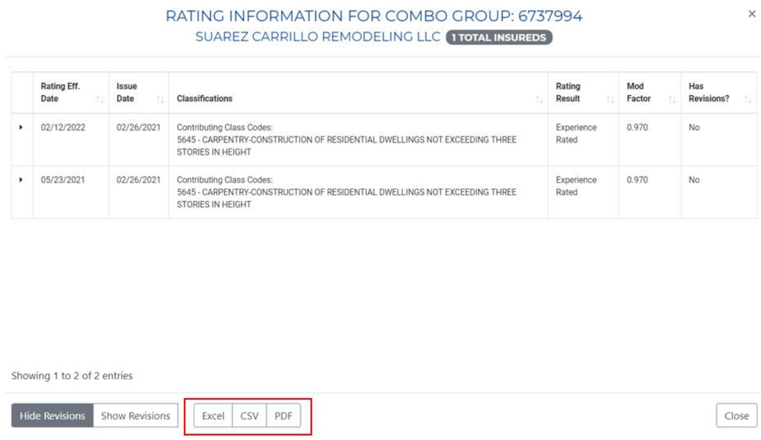


In the latest mod column of the search results, there is a badge. By clicking on the badge the system will navigate the user to stored experience rating history of the employer.

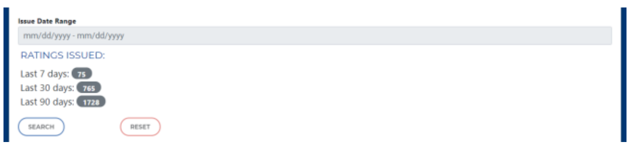
By selecting the arrows to the far left, the user will be able to drill down into the specific rating information for each policy period.

To the far left will be a PDF icon. By clicking the PDF icon the system will generate a copy of the experience rating worksheet for that employer for that policy period.

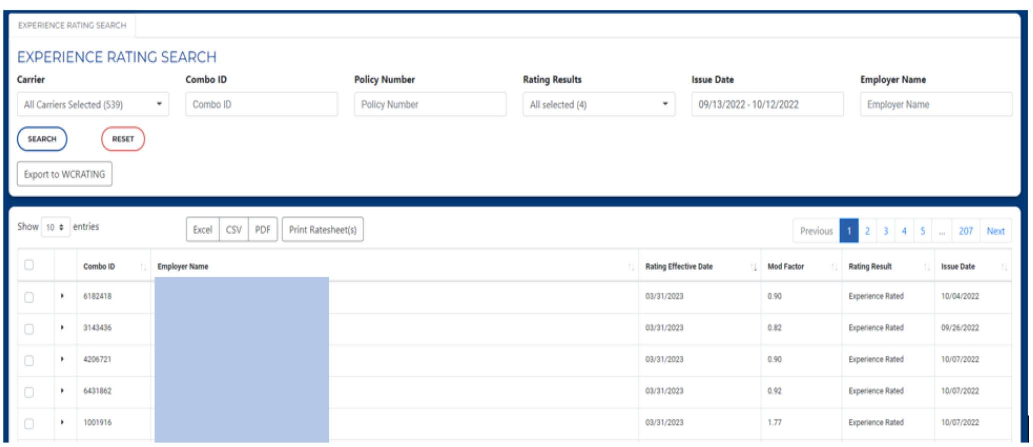
From this screen the user also has the option to export the information to an Excel, CSV or PDF file.



The bottom half of the experience rating search widget allows the user to search for all experience ratings that carrier has issued within a specified time frame.

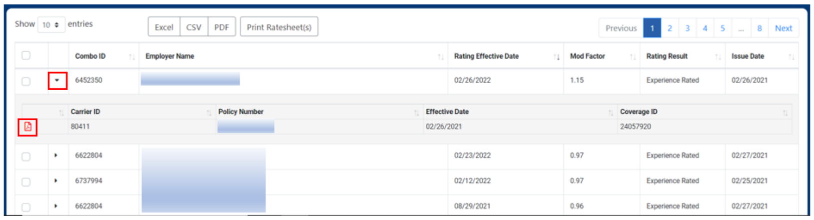


The widget displays pre-selected time frames with a corresponding badge. By clicking on the badge, the system will navigate the user to the experience rating search screen, where the results will display.

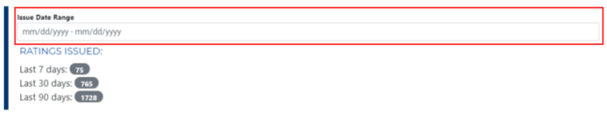


If the user clicks the arrow on the far right, a drop down will appear to show additional information about the employers' experience rating for a specific policy period.

By clicking the PDF icon the system will generate a copy of the experience rating worksheet for that employer for that policy period.



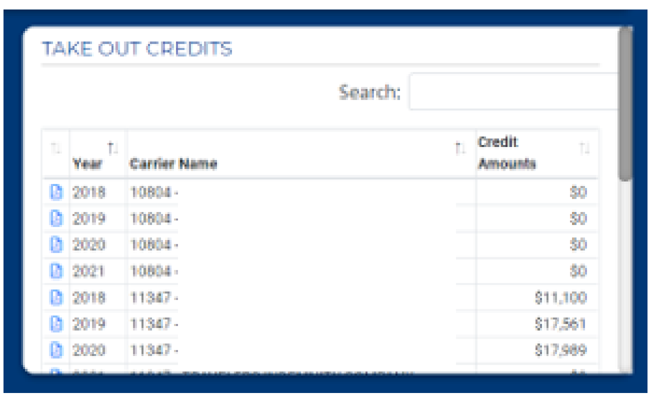
Back on the experience rating search widget, the user also has the option to specify a different date range by using the issue date range feature.



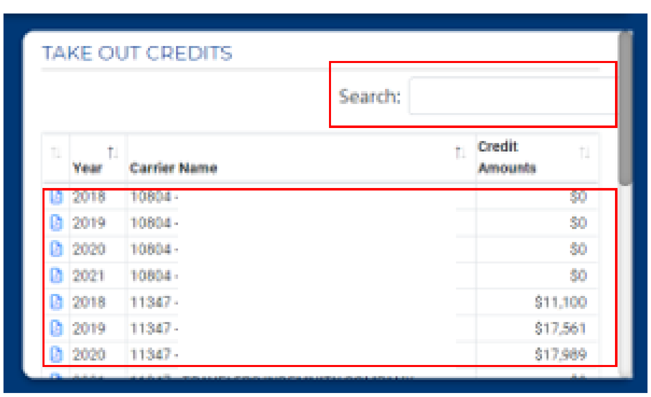
<u>NOTE:</u> The carrier will only be able to see ratings for an employer if they are the carrier on record for the policy.

Take Out Credits Widget

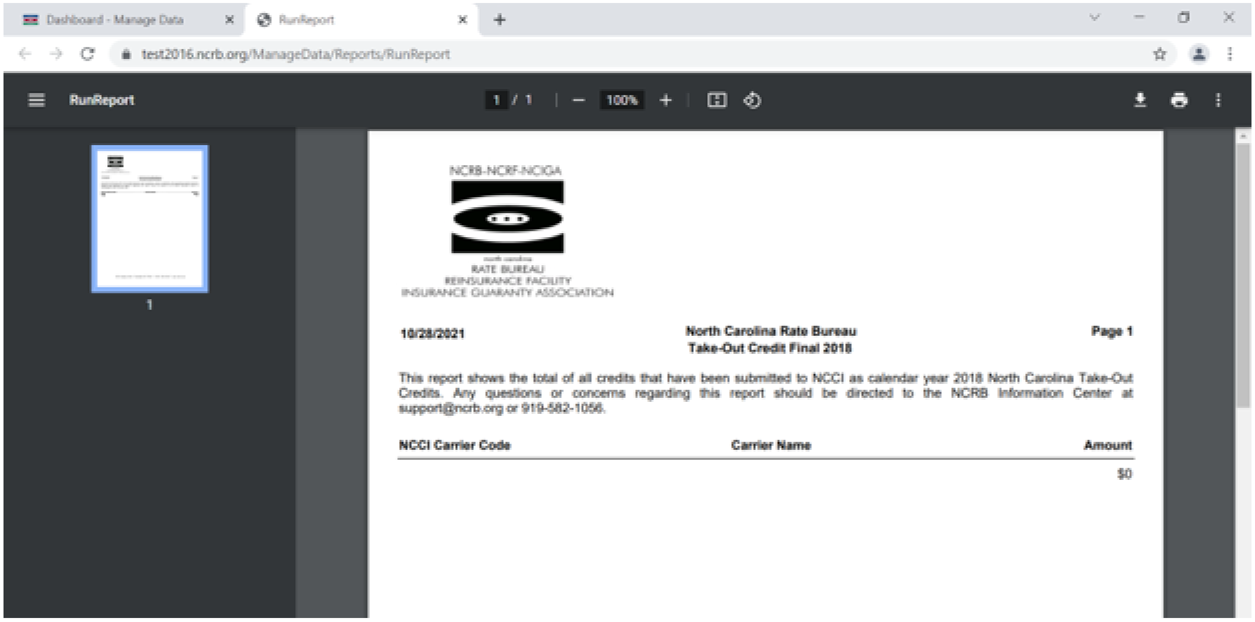
This widget allows the user to see final credit amounts by year and the corresponding final credit report for all companies the user is allowed access to. If a final credit report is not available, then the preliminary report will display if it has been completed.



At the bottom of the widget the user can see all listed reports. The user can use the search function at the top of the widget to narrow their search by either year or carrier name.



To the far left the user will notice a PDF icon. This icon will open another internet browser and display the credit report.

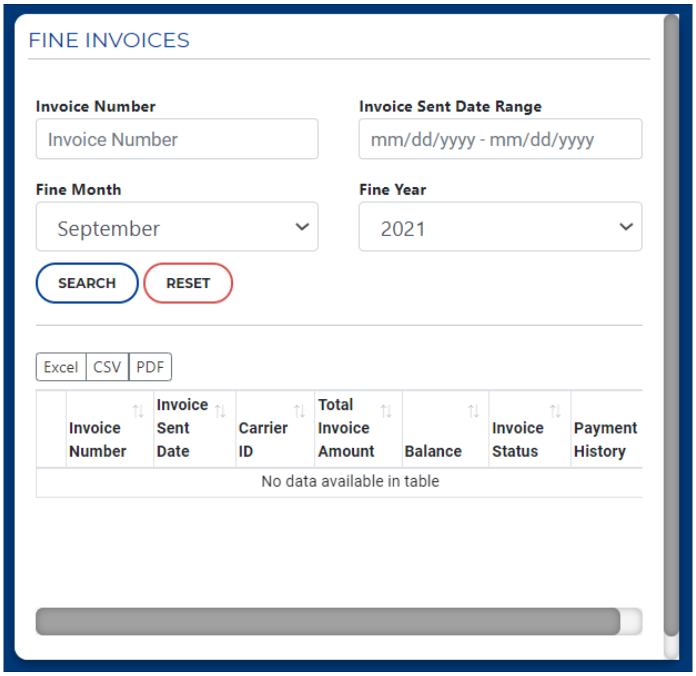


Performance Reports Widget

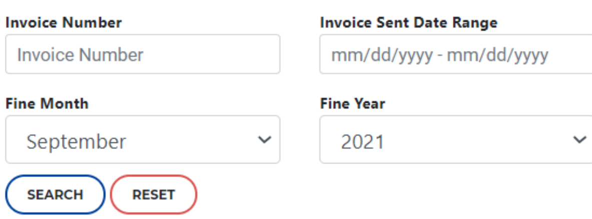
This widget will serve as a report card feature for the carriers in 2022.

Fine Invoices Widget

This widget allows users to easily access invoice related information including monthly invoices and associated payment history.



The top half of the widget allows the user to input multiple parameters to locate a specific invoice, invoices for a specific date range or a specific month and year.



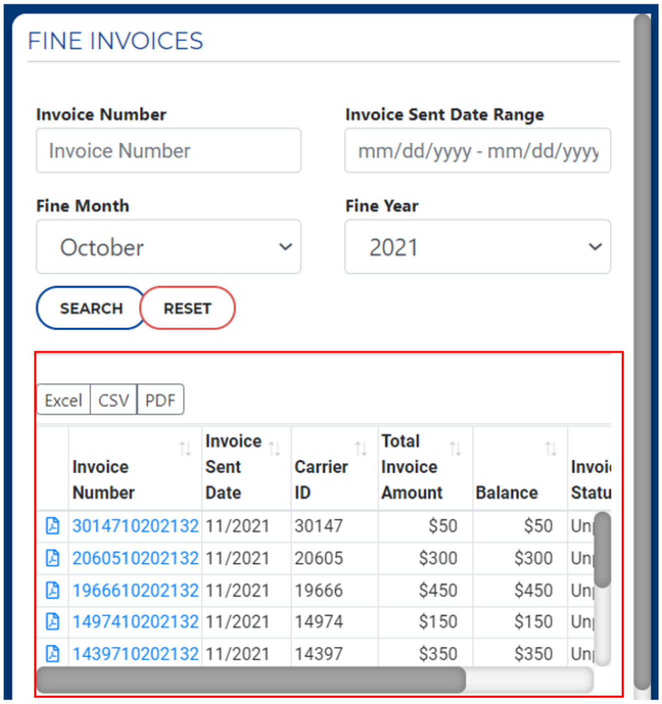
None of the criteria at the top is required, other than at least one field must be entered/selected before a search can be executed.

Invoice Number: The user can input the exact invoice number, or use the item number for historical invoices.

Invoice Sent Date Range: The user can designate a specific date range to narrow their search. It is important to note that the invoice sent date is the date the invoice was sent to the carrier.

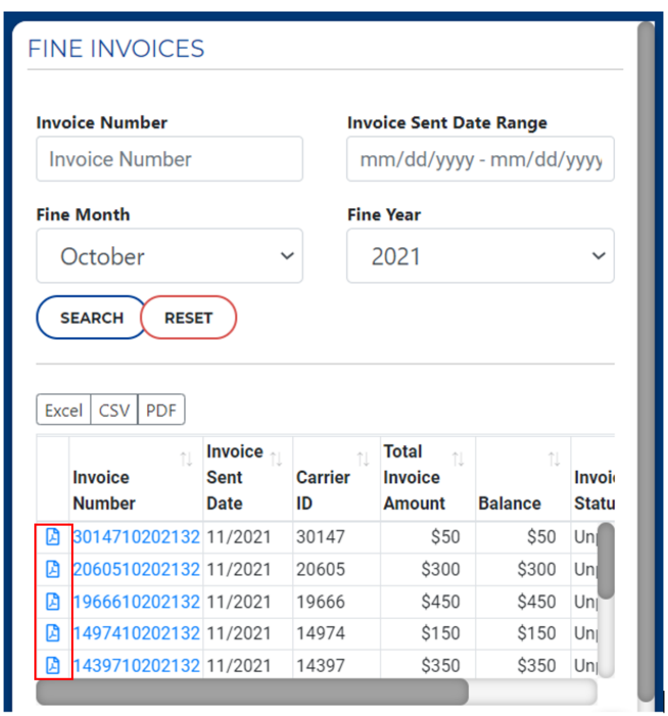
Fine Month/Year: The user can designate a month and year combination to narrow their search. The system will default this to the most recently issued fine month and year.

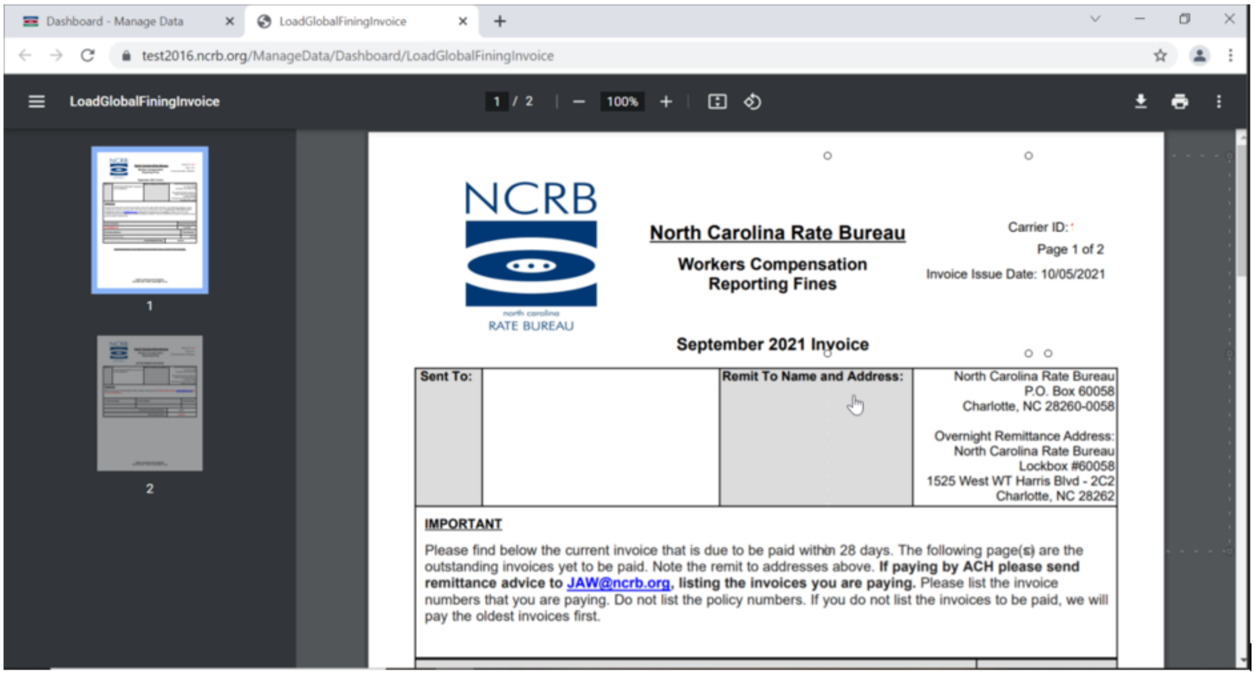
Once the user has added the search criteria the can select search and the results will display at the bottom of the widget.



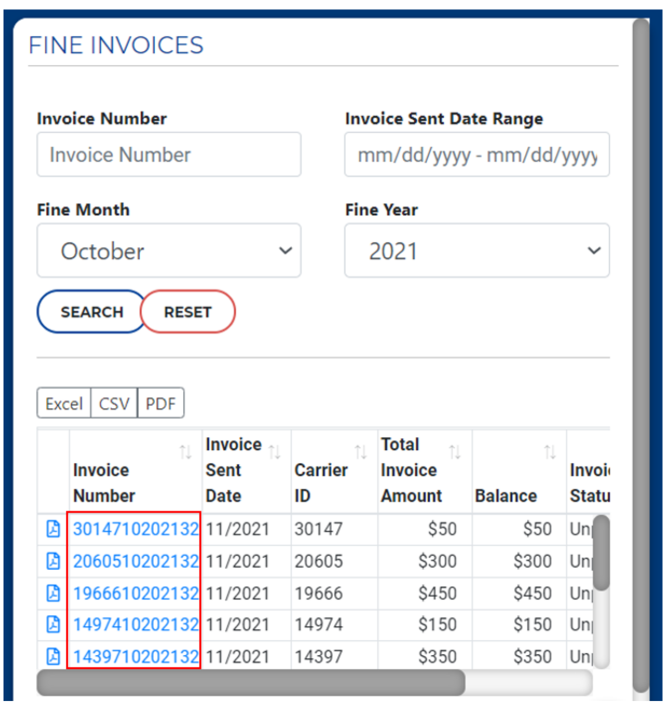
Each line item in the search results is an individual invoice for each carrier that the user has access to.

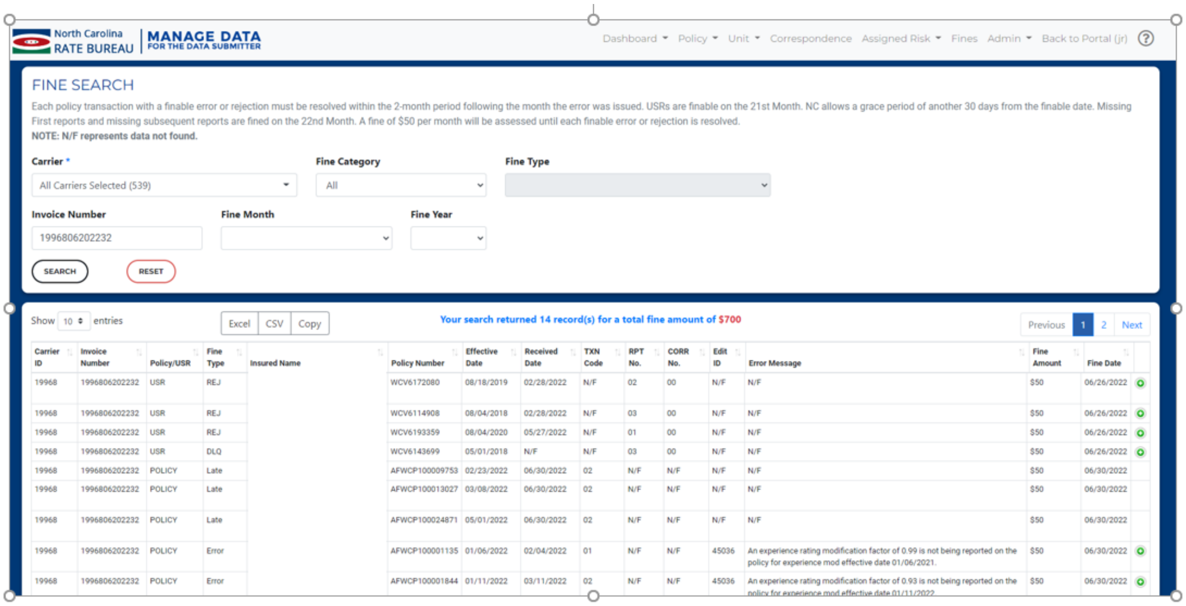
Working from left to right in the results grid, the pdf icon will open a new browser tab and display the invoice.



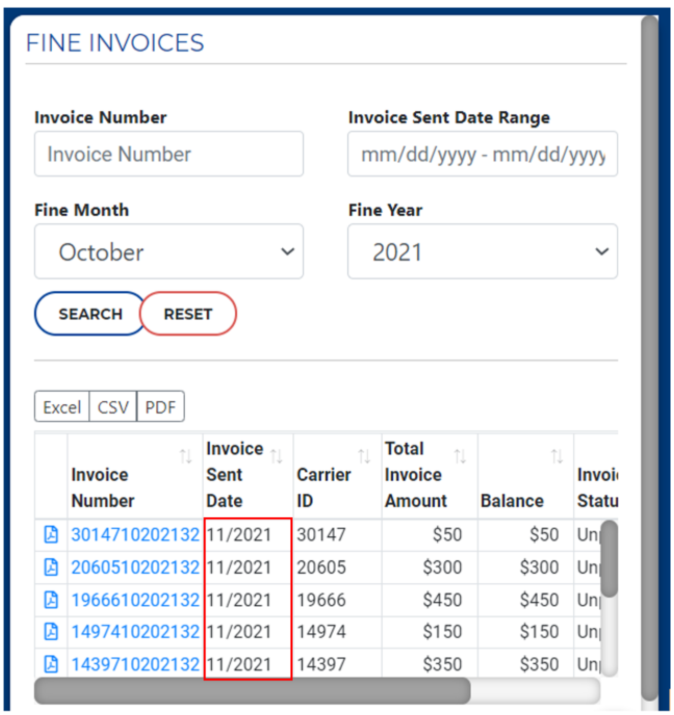


The invoice number is also hyperlinked and will navigate the user to the fines search screen and will display each individual fine that contributed to the invoiced total.

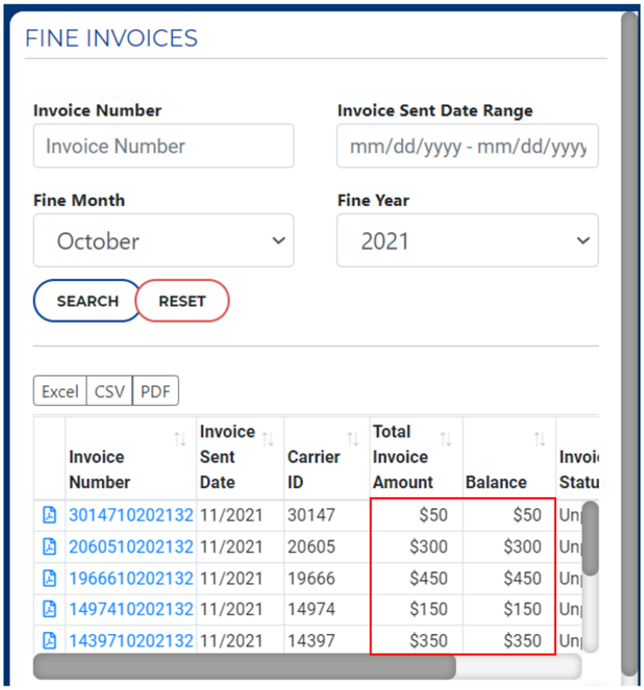




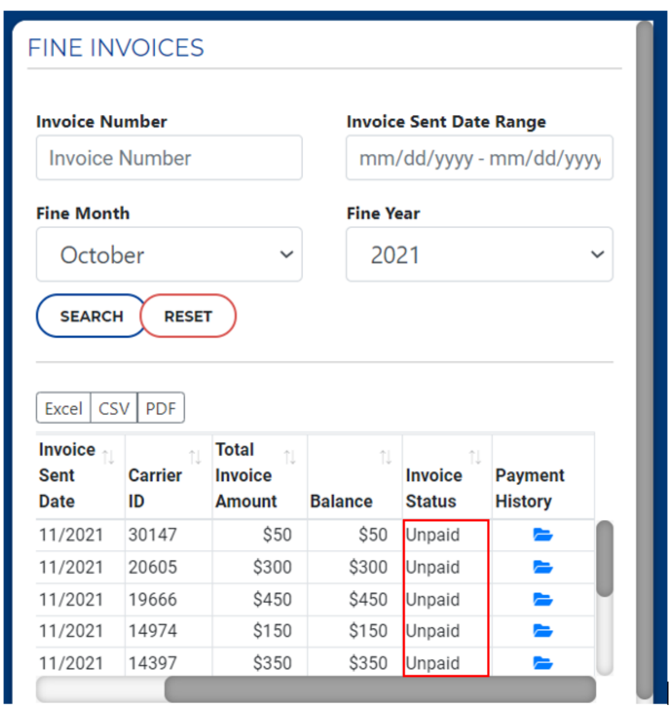
The invoice sent date displays the date the invoice was sent to the carrier. For example, October fines will display an invoice sent date of November.



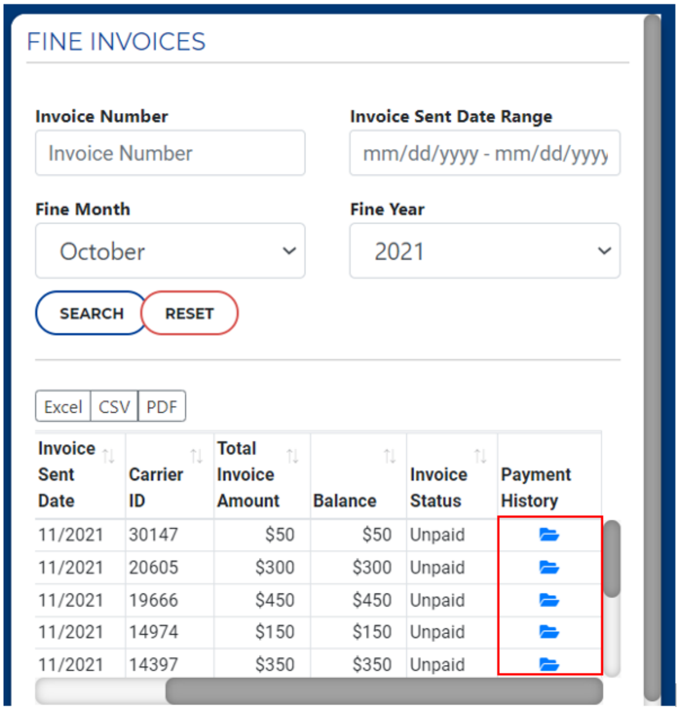
The widget also displays the total invoice amount and the current balance.

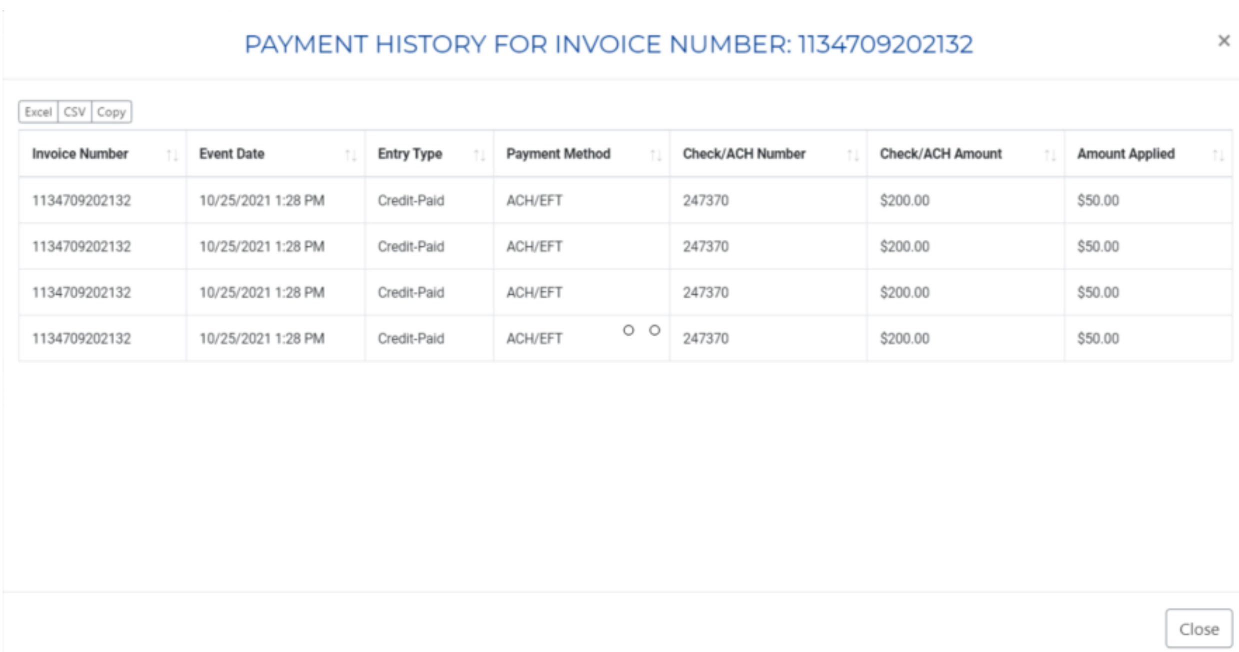


By using the scroll bar on the bottom, the user will see the next column highlights the invoice status. Note that the status will show as unpaid even if a portion of the invoice has been paid. It will change to paid once the invoice has been paid in full.

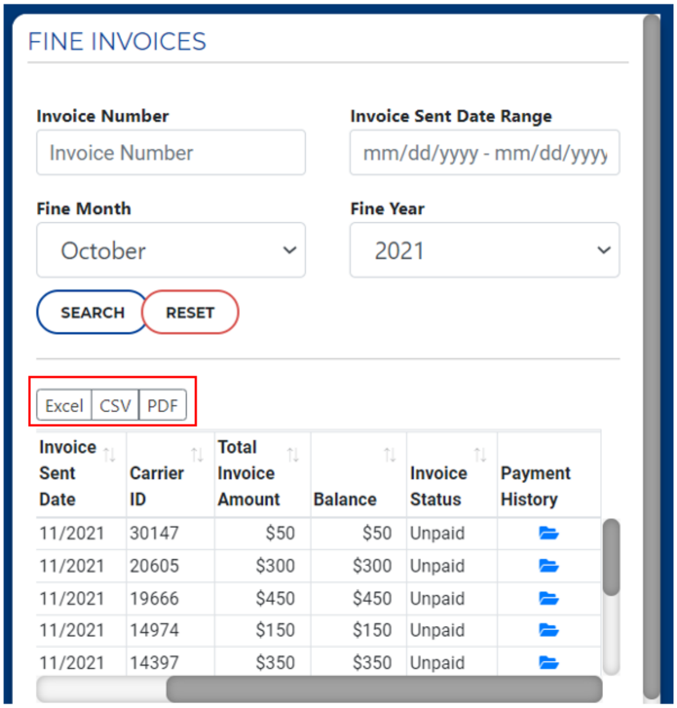


The final column on the widget is the payment history. The folder icon will generate a pop-up box that will display the payment history for that specific invoice. This unique feature allows carriers to see if a payment has been applied without an inquiry to the North Carolina Rate Bureau. The payment history provides detail such as check number, and the date the payment was applied.





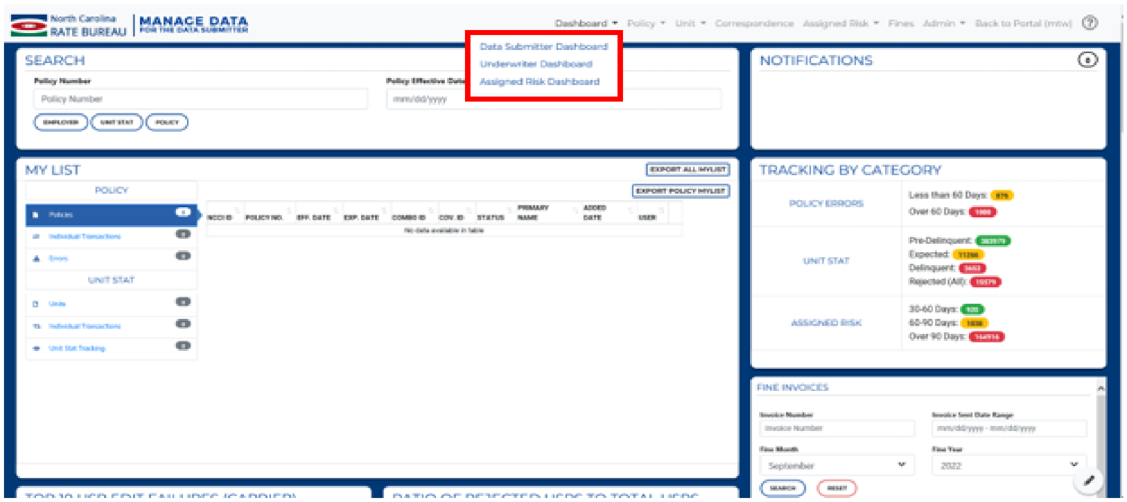
The user can also export the fine invoice search results to an excel file, csv file or pdf, using the buttons at the top of the search results.



<u>NOTE:</u> Once an invoice is generated by the North Carolina Rate Bureau, an email notification will be sent to the carrier typically on the 8th of each month. The email will include a copy of the applicable invoice. In addition, the invoice will be available on the dashboard through this invoice widget.

Underwriter Dashboard

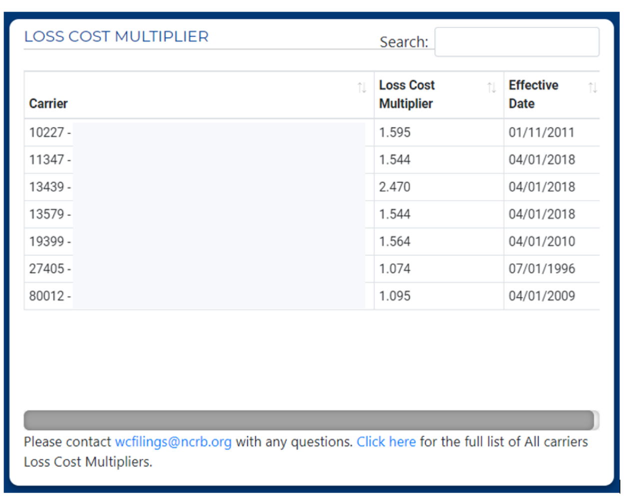
The landing page for the Manage Data application is called the dashboard. Depending on the user's role with the carrier, they will either see the data submitter or underwriter dashboard and possibly the assigned risk dashboard. If the user's role requires access to all dashboards, they will see a drop down on the navigation menu and they can navigate between them. If the user does not see the drop down, they can contact their master web administrator and request their role be adjusted.



The underwriter dashboard functions in the same way the data submitter dashboard does. It allows carriers to see their data at a high level, and manage accordingly. The underwriter dashboard has many of the same features as the data submitter dashboard – search widget, notifications widget, correspondence search widget, external applications widget, take out credits widget and the experience rating search widget. All are linked respectively to take you to their section in this document.

Loss Cost Multiplier Widget

The loss cost multiplier widget allows the user to see all filed loss cost multipliers for each carrier they are associated with.

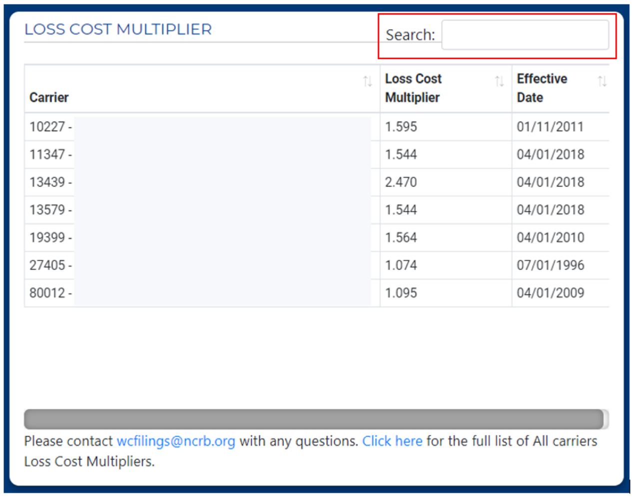


LOSS COST MULTIPLIER Search:

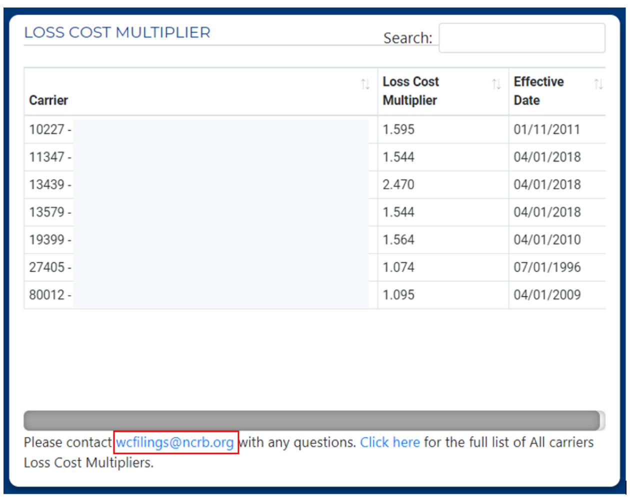
Carrier	Loss Cost Multiplier	Effective Date
10227 -	1.595	01/11/2011
11347 -	1.544	04/01/2018
13439 -	2.470	04/01/2018
13579 -	1.544	04/01/2018
19399 -	1.564	04/01/2010
27405 -	1.074	07/01/1996
80012 -	1.095	04/01/2009

Please contact wcfilings@ncrb.org with any questions. Click here for the full list of All carriers Loss Cost Multipliers.

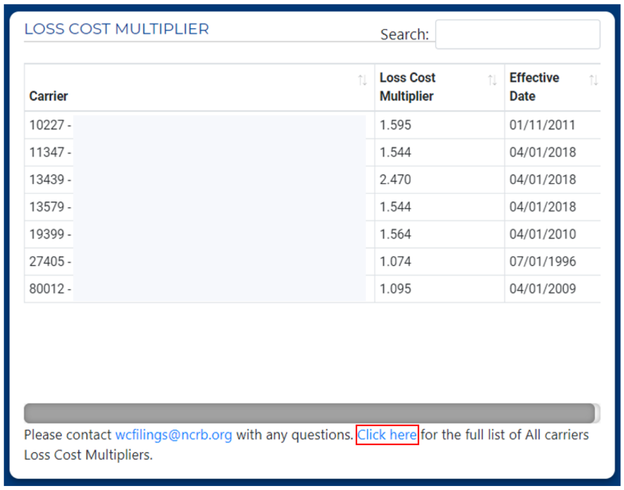
The user has the option to search for a specific carrier if the list is extensive with the search bar at the top of the widget.

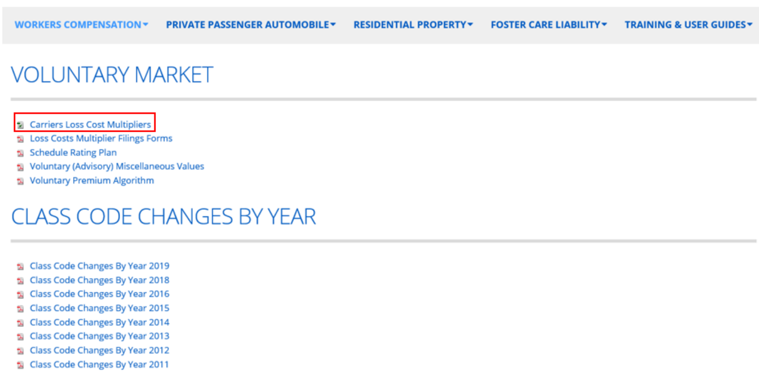


At the bottom of the widget there is a linked email address. This link will allow the carrier to email the North Carolina Rate Bureau directly if they wish to dispute the findings.



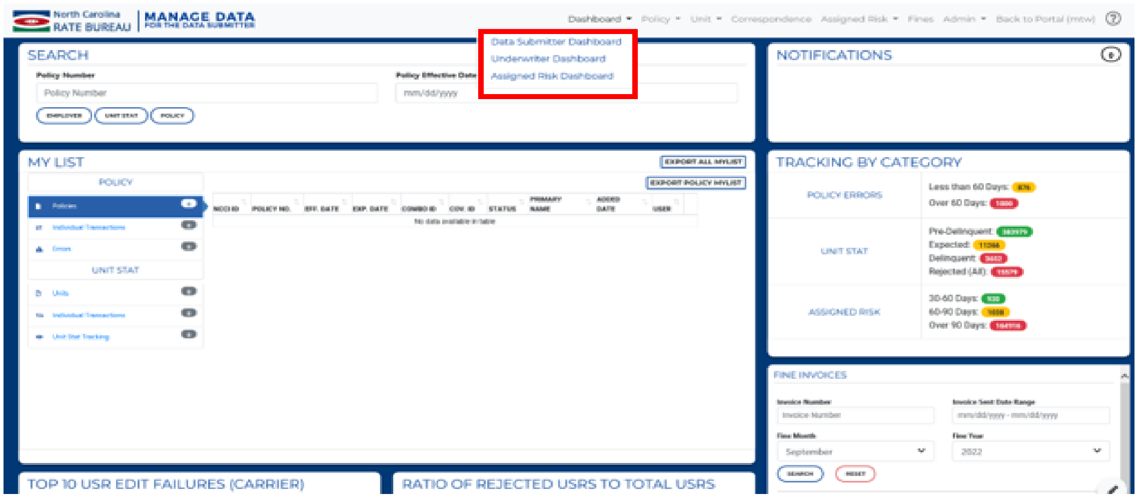
Also located at the bottom of the widget is a link to view all carriers filed loss cost multipliers. This link will navigate the user to the North Carolina Rate Bureau website where they will see an excel link with the information.





Assigned Risk Dashboard

The landing page for the Manage Data application is called the dashboard. Depending on the user's role with the carrier, they will either see the data submitter or underwriter dashboard and possibly the assigned risk dashboard. If the user's role requires access to all dashboards, they will see a drop down on the navigation menu and they can navigate between them. If the user does not see the drop down, they can contact their master web administrator and request their role be adjusted.

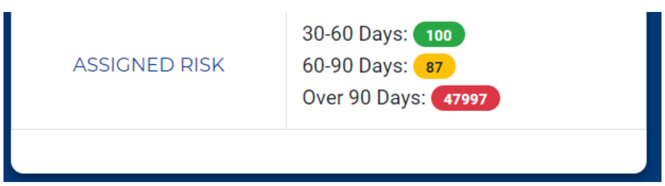


The assigned risk dashboard functions in the same way the other dashboards do. It allows carriers to see their data at a high level, and manage accordingly. The assigned risk dashboard has some of the same features as the other dashboards including the experience rating search widget and external applications widget. Those are linked respectively to take you to their section in this document.

Tracking by Category Widget

The tracking by category widget allows the user to see at a high level the number of policy and unit statistical errors they have in real time. On the assigned risk dashboard there is an added option for non-compliant transactions.

To review how the tracking by category widget works, please check out the widget instructions located here. Below is information on the added option for the non-compliant transactions.



<u>Assigned Risk:</u>

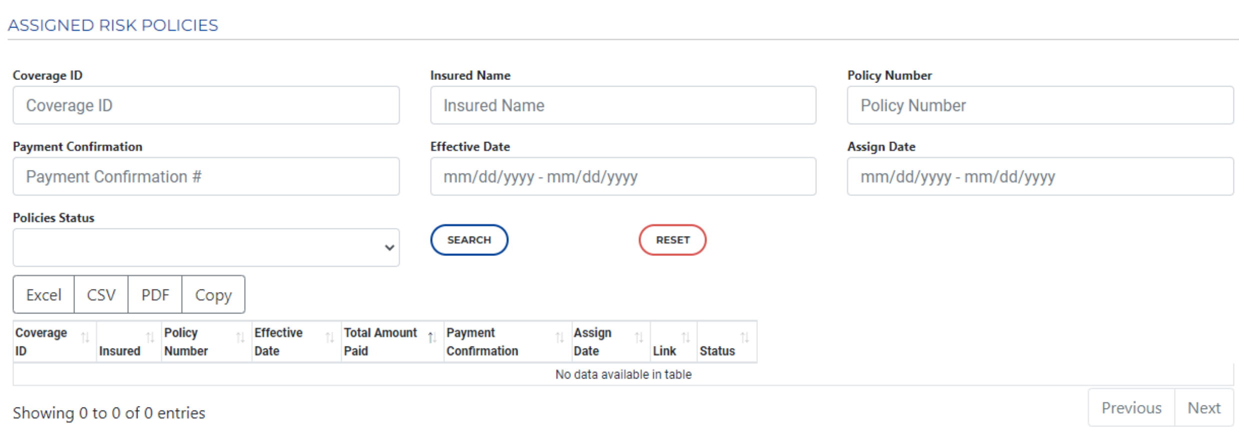
- 30-60 Days: Non-compliant transactions 30 days past the non-compliant effective date.
  - If the user clicks on that badge to the right, it will navigate them to the compliance/non-compliance search page, with the individual results displayed at the bottom of the screen.

- 60-90 Days: Non-compliant transactions 60-90 days past the non-compliant effective date.
  - If the user clicks on that badge to the right, it will navigate them to the compliance/non-compliance search page, with the individual results displayed at the bottom of the screen.

- Over 90 Days: Non-compliant transactions over 90 days past the non-compliant effective date.
  - If the user clicks on that badge to the right, it will navigate them to the compliance/non-compliance search page, with the individual results displayed at the bottom of the screen.

Assigned Risk Policies Widget

The assigned risk policies widget allows a user to search for assigned risk policy data. The user has the ability to filter and search for assigned risk policies including policies received by North Carolina Rate Bureau (covered) and outstanding policies.



None of the criteria at the top is required to execute a search, other than at least one field must be entered/selected.

Coverage ID: This is not a required field. The user can input the coverage ID for a specific employer.

Insured Name: This is not a required field. The user can search by a specific employer name.

Policy Number: This is not a required field. The user can search for the policy given the unique policy number.

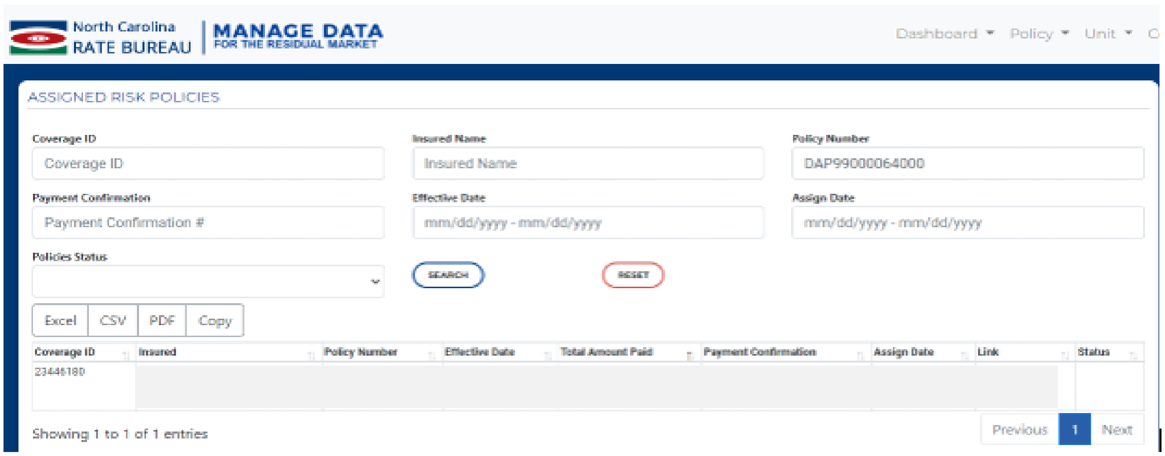
Effective Date: This is not a required field. The user can search by effective date to generate a list of policies in the search results.

Payment Confirmation Number: This is not a required field. The user can use the payment confirmation number given to narrow their search.

Assign Date: This is not a required field. The user can search by the assignment date to generate a list of policies in the search results.

Policies Status: This is not a required field. The user can use the drop down to select either: policy received or specific date range for outstanding policies.

Once the user has added the search criteria they wish, they can select the search button to show the results.



The user will notice the Link column has a hyperlink. If the user has web security access they will be navigated to the NOA system to view the application. If the user does not have access to NOA, the link will be disabled.

The user will also notice to the far right there will be a colored badge if the policy is still outstanding. Once the policy has been received, the badge will not display. The number itself represents the numbers of days since the assignment was made.

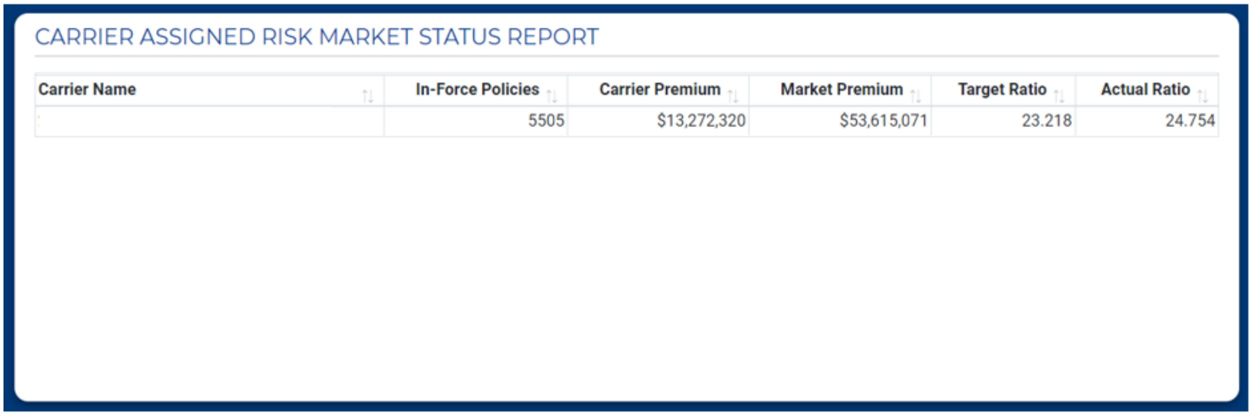
Green Badge: Represents policies 0-30 days from assignment date with no policy.

Yellow Badge: Represents policies 31-60 days from assignment date with no policy.

Red Badge: Represents policies over 60 days from assignment date with no policy.

Carrier Assigned Risk Market Status Report Widget

The carrier assigned risk market status report widget will display the quota information for the current year.

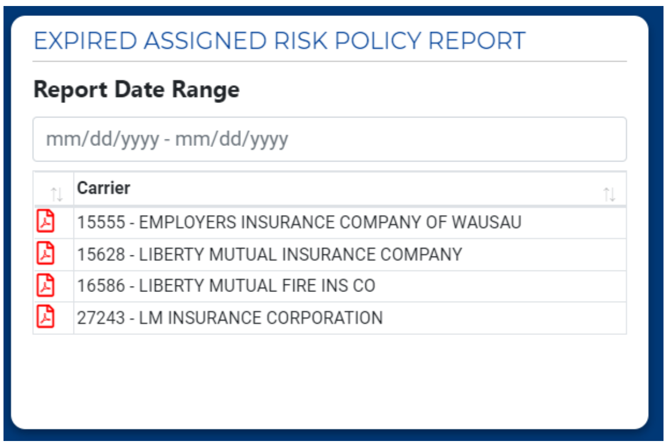


CARRIER ASSIGNED RISK MARKET STATUS REPORT

Carrier Name	In-Force Policies	Carrier Premium	Market Premium	Target Ratio	Actual Ratio
	5505	$13,272,320	$53,615,071	23.218	24.754

Expired Assigned Risk Policy Report

The expired assigned risk policy report widget will display a report all assigned risk policies broken down by carrier id that the user has access to.



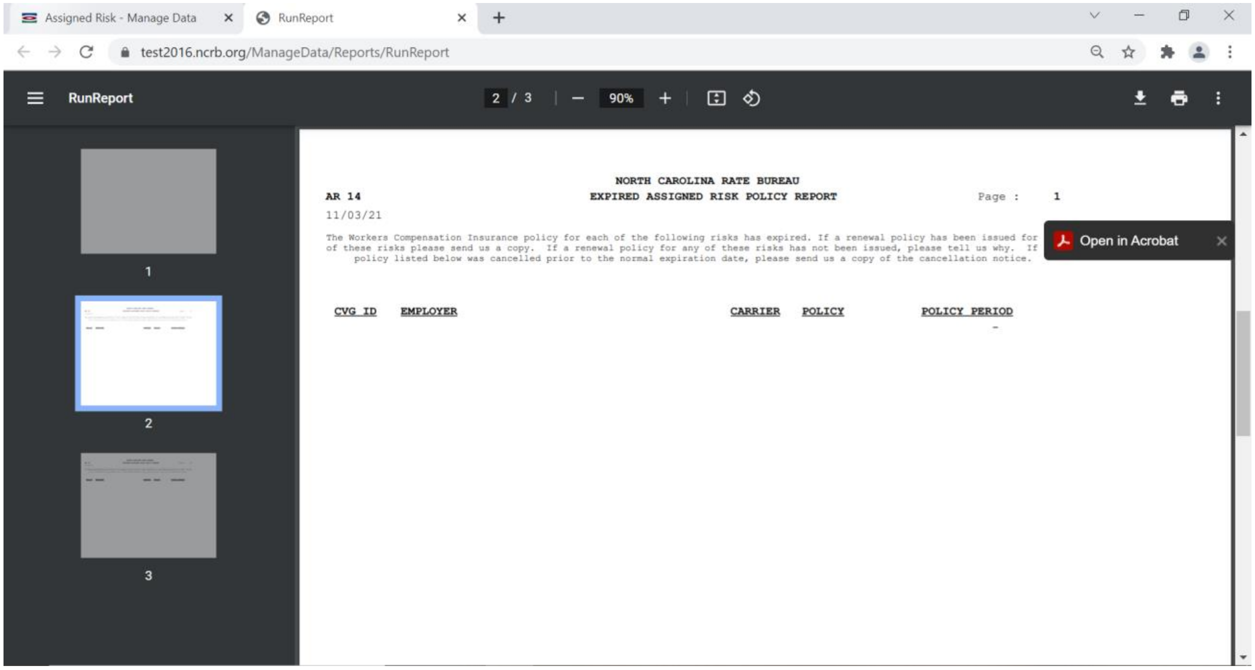
EXPIRED ASSIGNED RISK POLICY REPORT

Report Date Range

mm/dd/yyyy - mm/dd/yyyy

	Carrier
	15555 - EMPLOYERS INSURANCE COMPANY OF WAUSAU
	15628 - LIBERTY MUTUAL INSURANCE COMPANY
	16586 - LIBERTY MUTUAL FIRE INS CO
	27243 - LM INSURANCE CORPORATION

Note: The user will need to specify a specific date range before they can view the report. Once the user has added the criteria they can select the pdf icon. A new browser tab will open and display the report for the user.



Embedded Links

Located through-out Manage Data are embedded links. These links easily navigate the user to different sections of the database.

Policy Number: When the policy number is linked, the user can select and it will navigate them to the View Policy Information Page. From here the user can see all the data elements of the policy transaction.

TXN (Transaction) Code: When the TXN code is linked, the user can select and it will navigate them to the View Transaction Page. From here the user can see the individual policy transaction data.

Report Number: When the Report Number is hyperlinked, the user can select and it will navigate them to the View Unit Stat Report. From here the user can see submitted Unit Statistical Report data and make corrections.

Submission ID: When the Submission ID is hyperlinked, the user can select and it will navigate them to the policy search screen where the user can see all transactions for that submission and see their correlating status.

Edit ID: When the Edit ID is hyperlinked, the user will be given a full description of the edit in a new window.

Insured Name: When the Insured Name is hyperlinked, the user can select and it will navigate them to the Employer Chronicle Page. From here the user can see employer information, such as the experience modification.

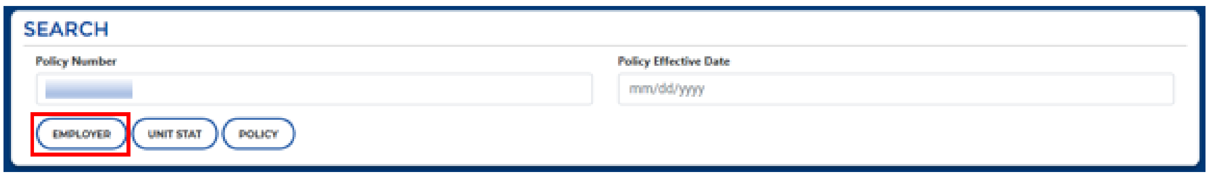
Address: When the Address is hyperlinked, the user can select and it will navigate them to google maps, where the user can see the physical location of the employer.

Invoice Number: When the Invoice Number is hyperlinked, the user can select and it will navigate them to the fines search screen and will display each individual fine that contributed to the invoiced total.

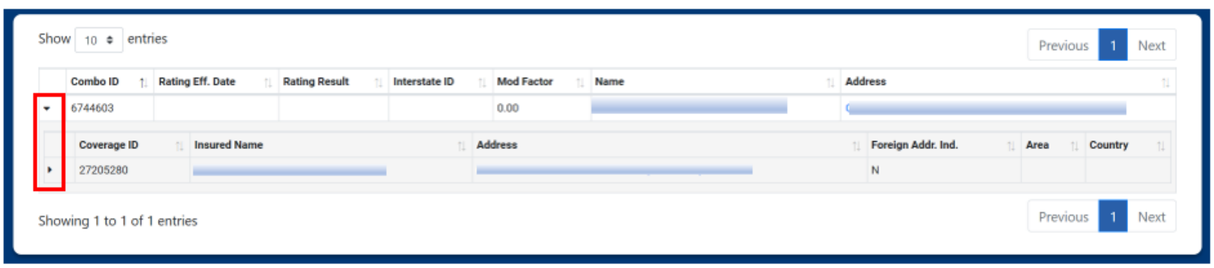
Employer Chronicle

Manage Data provides a tool called the Employer Chronicle which shows the carrier the latest employer information at the combinable group level.

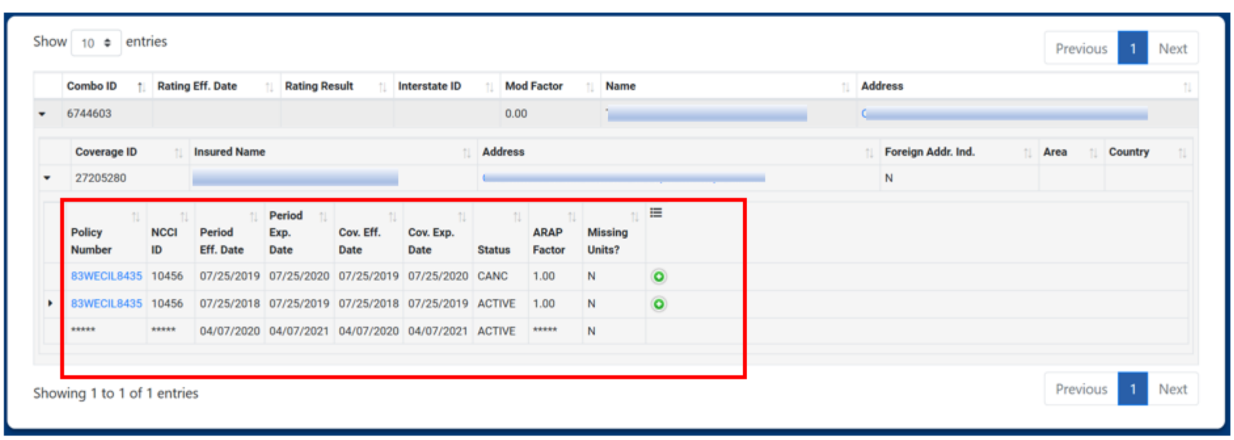
To access the Employer Chronicle the user will input the policy number in the search widget on the dashboard, and select the employer button.



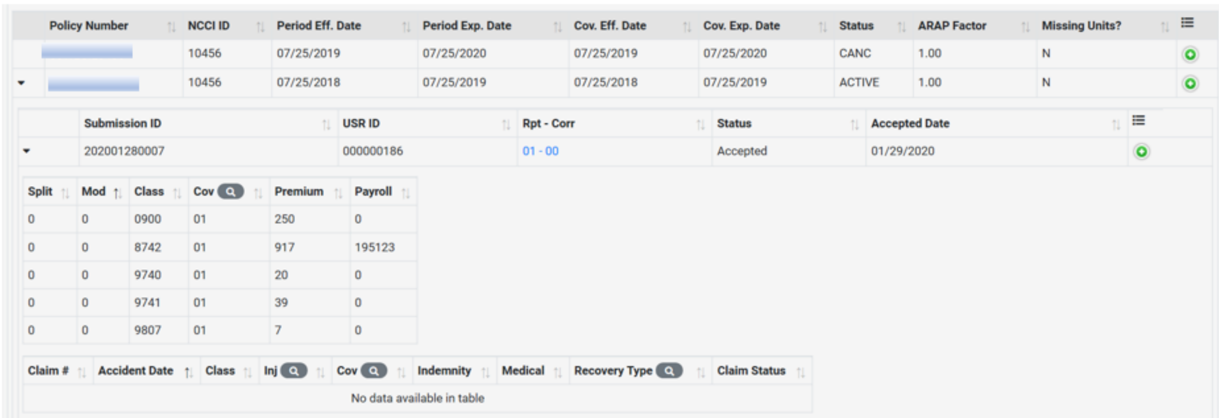
The results will show the latest rating information, the primary name and the address for the insured. By expanding the row on the left, the user will see all the coverage id's under this combo group.



Expanding the rows even further, the system will display all of the carriers' policies related to that employer contained in our records.



Continuing to open the rows will bring the user further into the detail of this policy. If unit statistical reports were filed, they will be displayed here too.



Policy Number	NCCI ID	Period Eff. Date	Period Exp. Date	Cov. Eff. Date	Cov. Exp. Date	Status	ARAP Factor	Missing Units?
[illegible]	10456	07/25/2019	07/25/2020	07/25/2019	07/25/2020	CANC	1.00	N
[illegible]	10456	07/25/2018	07/25/2019	07/25/2018	07/25/2019	ACTIVE	1.00	N

Submission ID	USR ID	Rpt - Corr	Status	Accepted Date
202001280007	000000186	01 - 00	Accepted	01/29/2020

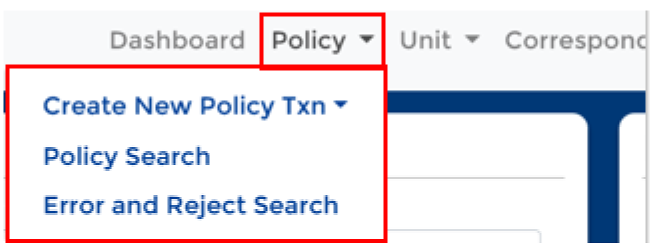
Split	Mod	Class	Cov	Premium	Payroll
0	0	0900	01	250	0
0	0	8742	01	917	195123
0	0	9740	01	20	0
0	0	9741	01	39	0
0	0	9807	01	7	0

Claim #	Accident Date	Class	Inj	Cov	Indemnity	Medical	Recovery Type	Claim Status
No data available in table								

The user can click on the Rpt-Corr hyperlink to view the unit report, or the green icon to add it to their my list widget on the dashboard.

Policy

The user can search for a policy transaction, search for policy errors and rejections, and create new policy transactions from the policy tab on the navigation menu.



Below are steps to common procedures a user will complete in Manage Data as it relates to policy transactions.

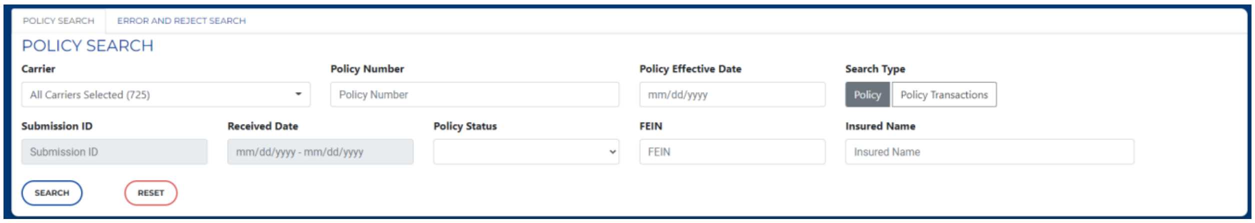
How to Search for A Policy Transaction

In Manage Data, a user can conduct a general search for stored policy information and/or individual policy transactions. It is important to note, once policy information is submitted and stored, it cannot be changed. The user will need to create and submit a policy change transaction to change the stored policy data. Those instructions are located here.

A user can search for stored data and policy transactions via the Policy Tab on the Navigation Menu or via the Search Widget on the Dashboard. To search via the Search Widget, see instructions here.

From the Policy Tab, select Policy Search.

The user will be navigated to the Policy Search Screen. From this screen the user can input search criteria to locate the stored policy information and/or the individual policy transactions.



Policy Number: If the user is looking for a specific stored policy, or policy transaction they can input that here.

Policy Effective Date: This is not a required field; the user can narrow their search with this option.

Search Type: THIS IS A REQUIRED FIELD. The system will default to policy, which will search for all stored policies with that policy number. If a user wants to search for all policy transactions, regardless of status, they can select policy transactions.

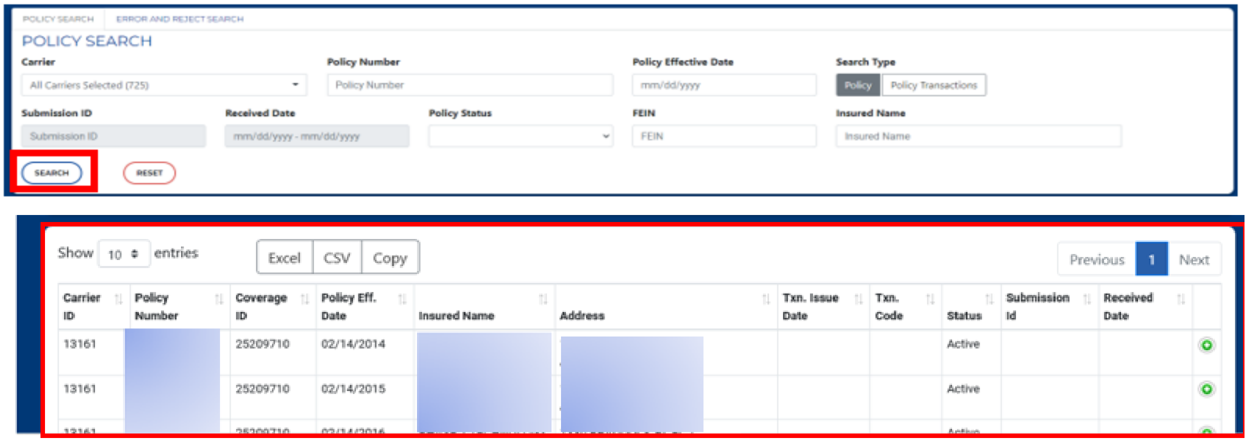
Policy Status: This is not a required field; the user can use the drop-down menu to choose a policy status.

FEIN: This is not a required field; the user can input the employer FEIN here. The user can either enter the last five digits, or the full FEIN.

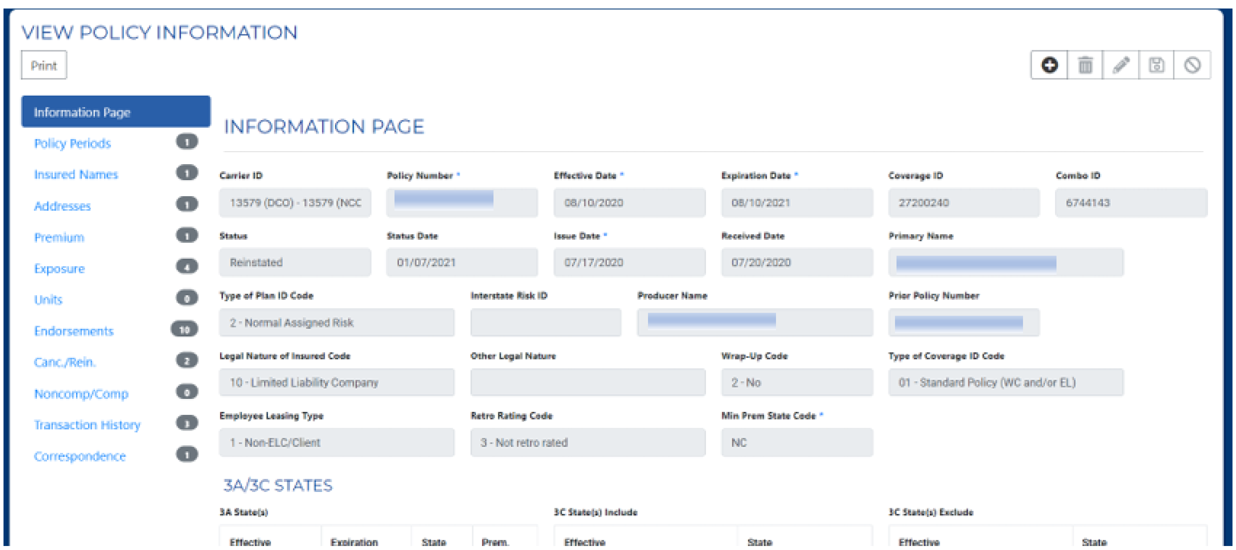
Insured Name: This is not a required field; the user can input the employer name here.

Once the user has added the search criteria they wish, they can select the search button to show the results.

In the policy results section, the user will see a list of stored policies that correspond to the search criteria.



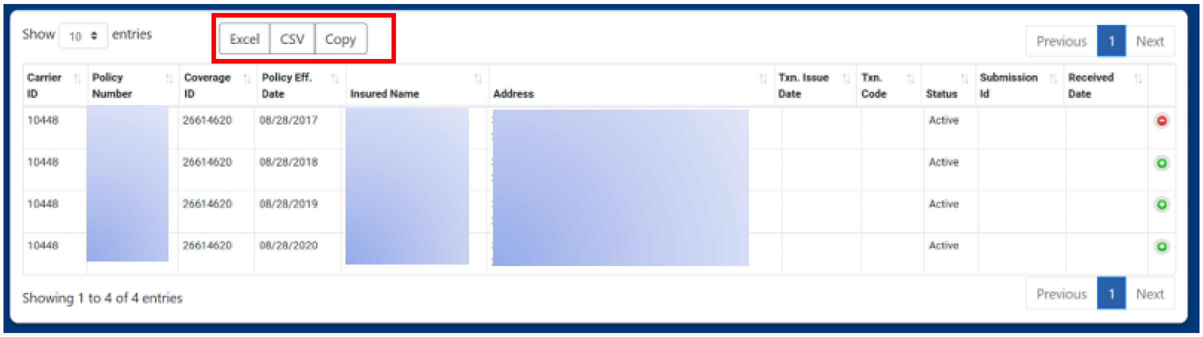
The search will show in a sortable grid with identifying policy information. The user will notice the policy number is hyperlinked. This hyperlink will navigate the user to the View Policy Information Page for submitted and/or stored policy information.



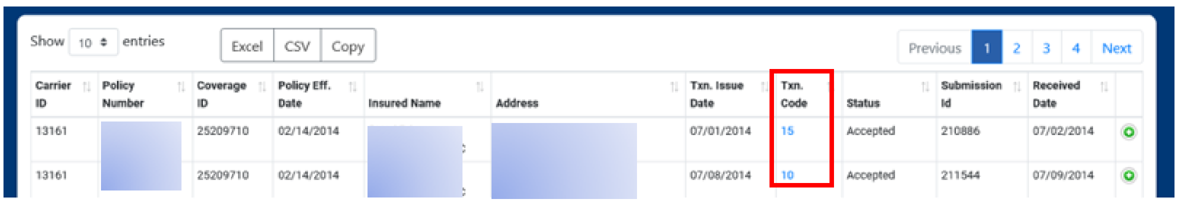
Note: a feature on this screen worth noting is the units tab on the left-hand side. This will display all associated units for this policy.

Back on the widget, on the far right of the grid there are icons on each row-  or  which allow the user to add or deleted the transaction from their My List Widget on the dashboard.

From the search results the user also has the option to export these transactions to Excel, CSV or Copy to their clipboard.



If the user had modified their search for policy transactions, instead of policy, they will see that the transaction code is also hyperlinked. This hyperlink will navigate them to the view transaction information page associated with the policy transaction.

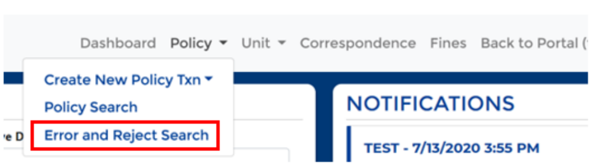


How to Search for Policy Errors and Rejections

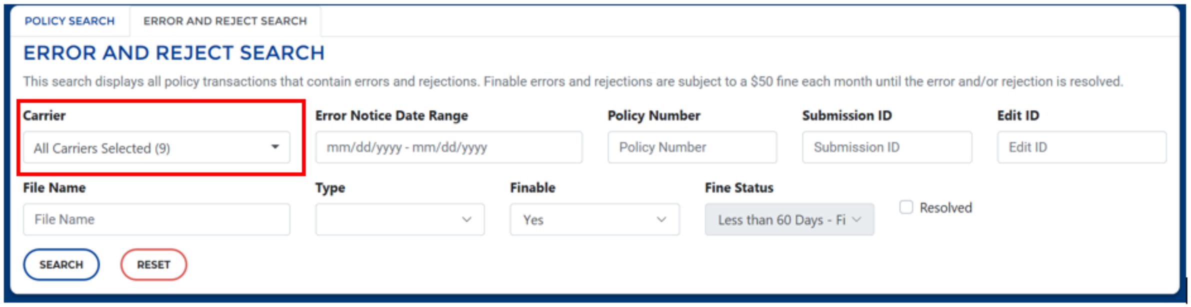
When a policy submission or individual transaction is sent to the North Carolina Rate Bureau it passes through a number of edits to verify the information is submitted correctly. If a policy transaction does not pass the initial edits it will be rejected. If a policy transaction passes the initial edits it could still flag for errors when it passes our internal edits. Please refer to WCIO Specs here for how and when policies should be reported the North Carolina Rate Bureau

A user can search for errors and rejections with their submissions via the Policy Tab on the Navigation Menu or via the Tracking by Category Widget on the Dashboard. To search via the Tracking by Category Widget, see instructions here.

From the Policy Tab, select Error and Reject.



The user will be navigated to the Error and Reject Search Screen. After a carrier submits a file, they can use this search to determine the errors or rejects associated with that submission. Carriers will use this search to find all finable and non-finable errors. Ideally the carrier will use the following search parameters to prevent any policy fines.



<u>Carrier:</u> This is a not required field. This field allows the carrier to search all companies they are associated with, a specific company, or a mix of companies. The system will automatically default to all carriers. If the carrier wants to select a specific company, click the drop-down menu and then click deselect all button. From there they can select the company or companies they want to search.

<u>Error Notice Date Range:</u> This is not a required field; the user can narrow their search by adding a date range. The user will notice they can manually enter the date range or select a pre-fillable date range.

<u>Policy Number:</u> This is not a required field; the user can narrow their error and rejects to a specific policy.

<u>Submission ID:</u> This is not a required field; the user can narrow their error and rejects to all policy transactions in one submission.

<u>Edit ID:</u> This is not a required field; the user can narrow their error and rejects to specific edit reason.

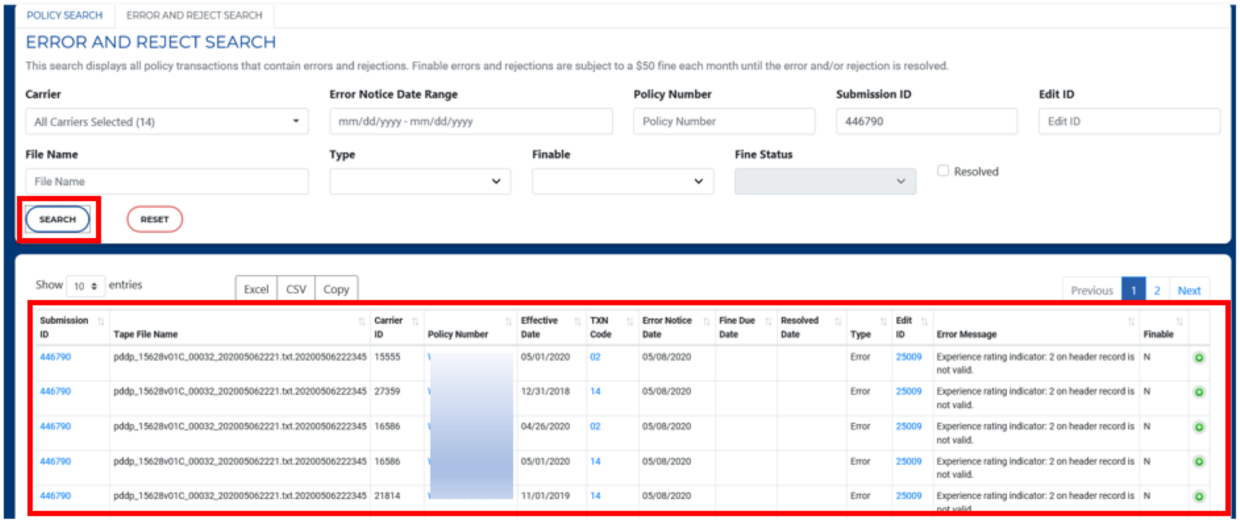
<u>File Name:</u> This is not a required field; the user can search by the name of the policy file.

<u>Type:</u> This is not a required field; the user can use the drop down to specify the search of errors or rejections.

<u>Finable:</u> This is not a required field; the user can use the drop down to narrow their errors and rejects that will cause a fine or not.

<u>Fine Status:</u> This is not a required field. If the user inputs "yes' for the finable field, the fine status drop down will activate. The user can select the various statuses to narrow their search.

Once all search criteria have been added, the user can select the search button. The search results will display at the bottom of the screen.

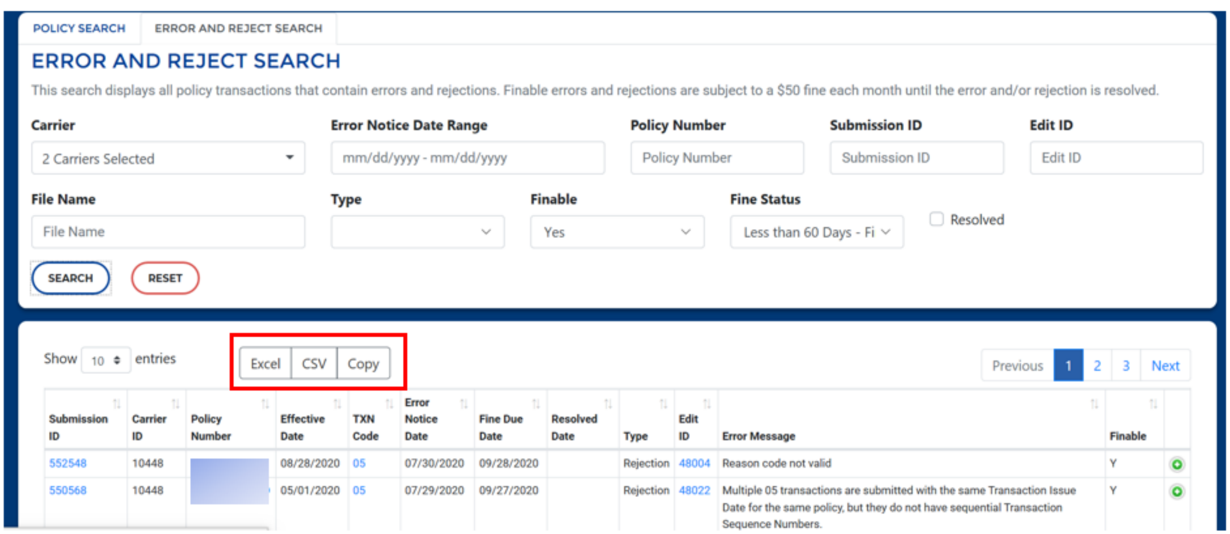


The search will show in a sortable grid with identifying policy information. The user will notice multiple hyperlinks. Reference here for where each hyperlink will navigate the user.

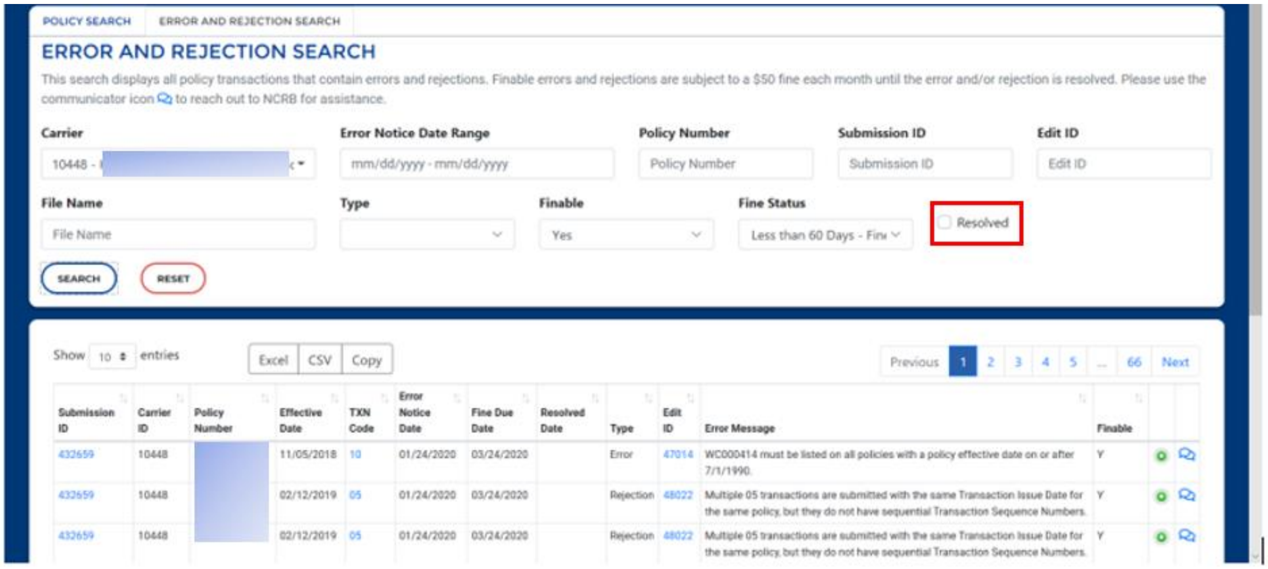
The grid will also show the error message to provide the user more detail as to why the error was generated. To the right of that is a Finable column that will tell the user whether the error will generate a fine or not if the user does not fix the issue.

On the far right of the grid there are icons on each row- or which allow the user to add or delete the transaction from their My List Widget on the dashboard.

From the search results the user also has the option to export these transactions to Excel, CSV or Copy to their clipboard.



As a carrier works these items and addresses every error identified, it will be removed from this list. After working the list, the carrier can refine the search with the resolved button at the top. This will show the carrier all errors and rejects that have been resolved given the search criteria presented.



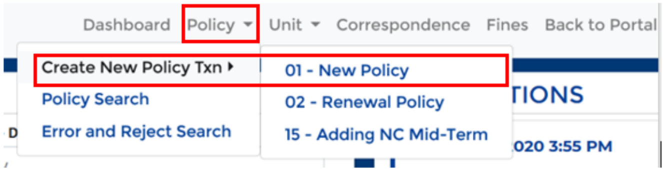
How to Create a Policy Transaction

In Manage Data, a user with specific permissions can create a new policy transaction. Depending on the transaction type, the user will need to either create a new policy transaction or create a replacement policy transaction. To steps to create a replacement policy transaction are located here.

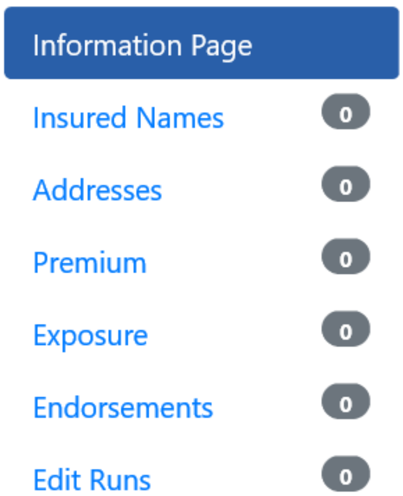
If additional information is needed to determine whether to create a new or replacement policy transaction, the user can contact the North Carolina Rate Bureau directly at- (919)582-1056 or support@ncrb.org

Transaction Code	Transaction Type
01	New Policy
02	Renewal Policy
03	Endorsement
04	Annual Rerate Endorsement
05	Cancellation/Reinstatement
06	Rewrite
08	Rating Change
10	Non-Rating Change
14	Miscellaneous Change
15	Add/Delete State Change
17	Eligibility/Non-Eligibility Change

To create a new policy transaction the user can navigate to the Policy Tab on the Navigation Menu and select Create New Policy Txn- 01 New Policy from the drop down.

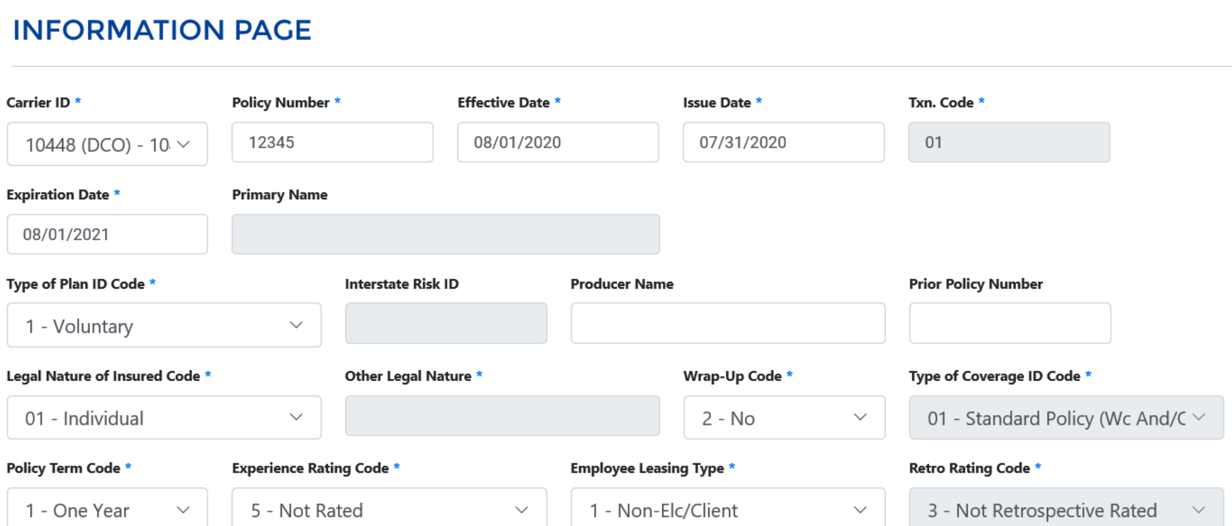


The system navigates the user to the create new policy transaction page. From here the user can add all the policy information for the transaction. Note that fields with a gray background are not editable and fields with a blue asterisk are required. Also note that to the left of the screen is break down of each section of the policy transaction that needs to be completed.



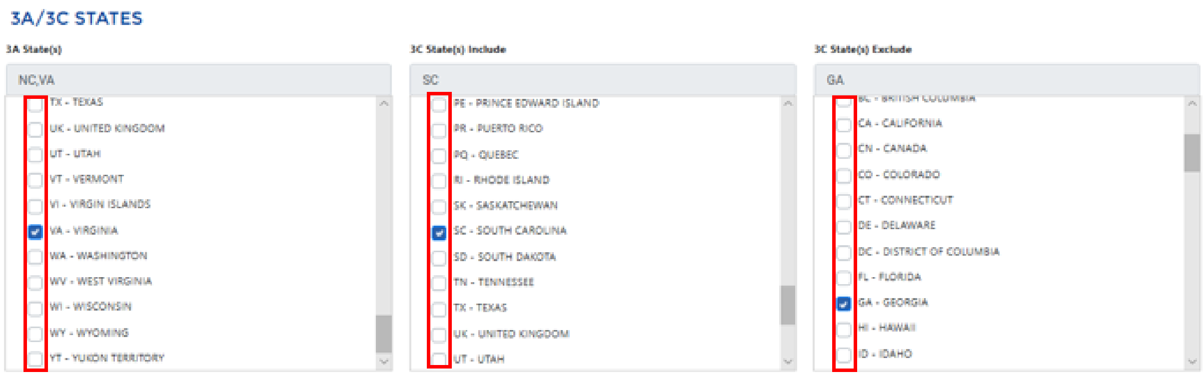
Information Page

The first section is the information page. As previously mentioned all grayed fields are not editable and all blue asterisk indicate a required field.

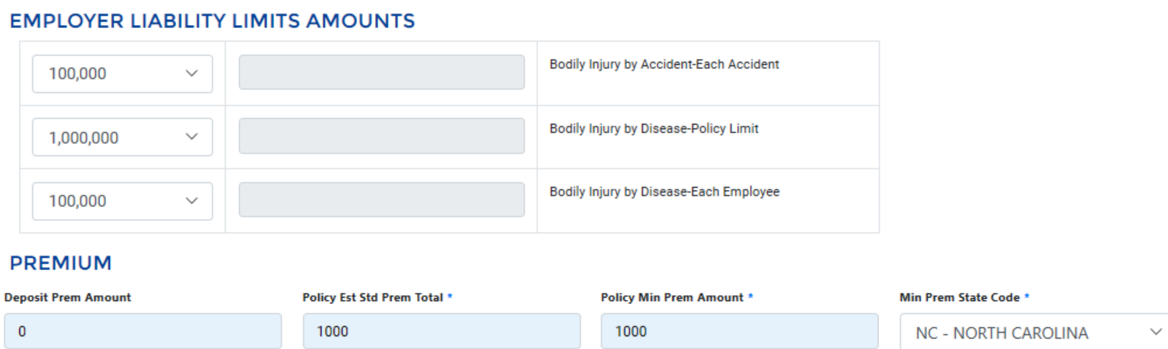


Further down on the information page the user will add 3A-3C Sates to the policy transaction.

To add, the user will select the corresponding box to the left.



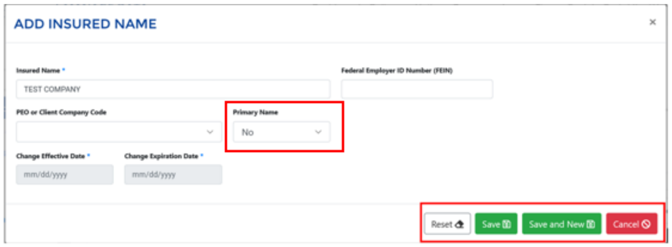
The last two sub-sections on the information page is the employer liability limits and premium. The user will simply input the necessarily information in those fields.



Insured Names

This section allows the user to input all names for the insured in a sortable grid. The user will need to add a primary name and must have the correct name link ID. The user can reference the WCIO specs for details, located here. To add a name the user will select the add name button at the lower left of the section.

A pop-up box will display that allows the user to add the insured name. Once all fields have been added the user has the option to reset, save, save and add a new and cancel. It is important to make sure the primary name is correct by selecting “Yes” on the drop down for primary name when adding the name.



Once the user selects save they will see the name appear in the grid. If the user needs to edit or delete an insured name they can use the edit and delete buttons on the left-hand side of the grid.

INSURED NAMES Indicates Primary Name

Show 10 entries Search:

	Insured Name	FEIN	Name Link ID	Cont. Seq. #	PEO Indicator	Change Effective Date	Change Expiration Date
Edit Delete	TEST COMPANY		002	001			
Edit Delete	TEST COMPANY AFFILIATE		003	001			

Showing 1 to 2 of 2 entries Previous 1 Next

Add Name

Addresses

This section allows the user to input all addresses for the insured in the same sortable grid as the insured name section. Please reference the insured name section here, for how to add addresses for the insured.

ADDRESSES

Show 10 entries Search:

	Address	Name Link	Foreign Address	Country	Area	Type	Change Effective Date	Change Expiration Date
Edit Delete	123 MAIN STREET RALEIGH, NC 27616	TEST COMPANY	N			1 - Mailing		

Showing 1 to 1 of 1 entries Previous 1 Next

Add Address

Premium

This section allows the user to input all premium information for the insured in a sortable grid. To add premium information the user will follow similar steps as outlined above for adding an insured name, located here.

PREMIUM

Show 10 entries

Search:

	DCO Coverage ID	Est. State Std. Prem.	Exp. Mod. Status	Exp. Mod. Factor	Anniversary Rating Date	Experience Mod. Effective Date	Expense Constant	Premium Discount	ARAP	Other Indv. Risk Rating
Edit Delete		$1,000					$1	-$1,000	1.000	1.000

Showing 1 to 1 of 1 entries

Previous 1 Next

Add Premium

Exposure

This section allows the user to input all exposure information for the insured in a sortable grid. To add exposure information the user will follow similar steps as outlined above for adding an insured name, located here.

EXPOSURE

Show 10 entries

Search:

	Class Code	Phraseology	Est. Exposure Amount	Manual Rate	Est. Prem. Amount	Expo. Period Eff. Date	Expo. Act	Effective Date	Expiration Date
Edit Delete	8810	CLERICAL OFFICE EMPLOYEES NOC	$1,000.00	0.2300	$1,000		00		

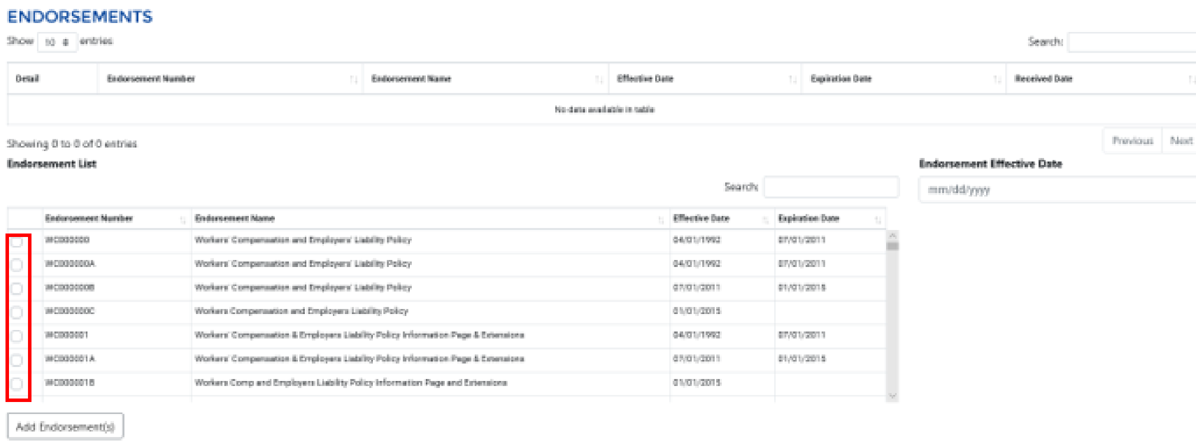
Showing 1 to 1 of 1 entries

Previous 1 Next

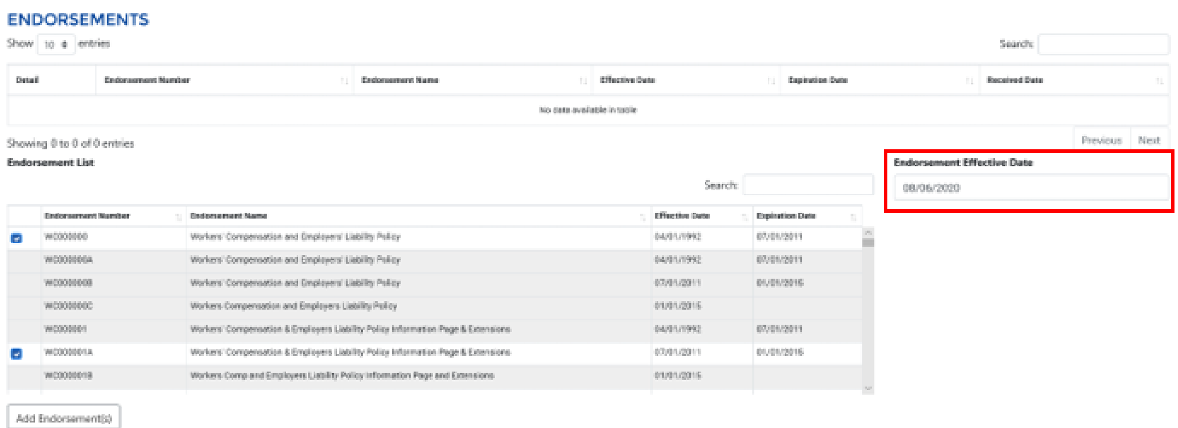
Add Exposure

Endorsements

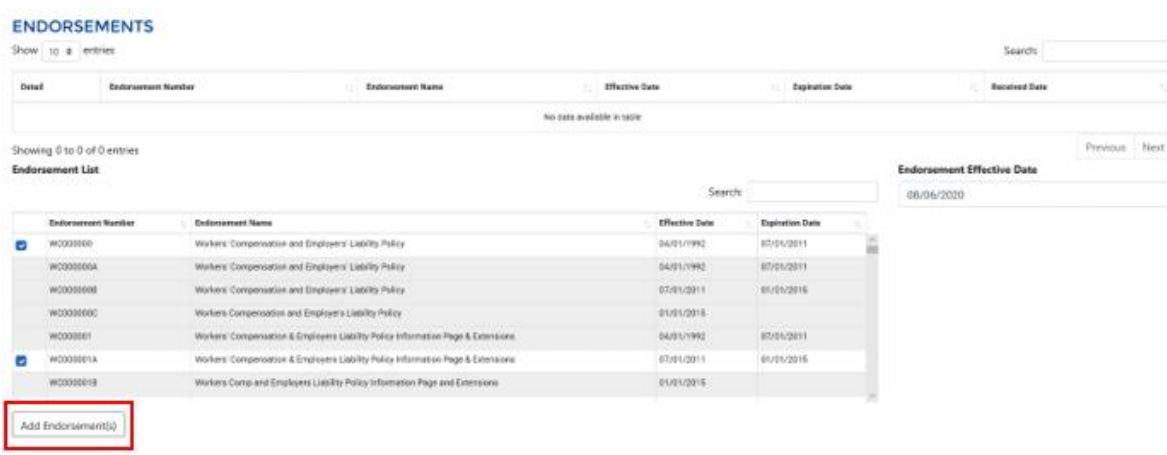
In this section, the user can add endorsements to the policy transaction. The user will navigate to the list of endorsements located at the bottom of the page and add them by checking the corresponding box to the left.



Once the endorsements have been selected the user will need to indicate the effective date to the right of the screen. *Note- If the endorsements have different effective dates they will needed to be added separately.



Once the user has indicated the endorsement effective date and added all applicable endorsements, they can select the Add Endorsement button.



If any of the selected endorsements require detailed information, the system will display a blank endorsement data entry field for each endorsement. The user can enter the necessary information and continue with the save or close buttons.

Saving

When all fields have been entered for the transaction, the user can scroll to the top of the screen- from there they can save, cancel and even print the transactions.

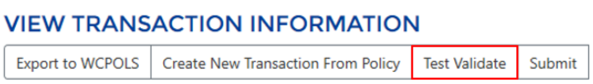
To save, the user will select the save button at the top right of the screen. A pop-up box will appear as a confirmation. *NOTE: Saving the transaction does not submit the transaction to the North Carolina Rate Bureau, it simply saves the policy transaction in Manage Data.

Validating

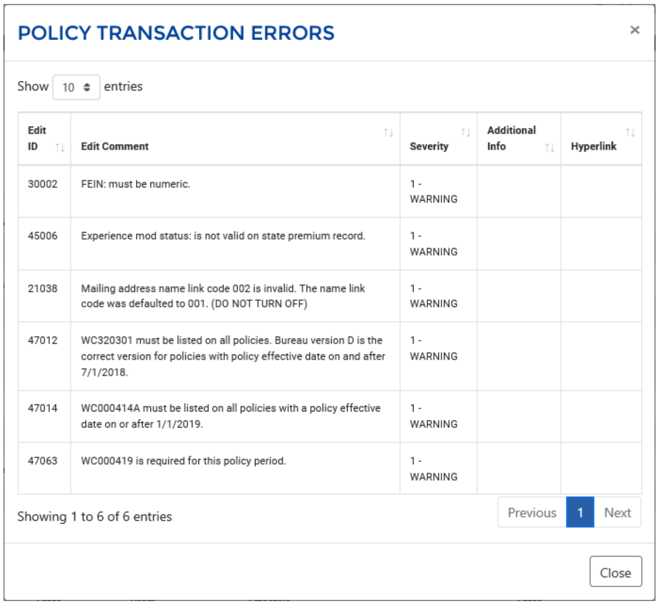
Once the transaction has been saved, users with edit permissions have the option to test validate the transaction prior to submitting it to the NC Rate Bureau. *Note- transactions that are test validated are not submitted. The transaction will still need to be submitted to us after validations are run.

To validate the transaction prior to submitting, the user can select the test validate button at the top left corner of the saved policy transaction.

The NCRB highly recommends using the test validate to confirm the transaction is correct prior to submission.



In test validate, the system will run the same validations that are used for our policy errors and rejections process. A dialog box will display with any edit ID's and comments found in the validation process. If any of the edits are rejected, the transaction will not be accepted to our database and the errors should be resolved before submitting the transaction. Close the dialog box to return to the saved and **unsubmitted** transaction.



POLICY TRANSACTION ERRORS

Show 10 entries

Edit ID	Edit Comment	Severity	Additional Info	Hyperlink
30002	FEIN: must be numeric.	1 - WARNING		
45006	Experience mod status: is not valid on state premium record.	1 - WARNING		
21038	Mailing address name link code 002 is invalid. The name link code was defaulted to 001. (DO NOT TURN OFF)	1 - WARNING		
47012	WC320301 must be listed on all policies. Bureau version D is the correct version for policies with policy effective date on and after 7/1/2018.	1 - WARNING		
47014	WC000414A must be listed on all policies with a policy effective date on or after 1/1/2019.	1 - WARNING		
47063	WC000419 is required for this policy period.	1 - WARNING		

Showing 1 to 6 of 6 entries

Previous 1 Next

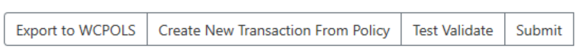
Close

Submitting

After the user saves and validates the policy transaction they have additional options at the top right of the screen:

With the (+) icon the user can add this policy transaction to their My List Widget on the Dashboard. With the trash can icon the user can delete the policy transaction completely. With the pencil icon the user can modify the policy transaction data.

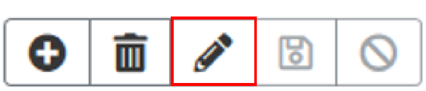
To the top left there are additional options:



Export to WCPOLS: The user can easily transfer this policy transaction the WC format.

Create New Transaction from Policy: This will duplicate the same policy information the user just added, but allow the user to make changes.

Test Validate: This will allow the user to run the validation again. This is especially helpful if the user modified after the first validation. ***Note:** if the validation failed it is important to make changes to the current policy transaction and **DO NOT** create another transaction to fix the issue, as it will generate a duplicate policy transaction causing an error. To correct the current policy transaction simply click the pencil icon at the top right and the user can change the information on the transaction.

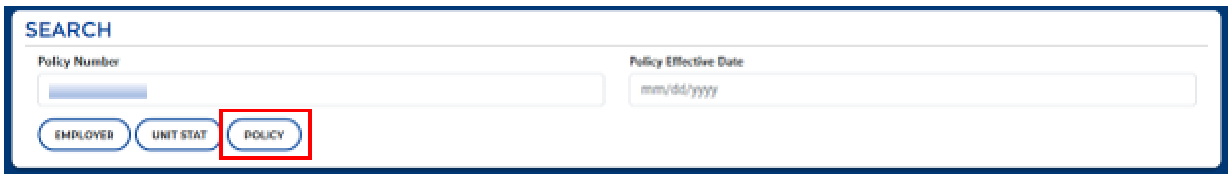


Submit: This submits the full policy transaction to the North Carolina Rate Bureau. Once selected the system acknowledges that the transaction was submitted, lists the status of the transaction. The user can acknowledge the message by selecting OK, or OK and add to WCPOLS Queue if they want to add the transaction to the WCPOLS queue located on the dashboard.

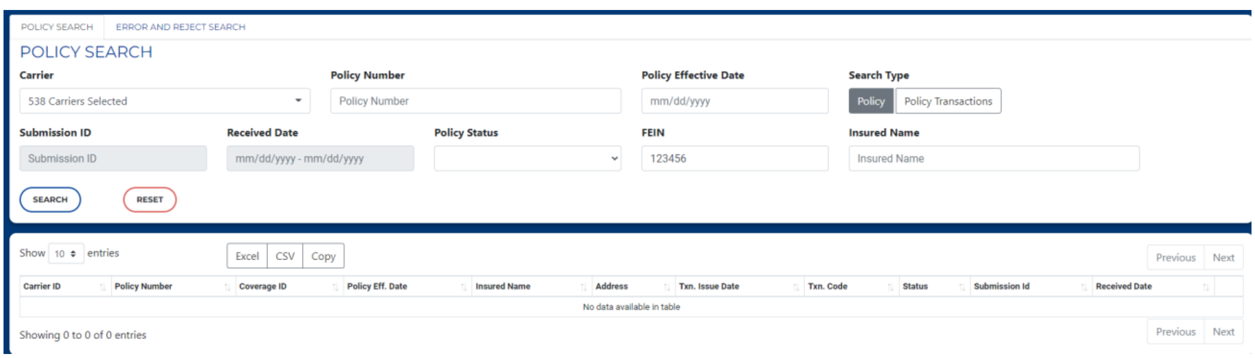
How to Create a Replacement Policy Transaction

To create a replacement policy transaction, the user will need to first locate the shell of the 01 policy transaction.

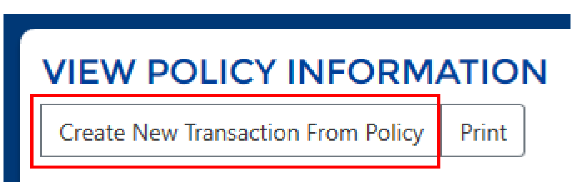
The user can navigate to the Dashboard and input the policy number in the search widget and select the policy tab.



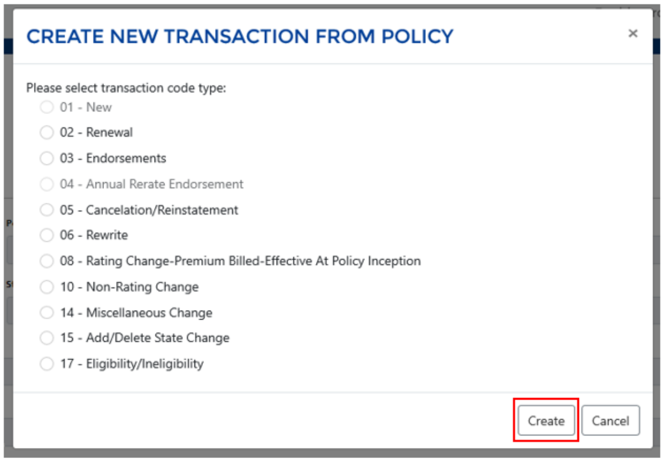
From the search results the user will see all policy transactions. By clicking the hyperlinked 01 policy number, the system will navigate the user to the view policy information screen.



The view policy information screen will show the saved and submitted policy transaction. The user will select the create new transaction from the top left of the screen.



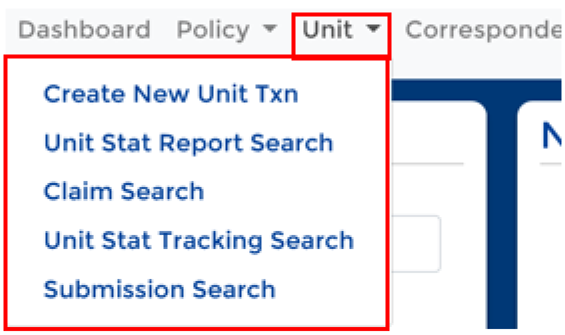
A dialog will display allowing the user to select which transaction type is needed, after selecting the user will hit the create button.



The policy transaction will display with a copy of the stored policy information and the ability to edit any open fields.

Unit Statistical Report

The user can create a new unit statistical report, search for submitted and unsubmitted reports, search for claims and even search for submissions, from the unit tab on the navigation menu.



Below are steps to common procedures a user will complete in Manage Data as it relates to unit statistical reports.

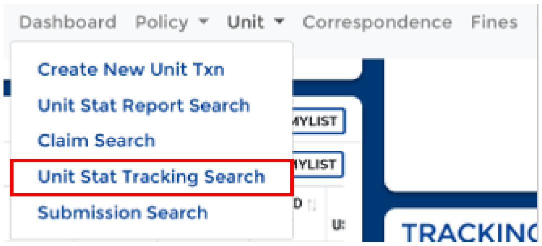
The user will be navigated to the Policy Search Screen. From this screen the user can input search criteria to locate the stored policy information and/or the individual policy transactions.

How to Search for Unit Statistical Report Tracking

In Manage Data, a user can conduct a unit statistical tracking search for units that have not yet been submitted to the North Carolina Rate Bureau.

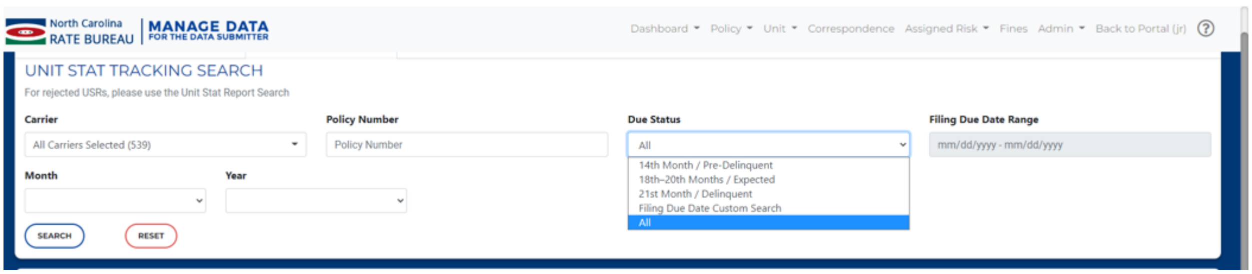
A user can search for unsubmitted unit statistical reports via the Search Widget on the Dashboard, the Tracking by Category Widget on the Dashboard or from Unit Tab on the Navigation Menu. To search from the Search Widget, see instructions here, to search from the Tracking by Category Widget, see instructions here.

From the Unit Tab, select Unit Stat Tracking Search.



The user will be navigated to the Unit Stat Tracking Search Screen. From this screen the user can input search criteria to locate the unsubmitted unit statistical report.

By narrowing the search for Due Status of “Pre-Delinquent” or “Expected” the user can see all unit statistical reports that is not submitted, will produce a fine.



Carrier: This is not a required field. This field allows the carrier to search all companies they are associated with, a specific company, or a mix of companies. The system will automatically default to all carriers. If the carrier wants to select a specific company, click the drop-down menu and then click deselect all button. From there they can select the company or companies they want to search.

Policy Number: This is not a required field; however, the user will either have to input information here on the following field of Due Status.

Due Status: This is not a required field; the user can narrow their search with this option.

14th Month / Pre-Delinquent: This will show all unsubmitted unit statistical reports that are approaching their due date.

18th-20th Months / Expected: This will show all unsubmitted unit statistical reports that are currently due.

21st Month / Delinquent: This will show all unsubmitted unit statistical reports that are due, and are accumulating fines.

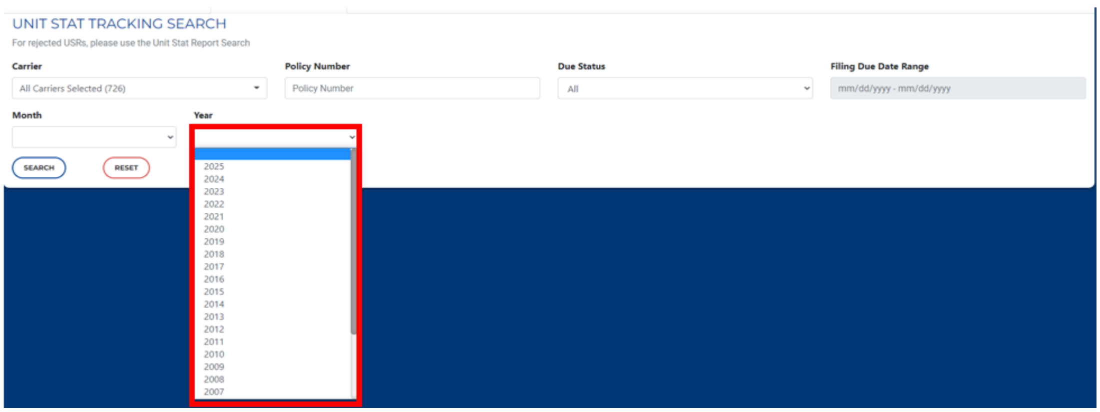
Filing Due Date Custom Search: This allows the user to create a custom date range that they can fill in on the next field.

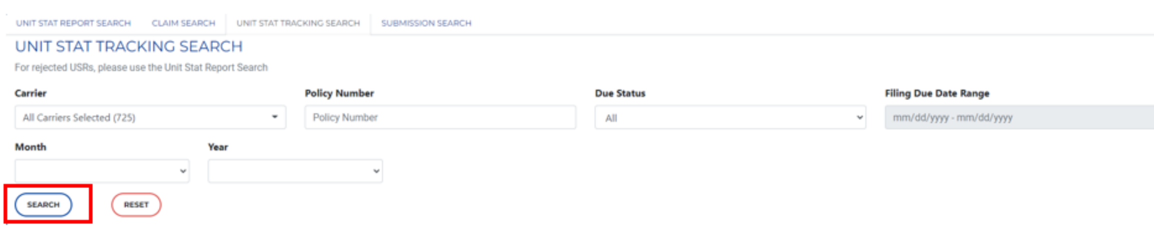
All: This will show all unsubmitted unit statistical reports for this policy number, regardless of status.

<u>Filing Due Date Range:</u> This is not a required field; the user can narrow their search by adding a date range. The user will notice they can manually enter the date range or select a pre-fillable date range.

Once the user has added the search criteria they wish, they can select the search button to show the results.

In the unit stat results section, the user will see a list of unsubmitted unit statistical reports that correspond to the search criteria.



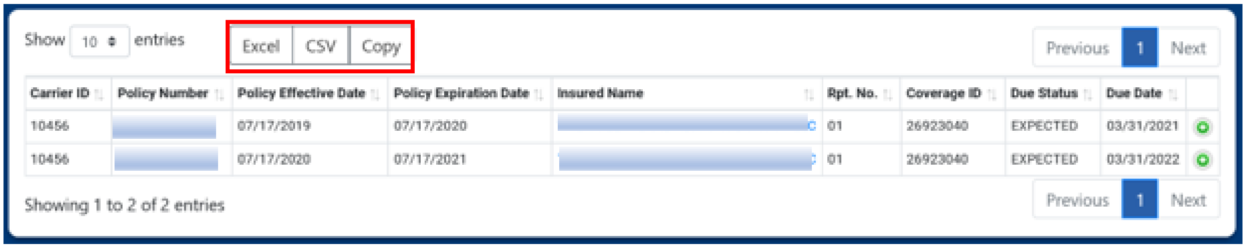


The search will show in a sortable grid with identifying policy information. The user will notice the policy number is hyperlinked. This hyperlink will navigate the user to the View Policy Information Page for the stored policy information. The user will also notice that the insured name is hyperlinked. This hyperlink will navigate the user to the Employer Chronicle.

Located on the right-hand side of the grid is a column for Due Status. If the user did not specifically search due status, they will see all unsubmitted unit stat reports for that policy and the status of that report.

On the far right of the grid there are icons on each row-  or  which allow the user to add or deleted the transaction from their My List Widget on the dashboard.

From the search results the user also has the option to export these transactions to Excel, CSV or Copy to their clipboard.

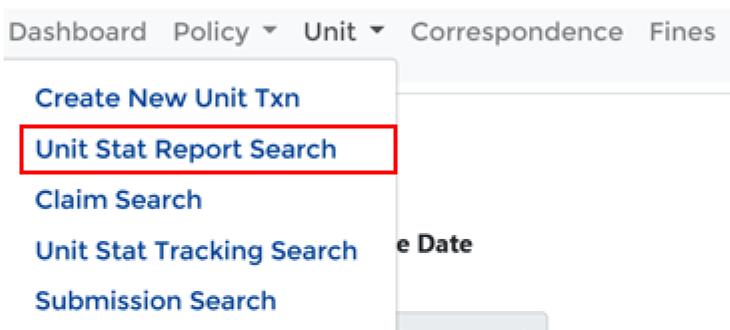


How to Search for a Submitted Unit Statistical Reports

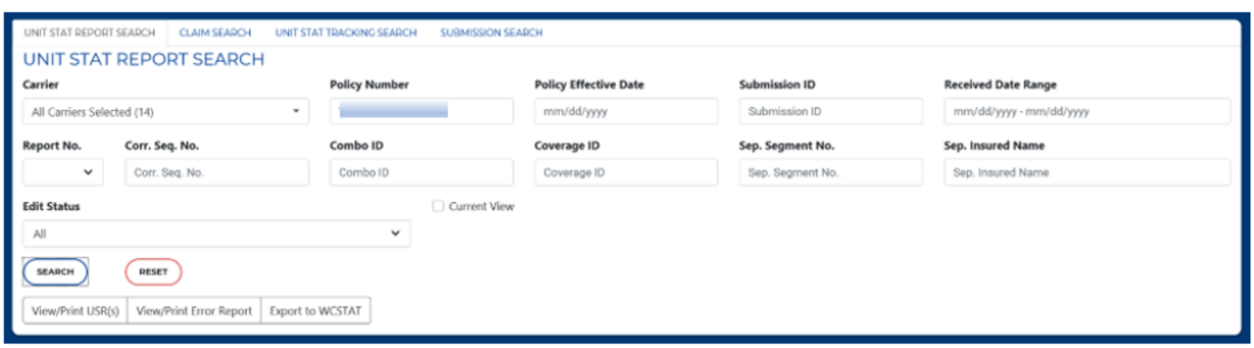
In Manage Data, a user can conduct a unit statistical report search for units that have been submitted to the North Carolina Rate Bureau.

A user can search for unit statistical reports via the Search Widget on the Dashboard, or from the Unit Tab on the Navigation Menu. To search from the Search Widget, see instructions here.

From the Unit Tab, select Unit Stat Report Search.



The user will be navigated to the Unit Stat Report Search Screen. From this screen the user can input search criteria to locate the unit statistical report.



Carrier: This is not a required field. This field allows the carrier to search all companies they are associated with, a specific company, or a mix of companies. The system will automatically default to all carriers. If the carrier wants to select a specific company, click the drop-down menu and then click deselect all button. From there they can select the company or companies they want to search.

Policy Number: THIS IS A REQUIRED FIELD. If the user is looking for a specific stored policy, or policy transaction they can input that here.

<u>Policy Effective Date:</u> This is not a required field; the user can narrow their search with this option.

<u>Submission ID:</u> This is not a required field. If the user submitted multiple unit statistical reports in a single submission they can add the submission ID criteria to locate all the units.

<u>Received Date Range:</u> This is not a required field; the user can narrow their search by adding a received date range. The user will notice they can manually enter the date range or select a pre-fillable date range.

<u>Report No.:</u> This is not a required field; the user can use the drop-down menu to select a specific report number for the correlating policy number.

<u>Corr. Seq. No.:</u> This is not a required field; the user can add the correction sequence number if appropriate.

<u>Combo ID:</u> This is not a required field; the use can add the Combo ID for the employer here. The user can find the Combo ID in the Employer Chronicle, steps are located here.

<u>Coverage ID:</u> This is not a required field; the user can add the Coverage ID for the employer here. The user can find the Coverage ID in the Employer Chronicle, steps are located here.

<u>Sep. Segment No.:</u> This is not a required field; this is used as an indicator to help identify a unit as separated data.

<u>Sep. Insured Name:</u> This is not a required field; the user can add the separated entity name here to help locate the specific unit statistical report.

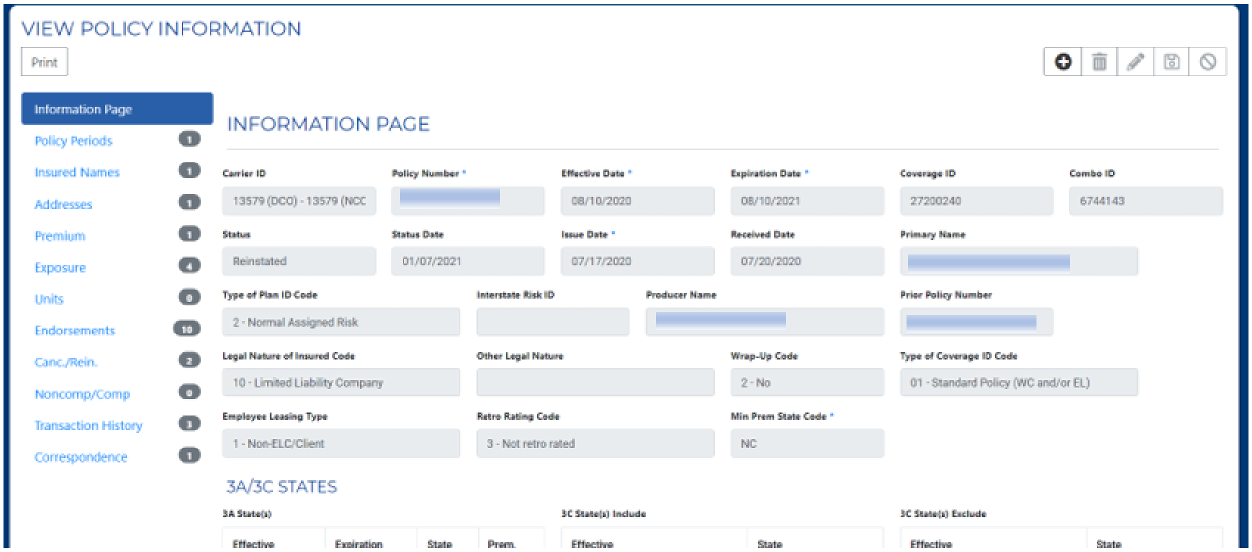
<u>Edit Status:</u> This is not a required field; the user can use the drop-down to locate a specific unit statistical report based off the report's status.

<u>Current View:</u> This is not a required field; this view displays the current overall view of the latest and greatest of all accepted units.

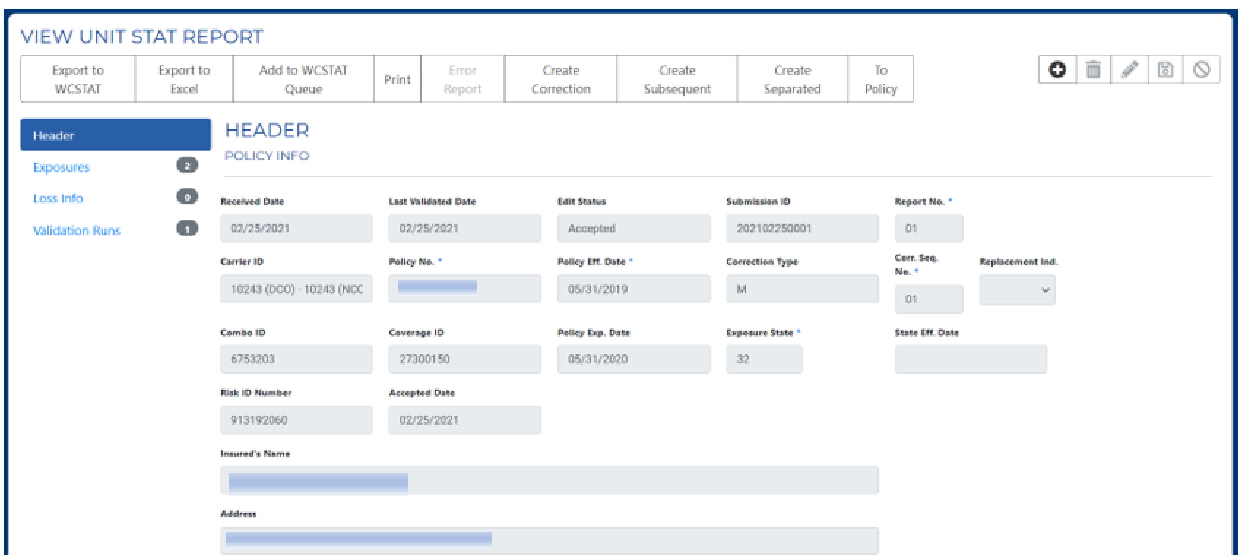
Once the user has added the search criteria they wish, they can select the search button to show the results.

In the unit stat results section, the user will see a list of unsubmitted unit statistical reports that correspond to the search criteria.

The search will show in a sortable grid with identifying policy and unit statistical report information. The user will notice the policy number is hyperlinked. This hyperlink will navigate the user to the View Policy Information Page for the stored policy information.



The user will also notice that the report number is hyperlinked. This hyperlink will navigate the user to the individual stored unit statistical report.

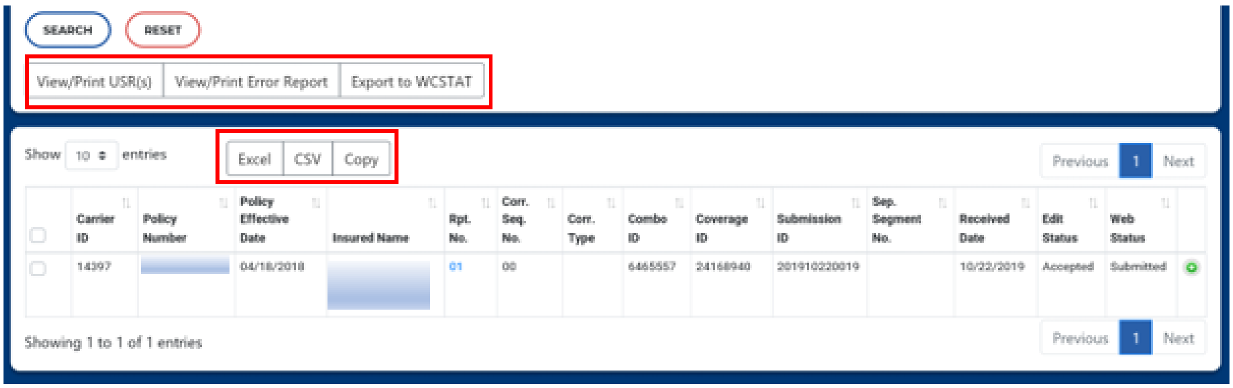


Note: a feature on this screen worth noting is the policy tab on the top of the screen. This will navigate the user to the stored policy for this unit.

Back on the widget, located on the right-hand side of the grid is a column for Edit Status. If the user did not specifically search edit status, they will see all submitted unit stat reports for that policy and the status of each report.

On the far right of the grid there are icons on each row- or which allow the user to add or deleted the transaction from their My List Widget on the dashboard.

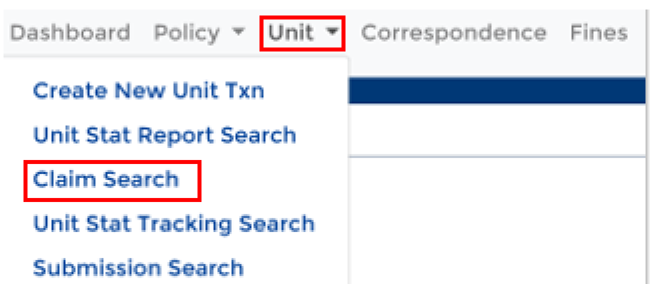
From the search results the user has the option to View/Print USR(s), View/Print Error Report or Export the units to the WCSTAT format. The user also has the option to export the units to Excel, CSV or Copy to their clipboard.



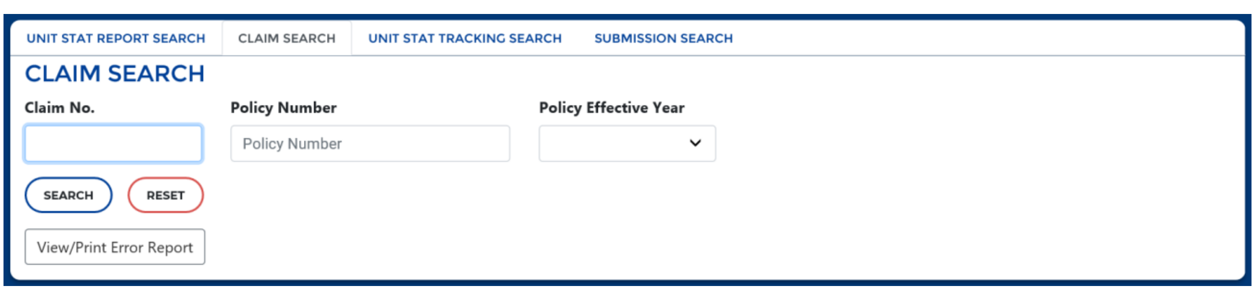
How to Search for a Claim

In Manage Data, a user can conduct a claim search from a unit that has been submitted to the North Carolina Rate Bureau.

From the Unit Tab, select Claim Search.



The user will be navigated to the Claim Search Screen. From this screen the user can input search criteria to locate the specific claim information.



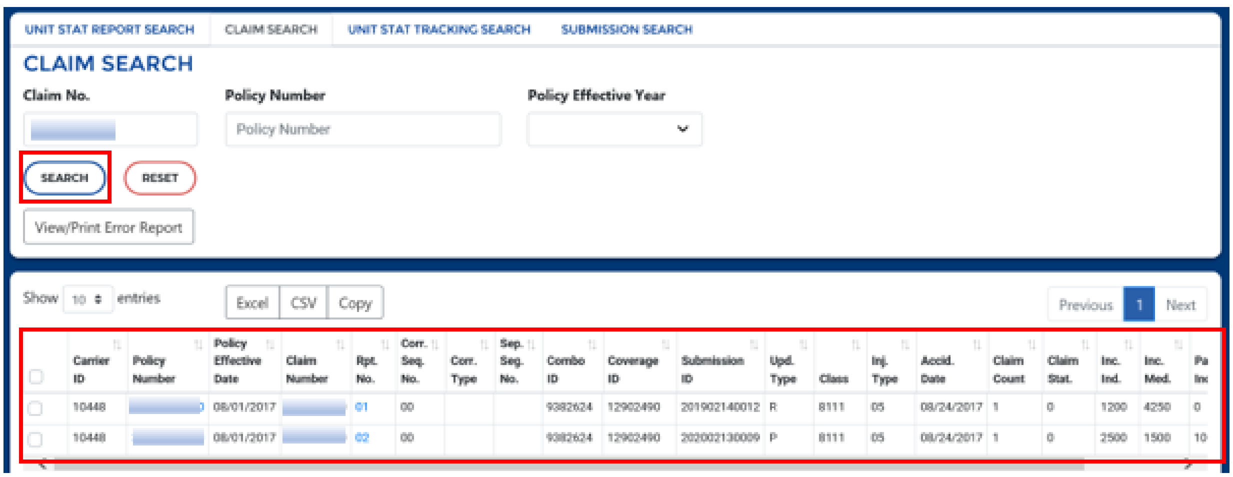
Claim No.: THIS IS A REQUIRED FIELD. The user will need to input the specific claim number they are looking for.

__Policy Number:__ This is not a required field; the user can narrow their search with this option.

__Policy Effective Year:__ This is not a required field; the user can use the drop-down menu to select the specific year they are looking for.

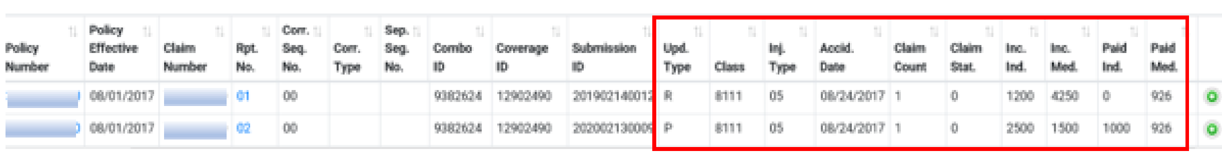
Once the user has added the search criteria they wish, they can select the search button to show the results.

In the results section, the user will see a list of all submitted unit statistical reports that contain this specific claim.



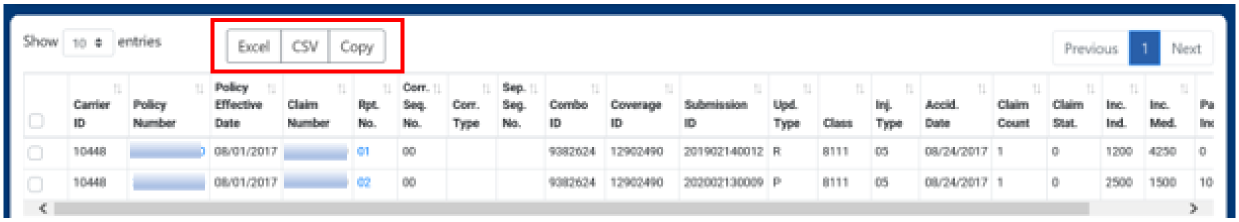
The results will show in a sortable grid with identifying policy and unit statistical report information. The user will notice the policy number is hyperlinked. This hyperlink will navigate the user to the View Policy Information Page for the stored policy information. The user will also notice that the report number is hyperlinked. This hyperlink will navigate the user to the individual stored unit statistical report.

If the user scrolls to the right, the system will display all claim information that was submitted with the unit.



On the far right of the grid there are icons on each row- or which allow the user to add or deleted the transaction from their My List Widget on the dashboard.

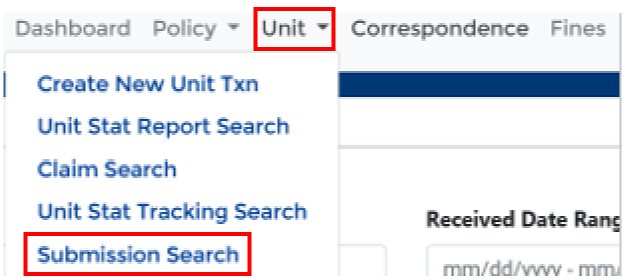
From the search results the user also has the option to export the units to Excel, CSV or Copy to their clipboard.



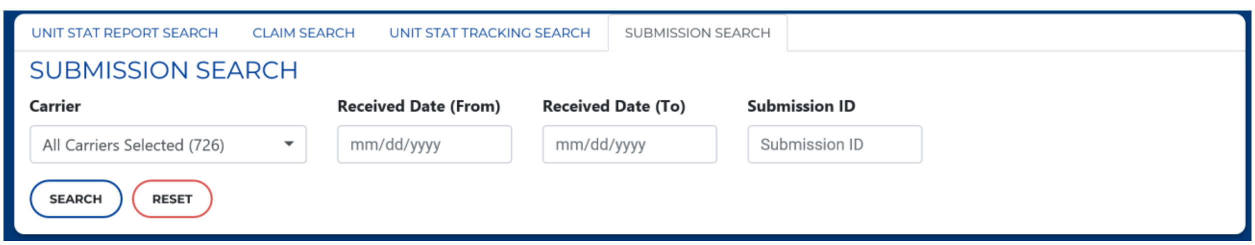
How to Search for a Submission

In Manage Data, a user can conduct a search for all units that were reported through the same submission. ***Note-*** only direct reporters to the North Carolina Rate Bureau will be able to use this search.

From the Unit Tab, select Submission Search.



The user will be navigated to the Submission Search Screen. From this screen the user can input search criteria to locate the specific unit statistical reports from a specific submission.

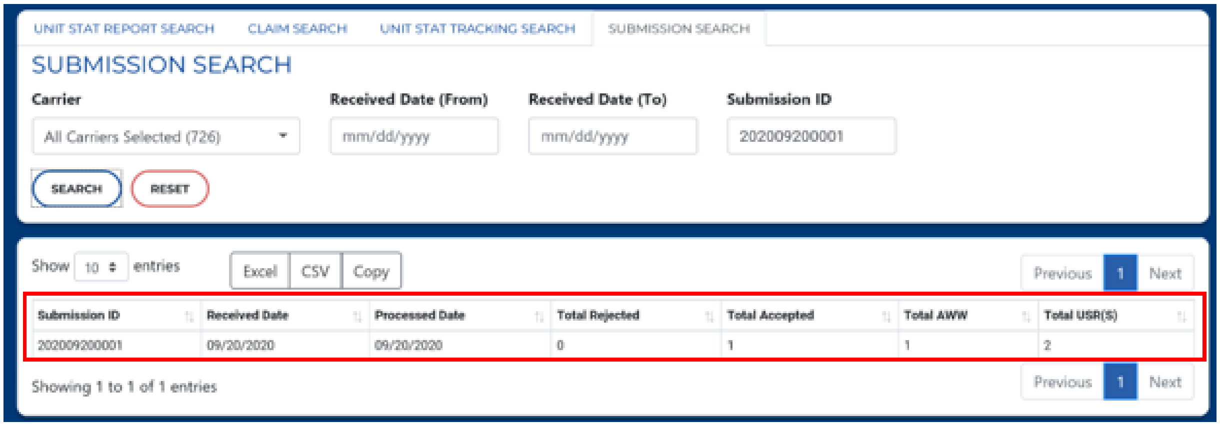


Received Date: This is not a required field; however, the user will have to put something here on the next field of submission ID. This field will allow the user to input a From and To date to locate all submissions for that specific time period.

Submission ID: This is not a required field; however, the user will have to put something here and the previous fields of received date. This field will allow the user to input an exact submission ID to locate all units that were submitted.

Once the user has added the search criteria they wish, they can select the search button to show the results.

In the results section, the user will see a list of all submitted unit statistical reports that this specific claim has been reported on.



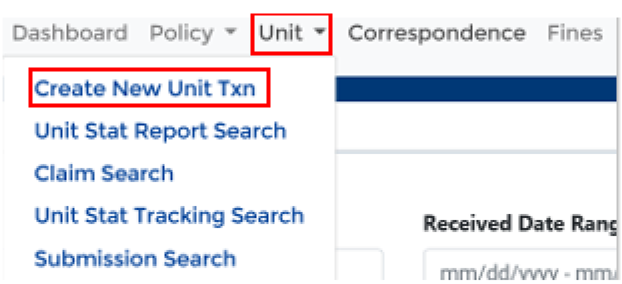
How to Create a New Unit Statistical Report

In Manage Data, users with specific permissions can create a new unit statistical report from scratch. Only direct reporting carriers to the North Carolina Rate Bureau are allowed to submit the created unit statistical reports via the Manage Data web application. The North Carolina Rate Bureau must already have a submitted policy in order for the unit statistical report to be accepted.

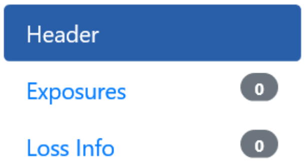
Depending on whether this is the first report for the policy, or a subsequent report, the user will either create a new unit statistical report or a subsequent unit statistical report. The steps to create a subsequent report are located here. If the user needs to make a correction to a unit statistical report they will need to follow the steps here.

If additional information is needed to determine whether to create a new, subsequent or correction report, the user can contact the North Carolina Rate Bureau directly at- (919)582-1056 or support@ncrb.org

To create a new unit statistical report, navigate to the Unit tab on the navigation menu and select Create New Unit Txn.



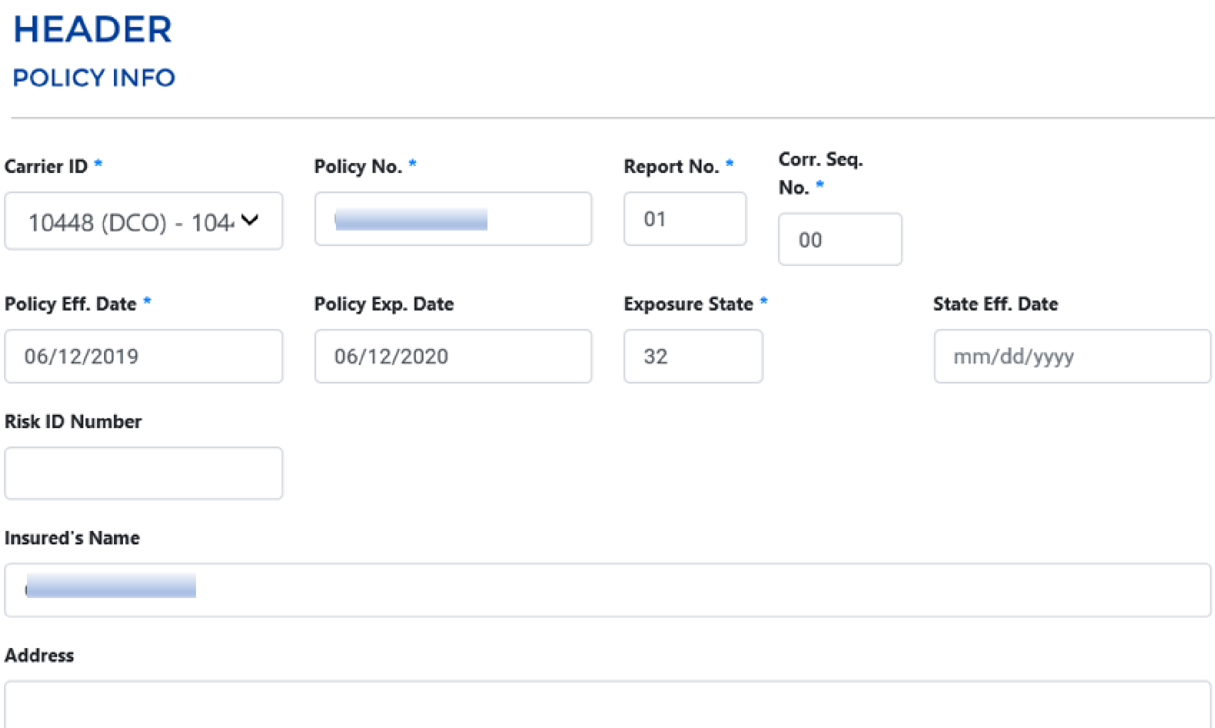
The system will navigate the user to the Create New Unit Transaction Screen. From here the user can add all the unit statistical report data for the policy. Note that fields with a blue asterisk are required. Also note that to the left of the screen is a break down of each section of the report that needs to be completed.



Header Record

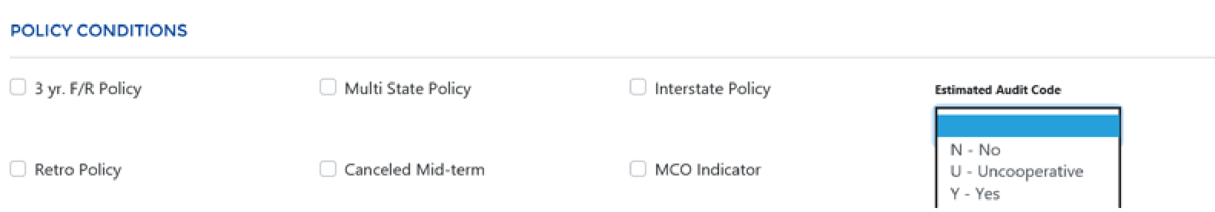
Policy Info

The first section is the header record. As previously mentioned blue asterisks indicate a required field. There may be some pre-filled fields, but the user can edit if necessary.



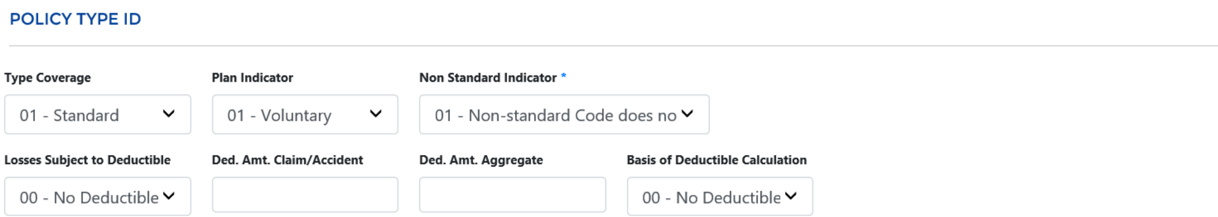
Policy Conditions

In this section the user can place a check mark on any of the following policy conditions. To the right-hand side, the user has the option to choose the estimated audit code drop down. The user will notice this is not a required field.



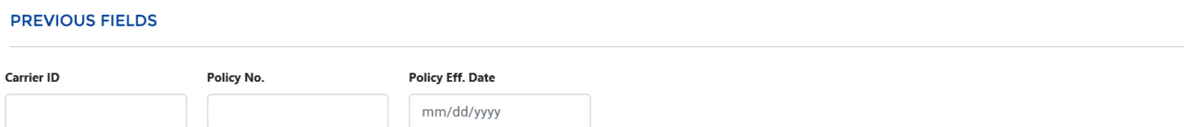
Policy Type ID

In this section the user can use the drop-down menus to further identify policy information.



Previous Fields

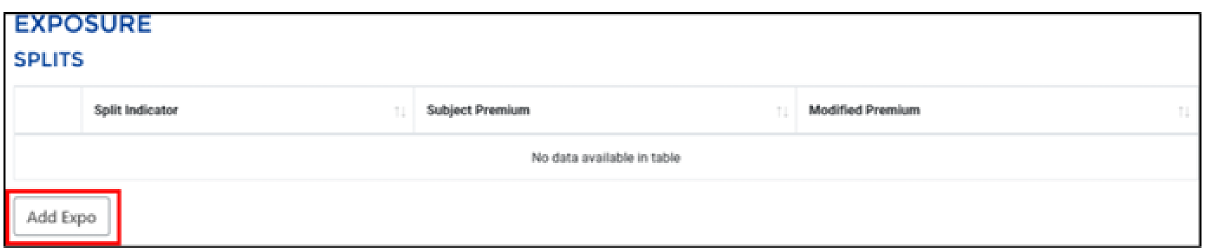
In this section the user can add the policy information that was previously added in the policy info section.



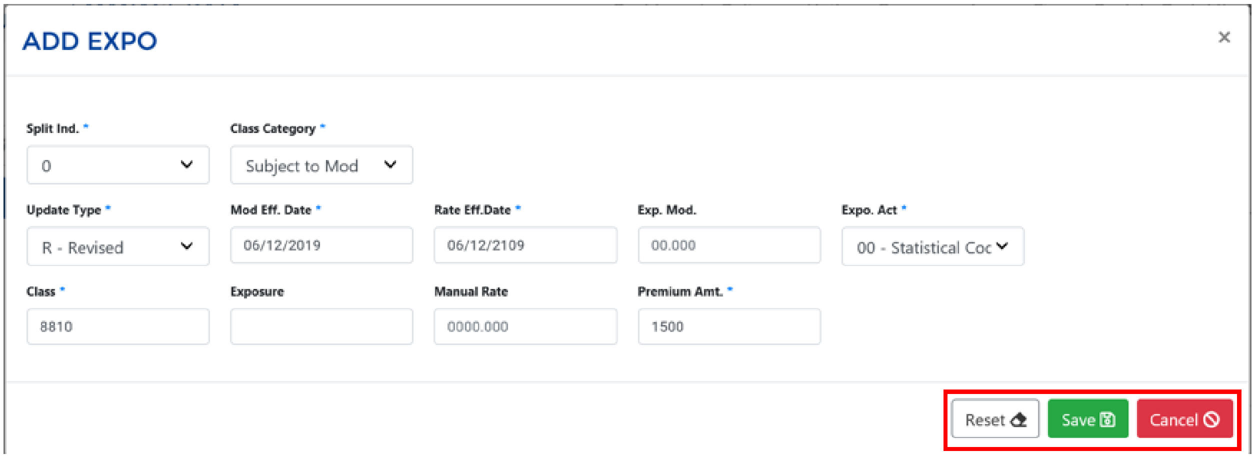
<u>**Exposure Record:**</u>

Exposure Splits

The Exposure tab allows the user to enter the exposure by split applicable to the unit statistical report. To add an exposure the user will click the Add Expo button at the bottom of the section.



A pop-up box will display that allows the user to add the exposure. Once all fields have been added the user has the option to reset, save, or cancel. *Note- the first exposure added will have the Split Indicator pre-populate to ‘0’. If you add multiple exposures the split indicator will go in consecutive order 0,1,2 etc. Split indicator must be completed in consecutive order or an error will occur.



This section allows the user to input all premium information for the insured in a sortable grid. The system will auto-fill exposure totals when the user enters exposures and rate for a class code.

Once the user selects save they will see the exposure appear in the grid. The user will also notice that there are different subsections on the exposure splits. Depending on what class category the user selected when adding the exposure, the system will add to the subsection of subject to the mod, not subject to the mod and non-standard.

If the user needs to edit or delete an exposure they can use the edit and delete buttons on the left-hand side of the grid.

Exposure Totals

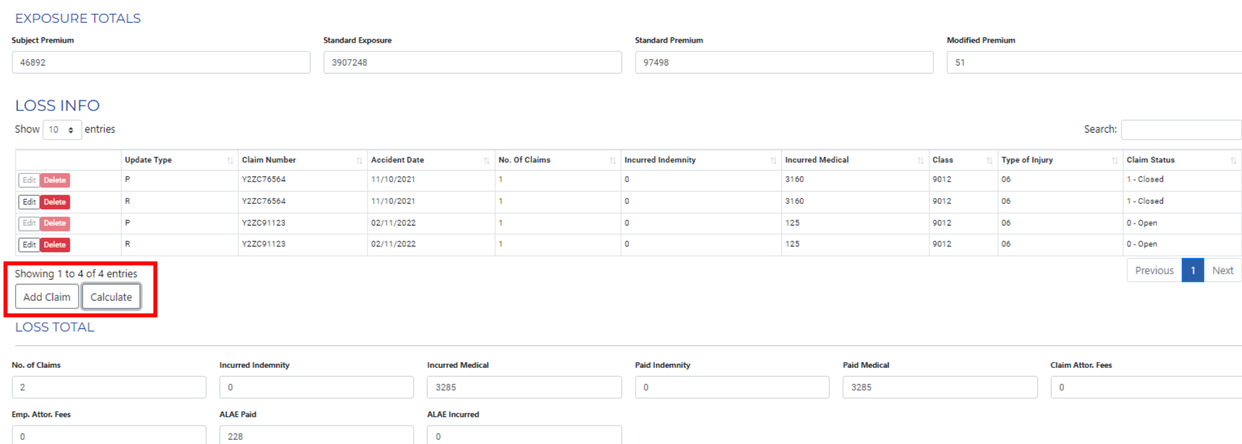
In this section the user can tally up all exposures for the insured and place in the corresponding fields. *Note- this is not a required section. The user will need to ensure values are entered correctly to prevent additional follow-up.

If there are no losses to report on the unit statistical report the user can save the unit. Navigate here for those steps.

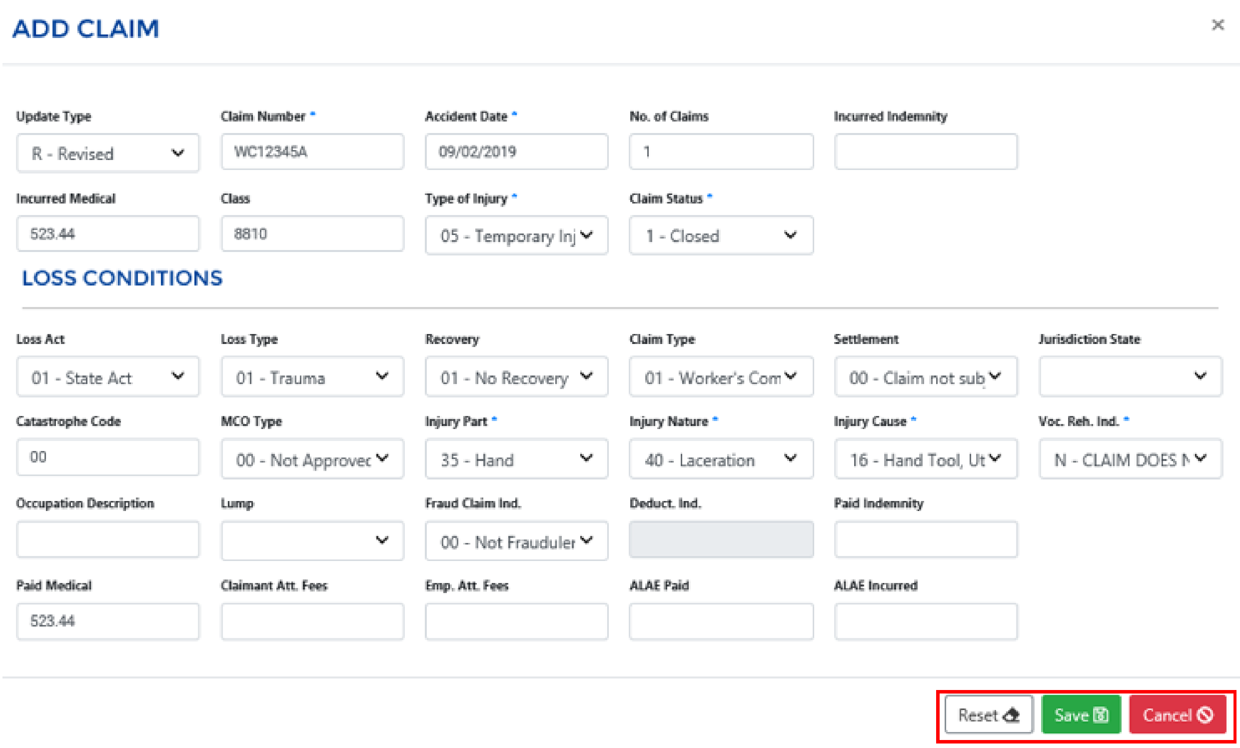
Loss Info Record:

Loss Info

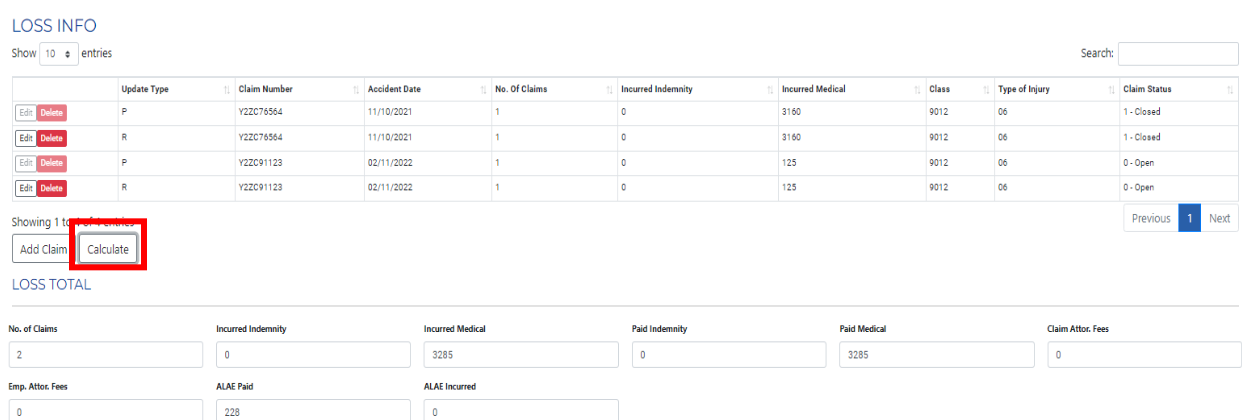
The Loss Info Record allows the user to add all losses applicable to the unit statistical report. To add a loss the user will click the Add Claim button at the bottom of the section. Additionally, the Loss Info Record allows the user to calculate all losses. The system now includes a calculate button for loss totals or the user can enter in the required information.



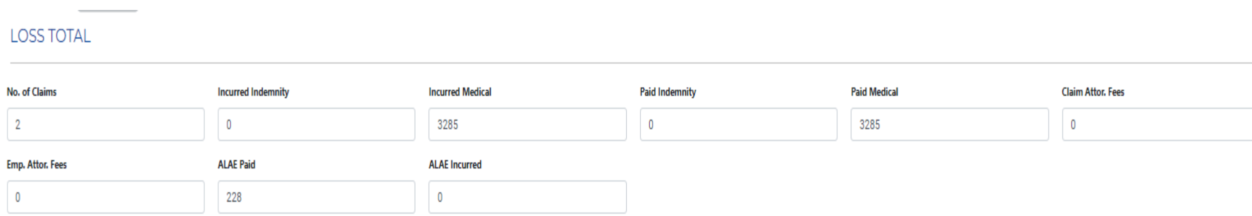
A pop-up box will display that allows the user to add the claim information. Once all fields have been added the user has the option to reset, save, or cancel.



Once the user selects save they will see the loss appear in the grid. If the user needs to edit or delete the loss they can use the edit and delete buttons on the left-hand side of the grid. Once the loss information is updated, the user will need to update the loss totals for this entity. The system now includes a calculate button for exposure and loss totals.



Loss Total



Saving

When all fields have been entered for the unit statistical report, the user can scroll to the top right of the screen and has the option to either save or cancel the unit transaction

To save, the user will select the floppy disk icon at the top right of the screen. A pop-up box will appear as a confirmation. <u>**NOTE**</u>: Saving the unit does not submit the transaction to the North Carolina Rate Bureau, it simply saves the unit statistical report in Manage Data.

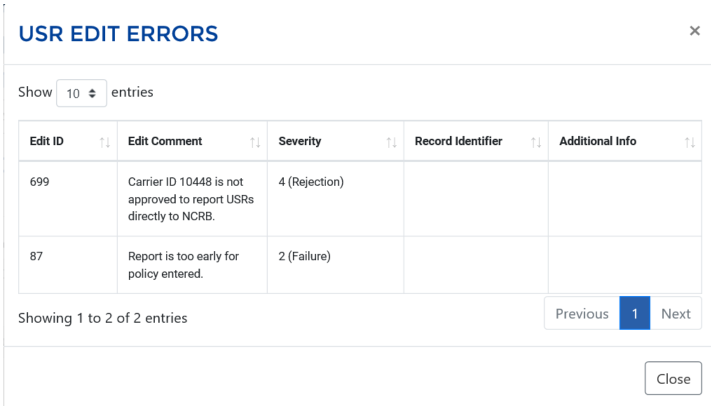
Validating

Once the unit has been saved, users with edit permissions have the option to test validate the unit prior to submitting it to the NC Rate Bureau. *Note- unit statistical reports that are test validated are not submitted. The unit will still need to be submitted to us after validations are run.

To validate the unit prior to submitting, the user can select the test validate button at the top left corner of the saved unit statistical report.

<u>**The NCRB highly recommends using the test validate to confirm the unit is correct prior to submission.**</u>

In test validate, the system will run edit validations on the data to ensure the reporting is correct prior to submission. A dialog box will display with any edit ID's and comments found in the validation process. If any of the edits are rejected, the unit will not be accepted to our database and the errors should be resolved before submitting the unit to the North Carolina Rate Bureau. Close the dialog box to return to the saved and **unsubmitted** unit statistical report.



Submitting

After the user saves and validates the unit statistical report they have additional options at the top right of the screen:

With the (+) icon the user can add this unit to their My List Widget on the Dashboard. With the trash can icon the user can delete the unit statistical report completely. With the pencil icon the user can modify the unit data.

To the top left there are additional options:

Export to WCSTAT: The user can easily transfer this unit statistical report to the WC format.

Export to Excel: This will create an Excel spreadsheet with the data entered for the unit.

Add to WCSTAT Queue: This will add the unit to the WCSTAT Queue Widget on the Dashboard.

Print: This will open a PDF copy of the unit that the user can print.

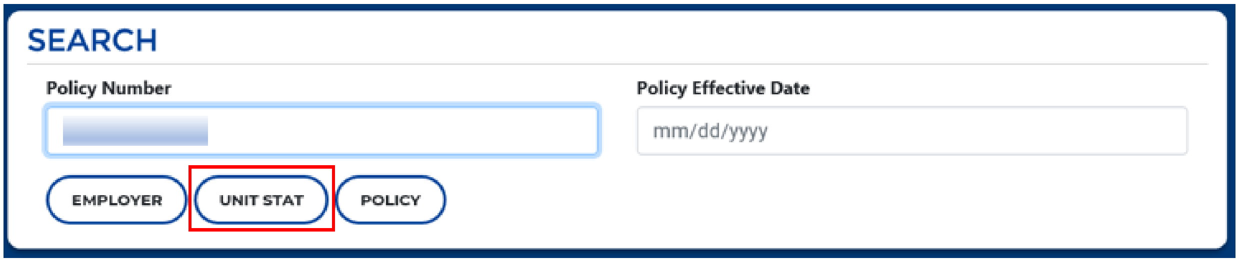
Test Validate: The user can test validate the unit again after any modifications were made.

Submit: This submits the full unit statistical report to the North Carolina Rate Bureau. Once selected the system acknowledges that the unit was submitted and lists the status of the unit. The user can acknowledge the message by selecting OK, or OK and add to WCSTAT Queue if they want to add the transaction to the WCSTAT Queue located on the dashboard.

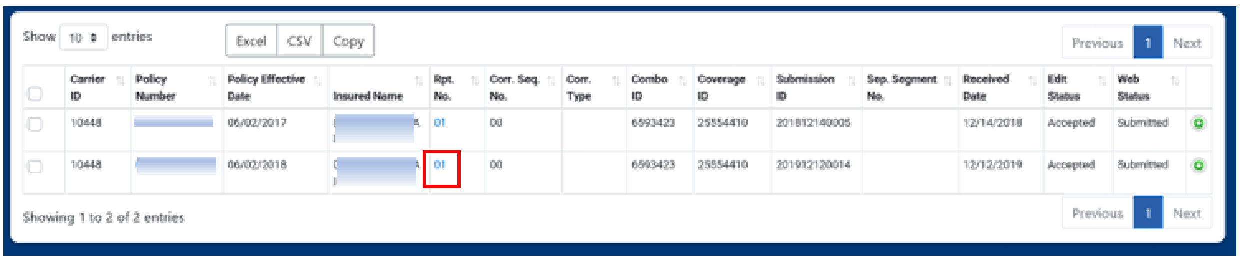
How to Create a Unit Statistical Report Correction

A user has the option to correct a previously submitted and accepted unit statistical report. To make a correction the user will first need to find unit statistical report that needs the change.

The user can navigate to the Dashboard and input the policy number for the unit in the search widget and select the unit tab.



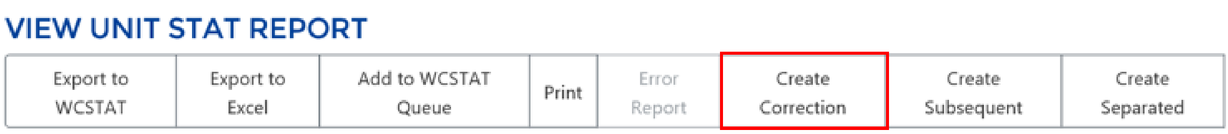
From the search results the user will see all unit statistical reports submitted for that policy. By clicking the hyperlinked report number, the system will navigate the user to the view unit stat report screen.


Show 10 entries | Excel | CSV | Copy | Previous 1 Next

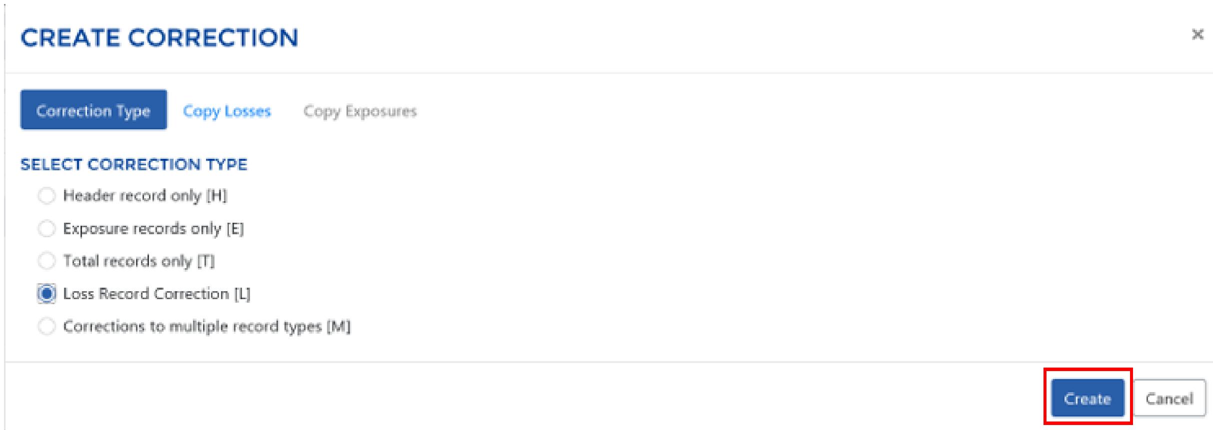
	Carrier ID	Policy Number	Policy Effective Date	Insured Name	Rpt. No.	Corr. Seq. No.	Corr. Type	Combo ID	Coverage ID	Submission ID	Sep. Segment No.	Received Date	Edit Status	Web Status	
	10448		06/02/2017		01	00		6593423	25554410	201812140005		12/14/2018	Accepted	Submitted	
	10448		06/02/2018		01	00		6593423	25554410	201912120014		12/12/2019	Accepted	Submitted	

Showing 1 to 2 of 2 entries | Previous 1 Next

To make a correction to the report the user will select the Create Correction button at the top of the screen.



A dialog will display allowing the user to select which correction type is needed, after selecting the user will hit the create button. *Note- if the user selects a specific record to correct, only that record will display for editing. If the user needs to correct multiple records they can select the corrections to multiple record types option.



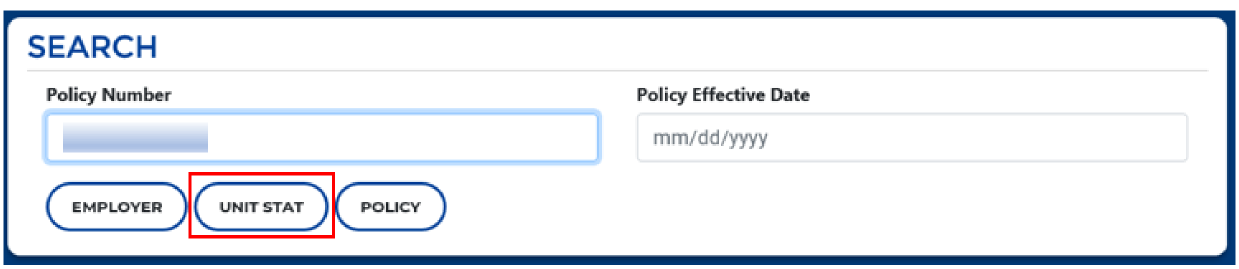
The unit statistical report will display with a copy of the stored unit data and the ability to edit any open fields.

For all sections on the left-hand side of the screen, the user can edit or delete previously saved records or add new records. Once all records have been updated with the updated unit data the user will need to follow the steps to save, validate and submit the unit statistical report data located here.

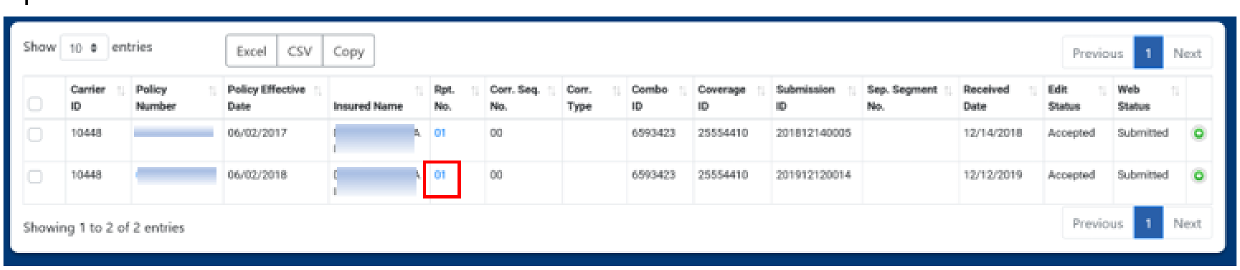
How to Create a Subsequent Unit Statistical Report

To create a subsequent unit statistical report the user will first need to find the first reported unit for that policy.

The user can navigate to the Dashboard and input the policy number for the unit in the search widget and select the unit tab.



From the search results the user will see all unit statistical reports submitted for that policy. By clicking the hyperlinked report number 01, the system will navigate the user to the view unit stat report screen.


Show 10 entries Excel CSV Copy Previous 1 Next

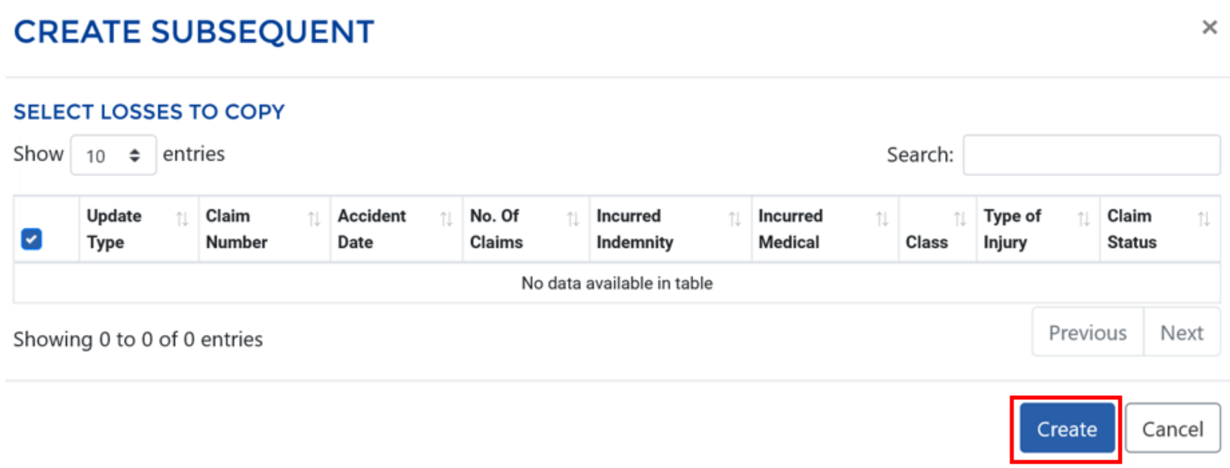
	Carrier ID	Policy Number	Policy Effective Date	Insured Name	Rpt. No.	Corr. Seq. No.	Corr. Type	Combo ID	Coverage ID	Submission ID	Sep. Segment No.	Received Date	Edit Status	Web Status	
	10448		06/02/2017		01	00		6593423	25554410	201812140005		12/14/2018	Accepted	Submitted	
	10448		06/02/2018		01	00		6593423	25554410	201912120014		12/12/2019	Accepted	Submitted	

Showing 1 to 2 of 2 entries Previous 1 Next

To make a subsequent report the user will select the Create Subsequent button at the top of the screen.

Need to add screen shot of the dialog box and add verbiage on how to make changes and link back to saving.

A dialog will display allowing the user to select which losses they want to copy to the subsequent unit. If the initial unit does not have a loss reported, or the user does not want to copy the losses, they will simple select create.



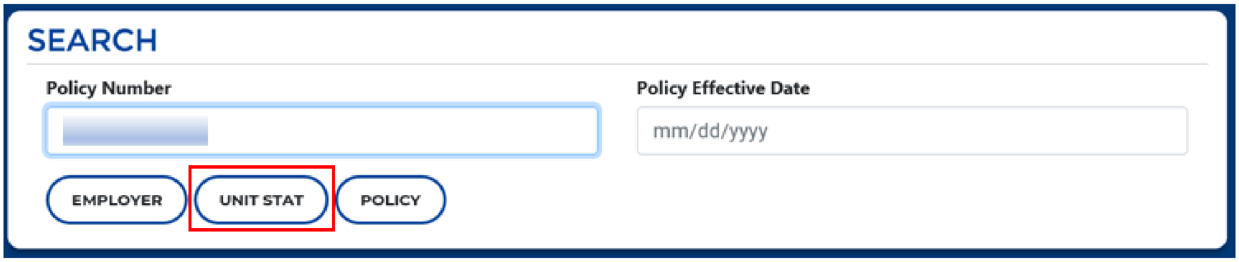
The unit statistical report will display with a copy of the stored unit data and the ability to edit any open fields.

For all sections on the left-hand side of the screen, the user can edit or delete previously saved records or add new records. Once all records have been updated with the updated unit data the user will need to follow the steps to save, validate and submit the unit statistical report data located here.

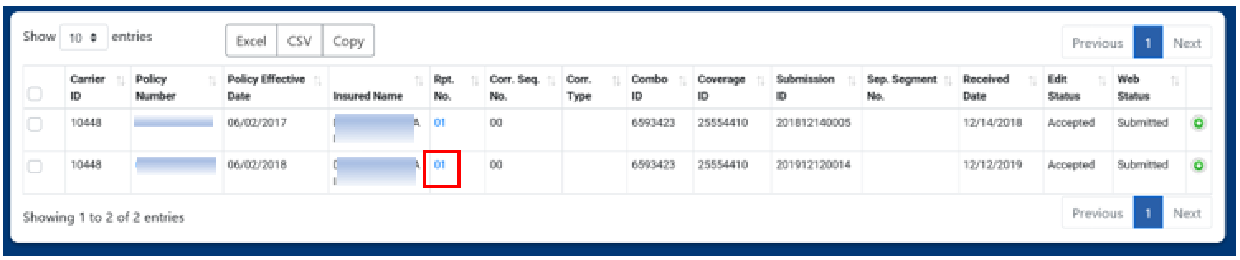
How to Create a Separated Data Unit Statistical Report

In Manage Data, users with specific permissions can create a separated data unit statistical transaction. This function is used when a policy covers more than one risk and the data needs to be separated out. The user will submit a separated unit report by copying the original unit containing the combined entities and then separating out the exposure and loss records for each entity.

To separate data between the entities, the user will need to access the original submitted unit stat report. The user can navigate to the Dashboard and input the policy number for the unit in the search widget and select the unit tab.



From the search results the user will see all unit statistical reports submitted for that policy. By clicking the hyperlinked report number, the system will navigate the user to the view unit stat report screen.

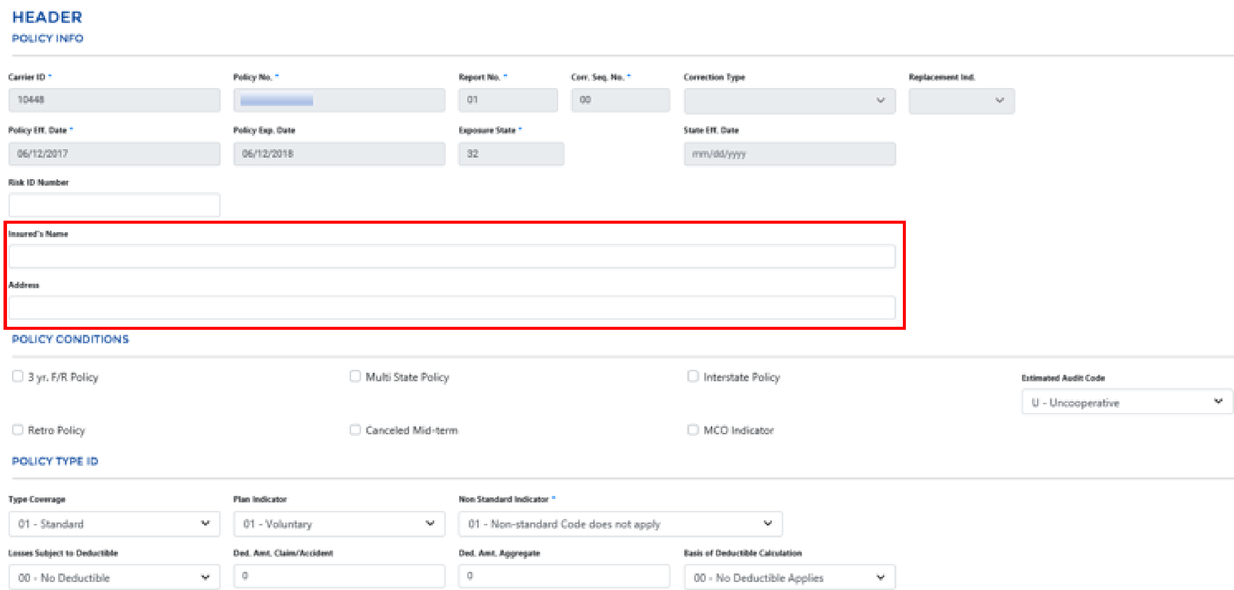


At the top left of the screen there is a button for Create Separated. By clicking this button, the system will generate a new unit statistical report that is identical to that which has already been submitted.

From this screen the user can update the submitted information to differentiate what records that were submitted belong to the separated entity.

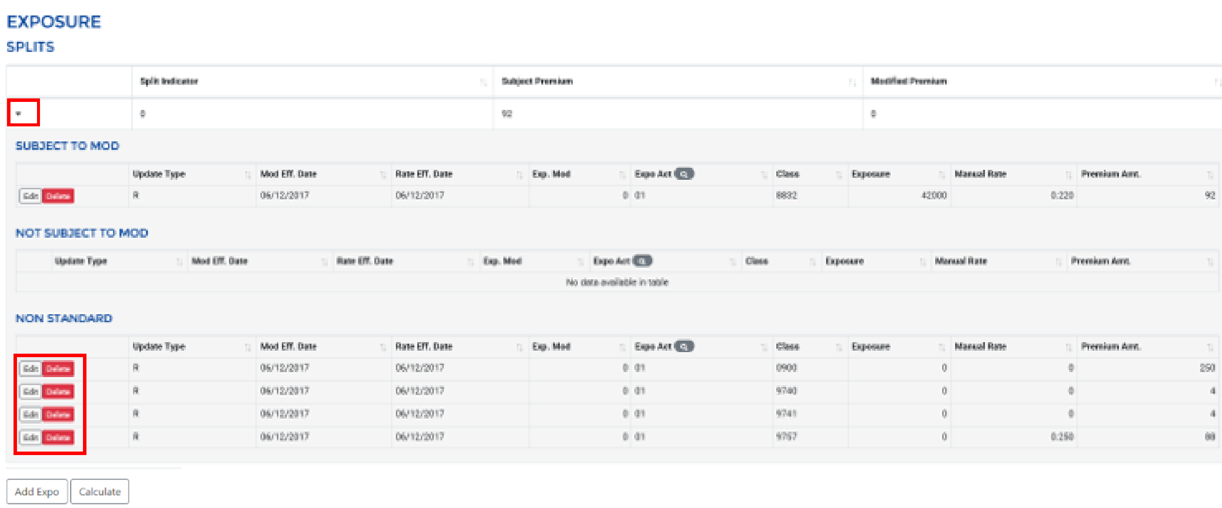
Header Record:

The unit will display grayed fields, that are not editable. The insured name and address fields can be changed by note this is the name of the original entity that the unit report was submitted for. Further down the page the user can update the report with the separated entities name.

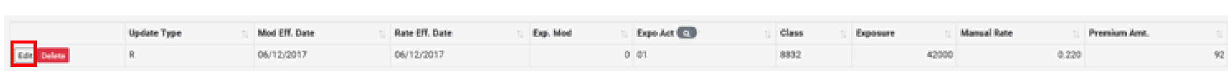


Exposure Record:

In the Exposure Record, the user will see the exposure details by clicking the arrow on the left-hand side of the screen. The exposure records shown are from the combined original unit statistical report that was submitted. By clicking the edit and delete fields on the left-hand side, the user can update the records to show what is contributed to the separated entity.

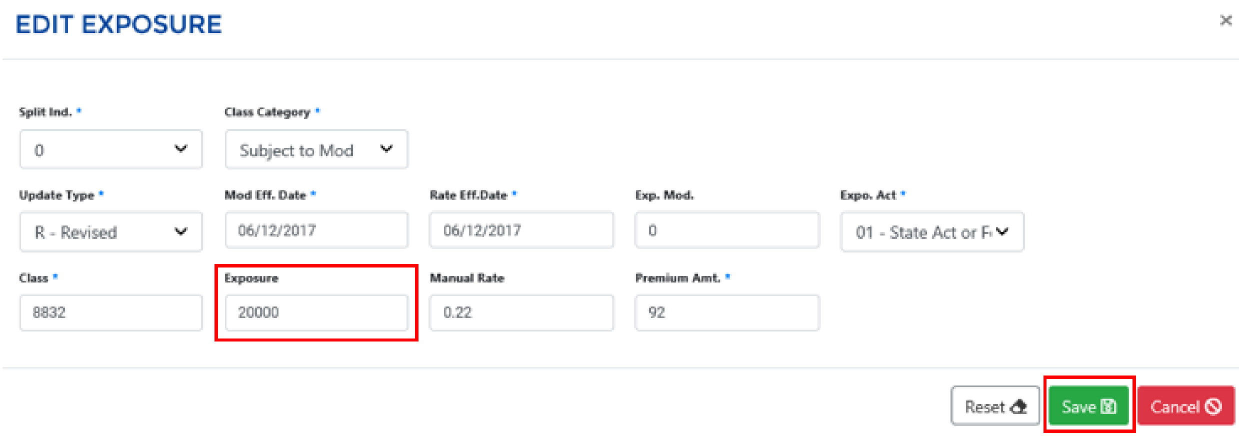


For example, this insured submitted $42,000 in exposure for class code 8832. Let's say their separated entity is responsible for $20,000 of that $42,000. The user will select the edit button.



In the dialog box the user will update the exposure number to reflect the exposure information for the separated entity. So, for this example the user would delete the $42,000 and input the

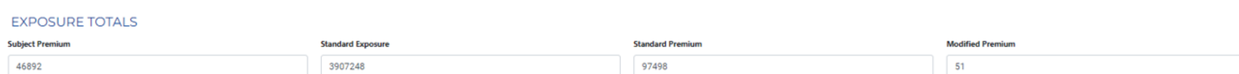
$20,000 this entity is responsible for. The system auto-fills the premium field when a user enters exposures and rate for a class code. Once all edits have been made to the exposure, the user can click the save button and the system will change the record information on the grid.



If there are exposure records listed that are attributed to the first entity and not this separated entity, the user needs to delete them by selecting the delete button to the left. **The exposure records displayed should reflect that of the separated entity only.**

It is important to note, if there is an additional exposure record that needs to be added, the user will need to create a correction transaction to the original combined unit statistical report, not this separated unit statistical report. Steps to make a correction to the original report are located here.

Once the exposure information is updated for the separated entity the user will then need to update the exposure totals for this entity.

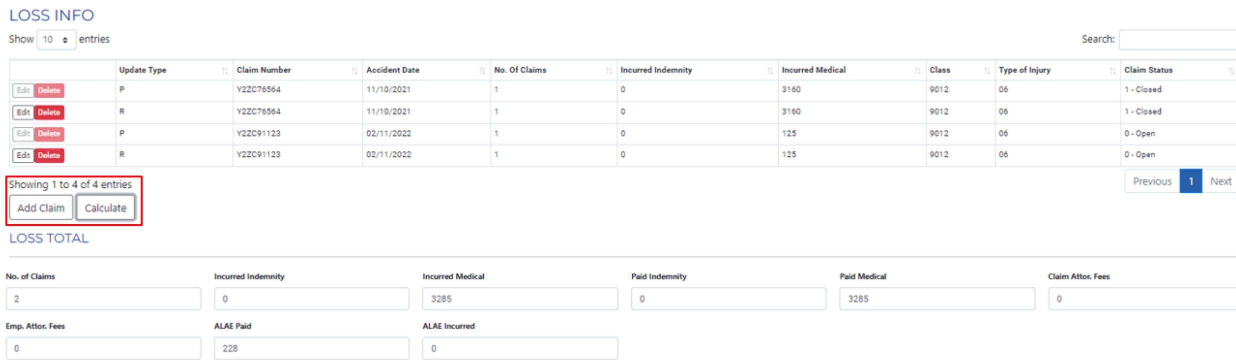


Loss Info Record:

Similar to the exposure records, the loss info record will show all losses the insured has submitted from the original combined unit. If there are losses that do not apply to the separated entity the user can select the delete button. **The losses displayed should reflect that of the separated entity only.**

It is important to note, if the separated entity has a loss that is not reflected here, the user will need to create a correction transaction to the original combined unit statistical report, not this separated unit statistical report. Steps to make a correction to the original report are located here.

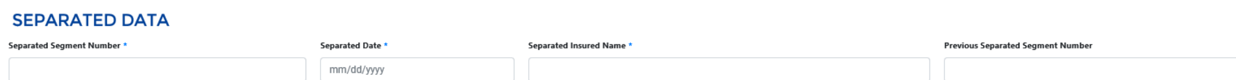
Once the loss information is updated, the user will need to update the loss totals for this entity. Once the loss information is updated, the user will need to update the loss totals for this entity. The system now includes a calculate button for exposure and loss totals.



	Update Type	Claim Number	Accident Date	No. Of Claims	Incurred Indemnity	Incurred Medical	Class	Type of Injury	Claim Status
Edit Delete	P	Y2ZC76564	11/10/2021	1	0	3160	9012	06	1 - Closed
Edit Delete	R	Y2ZC76564	11/10/2021	1	0	3160	9012	06	1 - Closed
Edit Delete	P	Y2ZC91123	02/11/2022	1	0	125	9012	06	0 - Open
Edit Delete	R	Y2ZC91123	02/11/2022	1	0	125	9012	06	0 - Open

Separated Data Record:

The separated data record is the section of the unit where the user will identify the separated entity.



Separated Segment Number: The user will be required to enter the separated segment number. The first separated unit for the policy would be reported as a 01. When multiple separations occur on one policy, the segment numbers should be reported in sequential order 02, 03, and so forth.

Separated Date: This is the date the insured or insureds separated from the original unit report data.

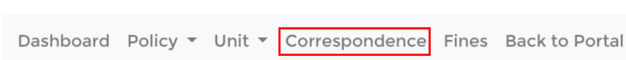
Separated Insured Name: This is the name of the person or business that is being separated from the existing unit statistical report.

Previous Separated Segment Number: This is not a required field. However, if placed here it would be the previous separated number used for that policy. This is only used when correcting link data.

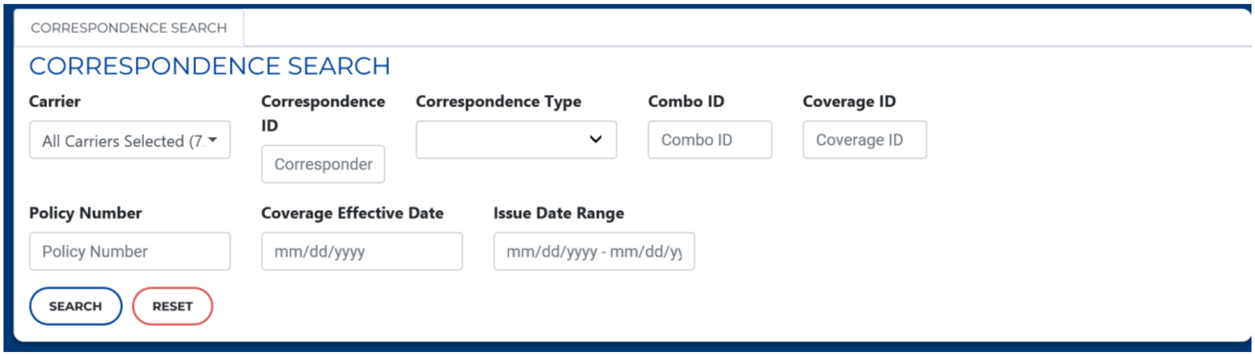
Once all records have been updated with the separated unit data the user will need follow the steps to save, validate and submit the unit statistical report data located here.

Correspondence

The user can search for all correspondence from the North Carolina Rate Bureau via the correspondence tab on the navigation menu.



The user will be navigated to the Correspondence Search Screen. From this screen the user can input search criteria to locate the stored correspondence sent to the carrier.



<u>Correspondence ID:</u> This is not a required field. However, the user will have to input either a correspondence ID, a policy number or an issued date range. If the user knows the specific correspondence ID they are searching for they can input that in this field.

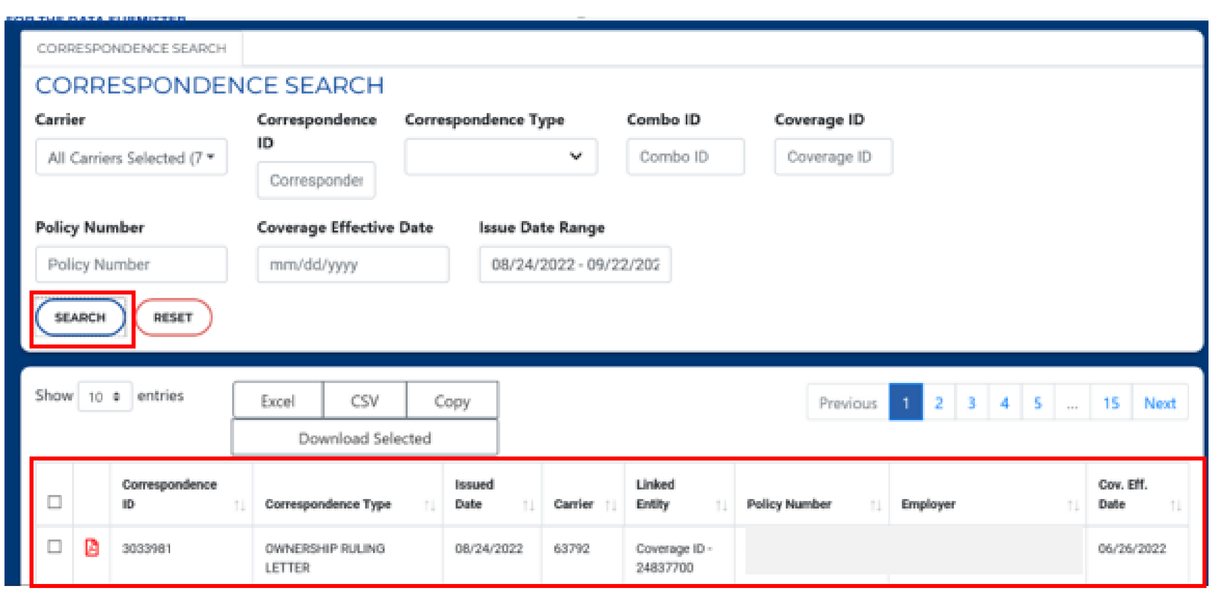
<u>Correspondence Type:</u> This is not a required field. The user can use the drop-down menu to select a specific type of correspondence.

<u>Policy Number:</u> This is not a required field. However, the user will have to input either a policy number, a correspondence ID or an issued date range. The user can add the information to search for all correspondence for that specific policy.

<u>Coverage Effective Date:</u> This is not a required field. The user can add the effective date of the policy to further narrow the search for a specific correspondence.

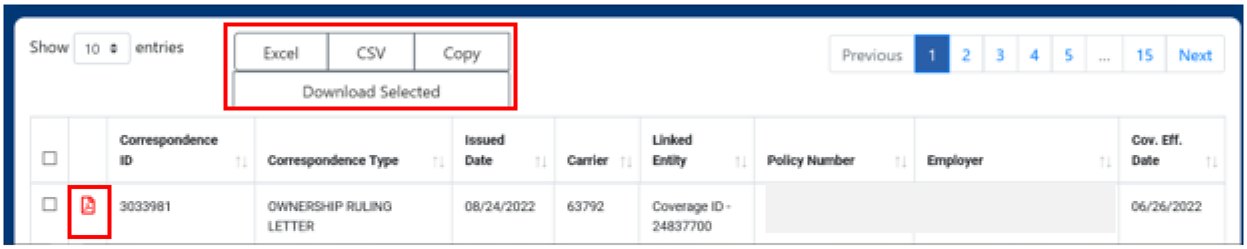
<u>Issue Date Range:</u> This is not a required field. However, the user will have to input either an issued date range, a correspondence ID, or a policy number. The user can add a date range to find all correspondence that occurred during that time.

Once the user has added the search criteria they wish, they can select the search button to show the results. In the results section, the user will see a list of all correspondence that correspond to the search criteria.



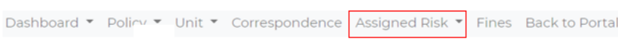
From the search results the user also has the option to export the correspondence to Excel, CSV or Copy to their clipboard.

To the far-right side there is also a PDF icon, by clicking the icon the correspondence will open in another window for the user to view.

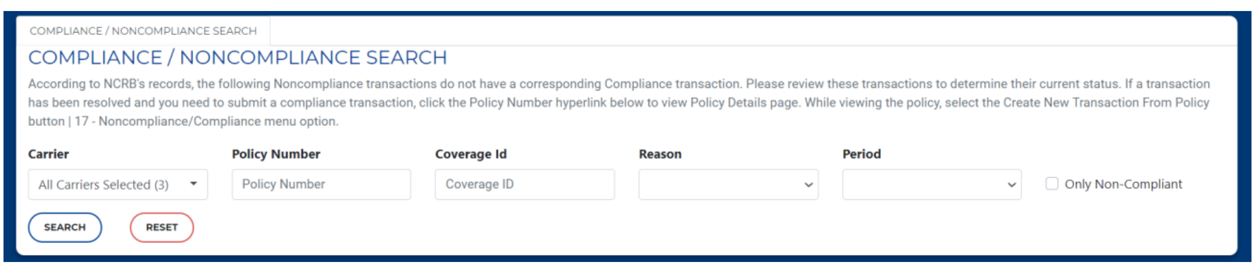


Assigned Risk

If the user is an assigned risk carrier with the North Carolina Rate Bureau, they can search and verify the status of a transaction via the assigned risk tab on the navigation menu.



The user will be navigated to the Compliance/Noncompliance Search Screen. From this screen the user can input search criteria to locate the stored transaction.



None of the criteria at the top is required, other than at least one field must be entered/selected before a search can be executed.

Carrier: This field allows the carrier to search all companies they are associated with, a specific company, or a mix of companies. The system will automatically default to all carriers. If the carrier wants to select a specific company, click the drop-down menu and then click deselect all button. From there they can select the company or companies they want to search.

Policy Number: The user can specify a specific policy number to search.

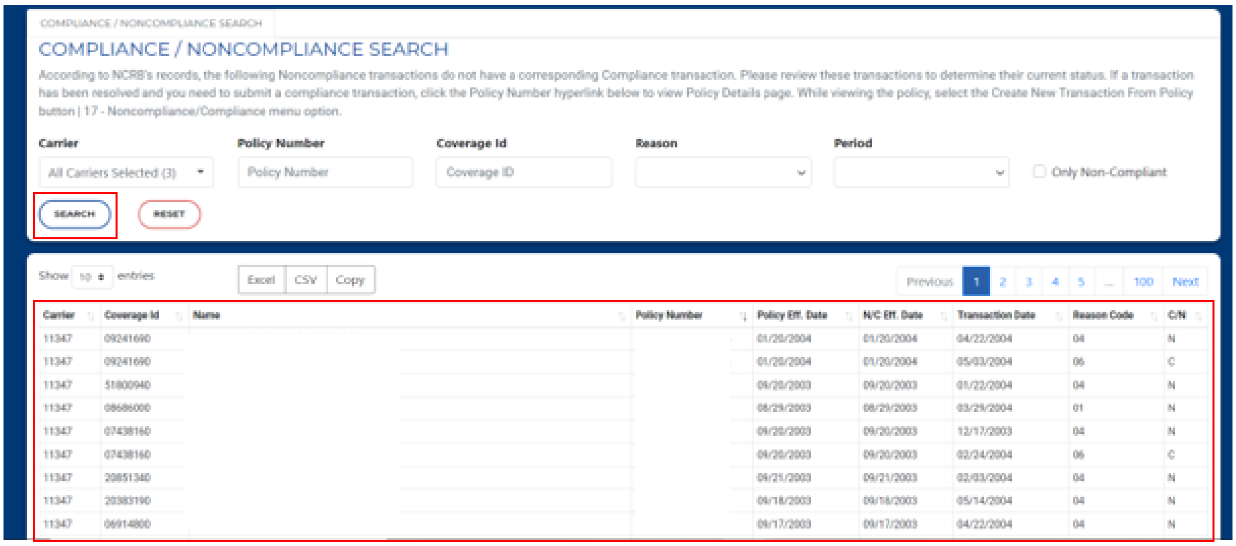
Coverage ID: The user can input a specific coverage ID.

Reason: By selecting the reason drop down menu, the user can narrow their search to a specific reason

Period: This drop down allows user to specify a time frame.

Only Non-Compliant: This check box allows a user to search with the parameters listed above and also limit the results to just non-compliant transactions.

Once the user has added the search criteria they wish, they can select the search button to show the results. In the results section, the user will see a list of all transactions that correspond to the search criteria.



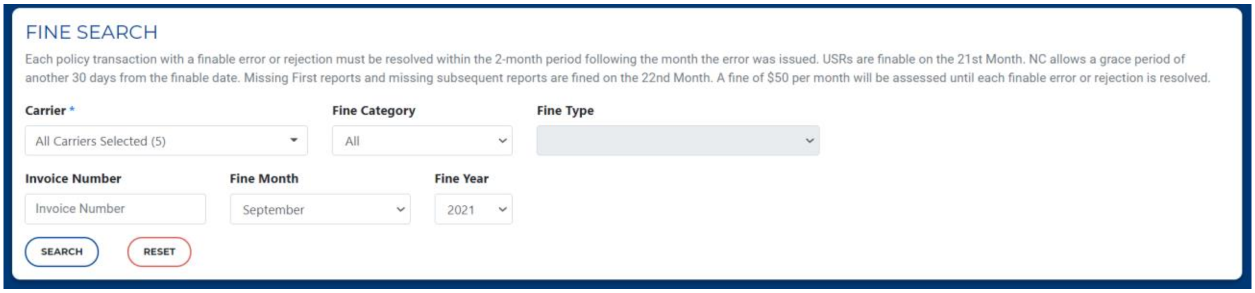
The user will notice the policy number hyperlink, this will navigate the user to the policy details page.

From the search results the user also has the option to export the correspondence to Excel, CSV or Copy to their clipboard.

Fines

The user can search for all fines from the North Carolina Rate Bureau via the fines tab on the navigation menu. The fine search will also provide detail to the support the invoices the carrier receives each month.

The user will be navigated to the Fines Search Screen. From this screen the user can input search criteria to locate all fines that have been assessed to the carrier for both policy and unit statistical report.



<u>Carrier:</u> This is a required field. This field allows the carrier to search all companies they are associated with, a specific company, or a mix of companies. The system will automatically default to all carriers. If the carrier wants to select a specific company, click the drop-down menu and then click deselect all button. From there they can select the company or companies they want to search.

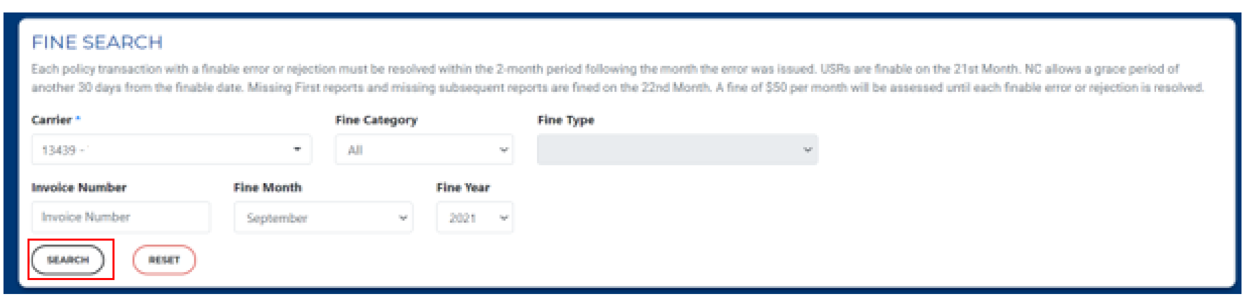
<u>Fine Category:</u> This is not a required field. The user has the option to select policy, usr or all. All will return fines for both policy and usr.

<u>Fine Type:</u> This is not a required field. This field is only available if the user selects Policy from the Fine Category field.

<u>Invoice Number:</u> This is not a required field. The user can add the invoice number here. Historical invoices have an item number, the user can search by the item number in this field too.

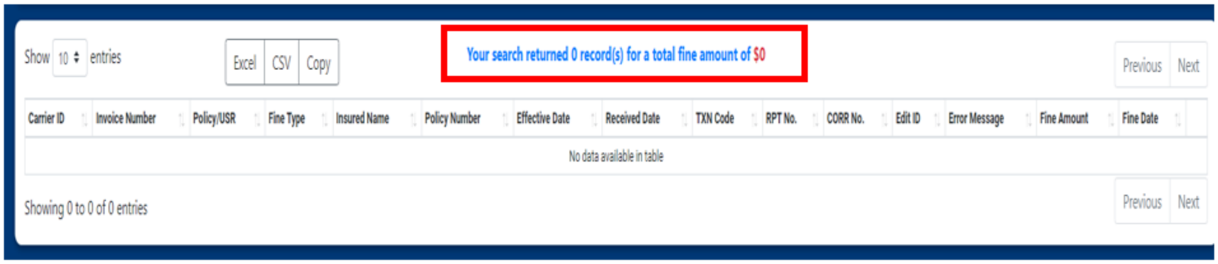
<u>Fine Month & Fine Year:</u> This is not a required field. The user can specify a specific month and year combination. The system will automatically default to the most recently issued fine month and year. The user will need to clear these fields if they don’t want to use these fields for their search.

Once the user has added the search criteria they wish, they can select the search button to show the results.

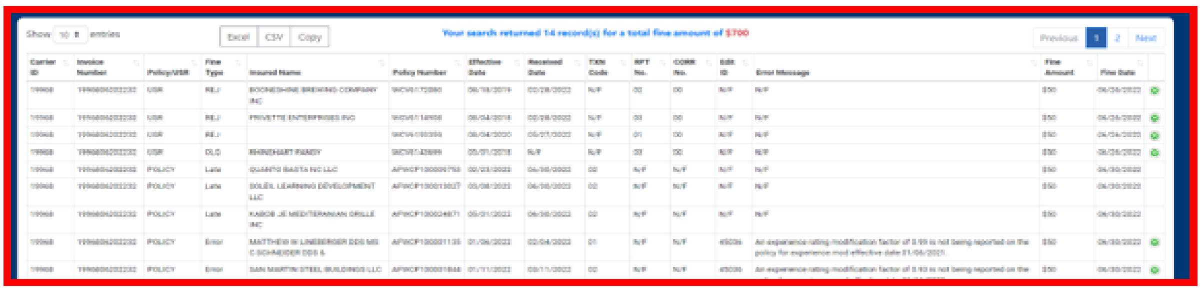


In the results section, the user will see a list of all fines that correspond to the search criteria. The user will also notice at the top there is a banner. This banner displays the grand total fine amount for the carrier in the month of September.

*Note- this total fine amount will only display when the user is searching for 1 carrier and using “all” as the fine category.



The results below the banner show the individual items that contributed to the final invoiced amount, broken down by fine type and then policy number.



Depending on the type of fine the fields to the right may or may not display additional information. If a policy fine, the user may see transaction code, edit id and error message displayed. If a USR fine, the user may see report number and correction number displayed.

Note: Once an invoice is generated by the North Carolina Rate Bureau, an email notification will be sent to the carrier typically on the 8^{th} of each month. The email will include a copy of the applicable invoice. In addition, the invoice will be available on the dashboard through the invoice widget- located here.

From the search results the user also has the option to export these transactions to Excel, CSV or Copy to their clipboard.