



February 16, 2022

**CIRCULAR LETTER TO ALL MEMBER COMPANIES**

**Re: 2021 Workers Compensation Carrier Data Quality  
Performance Report**

The all-new Carrier Data Quality Performance Report Card is now available for calendar year 2021 and can be accessed via the ManageData Dashboard. From the ManageData dashboard, navigate to the “PERFORMANCE REPORTS” widget to select your carrier report(s) and details. Starting in 2022, this new report card will provide member companies with useful information on a quarterly basis regarding the quality and timeliness of data submitted to the Bureau. The report analyzes and provides feedback on Member Company reporting performance in the categories of policy, unit statistical reports, and compliance/noncompliance transaction reporting. As you review the Carrier Data Quality Performance Report results for your company, you may find the attached list of frequently asked questions helpful.

A Carrier Data Quality Performance Report User Guide is available on the NCRB website under Training and User Guides or you can use the link to access the guide directly - [CDQR User Guide](#).

Your company Group Administrator is responsible for granting access to ManageData users at each company. Your Group Administrator can contact the NCRB Information Center if any assistance is needed with granting access to your logon account.

If you have any questions, contact the NCRB Information Center via phone at 919-582-1056 or via email at [support@ncrb.org](mailto:support@ncrb.org).

Sincerely,

Jarred Chappell

Chief Operating Officer

JC:ko  
C-22-4  
Attachment

## **CDQR FREQUENTLY ASKED QUESTIONS**

### **1. How do you determine what data is used for a specific year or quarter for the report card?**

*When the Carrier Data Quality Report card is run for a specific year, all data received, issued, or processed during that year is included. For example, 2021 data would include a policy with an effective date of 01/01/19 if reported in 2021.*

### **2. How do you determine if a voluntary policy transaction is on time?**

*Voluntary policy transactions are expected to be received within 60 days of the policy effective date.*

### **3. How do you determine if an assigned risk policy transaction is on time?**

*Assigned Risk policy transactions are expected to be received within 30 days of the policy effective date. This requirement coincides with Assigned Carrier Performance Standard Rule 3.A.2.d regarding the issuance of new business Assigned Risk policies.*

*Note: The grading criteria are the same for Assigned Risk new and renewal policies and differ from the late reporting fining criteria. The late reporting fining criteria for Assigned Risk policies is 60 days. Assigned Risk policies received more than 60 days after the policy effective date are subject to a late reporting fine.*

### **4. How do you determine if a policy compliance transaction is on time?**

*Policy compliance transactions are expected to be received within + or – 5 days of the transaction issue date.*

### **5. What is a missing policy?**

*Missing policies apply to Assigned Risk Servicing or Direct Assignment Carriers. These are cases where an assignment has been made, but no policy has been received to replace the assignment.*

### **6. How do you determine the number of rejected policies?**

*The number of rejected policies is applicable to new or renewal transactions. If the transaction was rejected and not corrected, then it will be included in the count. The count does not include policy replacement transactions such as 06 (Policy Key Change Transaction), 08 (Policy Replacement Rating Change), 10 (Policy Replacement Non-Rating Change), or 14 (Policy Replacement Miscellaneous Change).*