

April 25, 2019

CIRCULAR LETTER TO ALL MEMBER COMPANIES

**Re: Workers Compensation Insurance  
ManagePolicy Reporting Enhancements**

The North Carolina Rate Bureau is pleased to announce new enhancements to the ManagePolicy web application's Error and Rejection follow up report. Effective May 1, 2019, the Error and Rejection follow up report has been enhanced to display transaction rejection descriptions for data processing and underwriting reasons in addition to the finable and non-finable errors currently displayed. This change eliminates the need for users to navigate and search using the transaction status in order to determine a rejection reason.

Please be aware that while users may see additional rejection messages with this change, it does not indicate an increase in the number of rejected transactions. Users will now have a comprehensive report of transaction rejections and errors that have occurred within a submission.

For any questions regarding this enhancement, please contact our Information Center at [support@ncrb.org](mailto:support@ncrb.org) or 919-582-1056.

Sincerely,

Jarred Chappell

Director, WC Operations

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