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# IN THE LOOP

## OFFICIAL NORTH CAROLINA RATE BUREAU AGENT NEWSLETTER



**Happy Summer!**

**August 2023**

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

As always, our associates are available to assist with your questions and concerns. Our phone number, (919) 582-1056 is the quickest and easiest way to contact us. We can also be reached by email at [support@ncrb.org](mailto:support@ncrb.org).

### IN THIS ISSUE:

- **Organizational Updates**
- **Staff Updates**
- **2023 Workers Compensation Changes**
- **Uninsured Subcontractor Alert**

## Organizational Updates

The North Carolina Rate Bureau has made some important changes within our organization as part of our continuous growth and improvement. After much consideration, we've decided to eliminate our Information Center effective July 1st, 2023. The Information Center once served as our initial contact for customer inquiries, but we found a more direct and seamless way for you to reach us. Effective July 1st, 2023, a new and improved phone system was implemented that uses prompts to direct the customer to the specific organization or business unit that can assist. This prompt approach allows the customer to reach a subject matter expert immediately, which will lead to quicker resolution times and better customer service. Please be mindful of the prompts so the system can navigate you to the appropriate department. With every decision we strive to better the customer experience and we look forward to finding more ways to do that in 2023 and beyond.

## Staff Updates



This quarter, we are delighted to announce some exciting staff changes within our organization. In March, we had the pleasure of welcoming Jodi Webb as the Bureau Regulatory Manager. For the past four years, Jodi worked with the North Carolina Reinsurance Facility as the Compliance Manager. Prior to that, she spent over 25 years at Nationwide Insurance where she gained extensive experience in Workers Compensation, working in various claims and underwriting roles.



Likewise, we are pleased to share that Latimia Roberson-Hill, who previously served as Supervisor for the Information Center, has smoothly transitioned into her new role as the Manager of Assigned Risk & Underwriting Operations.

With her extensive 15-year tenure at the Bureau, Latimia brings invaluable experience to this position. We have no doubt that she is the perfect fit for this new role.

These staff changes highlight our commitment to maintaining a dynamic and highly skilled team, dedicated to delivering exceptional results. We look forward to the positive impact Jodi and Latimia will have on our organization and the continued success of our operations.

## 2023 Workers Compensation Changes

Please see updates below to the North Carolina Basic Manual for Workers Compensation in 2023 as previously reported in Circular [C-23-4](#).

- Covid-19 Sunset Effective 6/30/2023
- Established an expiration date of 6/30/23 for the Workers Compensation treatment of paid furloughed employees as well as Covid-19 claim rules with accident dates of 12/1/19-6/30/23. (NCCI E-1410)
- Revised the North Carolina Basic Manual for Workers Compensation and Employers Liability to reflect the expiration of the Covid-19 rating and reporting rules as of 6/30/23. (NCCI B-1447)

## Uninsured Subcontractor Alert

The Rate Bureau has received a number of disputes recently involving uninsured subcontractors. These subcontractors are producing fraudulent Certificates of Insurance that are ultimately exposed during premium audits. As a result, employers are being charged for the uninsured subcontractor exposure. It is recommended that any employer hiring subcontractors validate the existence of worker's compensation coverage online located [here](#).