Policy Data Manager

User Guide

Delaware Compensation Rating Bureau, Inc.

Pennsylvania Compensation Rating Bureau

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A. INTRODUCTION

Policy Data Manager (PDM) is an Internet-based system that provides carriers with a central location to monitor their WCPOLS submissions and WCCRIT information. The application is designed to give insurers and data collection organizations (DCOs) the ability to enter, edit, and electronically submit policy information.

PDM supports the following actions:

- **Import** or create WCPOLS transactions and record sets
- **Review** and edit WCCRIT criticisms generated for WCPOLS transactions
- **Validate** against Bureau rating information
- **Submit** record sets to be processed by the Bureau
- **Search** and retrieve previously processed transactions
- **Export** WCPOLS or WCCRIT for any transaction/record sets in PDM

B. SYSTEM REQUIREMENTS

Users of the Policy Data Manager must have access to the internet. For the best experience, we recommend that you use the latest version of Google Chrome. Some functions are not supported when using a different web browser.

C. PRIVACY AND SECURITY STATEMENT

Carriers may view the DCRB/PCRB *Privacy and Security Statement* within the application. The login screen for the **Application Login** contains a **Privacy** link that will provide access to the *Privacy and Security Statement*.

D. ACCESSING POLICY DATA MANAGER

The Policy Data Manager is located within the Application Login on the Bureau's website. The direct website for the Application Login is: https://www.pcrbdata.com/ul. The Application Login can also be accessed via a link on the DCRB/PCRB homepage, www.pcrb.com or www.dcrb.com.

Registered carrier group users should enter their **User Name** and **Password**. The password field is case-sensitive. You must read the paragraph below these fields and click the **I Agree** button to proceed. If you are not a registered user, click on the **First Time User** link and complete the registration form as a Carrier Group User.

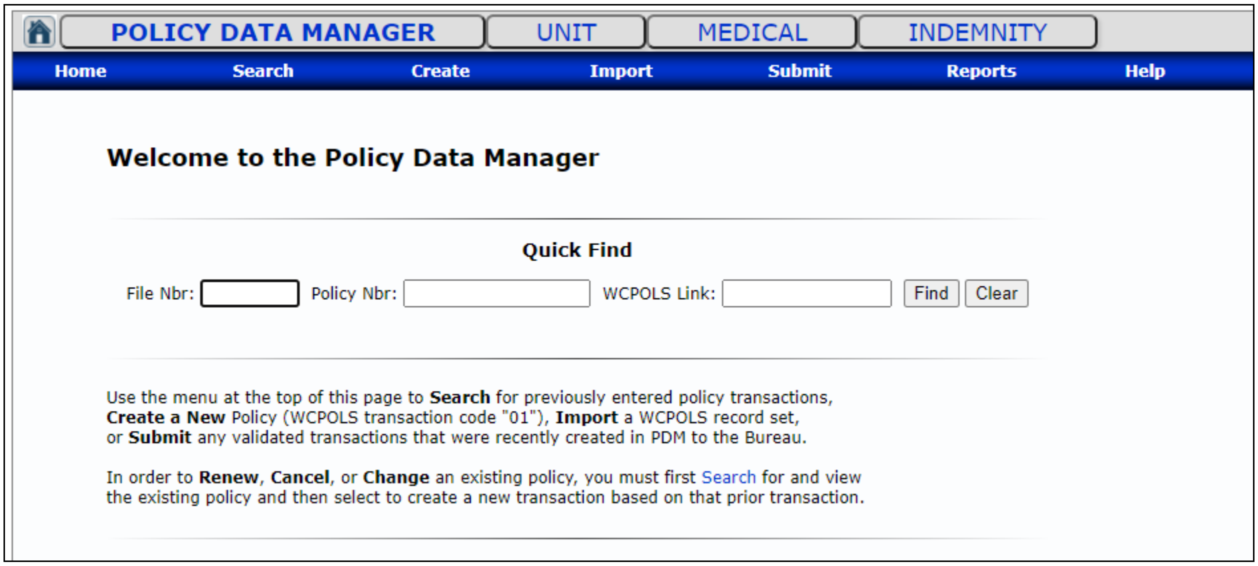
Policy Data Manager is only available to registered Carrier Group Users. As a Carrier Group User, you must request access to PDM from your Carrier Group Administrator (CGA). If you do not know your CGA, contact Central Support at 215-320-4933 or centralsupport@pcrb.com.

There are two types of access available for PDM users: View/Edit and View Only. The Carrier Group Administrator (CGA) for your carrier group is responsible for setting up each user's access privileges.

Once successfully logged in, the user will observe the Application Manager home screen. Select **Policy Data Manager** to launch the application.

E. NAVIGATING POLICY DATA MANAGER

From the PDM landing page, the user can select from the main menu to Search, Create, Import or Submit policy transactions. There is also a Reports and Help area for additional resources relating to the policy data.



The main menu contains the following items and actions:

Search
- **Policy Txns**: Retrieve any *processed* or *saved* transactions
- **My List**: Search for saved transactions last edited by the current user
- **Today's Txns**: Shows all saved transactions from the past 24 hours
- **Last Processed**: Search for transactions that were processed in the most recent batch

Create
- **Txn 01 - New**: Create a New Policy 01 transaction
- **Txn 15 - Add State**: Create an Add State 15 transaction
- **Txn 16 - Binder**: Create a Binder 16 transaction

Import
- **Import File**: Import a WCPOLS file into PDM
- **Prior Imports**: View prior imports

Submit
- **Submit File**: Browse to select a file to upload and submit
- **Submit Txns**: Select *validated* transactions to submit
- **Prior Submits**: View prior submissions

Reports
- **Processing Results**: View the status and results of all submissions processed in the past 60 days

Top Critical Errors: Listing of the most common WCCRIT critical errors by Processed Date
Inv. Endorsements: Listing of invalid endorsements submitted each month

Endorsement Stats: View counts for all endorsements submitted and processed by month
WCEPOL Error Stats: View counts for all errors generated by month **Class Code Stats:** View counts of all submitted classification codes by month
Txn Code Stats: View the total counts of each transaction submitted by month

Membership: View contact information by contact type

Help

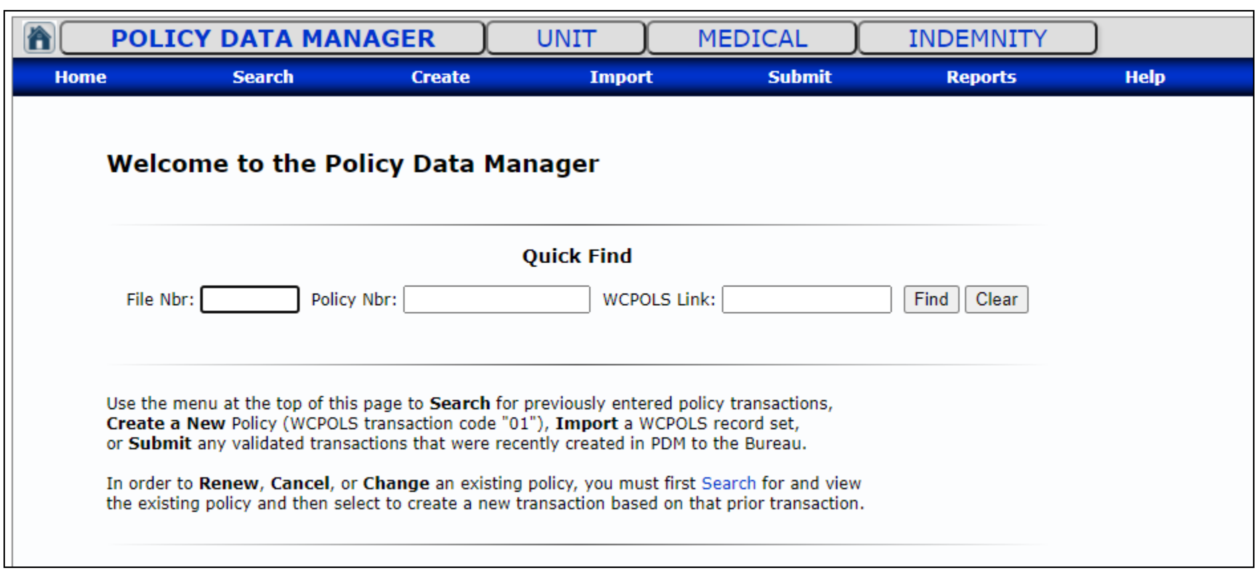
Preferences: Set up user preferences for email reminders and sidebar notes
Users Guide: View the online user's guide
User FAQ: Collection of frequently asked questions related to PDM usage
Change History: Timeline of changes, fixes and enhancements made to PDM

Class Codes: Listing of all DE/PA class codes with effective and expiration dates
Endorsements: Listing of all DE/PA endorsements with effective and expiration dates
WCEPOL Errors: Listing of all error codes and their descriptions
WCIO Records: Listing of all applicable WCIO WCPOLS Record Types

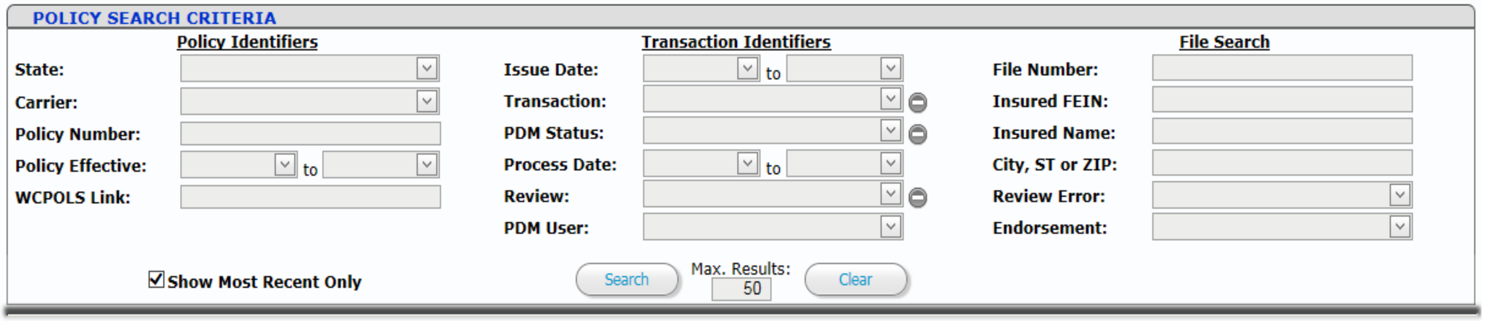
Email Support: Generates an email to DCRB/PCRB Central Support

F. SEARCHING FOR POLICIES AND TRANSACTIONS

The **Quick Find**, found on the PDM home page, allows the user to search for the most recent transactions for a referenced policy. It is important to note that only the latest transaction for each state (DE and PA) will be returned in the results. To find the full history of transactions, users should navigate to the main Policy Search page.



The **Policy Search** page allows the user to search and then view any policy transactions previously entered or submitted to PDM.



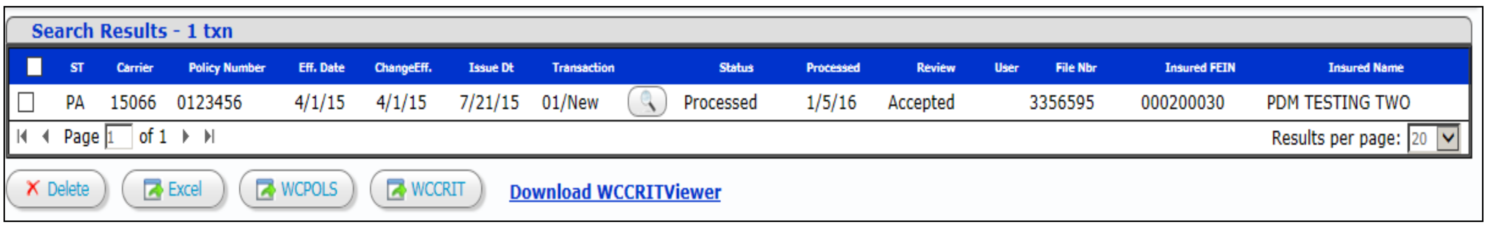
Any combination of these criteria can be used together to narrow the search results. Text fields such as Insured Name, City or Policy Number will match records using “contains” logic, i.e. those records that *contain* the letters or words entered—not an *exact* match. To perform a wildcard search, key an asterisk (*) before or after the text you are searching to widen your search results.

Search Criteria	Description
State	PA and DE
Carrier	One or more carriers for which the user is authorized to enter and view policies
Policy Number	Alphanumeric field that can be completely or partially entered to match against previously entered policies
Policy Effective	Date range to limit results to those policies with effective dates since, until or between the one or two dates entered
WCPOLS Link	Unique identifier used to distinguish the transaction and its image in our internal databases
Issue Date	Date range can limit results to those transactions that were issued since, until, or between the one or two dates entered
Transaction	Limits the results to those transactions with the selected transaction code (WCPOLS)
PDM Status	Status of transaction within PDM
Process Date	Date range limits results to those policies that were processed since, until, or between the one or two dates entered
Review	Transactions with the selected review status
PDM User	Dropdown limits the results to those edited by a specific user
File Number	Matches against primary insured information
Insured FEIN	Matches against primary insured information
Insured Name	Matches against primary insured information
City, ST or ZIP	Matches against primary insured information
Review Error	Dropdown limits the results to transactions containing the chosen error
Endorsement	Dropdown limits the results to transactions containing the chosen endorsement

Max. Results	Specifies the maximum number of results to return, which defaults to 50; this can be increased if necessary When highlighted in red, this means there are more results available than allowed by the Max. Results setting. Set to a higher number, max 250) to view all available results.
Clear	Clear all criteria fields to allow new criteria to be entered
Show Most Recent Only	Show the most recent transactions for each given policy number in the search results

View Transactions

The search results will display at the bottom of the screen. Each column can be sorted by clicking on the column header. To view the transaction, click on (*magnifying glass)*. This will take you to the Policy Details screen.



Delete

For all saved and validated transactions, i.e. transactions that have not been submitted, the user will have delete capability. Once the transaction has been submitted, the delete function is no longer available. To delete a saved transaction, click the checkbox to the left of the transaction line and then click on the **Delete** button.

Export

To export the search results, check off the desired results and click on the buttons at the bottom of the page. This will open the results in the chosen format which can then be copied into another program if needed. The available export options are **Excel**, **WCPOLS** text file or a **WCCRIT** text file.

Information Icon

Hover over the *(information)* button to see a short preview of the most critical errors on the transaction. Clicking on the *(information)* button will open a small window that lists all of the errors and WCCRIT information.

G. POLICY TRANSACTIONS

PDM functions solely on policy transactions, which are a sequence of WCPOLS transactions representing the life of each policy in the system.

PDM can only accept one of each Transaction Code per Issue Date per policy, except for 05/Cancel/Reinstate and 03/Endorsements. For multiple Transaction 05 records, a Sequence Number must be entered. For multiple Transaction 03 records, the endorsement number must be unique.

A policy is entered into PDM with transactions: **01/New, 02/Renew, 15/Add State** or **16/Binder**. Any policy changes can be issued transactions: **06/Key Field Change, 08/Rating Change**, **10/Non-Rating Change** or **14/Misc. Change**. Policies can be renewed or cancelled with transactions: **02/Renew, 04/Rerate, 05/Cancel/Reinstate** or **17/Noncompliance** (DE only).

The following chart provides information on the available transactions within PDM.

WCPOLS code	Transaction	Menu Item or Policy View Page
01	New Policy	Main menu – Create New
15	Add/Delete State	Main menu – Add PA or DE for a policy written in another state
16	Binder	Main menu – Create Binder
	The following txns are created by *editing* a prior txn	
06	Key Field Change	Policy View page – Key fields at the top
08	Rating Change	Policy View page – Premiums or Item 4
10	Non-Rating Change	Policy View page – All other fields
	The following txns are created by *viewing* the prior txn	
02	Renewal Policy	Policy View menu – Renew
04	Annual Rerate End.	Policy View menu – Rerate
05	Cancel/Reinstate	Policy View menu – Cancel/Reinstate
17	Noncompliance / Compliance	Policy View menu – Noncompliance **(DE only)**
	The following txns are *not creatable* in PDM	
03	Endorsement	Import only
14	Misc. Change / Non-Key Field Change	Import only
	The following txns are *not recognized* by PDM	
18	Renewal Certificate	N/A: DE, PA

A New Policy (01) transaction is created by selecting **Create** from the main menu and then **Txn 01 - New**.

The **Copy New** menu item is to be used only when *most* of an existing policy's data can be copied to a *new* policy but *with a different carrier and/or policy number*.

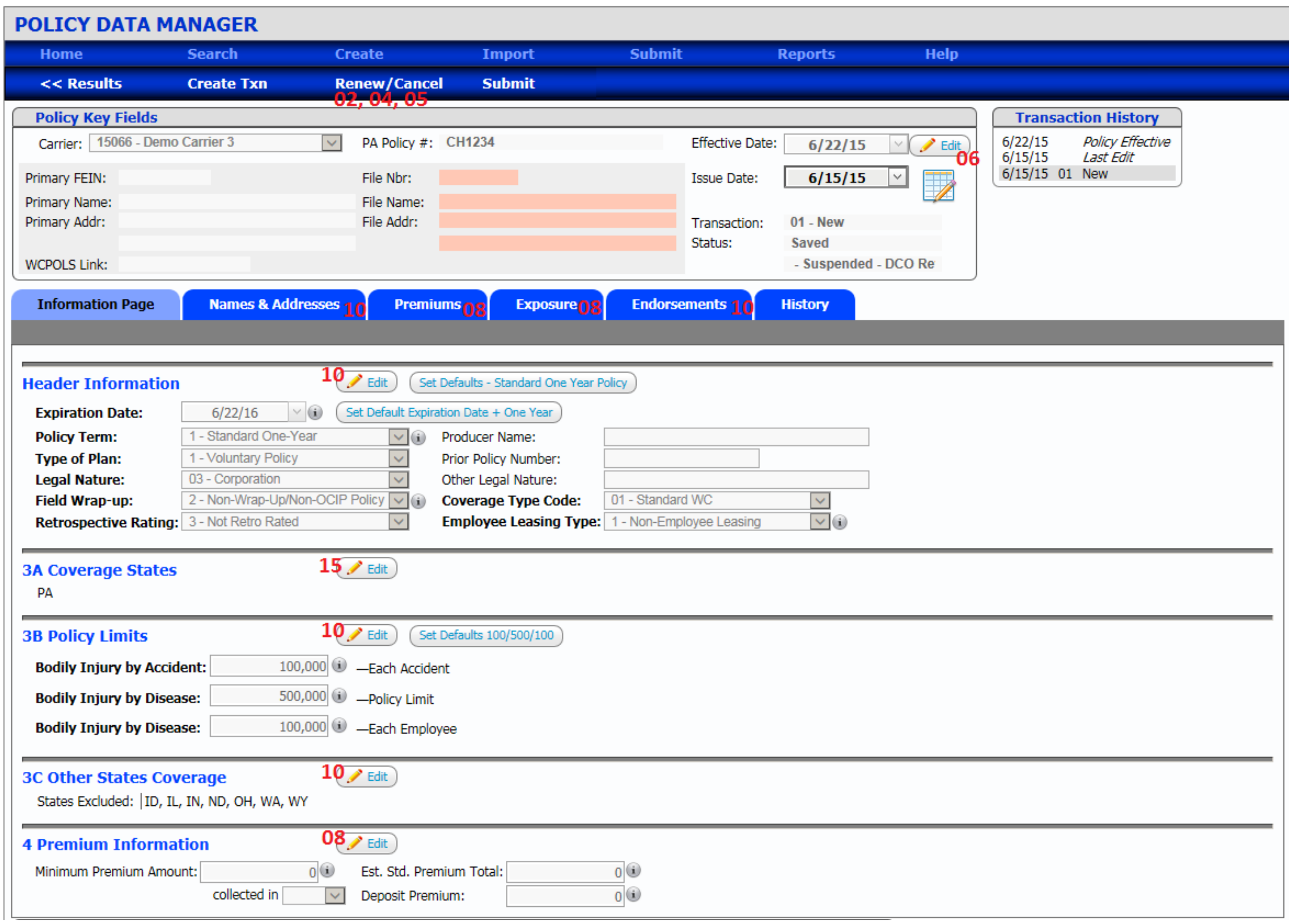
All other transactions are created by first searching and viewing an existing policy, and then either selecting the specific operation from the Policy View menu (Renew, Rerate, or Cancel/Reinstate) or by making changes directly in the Policy Detail pages (Key fields, Non-Key fields, Endorsements, etc.).

The status of any policy transaction created in PDM, either manually or by importing, is marked as *saved* until it is submitted. Once submitted, no further edits/changes can be made to that particular policy transaction. Additional edits for the same transaction can be made on following days.

When viewing any policy transaction, the **History** tab shows the entire history of transactions for that policy, any of which can be viewed in more detail by clicking on the **View** button next to that transaction.

When viewing the most recent policy transaction in the history/sequence of all the transactions for a policy, a new transaction can be created for that policy either by clicking on one of the direct transaction links at the top of the policy view—Renew, Rerate, or Cancel/Reinstate—or by directly editing one of the sections of the policy.

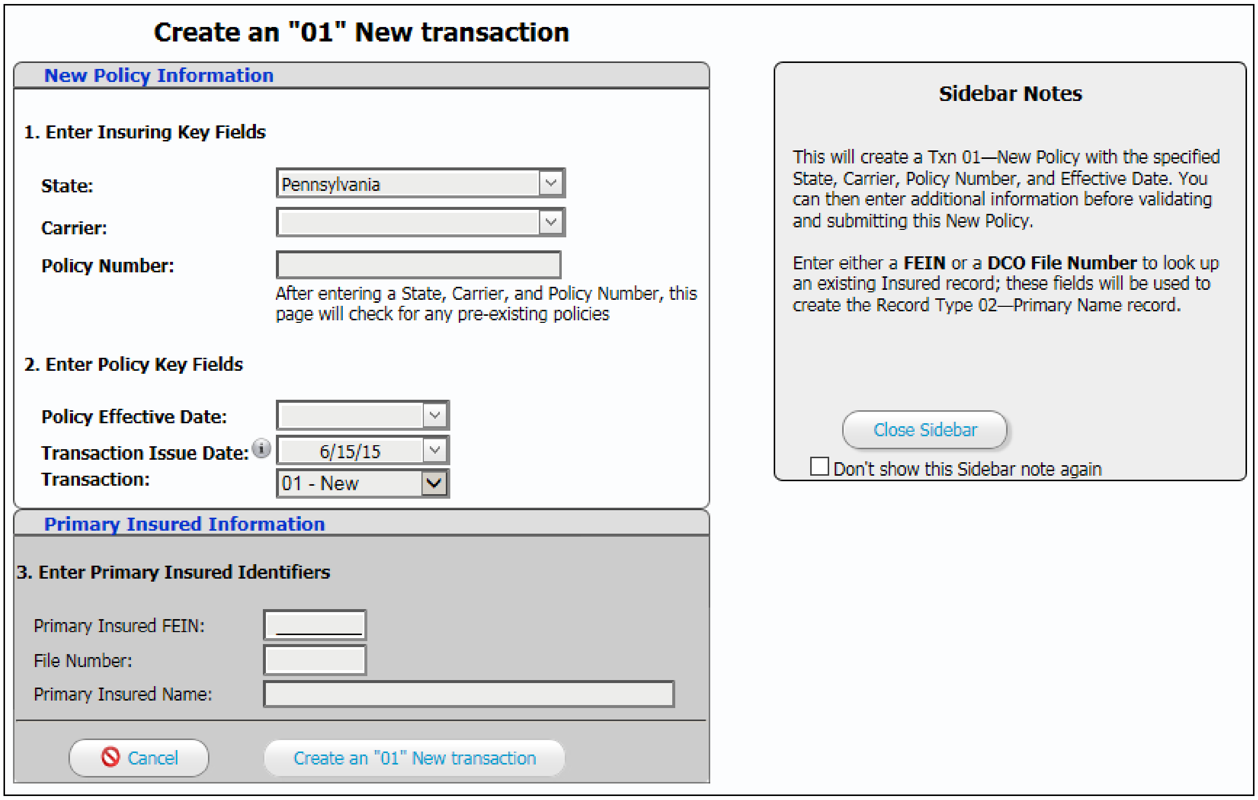
The following diagram shows the specific WCPOLS transactions (02-15) that will be created when clicking on one of the links or editing one of the sections in the policy view. Take note of the Edit buttons that will unlock each section of the policy for editing.



The following sections will explain how to enter three of the more common transaction types. For more information on how to create and/or edit specific transactions in PDM, refer to the chart on page 8 of this guide.

1. Create A New Policy (Transaction 01)

The **Create New** page is used to enter a completely *new* policy into PDM, i.e. one that has never been submitted.



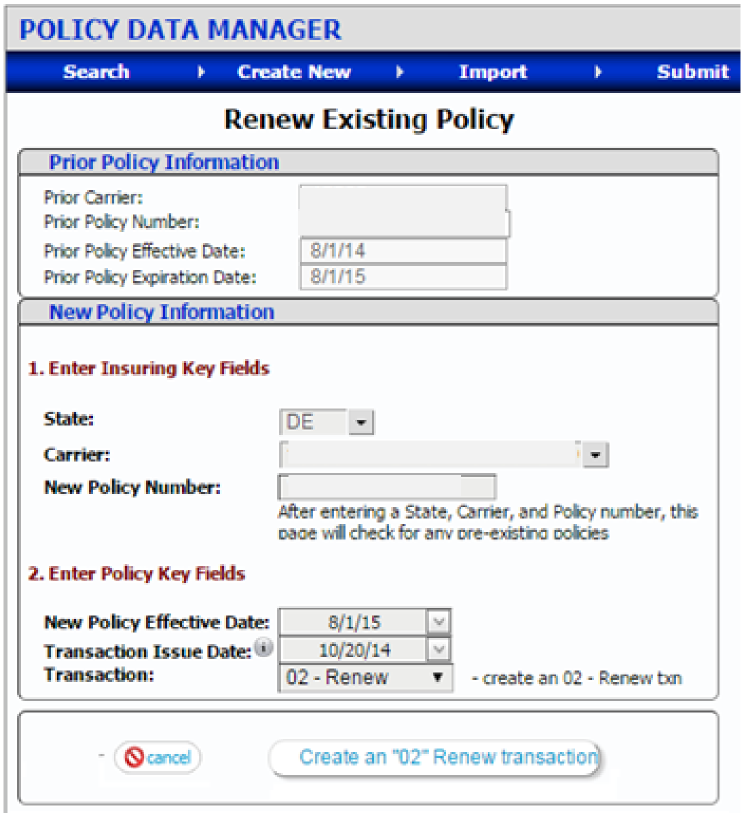
All of the bolded fields are required to enter the new policy.

After entering the State, Carrier and Policy Number, PDM will search for any matching policies with those same criteria. If a match is found, the system will present the user with a link to go to that policy to enter changes. Otherwise, the user can move on to item 2 to enter the remaining key information.

By clicking on **Create an "01" New Transaction**, a new policy transaction will be created in the system, and the user will have the opportunity to continue entering additional data for the policy such as Names, Addresses, Premiums, Exposure and Endorsements. If the optional fields are entered for Insured FEIN *and* Primary Insured Name, then a Name "02" record will be automatically added to the new transaction.

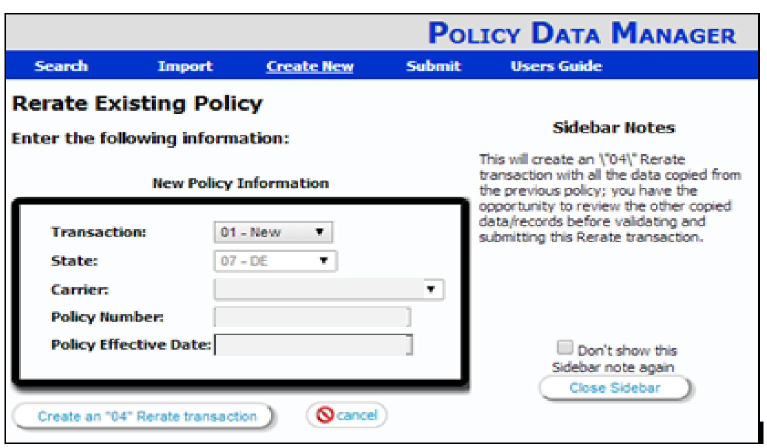
2. Policy Renewals (Transaction 02)

Policy Renew will create an "02" Renew transaction, copying all of the data from the transaction currently being viewed; you may keep or change the Carrier and Policy Number, and must also enter a new Effective Date. In the next step, the user will have the opportunity to review the copied data/records before validating and submitting the Policy Renewal.



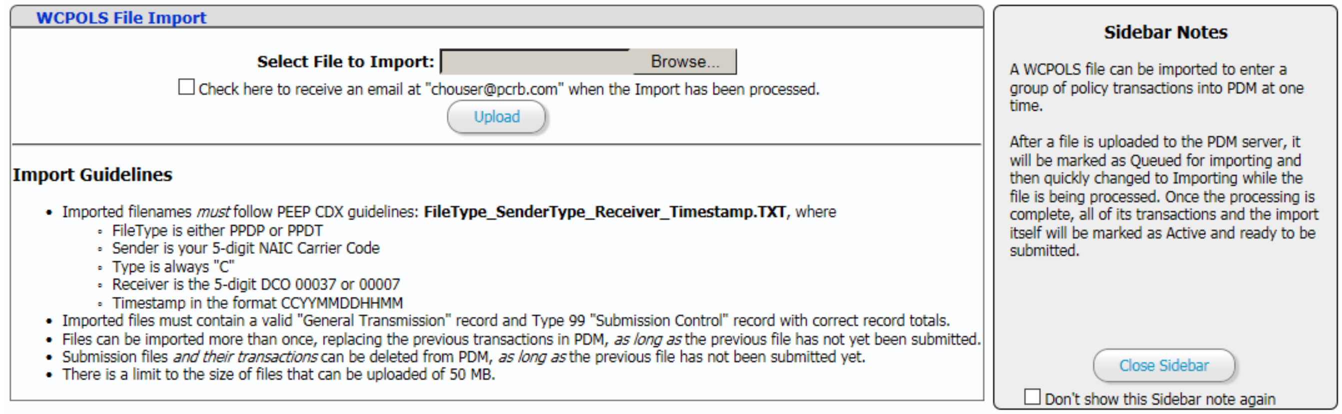
3. Policy Rerate (Transaction 04)

Policy Rerate will create an "04" Rerate transaction copying all of the data from the transaction currently being viewed. In the next step, the user will have the opportunity to review the copied data/records before validating and submitting this Rerate transaction.



H. IMPORT WCPOLS FILE

The **Import** menu option is used to upload and import a complete set of policy transactions from a file formatted according to the WCPOLS record specification which can be found on the Workers Compensation Insurance Organizations' website at www.wcio.org.



PDM strictly enforces the file naming conventions that are available on the CDX site as well as on the PDM Import page.

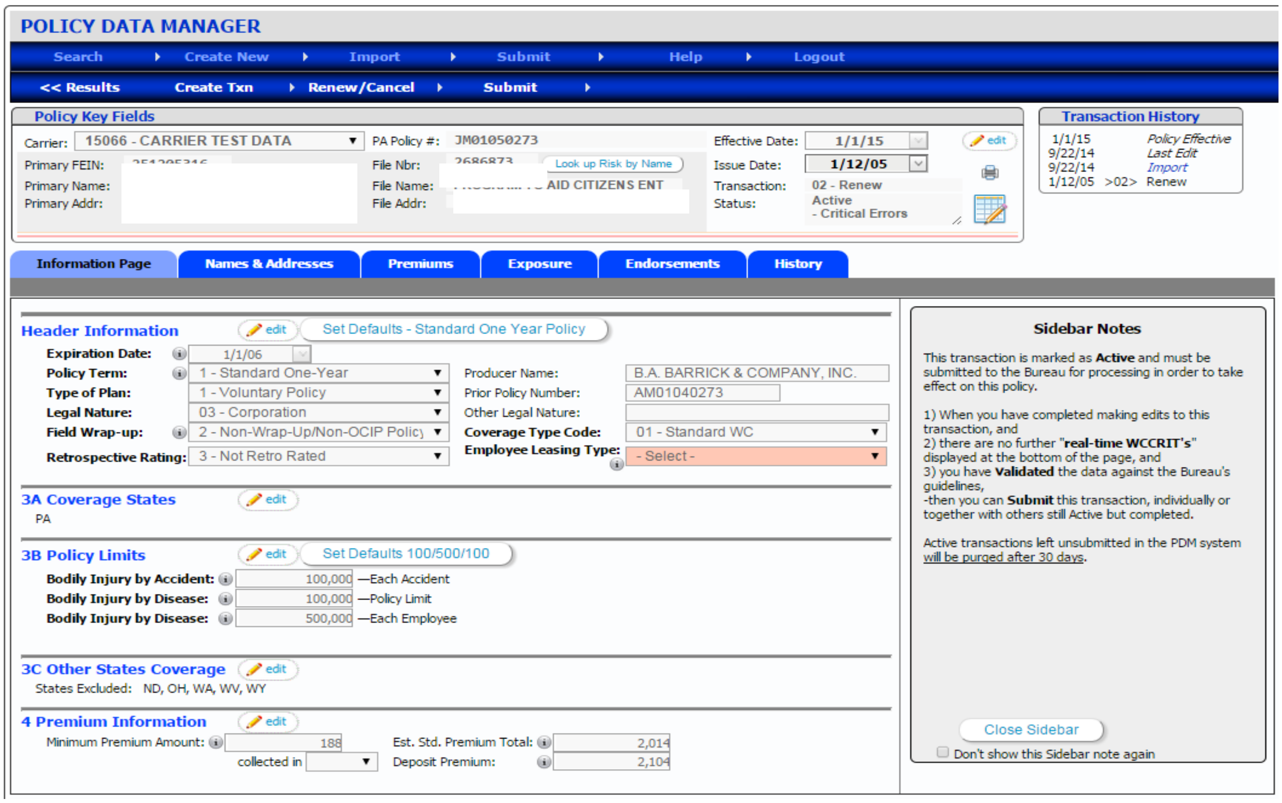
After importing, the records are available for review and further editing, if necessary, before submitting.

Carrier	State	Policy Nbr	Eff. Date	Issue Date	Transaction	Status	WCCRIT		Insured FEIN	Insured Name
15066	PA	CA10000977131	6/25/13	7/1/13	10/Nonrating Change	Pending	Rejected	view		
15066	PA	5300001059131	6/23/13	7/1/13	02/Renew	Pending	Rejected	view		
15066	PA	8600000026121	3/1/12	7/1/13	08/Rating Change	Pending	Rejected	view		
15066	PA	8600000039131	5/17/13	7/1/13	08/Rating Change	Pending	Rejected	view		
15066	PA	8600000075121	9/1/12	7/1/13	08/Rating Change	Pending	Rejected	view		
15066	PA	8600000115121	12/31/12	7/1/13	10/Nonrating Change	Pending	Rejected	view		
15066	PA	8600000147131	4/1/13	7/1/13	05/Cancel/Reinstate	Pending	???	view		
15066	PA	8600000171131	6/15/13	7/1/13	10/Nonrating Change	Pending	Rejected	view		

Click on **View** to open the record set with the ability to drill down to each transaction on the file. The user then has the option to **Validate** and correct any errors before submitting the files. PDM creates the Electronic Transmittal Record (ETR) and allows the user to edit the information prior to submission.

I. POLICY DETAILS

From either the search results or the import results pages, the contents of an individual policy transaction can be viewed by clicking on the **View** or (*magnifying glass)* button on the row for that transaction.



1. Policy Details Menu

When viewing a policy transaction, a second menu is added to the page under the main menu with the following items and actions:

<<Results: return to the previous Search results or prior Import file

Create Txn: select one of the following WCPOLS transaction types

- 10 NonRating
- 08 Rating
- 06 Key Field
- 15 Add State

Renew/Cancel

- 02 Renew
- 04 Rerate
- 05 Cancel/Reinstate
- 17 Noncompliance (DE Only)
- 01 Copy/New

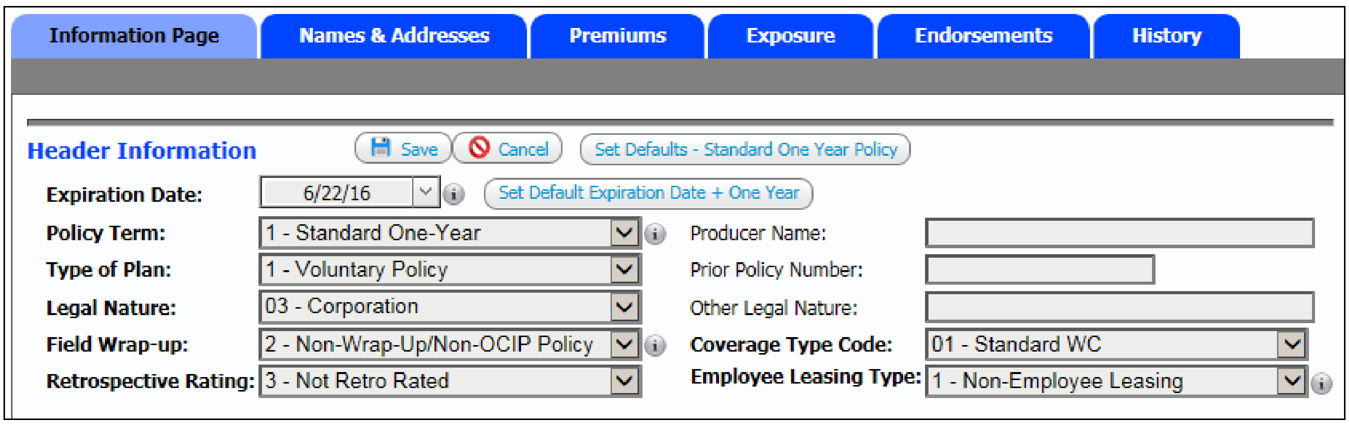
Submit

- Validate Txn
- Submit Txn

2. Editing a Policy Transaction

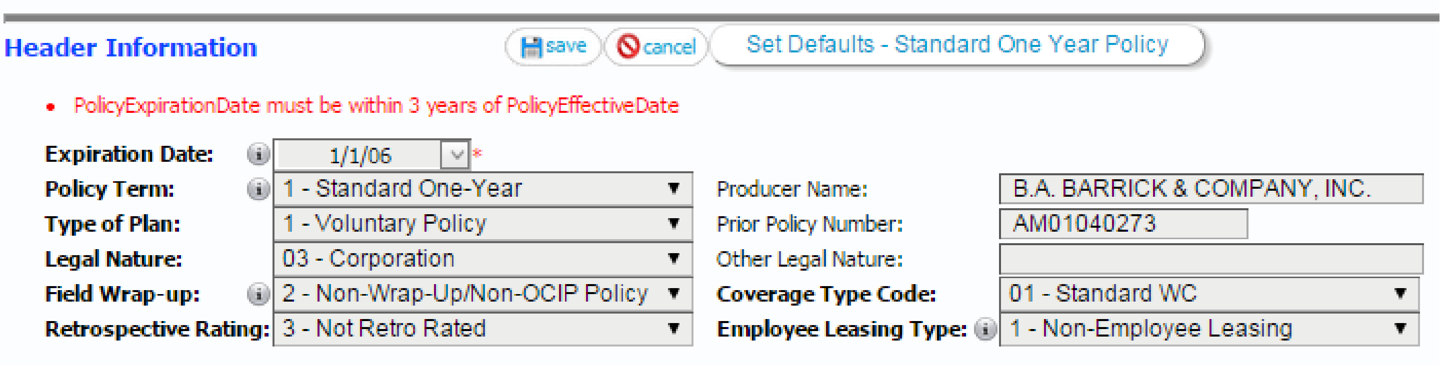
The tabs display the data for each section of the policy. Click on each tab to open that section of policy data.

The policy information can be edited by clicking on the **Edit** button at the top of each section. If the user is creating a new policy, the edit tabs will automatically be opened.

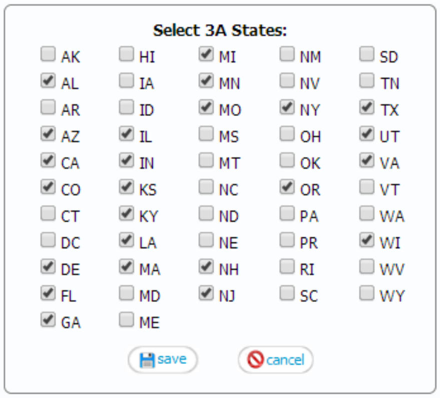


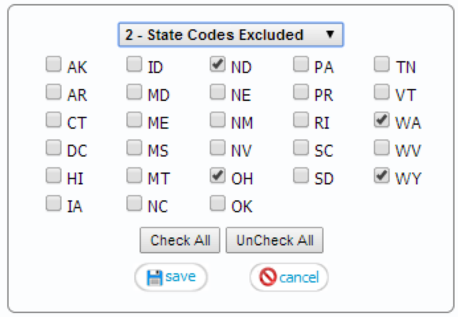
After making changes, click **Save** to save those changes or **Cancel** to revert back to the original values. If moving through the tabs across the top of the screen, the data will automatically be saved on each tab.

The user may also utilize the **Set Default** buttons to populate the fields with the default values for a new policy. The default values for Section 3B Policy Limits may be customized by user. To customize go to **Help > Preferences** and fill in the fields under Policy Limits.
When trying to save changes, the data entry will first be verified for validity and, if necessary, any error messages will be displayed preventing the changes from being saved until the errors are corrected, such as:

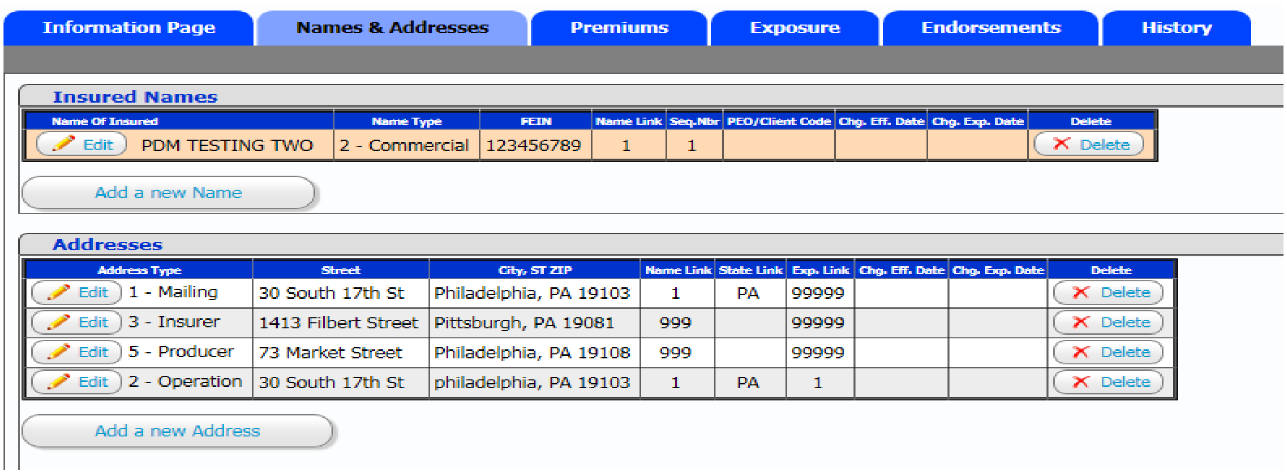


Clicking on the edit buttons for either **Items 3A** or **3C** will bring the user to a separate window where states may be checked off.





Other sections of the policy can be viewed by clicking on one of the tabs at the top of the policy view: **Names & Addresses**, **Premiums**, **Exposure**, or **Endorsements**.



Name Of Insured	Name Type	FEIN	Name Link	Seq.Nbr	PEO/Client Code	Chg. Eff. Date	Chg. Exp. Date	Delete
Edit PDM TESTING TWO	2 - Commercial	123456789	1	1				Delete

Address Type	Street	City, ST ZIP	Name Link	State Link	Exp. Link	Chg. Eff. Date	Chg. Exp. Date	Delete
Edit 1 - Mailing	30 South 17th St	Philadelphia, PA 19103	1	PA	99999			Delete
Edit 3 - Insurer	1413 Filbert Street	Pittsburgh, PA 19081	999		99999			Delete
Edit 5 - Producer	73 Market Street	Philadelphia, PA 19108	999		99999			Delete
Edit 2 - Operation	30 South 17th St	philadelphia, PA 19103	1	PA	1			Delete

The links at the top for **02/Renew**, **04/Rerate**, and **05/Cancel** will bring up a specific screen for completing that transaction, while editing the sections of the policy view will begin creating that particular transaction—**10/Non-Rating Change**, **08/Rating Change**, or **15/Add/Delete States**.

When a new transaction is created from a previous transaction, the **Transaction Code** and **Issue Date** fields at that top of the policy view will update accordingly.

Editing the information in different sections of the Policy Details will create different transactions.

3. WCCRIT ERRORS

WCCRIT stands for “Workers Compensation Criticism Information”, a record format defined by the WCIO to report processing errors for submitted policy transactions.

While editing/creating a policy transaction, shown at the bottom of the page will be the errors that should be corrected before submitting, such as missing Name or Address records. The WCCRIT section provides the user with information related to each error on the transaction.

PDM-derived WCCRIT's: Missing or Invalid Data Entry

Record Type	Error Code	Error Message	Quick-Fix Action
01/Header	01001904	Risk is unassigned	Open Name Search to select a Risk
02/Name	02001920	Missing Primary '02' Name Record	Add and Edit a Primary Name Record
03/Address	03001910	Missing Mailing Address of Insured Record	Add and Edit a Mailing Address Record
04/Premium	04097900	Missing 04/Premium ExperienceModStatusCode	
05/Exposure	05051083	Code 0938 Employer Assessment omitted. Immediate adjustment required.	Add Class 0938
05/Exposure	05001004	Code 9740 Terrorism omitted.	Add Class 9740
05/Exposure	05001005	Code 9741 Catastrophic omitted.	Add Class 9741
07/Endorsement	07001910	Missing 07/Endorsement Record	

Inquiry WCCRIT PDF Record Type: Min. Severity: Warning

The first column, **Record Type**, alerts the user to the location of the error, by listing the WCIO Record Type Code and name as a blue link. Click on this link to go to the corresponding tab to view and fix the error.

The second and third column displays the **Error Code** and **Error Message**. The errors are taken from the standard WCIO WCEPOLS error code list. A full list of these errors can be found under **Help – WCEPOL Errors**. The error code pinpoints the record type, position and type of error. For more information on the format of the WCEPOLS Error Code Table, visit the WCIO website at *www.wcio.org*.

The fourth column, **Quick Fix Action**, provides the user with an option to correct the error. Some, but not all, errors will provide a Quick Fix option. The Quick Fix is a link that performs a specific action to remove the error. For example, if there is an invalid endorsement error, the Quick Fix might read “Remove endorsement”. Once the user clicks on the Quick Fix link, a new transaction will be created and the specified endorsement will be removed from the policy.

The errors can be filtered by Record Type or by Minimum Severity using the drop down under the WCCRIT section. The color coding on the WCCRIT chart corresponds to the color of the field with the error above in the Policy Details.

The WCCRIT errors can be exported into either a WCCRIT formatted text file or a criticism letter view (PDF) by clicking on the buttons, **WCCRIT** or **PDF**.

If the user has any questions related to the transaction they are viewing, click on **Inquiry** to generate an email to the Bureau. The policy transaction details will be copied into the email to help identify the policy in question.

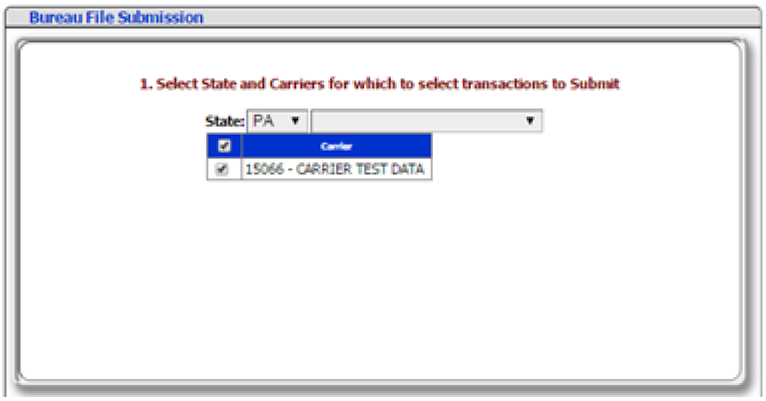
For more information on the available options for retrieving your errors, review the **Policy Data Validations Guide** at *www.pcrb.com* under **Data Reporting > Policy**.

J. Policy Submission

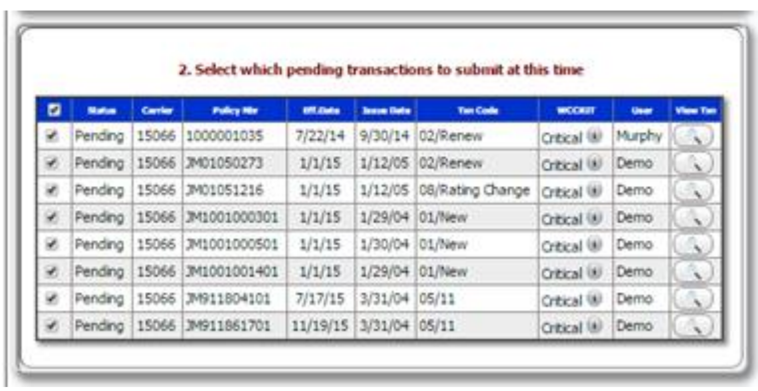
While creating and editing policy transactions, the status of these transactions will be marked as *Saved* - pending submission to the Bureau so that they can be officially processed.

Once all edits have been made to a transaction, it must be validated. To validate, click on **Submit > Validate Txn**. After the transaction has been validated, it is ready to be submitted. Click on **Submit > Submit Txn** to queue the transaction for submission.

To create a submission file, click **Submit > Submit Txns**. Select the state and carriers that you wish to submit transactions for.



The pending transactions will then populate and the user has the option to check off all transactions they would like to submit.



The user can then fill out the contact information in Step 3. This step creates the Electronic Transmittal Record. The fields are prepopulated based on the user information for the account that is logged in to the application. This information can be changed at this time, if necessary. Click **Submit** to send the files for processing. After clicking on Submit, the transactions cannot be edited until they are processed, at which time a new transaction can be made.

The status of the file will appear as “Submitted” for at least one day until the Bureau can process the transactions, after which time it will appear as “Processed”. In the interim before processing, you have the option of clicking on the **Cancel** button next to the file to effectively un-submit all those transactions.

K. User Preferences

To change user preferences, go to **Help – Preferences**. Here the user can adjust their settings for Search results, defaults, sidebar notes and also email reminders.

To turn sidebar notes off, uncheck the box next to Show Sidebar Notes. To reopen the sidebar notes that you previously marked as “Do not show again”, click on **Reset Hidden Sidebar Notes**.