



Carrier Data Quality Report User Guide

Version 1.0

North Carolina Rate Bureau
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Raleigh, NC 27616
919-783-9790

If at any time during these procedures assistance is needed,
contact the NCRB, NCRF and NCIGA Information Center at:

Phone: 919-582-1056
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Table of Contents

Before You Start	1
Web Browser Specifications	1
Cookies	1
Opening New Windows	1
Configuring Your Pop-up Blocker	2
System Timeout	4
Accessing Carrier Data Quality Report	5
Logging into the Secured Members Area	5
Launching an Application	6
Navigating the Carrier Data Quality Report	7
Menu Navigation	7
Report Criteria	8
Report Options	8
Policy Data Report	9
Voluntary Policy Timeliness.....	10
Data Grade	10
Grading Scale:.....	10
Assigned Risk Policy Timeliness	10
Data Grade	11
Grading Scale:.....	11
Policy Quality.....	11
Compliance Data	12
Policy Compliance Data Report.....	12
Policy Compliance Timeliness	12
Policy Noncompliance Timeliness	13
Data Grade	13
Grading Scale:.....	13
USR Data	14
Unit Statistical Data Timeliness	14
Unit Statistical Data Timeliness Report	14
Data Grade	15
Grading Scale:.....	15
Help	16
Appendix A: Abbreviations and Definitions	17

Before You Start...

Welcome to the Carrier Data Quality Report web application! The Carrier Data Quality Report application grants the carriers access to view the data reporting compliance and timeliness grades for a given reporting year.

The application will display the grades for Policy, Compliance/Noncompliance, and USR data.

By taking some time to review the first few pages of this user guide, this will prepare any user to quickly learn how to use this powerful online tool. Carrier Data Quality Report was designed to be user-friendly and easy-to-use, but if problems occur, reference this guide for help.

Now let's get started!

Web Browser Specifications

Carrier Data Quality Report was developed to specifically take advantage of features available within **Internet Explorer 8.0**, 9.0 and 10.0. Other browsers, such as Internet Explorer 11, Chrome, FireFox, Opera, and Netscape, are not supported at this time.



Download the latest version of Internet Explorer, free of charge, at <http://www.microsoft.com/windows/ie/downloads/default.msp>.

Cookies

Carrier Data Quality Report uses **session cookies** to remember important information as you move from page to page within the application. These session cookies reside in your browser's memory only as long as your browser session is active. In other words, when you close your web browser after using Carrier Data Quality Report, the session cookie is destroyed, thus protecting any data you entered while using Carrier Data Quality Report.

Note: Many web applications use **standard cookies** – a standard cookie is written to your hard drive and is used to remember you the next time you visit the application's web site. Carrier Data Quality Report uses session cookies, not standard cookies, so no data is written to your hard drive (unless you request to download a file).

Opening New Windows

Some pages in Carrier Data Quality Report open, or spawn, a new browser window when they are accessed. For example, when you print a report, you are spawning a new window. Remember to close the new window whenever you want to exit it and return to where you were in Carrier Data Quality Report.

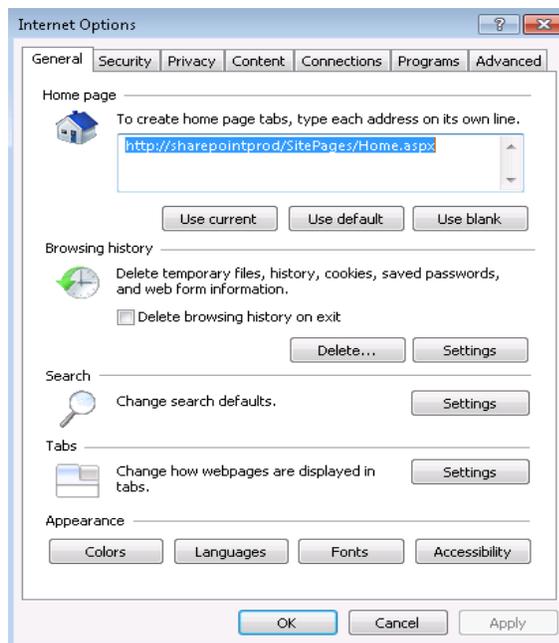
Configuring Your Pop-up Blocker

If you have a pop-up blocker installed, you will need to allow pop-ups from the NCRB Web site to properly use Carrier Data Quality Report.

To allow pop-ups from the NCRB Web site using Internet Explorer 9.0, 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.

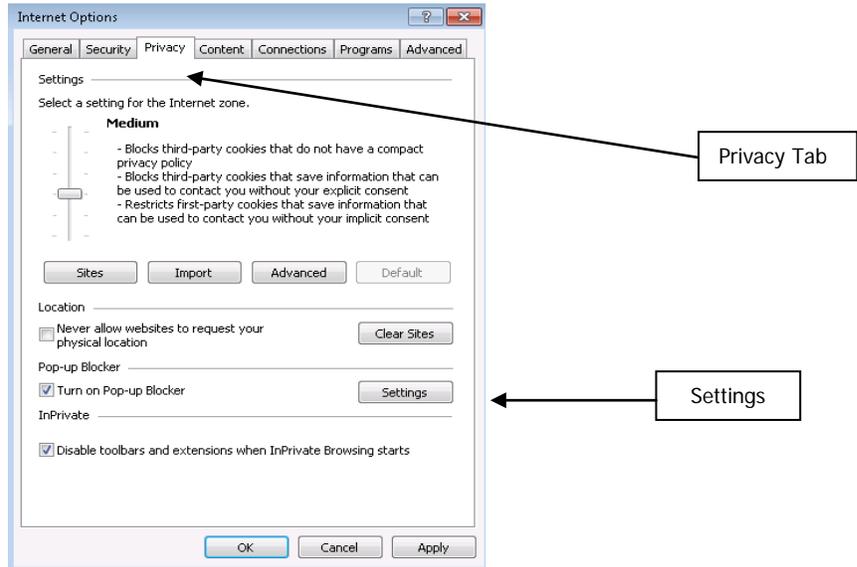
Figure 1: Internet Explorer 9.0 Internet Options window (based upon browser version, your view may look different)



- Step 2.** In the **Internet Options** window, select the **Privacy** tab. The *Privacy* tab information displays.

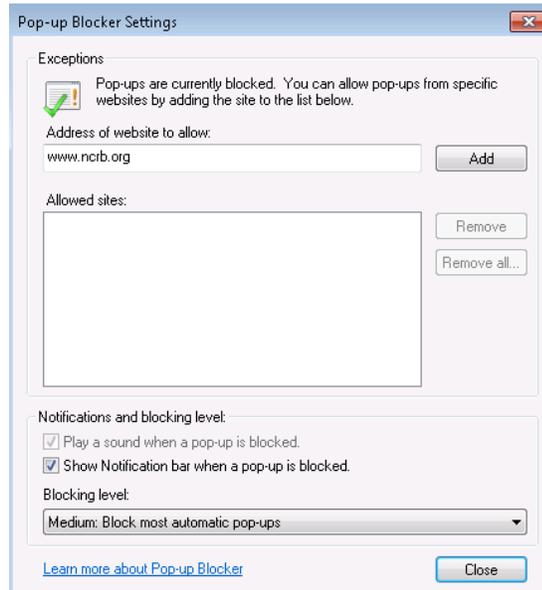
- Step 3.** On the **Privacy** tab, click the **Settings** button. The *Pop-up Blocker Settings* window displays.

Figure 2: Internet Options Privacy Tab (based upon browser version, your view may look different)



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**.

Figure 3: Pop-up Blocker Settings Window (based upon browser version, your view may look different)



Step 5. Click **Close** to close this window.

System Timeout

The web applications will time out after it has been inactive for more than one hour. A message displays indicating that the user must log into the system again.

The screenshot displays the NCRB application portal interface. At the top left is the NCRB logo with the text "NCRB • NCRF • NCIGA" and "north carolina RATE BUREAU REINSURANCE FACILITY INSURANCE GUARANTY ASSOCIATION". Below the logo is the date "7/22/2010" and the vertical text "APPLICATION PORTAL". The main content area features a blue header with "NCRB • NCRF • NCIGA" and a red error message: "Error : 5 : Session Expired". Below this is a "Logon" section with a warning: "Web Applications can only be accessed by authorized personnel. Access requires a secure logon before any reports or functions can be accessed. Users of the system must first be authorized." It includes links for "Need a Logon Account?" and "Already have a Logon Account?". The "Logon" section contains fields for "Logon ID*" and "Password*" with a "Logon" button. Below is a "Forgot Your Password?" section with a link to request a new password. A callout box labeled "Expired session notice" has an arrow pointing to the error message.

Accessing Carrier Data Quality Report

Access the Carrier Data Quality Report from the Secured Members Area of the NCRB, NCRF and NCIGA Web site. This section describes how to get to the Log On page, enter credentials, and access the Carrier Data Quality Report application.

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. To log in to the Secured Members Area, use the following procedure. (Use the valid user name and password that were provided.)

1. On the NCRB Web site (<http://www.ncrb.org>), click the NCRB link. Under the Member Services area, click the Member Services Portal - Login link. The Secured Members Area Logon page displays.

11/13/2012

APPLICATION PORTAL

NCRB • NCRF • NCIGA

Logon

Web Applications can only be accessed by authorized personnel. Access requires a secure logon before any reports or functions can be accessed. Users of the system must first be authorized.

Need a Logon Account?
Click [New Account Instructions](#) if you need a new account setup for accessing web applications.

Already have a Logon Account?

Enter your **Logon ID** and **Password** below and click **Logon** to continue. The * indicates fields that are required.

Enter Logon Information

Logon ID*

Password*

Forgot Your Password?

Click [here](#) to request a new Password.

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2910 Sumner Boulevard, Raleigh, NC 27618 Phone: (919) 783-9790 www.ncrb.org
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[Privacy Statement](#) [Terms of Use](#)

2. Enter the Logon ID and password. Click the Logon button. The Secured Members Area page displays.

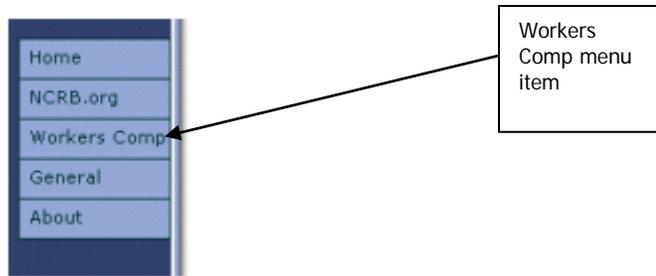
Note: If the incorrect user name or password was entered, the system will return an error message to inform you of the invalid data. Re-enter the user name and password correctly, and click the Logon button to enter the system.

Launching an Application

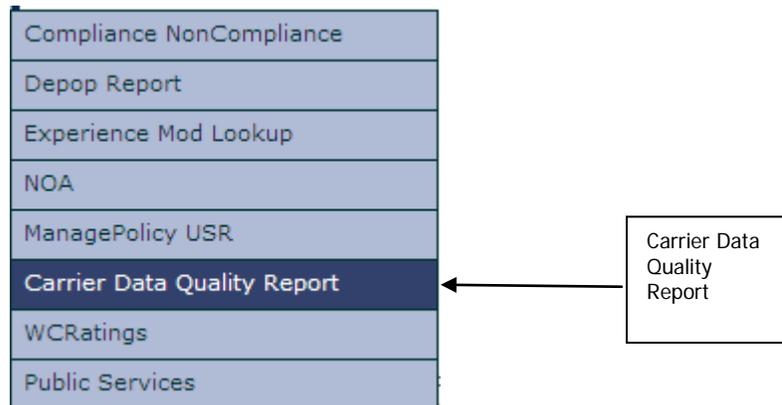
The Carrier Data Quality Report is located under the Workers Comp menu and then the Carrier Data Quality Report sub-menu.

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

1. On the left navigation menu, click Workers Comp.



2. On the sub-menu, click Carrier Data Quality Report. The application page displays.



Navigating the Carrier Data Quality Report

The Carrier Data Quality Report was designed with an intuitive user interface that makes it easy to access and view your data reporting quality and timeliness for a given reporting year.

Menu Navigation

When the Carrier Data Quality Report application is displayed, you will have access to carriers that are associated with your web security logon account. If you do not see a carrier code that you think should appear, contact your company's NCRB Group Administrator to verify that your logon account was created properly. Additionally, your access to any of the reports for a given carrier is based upon privileges established by your NCRB Group Administrator.



The Carrier Data Quality Report features a menu bar that is displayed at the top of the application window. The menu bar is visible regardless of which page is currently displayed.

- **Report**— Allows the logged on user to select the carriers, data year and type of data to display in the Carrier Data Quality Report.
- **Back to Portal**—Displays the NCRB Portal Home page.
- **NCRB.ORG**—Displays the NCRB Web site Home page.
- **Help**-Displays the Frequently Asked Questions (FAQ's), the Carrier Data Quality Report User Guide and NCRB's contact information.

Report Criteria

The Carrier Data Quality Report (CDQR) allows the user to produce different reports based on the carrier, year and type of data.

Step 1:

To generate a report, select one or more of the carrier codes or check the “Select All Carriers” textbox for all carriers displayed on the page.

Step 2:

Select the data year-The two prior years data are available within the CDQR web application.

Step 3:

Select the type(s) of data to display on the report-The report data can be customized to display three different data types: Policy, Compliance and USR.

The screenshot shows the Carrier Data Quality Report web application interface. At the top, there is a header with the North Carolina Rate Bureau logo and the text "Carrier Data Quality Report". Below the header, there are navigation links: "REPORT", "BACK TO PORTAL", "NCRB.ORG", and "HELP". The main content area is titled "Carrier Data Quality Report" and includes a description: "The Carrier Data Quality Report displays data reporting compliance and timeliness grades for a given reporting year." Below this description, there is a form with several options:

- Select All Carriers
- 99996 - NCRB Test Carrier 3
- 99997 - NCRB Test Carrier 2
- 99998 - NCRB Test Carrier 1

To the right of the carrier selection list, there are two sections:

- Select the data year:** A dropdown menu showing "2013".
- Select the types of data to display on the report:** Three checkboxes, all of which are checked: "Policy", "Compliance", and "USR".

At the bottom right of the form, there is a blue button labeled "Run Report".

Report Options

The report will be generated once the Run Report button is selected. The Carrier Data Quality Report will open in a separate window. Within the report window, the user will have the option to save the report in a number of ways.

XML file with report data

CSV (comma delimited)

PDF

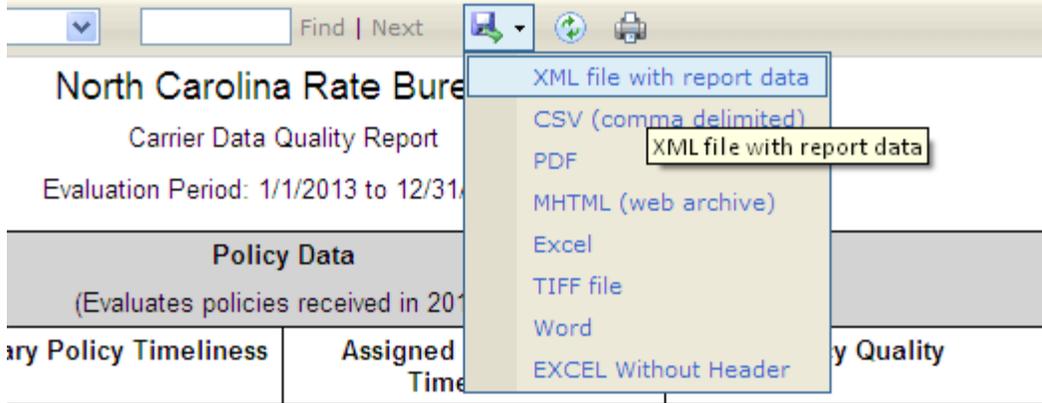
MHTML (web archive)

Excel

TIFF file

Word

Excel Without Header



Policy Data Report

The user can generate a report for one carrier, multiple carriers or all carriers. The user will need to select the data year, select Policy as the data type and the Policy Data report will generate. The Policy Data report is broken out into 3 separate columns.

North Carolina Rate Bureau									
Carrier Data Quality Report									
Evaluation Period: 1/1/2013 to 12/31/2013									
Policy Data									
(Evaluates policies received in 2013)									
Carrier	Voluntary Policy Timeliness			Assigned Risk Policy Timeliness			Policy Quality		
	# Voluntary Policies	% Received within 60 days	Data Grade	# Assigned Risk Policies	% Received within 30 days	Data Grade	# of Rejected Voluntary and Assigned Risk Policies	# of Missing Voluntary and Assigned Risk Policies	Data Grade
NCRB Test Carrier 1	27	100.00	A	N/A	N/A	N/A	2	0	A
NCRB Test Carrier 2	0	0.00		N/A	N/A	N/A	0	0	
NCRB Test Carrier 3	437	99.30	A	N/A	N/A	N/A	1	0	A
NCRB Test Carrier 4	3	100.00	A	8,744	99.60	A	3	146	A

Voluntary Policy Timeliness

Voluntary Policy Timeliness measures whether a voluntary policy was received and accepted into the Bureau's data base within 60 days of the policy effective date. A policy received more than 60 days after the policy effective date is outside of the required submission time..

The Voluntary Policy Timeliness column displays:

Voluntary Policies—This number is a count of all of the voluntary policies accepted and received by NCRB for the carrier's selected for the report.

% Received within 60 Days— This number is the % of voluntary policies received within 60 days of the policy effective date divided by the total number of voluntary policies received. The 60 days is based on calendar days.

Note: Columns containing zero are an indication that NCRB did not receive policies matching the specified data type during the selected data year.

Data Grade:

The Timeliness grade is calculated based upon the percentage of policies received within 60 days of the Policy Effective Date based on the following scale:

Grading Scale:

- A— = or > than 90
- B— Between 80-89
- C— Between 70-79
- D— Between 60-69
- F— Less than 60

Assigned Risk Policy Timeliness

Assigned Risk Policy Timeliness measures whether an assigned risk policy was received and accepted into the Bureau's data base within 30 days of the policy effective date. A policy received more than 30 days after the policy effective date is not considered timely.

Assigned Risk Policies—This number is a count of all of the assigned risk policies received by NCRB from the carrier for the carrier's selected for the report.

% Received within 30 Days— This number is the % of assigned risk policies received within 30 days of the policy effective date divided by the total number of assigned risk policies received. The 30 days is based on calendar days.

Note: Columns containing zero are an indication that NCRB did not receive policies matching the specified data type during the selected data year. Columns containing N/A indicate that the carrier did not report the specified data type to NCRB during the selected data year.

Data Grade:

The Timeliness grade is calculated based upon the percentage of policies received within 30 days of the Policy Effective Date based on the following scale:

Grading Scale:

- A— = or > than 90
- B— Between 80-89
- C— Between 70-79
- D— Between 60-69
- F— Less than 60

Policy Quality

Policy Quality is determined by the following criteria:

of Rejected Voluntary and Assigned Risk Policies—This is the number of voluntary and assigned risk policies rejected during the selected data year for which NCRB has not received an accepted transaction. If there are multiple rejections for the same policy, each rejection will be included in the count.

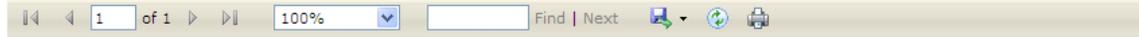
of Missing Assigned Risk Policies— This number is an indication of the number of assigned risk assignments that have been made to your company for which NCRB has not received an accepted policy transaction.

Note: Columns containing zero are an indication that NCRB did not receive policies matching the specified data type during the selected data year. Columns containing N/A indicate that the carrier did not report the specified data type to NCRB during the selected data year.

Compliance Data

Policy Compliance and Noncompliance timeliness measures whether a compliance or noncompliance transaction was received within 5 calendar days of the transaction issue date. The Policy Compliance Data report is broken out into 2 separate columns.

Policy Compliance Data Report



North Carolina Rate Bureau
 Carrier Data Quality Report
 Evaluation Period: 1/1/2013 to 12/31/2013

Policy Compliance Data (Evaluates transactions received in 2013)						
Carrier	Policy Compliance Timeliness			Policy Noncompliance Timeliness		
	# Policy Compliance Transactions Received	% Received within the 5 day window	Data Grade	# Policy Noncompliance Transactions Received	% Received within the 5 day window	Data Grade
NCRB Test Carrier 1	0	0.00		0	0.00	
NCRB Test Carrier 2	0	0.00		0	0.00	
NCRB Test Carrier 3	54	70.40	C	36	100.00	A
NCRB Test Carrier 4	2,672	82.60	B	4,230	95.80	A

Print Date: 2/10/2014

Page 1 of 1

Policy Compliance Timeliness

Policy Compliance Timeliness grade is determined as follows:

Policy Compliance Transactions Received—This number is the total compliance transactions received by NCRB for the carriers selected for the report.

% Received within the 5 Day window— This number is the % of compliance transactions received within the 5 day window. The 5 days is determined by using calendar days and is calculated based on the date the transaction is received by NCRB compared to the carrier's transaction issue date.

Note: Columns containing zero are an indication that NCRB did not receive policies matching the specified data type during the selected data year.

Policy Noncompliance Timeliness

Policy Noncompliance Timeliness grade is determined as follows:

Policy Noncompliance Transactions Received— This number is the total noncompliance transactions received by NCRB for the carriers selected for the report.

% Received within the 5 Day window— This number will display the % of noncompliance transactions received within the 5 day window. The 5 days is determined by using calendar days and is calculated based on the date the transaction is received by NCRB compared to the carrier's transaction issue date.

Note: Columns containing zero are an indication that NCRB did not receive policies matching the specified data type during the selected data year.

Data Grade

The Timeliness grade is calculated based upon the percentage of compliance/noncompliance transactions received within 5 days of the compliance/noncompliance transaction issue date based on the following scale:

Grading Scale:

- A**— = or > than 90
- B**— Between 80-89
- C**— Between 70-79
- D**— Between 60-69
- F**— Less than 60

USR Data

Unit Statistical Data timeliness measures whether expected unit statistical reports were received within a 3 month period after the unit statistical report was due. The timeliness measure for unit statistical data is based on policy month rather than policy effective date. For example, the first report for a May 2012 policy was due in January of 2014. If the unit statistical report was received by January 2014, it is considered on time because the submission reporting requirements have been met. If the unit statistical report was not received by April 2014, it would be considered past due.

When a user selects to run the report for one or more carriers then selects a policy year and chooses USR as the data type; the Unit Statistical Data Timeliness report will be generated. The Unit Statistical Data Timeliness report is broken out into 3 separate columns.

Unit Statistical Data Timeliness

Unit Statistical Data Timeliness grade is determined by 3 criteria:

Units Expected—This number will display all of the unit statistical reports that are expected for the given year. The expected number is derived from all policies that have reached the 18 months after the policy effective date within the data year.

% Available On Time— The percentage received when the USR became expected (18 months after the policy effective date) prior to the USR becoming delinquent (21 months after the policy effective date).

% Not Available >= 3 Months Past Due— This number will display the % of USR data received once the USR became delinquent (21 months after the policy effective date).

Note: When a zero is reported in either column this means that 0 transactions were received.

Unit Statistical Data Timeliness Report

North Carolina Rate Bureau
Carrier Data Quality Report
Evaluation Period: 1/1/2013 to 12/31/2013

Unit Statistical Data Timeliness (Evaluates 1st through 10th unit reports due in 2013)				
Carrier	# Units Expected	% Available On Time	% Not Available >= 3 Mos. Past Due	Data Grade
NCRB Test Carrier 1	100	81.00	4.00	C
NCRB Test Carrier 2	10	0.00	50.00	F
NCRB Test Carrier 3	967	96.90	0.00	A
NCRB Test Carrier 4	257	98.10	0.40	A

Data Grade

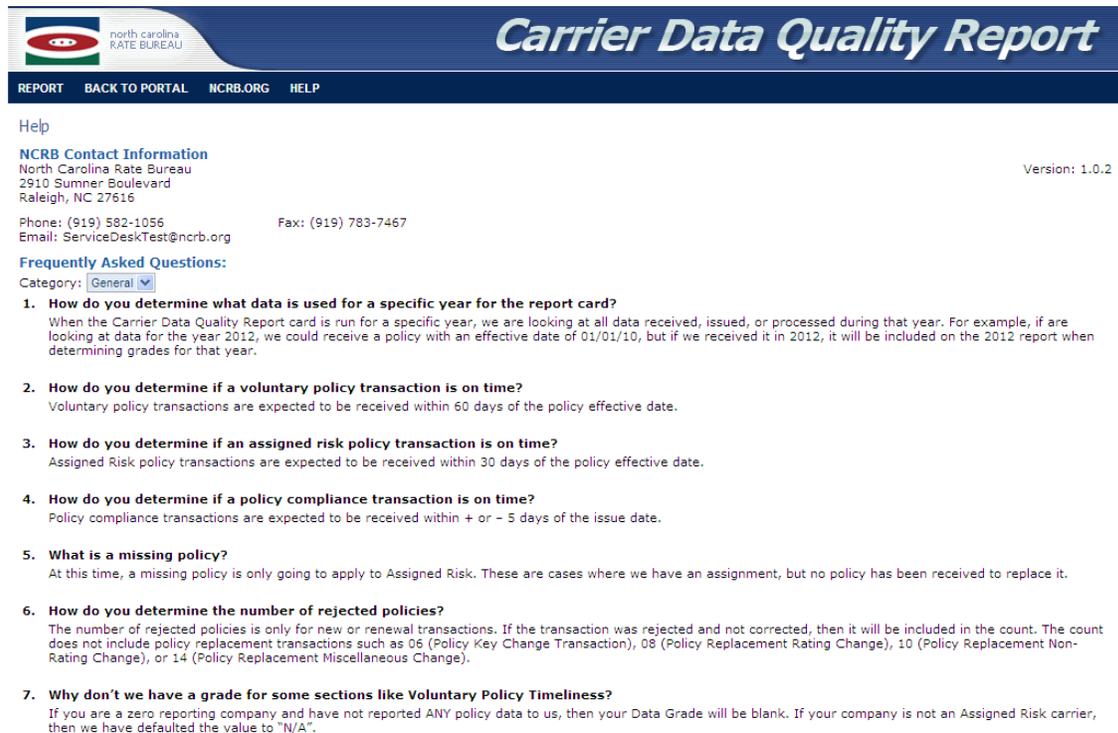
The USR data grade is determined by comparing the percentage of units available to the percentage of units that were past due.

Grading Scale:

- A—** = or > than 90
- B—** Between 80-89
- C—** Between 70-79
- D—** Between 60-69
- F—** Less than 60

Help

Select the Help menu and the Help page appears. The page displays the DCO Address, Contact number, Email Address and a link to Frequently Asked Questions.



Carrier Data Quality Report

REPORT BACK TO PORTAL NCRB.ORG HELP

Help

NCRB Contact Information
North Carolina Rate Bureau
2910 Sumner Boulevard
Raleigh, NC 27616

Phone: (919) 582-1056 Fax: (919) 783-7467
Email: ServiceDeskTest@ncrb.org

Version: 1.0.2

Frequently Asked Questions:
Category:

- 1. How do you determine what data is used for a specific year for the report card?**
When the Carrier Data Quality Report card is run for a specific year, we are looking at all data received, issued, or processed during that year. For example, if we are looking at data for the year 2012, we could receive a policy with an effective date of 01/01/10, but if we received it in 2012, it will be included on the 2012 report when determining grades for that year.
- 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.
- 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 issue date.
- 5. What is a missing policy?**
At this time, a missing policy is only going to apply to Assigned Risk. These are cases where we have an assignment, but no policy has been received to replace it.
- 6. How do you determine the number of rejected policies?**
The number of rejected policies is only for 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).
- 7. Why don't we have a grade for some sections like Voluntary Policy Timeliness?**
If you are a zero reporting company and have not reported ANY policy data to us, then your Data Grade will be blank. If your company is not an Assigned Risk carrier, then we have defaulted the value to "N/A".

Appendix A: Abbreviations and Definitions

Term / Abbreviation	Definition
Bureau	Workers' Compensation state bureau. Also known as DCO.
DCO	Data Collection Organization. Also known as Bureau.
NC or NCRB	North Carolina Rate Bureau
CDQR	C arrier D ata Q uality R eport
USR	U nit S tatistical R eport
Unit Statistical Data	USR data that NCRB has received.