



Pennsylvania Compensation Rating Bureau

United Plaza Building • Suite 1500
30 South 17th Street • Philadelphia, PA 19103-4007
(215)568-2371 • FAX (215)564-4328 • www.pcrb.com

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PENNSYLVANIA TEST AUDIT PROGRAM **BULLETIN #105** **TEST AUDIT ONLINE**

NEW ELECTRONIC DIFFERENCE RESPONSE FORM

The PCRB website application Test Audit Online will be enhanced to include a new electronic difference response feature. The purpose of this bulletin is to provide users with instructions on how to use this new application.

Effective February 1, 2011 carrier notification of test audit differences will be amended. Carriers will now receive an e-mail from ul@pcrbdata.com advising that there is a difference for a particular insured. The e-mail will include all relevant information such as Bureau file number, policy number and the name of the insured. The e-mail will also contain a link to Test Audit Online where the carrier must go to obtain the difference packet. **The Bureau will no longer include the difference packet (letters, test audit, difference memo, etc.) as an attachment to the difference notification e-mail.**

Below are instructions for using the Test Audit Online Difference Response feature as well as some explanatory information:

- Login to the Application Login as you normally would. Click Test Audit Online. (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 Bureau. See Test Audit Bulletin #94.)
- On the left you will see the following categories: Message Board, Policy Selection, Difference Response and Statistics. There have been no changes to the Message Board or Statistics features.
- To view your group's differences click on the Difference Response link. You will be taken to the Test Audit Difference Response search function. You can search by file number, policy number, effective date, posted date or status. After searching, your differences will be listed. The list will show state (PA or DE), file number, name of the insured, carrier group and carrier number, policy number, policy effective date, notification date and due date. You can sort your list however you wish by clicking the arrows at the top of any column.
- You will also see a status column. This column will reflect the status of the difference response at the time of your search. Status categories include:

Not Submitted - a response has not yet been submitted.

Submitted - a response has been received by the Bureau but not yet reviewed.

Under Review - a response is under review by Bureau staff. Once a response is under review, it cannot be changed.

Rescinded - the difference has been rescinded.

Hard Copy Received - the Bureau received a response via mail or fax.

E-mail Received - the Bureau received a response to a difference via e-mail (not the Test Audit Online electronic difference response form).

Difference - the Bureau has reviewed your response and a difference still remains.

Compatible - the Bureau reviewed your response and revised the test audit to compatibility.

- Next to the status column you will see the date received column which shows the date a response, electronic or hardcopy was received by the Bureau.
- To view the difference information for a particular file click the “**Difference Packet**” link which is to the left of the file number. You will be taken to a page that shows your difference packet at the top of the screen and also contains the electronic difference response form. The difference packet is in pdf format and contains all of the information (difference letter, response form, copy of the Bureau test audit and explanation of difference) that you previously received via e-mail. You may open the packet and submit a hardcopy (e-mail, fax or mail) response if you desire. To do so you would simply need to print the response form that comes with the packet and mail, fax or e-mail it.
- In terms of responding directly via the new on-line difference response form, note the following:
 - To agree with the test audit difference simply click “Agree.” You may also add a comment in the comment box as you see fit. Click submit. You will get a pop up that says “Your test difference response has been sent successfully. Thank you.” You will also receive an e-mail advising that your response has been received.
 - To disagree with the test audit difference click “Disagree” and then attach your explanation regarding the disagreement in the attachment section. You can attach files as a Word document (.doc), pdf, Excel (xls), Rich Text (rtf) or (txt). You may also use the comment section as needed. Click submit. You will get a pop up that says “Your test difference response has been sent successfully. Thank you.” You will also receive an e-mail advising that your response has been received.
 - To request an extension click the “Request 30 day extension” link. Once we have reviewed the request we will either confirm the request by updating the due date (an e-mail is automatically sent advising that the Bureau has granted your request, including the new due date for response), or we will e-mail you advising that your request has been denied.
- 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.

If you encounter any problems or have questions, please contact Roxanne Walker, Senior Analyst, at 215-320-4578 or via e-mail at rwalker@pcrb.com.