



Wisconsin Compensation Rating Bureau

## GENERAL CIRCULAR 503—DECEMBER 22, 2006

TO: Members of the Bureau  
FROM: Sara Shackelford  
RE: Enhancements to the NTC Lookup Product

### ATTENTION: Policy Issuance Personnel

The WCRB is pleased to announce three new enhancements to the NTC Lookup product in the Member Products area of the WCRB Web site. The enhancements provide carriers with the ability to:

- electronically respond to an Notice to Carrier (NTC)
- elect to discontinue the receipt of hard copy NTCs
- search for unresolved NTCs

It is hoped that these enhancements, used in conjunction with the Policy View product, will improve the quality and timeliness of responses and reduce the number of phone calls regarding NTCs.

### Electronic Response

The electronic response enhancement provides the ability to enter free-form comments and attach electronic documents. Acceptable attachment file formats are Microsoft Word (.doc), Portable Document Format (.pdf), bitmap (.bmp), and tagged image file (.tif). Comments and attachments entered by WCRB staff are also available when viewing the NTC on the Web site.

### Discontinue Hard Copy

The enhancement to discontinue the receipt of hard copy NTCs includes the NTC Carrier Notification Preference form located in the Forms area of the Web site. The form may be used to notify WCRB of a change in a carrier's preferred method of NTC notification. Notification options are hard copy, e-mail notification, or no notification. The no notification option is applicable to newly issued NTCs only. E-mail notification consists of an electronic e-mail that contains a list of NTC ID numbers, and is sent per Carrier ID on a daily basis. The e-mail does not include a copy of the NTC. Three separate e-mails are sent, one listing newly issued NTCs, one listing NTCs to which WCRB entered a comment, and one listing newly fined NTCs. If no form is received by WCRB, hard copy will continue to be sent. Carriers that discontinue hard copy receipt are responsible for retrieving NTC information from the Web site and responding to the NTCs.

### Unresolved NTC Search

The new search enhancement provides the ability to search for unresolved NTCs. An unresolved NTC is one in which one or more paragraphs are in an Incomplete or Unanswered status.

For more information, please contact

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