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January 24, 2013

PENNSYLVANIA TEST AUDIT PROGRAM **BULLETIN #113**

TEST AUDIT ONLINE

Test Audit Portal

Effective January 25, 2013 a significant enhancement has been made to the PCRB's web-based Test Audit Online application. Specifically, a "Test Audit Portal" has been implemented which will allow for the singular tracking of a test audit file from policy selection to final resolution. In conjunction with this enhancement, the Test Audit Online User Guide has been completely updated (see attached copy). It is strongly suggested that this document be thoroughly reviewed so that your company will be conversant with the application's features and procedures when you next access Test Audit Online.

Questions regarding Test Audit Online can be directed to Roxanne Walker, Senior Analyst, at (215) 320-4578 or via e-mail at rwalker@pcrb.com.



TEST AUDIT ONLINE

USER GUIDE

Revised January 2013

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TEST AUDIT ONLINE USER GUIDE

INTRODUCTION

Test Audit Online is the web-based application dedicated to the Test Audit Program. All information regarding policy selections, differences, staff review results and carrier performance statistics are posted to this secure application.

In accordance with the Test Audit Program procedures, policy selections are posted on the first business day of each month. All carriers with policy selections for that particular month are notified via email that the selections have been posted. If your carrier group has no selections for a given month you will not receive an email advising of the monthly posting. Within 10 business days carriers must submit their audit worksheets, final billing and claims/loss run data using the electronic response form on Test Audit Online. Failure to respond within 10 business days will result in a \$1000 incentive for each failed or late response.

All correspondence from the PCRБ pertaining to Test Audit is carried out via the website using the electronic response forms, the PCRБ and Carrier message areas and the Results tab which displays the carrier's results at the conclusion of a test audit review.

This guide will provide an overview of the functions available to carriers within Test Audit Online as well as helpful hints for using the application.

ACCESSING TEST AUDIT ONLINE

To access Test Audit Online, you must first login to Bureau's Application Login function. The direct website for the Application Login is: <https://www.pcrbdata.com/ul>. This website can also be accessed via the orange highlighted link labeled Application Login on the PCR B website at the top of the blue sidebar.

First Time Users

If this is your first time accessing the Bureau's Application Login, and you do not already have a username and password, you will need to complete the First Time User registration. Select the "First Time User" option below the "I Agree" button on the Application Login screen.

Selecting the First Time User option will return the New Registration screen. Select the Carrier Group User option for the User Type. Then, identify your carrier group company name within the drop-down list. Complete the rest of the About You and Create an Account sections. Once this form has been completed, contact your designated Carrier Group Administrator (CGA) so that you can be activated to access the Test Audit Online application. For more information on obtaining a username and password, contact the designated Carrier Group Administrator (CGA) at your company. If you are not sure who your CGA is you may contact the PCR B's Help Desk at 215-320-4933 for assistance.

Please keep in mind that only users who have been granted access by their Carrier Group Administrator can access Test Audit Online. This process is not controlled by the PCR B. See Test Audit Bulletin #94 for further details.

Existing Users

Users with existing usernames and passwords should enter their **username** and **password**. The password field is case-sensitive. You must read the user agreement paragraph below these fields and click the “**I Agree**” button to proceed.

After clicking agree you will be taken to the Application Manager screen. Click “Test Audit Online” as shown below to proceed.

Universal Login - Windows Internet Explorer
https://www.pcrbdata.com/ul/UL/Main.aspx

PCRB Pennsylvania Compensation Rating Bureau
Roxanne Walker
PCRB/DCRB Department User
PCRB/DCRB Dept.: Classification & Field Operations
My Profile | Change Password | Sign Out

APPLICATION MANAGER

Home Message Board Help Section Request Access To Application

Welcome to the PCRB Application Manager

Please select the desired application by clicking on the **Application Name** below

Test Audit Online	Test Audit Statistics - Download
Market / Underwriting Tools and Information	
Carrier Pricing Benchmark	Pricing Benchmark Information
Experience Modification Calculator	Calculate Experience Modification
Rating and Underwriting Reference	Experience Modifications, Merit Ratings, Rating Values, Underwriting Guide
View Authorized Class	Authorized Class

Upon entering Test Audit Online, across the top of the screen you will see Home, Test Audit Portal, Hardcopy Forms, Statistics and Help as illustrated in the image below.

Universal Login - Windows Internet Explorer
https://www.pcrbdata.com/ul/UL/Main.aspx

PCRB Pennsylvania Compensation Rating Bureau
CGA THAI
Carrier Group Administrator
Carrier Group Name: Demo Carrier Data Group
My Profile | Change Password | Sign Out

TEST AUDIT ONLINE

Home Test Audit Portal Hardcopy Forms Statistics Help

Welcome to
Test Audit

THE TEST AUDIT PORTAL

The Test Audit Portal contains all policy selection information, electronic response forms, file results and any other relevant file information in a tabbed navigation format.

When you click “Test Audit Portal” you are taken to a portal search form.

PORTAL SEARCH

State:	-- All --	▼			
Submission Type:	-- All --	▼			
Submission Status:	-- All --	▼			
Bureau File Number:	-- All --				
Insured's Name:	-- All --				
Policy Number:	-- All --				
Effective Date Range:	MM/dd/yyyy	▼	To:	MM/dd/yyyy	▼
Posted Date Range:	MM/dd/yyyy	▼	To:	MM/dd/yyyy	▼
Results Posted Date Range:	MM/dd/yyyy	▼	To:	MM/dd/yyyy	▼
Selections:	-- All Month --	▼		-- All Year --	▼

You can search for a particular file using any of the listed options including submission type, submission status, file number, insured's name, policy number, effective date, posted date or the month of selection. An additional option is searching for files which had results (difference or compatible) posted within a certain timeframe using the Results Posted Date Range search fields.

POLICY SELECTION RESPONSES:

Submitting an Electronic Policy Selection Response

1. From the Portal search results menu click the “+” for the file you wish to access. Once you click the “+” the information associated with the file will be displayed.
2. From the Policy Selection tab click the arrows on the right side of the tab titled “Carrier Response.” Clicking the arrows will open the electronic policy selection response form.

	State	File Number	Insured's Name	Group Number	Carrier Number	Policy Number	Policy Eff Date	Status	Due Date
<input type="checkbox"/>	PA	76179	TELE RESPONSE CENTER INC	777	059	WC04102243	04/20/2011	Submitted	01/04/2013

POLICY SELECTION	DIFFERENCE	RESULTS	
Posted Date:	11/27/2012	Submission Type:	
Received Date:		Submission Status:	Not Submitted
Carrier Due Date:	06/15/2012	Test Audit Notification Date:	06/01/2012
CARRIER RESPONSE <input type="button" value="v"/>			
PCRB MESSAGE <input type="button" value="v"/>			
LOG <input type="button" value="v"/>			

3. Select the type of audit from the drop-down menu.

Note: Phone and “Pay As You Go” audits are considered voluntary.

4. Select the claims information from the drop-down menu.

Note: If there are no claims for the audited period you do not need to submit a loss run, you can simply select “Subject Policy has no Claims to Report.”

5. To add a comment, type your text in the comment box as needed. Please note that there is a 2,000 character maximum. If your comments exceed 2,000 characters please use an attachment to make your comments.
6. To add an attachment click “Browse” and locate the file(s) you wish to attach. Once you have selected the file(s) click “open” and your document will be attached. Please note you can attach files as a Word document (.doc or .docx), pdf, Excel (.xls or .xlsx), Rich Text (rtf) or (txt).
7. Once your response contains all of the information that you wish to provide, click “Submit” to complete the submission process. Upon submission a pop-up will appear indicating “Your test audit selection response has been sent successfully. Thank you.” An e-mail advising that your response has been received will also be delivered.

If there is an error with your submission, an error message in red at the top of the form will be evident. The error must be fixed, and the response resubmitted.

Submitting a Hardcopy Policy Selection Response

If you are submitting your selection response to the PCRB via email, fax or standard mail (USPS), you must print and complete the hardcopy form and submit it along with the requisite audit work papers.

Please keep in mind that effective July 1, 2012 the PCRB assesses a processing fee of \$100 for each policy selection submitted by any other method except via Test Audit Online, including email and fax.

Accessing Hardcopy Response Form

1. Go to “Hardcopy Forms” and select Response Form.
2. Open the corresponding “PA Response Form” file for the selection month in question. This will open a Word document containing all selection response forms for a particular month for your carrier group.
3. Print the necessary form.
4. Complete the form and attach the requisite documents.
5. Submit to PCRB via your selected method.

DIFFERENCE RESPONSES:

Upon email notification that a difference has been posted, the carrier must visit Test Audit Online to retrieve the difference packet. The difference packet is found on the Difference tab for the file which developed a difference as shown below.

	State	File Number	Insured's Name	Group Number	Carrier Number	Policy Number	Policy Eff Date	Status	Due Date
<input type="checkbox"/>	PA	76179	TELE RESPONSE CENTER INC	777	059	WC04102243	04/20/2011	Submitted	01/04/2013

POLICY SELECTION **DIFFERENCE** **RESULTS**

Test Audit Difference Packet: [3_76179_066.PDF](#)

Posted Date: 11/27/2012 **Submission Type:** Online
Received Date: 12/05/2012 **Submission Status:** Submitted
Carrier Due Date: 01/04/2013 **Premium Difference:** (\$3,109)
Difference Type:

CARRIER RESPONSE ▾

PCRB MESSAGE ▾

LOG ▾

Requesting a 30 Day Extension for Difference Response

The Test Audit Program allows for one 30 day extension to be granted for difference responses. All requests for extension must be submitted via Test Audit Online using the following procedure:

1. From the Difference tab, click the "Carrier Response" tab.
2. Click the box in the lower right hand corner of the response box labeled "Request 30 day extension."
3. A popup will appear asking "Are you sure you want to request a 30-day extension?" Click OK to proceed with your request. If you wish to cancel the request click CANCEL.
4. You will receive an email advising that your request has been received. If your request for an extension is approved you will receive an email. If your request is denied an explanation will be provided in the PCRB message area.

Agreeing with a Difference

1. From the Difference tab click the "Carrier Response" tab.
2. Click the circle next to "Agree."
3. If you wish to add a comment, type your comments as needed.
4. Click Submit.

You will get a pop up that says “Your test audit difference response has been sent successfully. Thank you.” You will also receive an e-mail advising that your response has been received.

Disagreeing with a Difference

1. From the Difference tab click the “Carrier Response” tab.
2. Click the circle next to “Disagree”
3. To add a comment, type your text in the comment box as needed. Please note that there is a 2,000 character maximum. If your comments exceed 2,000 characters please use an attachment to make your comments.
4. To add an attachment click “Browse” and locate the file(s) you wish to attach. Once you have selected the file click “open” and your document will be attached. Please note you can attach files as a Word document (.doc or .docx), pdf, Excel (.xls or .xlsx), Rich Text (rtf) or (txt).
5. Once your response contains all of the information that you wish to provide, click “Submit” to complete the submission process. You will get a pop up that says “Your test audit difference response has been sent successfully. Thank you.” You will also receive an e-mail advising that your response has been received.

If there is an error with your submission, you will get an error message in red at the top of the form. You must fix the error and resubmit.

What happens after I submit my difference response?

- Audit is revised to compatibility:
 - If you disagreed with the PCRb’s test audit difference and upon review the PCRb agrees with you and the test audit is being revised to compatibility you will be notified of the revision to compatibility via email.
 - A letter advising of the revision to compatibility is posted on the Results tab on Test Audit Online.
 - The status for this file will also be changed to “Compatible” on Test Audit Online.
- A difference still remains:
 - If you disagreed with the PCRb’s test audit difference and upon review a difference still remains, the PCRb’s rebuttal and explanation to your disagreement will be posted to the Test Audit Online website in the Difference tab.
 - The primary contact for your carrier group (and secondary contacts, if applicable) will be notified via email that the PCRb’s rebuttal has been posted and the submission status will be changed to “Difference Remains.”

- To retrieve the PCRB's rebuttal you must login to Test Audit Online as you normally would and go to the Test Audit Portal.
- Enter the file number in the search field and click search.
- You will be taken directly to the file in question. Click the "+" to open the file and then click the "Difference" tab.
- Click the "PCRB Message" tab which is where the rebuttal is posted. To open the PCRB's rebuttal click on the blue link which will include the file number. After reviewing the PCRB's rebuttal you have three options:
 1. Agree by clicking agree on the difference response form and then clicking submit. The results will then be entered into the quarterly statistics. You will receive an email advising you that the results have been posted to the Results tab. This letter will detail any statistical revisions that you must make.
 2. Disagree by clicking disagree and then attaching or adding your comments as needed. Please be sure to follow any directives contained in the PCRB's rebuttal letter. The PCRB will review and respond to your correspondence via Test Audit Online following the same procedure outlined above and you will be notified via email once the PCRB's rebuttal has been posted.
 3. Do nothing. If you do not further pursue appealing the difference, the difference will be entered into the quarterly statistics 45 days after the PCRB's rebuttal is posted. You will receive an email advising you that the results have been posted to the Results tab. This letter will detail any statistical revisions that you must make.

Submitting a Hardcopy Difference Response

If you are submitting your difference response to the PCRB via email, fax or standard mail (USPS), you must print and complete the hardcopy form and submit it along with all supporting documentation.

Please keep in mind that effective July 1, 2012 the PCRB assesses a processing fee of \$100 for each difference response submitted by any other method except via Test Audit Online, including email and fax.

Accessing Hardcopy Difference Response Forms

1. Open the difference packet on the Difference tab.
2. Print page 2 which is the Test Audit Program Difference Response Form.
3. Complete the form and attach all supporting documentation.
4. Submit to the PCRB via your selected method.

RESULTS:

At the conclusion of a test audit review the carrier is provided with a letter stating the final outcome of the test audit, either compatible or difference. The letter will instruct carriers if they need to make statistical revisions, or if the PCRБ will make those revisions via a Bureau Generated Correction (BGC).

Once a review is closed and the results have been entered into the quarterly statistics the carrier will receive an email advising that the results have been posted on the Results tab. The email will contain all relevant file information. Please keep in mind that once the results of a test audit review have been entered into the quarter, the results are considered final and cannot be altered.

When a file is found to be compatible the Results tab will display a green check mark. In the case of a file remaining a difference a red caution symbol is shown on the Results tab.

Accessing Results:

1. Login to Test Audit Online.
2. Go to the Test Audit Portal.
3. Enter the file information contained in the email (i.e. file number) and click search.
4. Click the “+” to open the file.
5. Click the Results tab and then click the link to open the letter.

☐	PA	2821795	WALNUT STREET THEATRE	777	130	WC276814744	04/06/2011	Compatible	01/04/2013
POLICY SELECTION		DIFFERENCE		✔ RESULTS					
11/28/2012		tam025.txt				1.6 Kb			

PCRB MESSAGES:

From time to time the PCRB may have to correspond with a carrier regarding their submission in cases when documents or certain information is missing. Previously this correspondence was carried out via email, but it will now be incorporated into Test Audit Online using the PCRB Message tab.

In the event that the PCRB posts a message regarding one of your files, you will receive an email advising that a message has been posted. The email will contain all necessary file information.

Retreiving PCRB Messages:

1. Login to Test Audit Online.
2. Go to the Test Audit Portal.
3. Enter the file information contained in the email (i.e. file number) and click search.
4. Click the “+” to open the file.
5. Go to the Policy Selection tab and click PCRB Message. The PCRB’s message will be displayed. If you are instructed to add documents or comments, follow the normal steps to attach documents and comments.

POLICY SELECTION		RESULTS	
Posted Date:	11/27/2012	Submission Type:	Online
Received Date:	12/04/2012	Submission Status:	Submitted
Carrier Due Date:	06/15/2012	Test Audit Notification Date:	06/01/2012
CARRIER RESPONSE			
PCRB MESSAGE			
12/04/2012 1:55 PM EST			
Dear Carrier, Your submission did not include the billing. Please attach the billing prior to the 12/15/12 response date or this file will be subject to a \$1000 failed request incentive.			
LOG			
PCRB ADMIN FUNCTION			

USEFUL INFORMATION:

- **Submission Type** reflects the type of submission and will be shown as either Online or Other. The category “other” includes any submission not made on the Test Audit Online website (i.e. fax, email, hardcopy mail, etc.).
- **Status Type** reflects the status of the test audit review at the time of your search. The status categories are:
 - **Not Submitted** - a response had not yet been submitted.
 - **Submitted** - a response has been received by the PCRB but not yet reviewed.
 - **Under Review** - a response is under review by PCRB staff. Once a response is under review, it cannot be changed.
 - **Rescinded** - the policy selection or difference has been rescinded.
- The **Log** contains the history of a file including the date, time and name of carrier representative posting documents or comments. The log will also indicate when the PCRB Staff changes the status of your submission and also when messages, differences and results are posted.

QUARTLERY STATISTICS:

At the beginning of each quarter the PCRB posts all statistical data related to the Test Audit Program on Test Audit Online. An email is sent out to all relevant parties advising that the statistics have been posted.

To view your group’s statistics click “Statistics” and search using the available criteria. Note: If the search fields are left blank all available reports will be displayed.

You can also view all policies that were included in your group’s statistics by viewing the Policy List found under the Statistics tab.

Do you need help?

If you experience a problem using or accessing Test Audit Online please contact the PCRB’s Help Desk at 215-320-4933.

If you have questions regarding the Test Audit Program, acceptable documents, navigating Test Audit Online or questions that cannot be answered by the Help Desk contact Roxanne Walker at 215-320-4578 or rwalker@pcrb.com.