NCRB Data Reporting Frequently Asked Questions:

1. **We are still getting fined, has the error been resolved?**

   If you continue to receive fines for an error, the error has not been resolved.

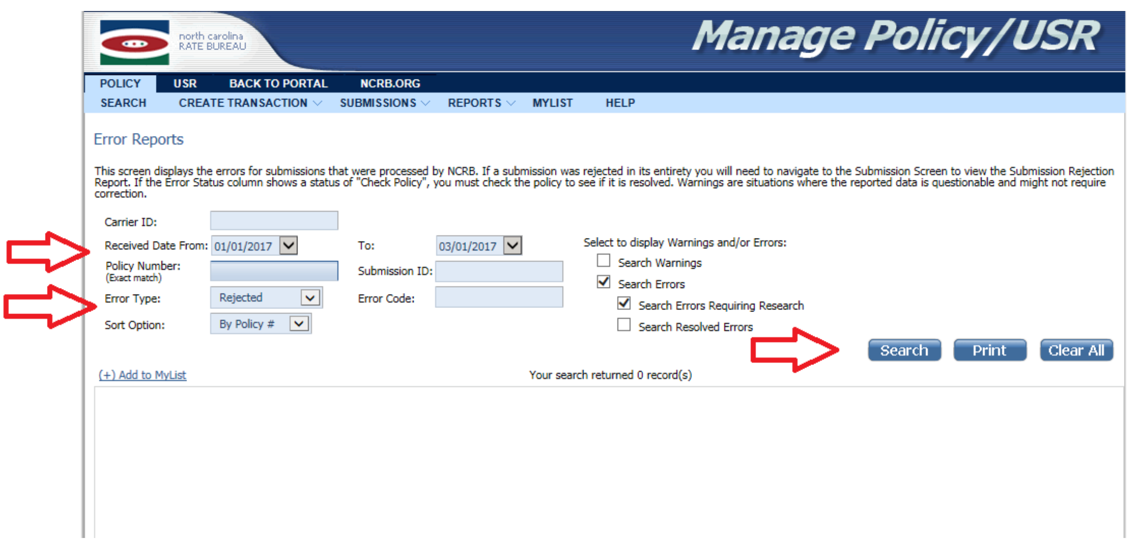
   Please log-in to our ManagePolicy system and review the "Error and Rejection Follow-up Report" which displays all current, active errors associated with each policy. Please review the error and complete the appropriate action (i.e. policy replacement transaction) to resolve the error moving forward.

   If you need further assistance in resolving the error displayed, contact Data Services via email at support@ncrb.org or call 919-582-1056 and request to speak to an associate on the Data Services team.

2. **I submitted a policy and the status displays as "Rejected". What should I do now?**

   If the policy transaction or the entire submission has a status of "Rejected" you will not be able to view the transaction OR the submission in the ManagePolicy system.

   The next step is to determine the reason for the rejection. Please navigate to the "Error Reports", as indicated in the screenshot below:



After you have determined the reason for the rejection, please correct the issue and re-submit the transaction or/submission.

If you cannot determine the reason for the rejection after following the steps above, please contact Data Services via email at support@ncrb.org or call 919-582-1056 and request to speak to an associate on the Data Services team.

3. I keep getting experience mod errors. How can I fix this?

There is an issue on either the 01-Header Record and/or the 04-Premium Record. Please refer to the information below to guide you through your review of these two records:

01-Header Record:

First, you need to check on the experience rating code that has been selected*. The experience rating code is a required field and cannot be left blank. North Carolina only accepts Experience Rating Codes: 1- Interstate Rated, 3- Intrastate Rated or 5- Not Rated.

Please refer to the following table below to determine which experience rating code would apply:

If the experience rate does not qualify…	Enter “5” for not rated. DO NOT leave this field blank.
If the mod is interstate AND intrastate rated….	Enter “1” for the experience rating code.
If the mod is ONLY intrastate rated in NC…	Enter “3” for the experience rating code
If the mod is interstate rated and all information is correctly reported but you still receive an error…	• Review the 04-Premium record for the issue. • If there is no issue on the 04-Premium record, please email a copy or screen shot of the NCCI experience rating worksheet to verify the mod reported to support@ncrb.org.

*Additional information about the experience rating code is available in the WCPOLS Manual (01-Header Record Position 48, Field 4.)

04-Premium Record:

First, you need to check the experience mod dates reported on the policy. A mod must be applied for the entire duration of the active policy. If the mod reported does not cover the entire duration of the active policy, split mods may apply.

Please refer to the following table below to determine if a split mod applies:

If there is a gap in the beginning of the active policy…	Use the prior mod to cover the gap. **Policy period:** 01/01/2016-01/01/2017 **Experience mod:** 0.94 effective 05/01/2016 **Previous mod:** 0.93 Split Mod Setup: 1st Mod: 01/01/2016-05/01/2016 0.93 mod would be applied 2nd Mod: 05/01/2016-01/01/2017 0.94 mod would be applied
If there is a gap in the middle of the active policy…	Use the future mod to cover the gap. **Policy period:** 01/01/2016-01/01/2017 **Experience mod:** .94 effective 01/01/2016 **Future mod:** 1.00 01/01/2016-05/01/2016 .94 mod would be applied 05/01/2016-01/01/2017 1.00 mod would be applied*

4. **I would like to test with NCRB to submit data. What is the procedure?**

North Carolina's procedure for testing requires test data to be sent through our test system. This ensures that all data coming in is accurate and correct.

How to get started:

Contact NCRB for scheduling support@ncrb.org.
Set up an active account with CDX. You may apply for a user id and password by visiting their website https://www.accct.org/CDX/Application.

Testing Requirements:

Policy Data Testing Requirements:
http://www.ncrb.org/Portals/0/ncrb/workers%20comp%20services/forms/A%20Guide%20for%20Submitting%20Policy%20Data%20Electronically%202017.pdf

USR Data Testing Requirements for Carrier Direct Reporting:
http://www.ncrb.org/Portals/0/ncrb/workers%20comp%20services/forms/USR%20Test%20Requirements%20for%20Carrier%20Direct%20Reporting%202017.pdf

5. **How can I dispute fines and potentially have them waived?**

In order to dispute a fine you must have a valid reason on why the fine should be waived. Carriers have 90 days after the receipt of a fine invoice to request a waiver using the Fine Waiver Form. To obtain a waiver form, contact the Data Services via email at support@ncrb.org. Once this form has been completed, forward to Felecia Taylor, Supervisor, Data Services & System Support at fit@ncrb.org. All requests will be responded to within 30 days of receipt.

6. What manuals do I need that will help me submit data?

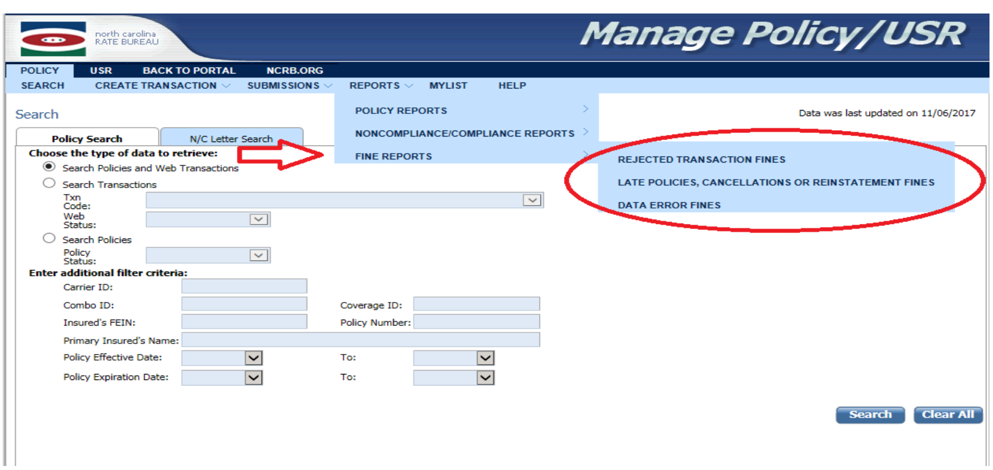
There are manuals available through NCRB as well as WCIO.
Data manuals are located on the WCIO website. These manuals will assist with entering in data in Manage Policy and CDX. Additional forms and manuals are located on the North Carolina Rate Bureau's website.

7. I'm trying to add endorsement WC (xxxxxx), but do not see it in the endorsements section. How do I add endorsements to the policy?

In order to add an endorsement to your policy, you will need to do a policy replacement transaction (either codes 08, 10 or 14) and the endorsements will appear on the list in the endorsements section.
03-Endorsement transaction will not allow you to add endorsements to the policy.

8. I received an invoice for Policy & USR fines. Where can I go in Manage Policy to view which policies and/or USRs were fined?

In ManagePolicy, go to Reports > Fine Reports > and click on each category (Late, Data Error, Rejection) to find fine details for a specific month.



In ManageUSR go to Reports > Fine Reports > Fine Detail and search for carrier(s) for a specific month.