



MANAGE ERROR EXPLANATIONS USER GUIDE

The Workers' Compensation Rating and
Inspection Bureau of Massachusetts
101 Arch Street, Boston, MA 02110
617-439-9030

Table of Contents

INTRODUCTION.....	2
SEARCH EXPLANATIONS	2
Search Criteria.....	2
Explanation Type.....	2
Explanation Detail	3
Search Results	3
EXPLANATION	4
Submitting an explanation	4
Explanations at the Carrier level	4
Explanations at the Group level	4
Explanations at the Policy level.....	4
Errors submitting explanation.....	5
WCRIBMA Review of Explanations.....	5
CONTACTS US.....	5

INTRODUCTION

The Explanation Capture System (ECS) allows carriers to enter and track Policy and USR Data edit failure explanations. Carriers can use the Explanation Capture System to submit explanations for finable edit failures as well as other edits (that are warnings or errors). The carrier user will be notified by email when the explanations are submitted, and also when the explanations are approved, declined or under review by WCRIBMA staff.

With the Policy Data Quality Incentive Program (PDQIP) and Unit Statistical Reporting Data Quality Incentive Program (USRDQIP), data quality edit failures that are subject to fine are labeled as such in Error Reports. Carriers have until the 'First Fine Date' shown on Error Reports to correct the data or submit an acceptable explanation for the data anomaly before the error is subject to fine.

SEARCH EXPLANATIONS

The Search Explanations page allows users to search and review the status of submitted Policy and USR edit explanations. You can specify the status of the explanation in your search, search by explanation type, search for explanations relating to a specific edit, and also search for specific text in an explanation.

Search Criteria

The Search Explanations page displays fields that allow you to specify search criteria. When you execute the search, all explanations matching your criteria will be returned in the search results.

At the top of the page, you can specify the search by selecting one or more of these options:

Explanation Type

- **Explanation Type-** Policy, Carrier or Group
 - Policy- Explanations at the Policy level.
 - If Explanation Type 'Policy' selected, a carrier must be specified.
 - Policy Number and/or Policy Effective can also be specified.
 - Carrier- Explanations at the Carrier level.
 - If Explanation Type 'Carrier' selected, a carrier must be specified.
 - Begin Policy Effective date and/or End Policy Effective date can also be specified.
 - Group- Explanations at the Group level.
 - Begin Policy Effective date and/or End Policy Effective date can also be specified.
- **Group/Carrier** drop down list- Specify carrier if searching for explanations relating to specific carrier within the group.
- **Begin Policy Effective** and **End Policy Effective-** The search only returns explanations where the Policy Effective Date is within the specified range.

Explanation Detail

- **EditID**- Specify Edit ID for explanations. Edit ID from the Policy Edits listing on the WCRIBMA website.
- **Explanation**- Specify text to search for within the explanations
- **Explanation Status**- Approved, Declined, Submitted or Under Review

After you have specified search criteria, click the Search button. The search results grid displays all the records that match your search criteria.

If you want to clear the criteria you entered, click the Reset button.

Search Results

After you have specified search criteria and clicked the Search button, the search results grid displays all explanations matching your criteria.

Header	Field
Exp Type	Explanation Type: Policy, Carrier or Group
Group	Carrier Group Code
Carrier	NCCI Carrier Code
Policy Number	Policy Number if explanation is at the Policy level
Policy Effective	Policy Effective Date of policy if explanation is at the Policy level
Begin Policy Effective	For explanations at the Carrier or Group level, the beginning of the policy effective date range for the explanation.
End Policy Effective	For explanations at the Carrier or Group level, the end of the policy effective date range for the explanation.
Business Segment	Business Segment Identifier for policy
Edit Id	Edit ID of edit failure(s) being explained
Exp Status	Explanation Status: Approved- Explanation approved by WCRIBMA staff. Related edit failures will be waived. Declined- Explanation was reviewed and not approved by WCRIBMA staff. Submitted- Carrier submitted explanation into system, has yet to be reviewed by WCRIBMA staff. Under Review- Explanation is being reviewed by WCRIBMA staff.
Created Date	Date explanation was submitted
Explanation	Explanation text
Copy	Use the Copy link to copy the explanation information over to the 'Explanations' page, where it can be edited and used to Submit an additional explanation.

To download the results, click the Download Excel link above the Search Results grid. The results will open in an excel file.

EXPLANATION

The *Explanation* page allows users to create and submit edit explanations.

Submitting an explanation

Select Explanation Type:

- **Carrier**- Edit explanation at the carrier level. Use to explain a particular edit for all policies submitted for a specified carrier and policy effective date range.
- **Group**- Edit explanation at the carrier group level. Use to explain a particular edit for all policies submitted for a specified policy effective date range.
- **Policy**- Edit explanation at the policy level. Use to explain a particular edit failure for a specified policy.

Explanations at the Carrier level

- Select Explanation Type 'Carrier'.
- Select Carrier code from 'Carrier' drop down list.
- Select a range of policy effective dates by setting a Begin Policy Effective Date and an End Policy Effective Date. *Note that the effective period for a carrier explanation cannot be more than 1 year.*
- Select Edit ID.
- Enter Explanation.
- Click the Submit button.

Explanations at the Group level

- Select Explanation Type 'Group'.
- Select a range of policy effective dates by setting a Begin Policy Effective Date and an End Policy Effective Date. *Note that the effective period for a group explanation cannot be more than 1 year.*
- Select Edit ID.
- Enter Explanation.
- Click the Submit button.

Explanations at the Policy level

Users can specify the policy and edit being explained in one of two ways:

- In Error Reports, users can select to enter an explanation for an outstanding edit error or warning. From the Error Reports, click on the 'Explain' link in the Explanation column of the error. The link will bring the user to the ECS Explanation page with the policy information and edit id already populated.
- Enter Explanation.
- Click the Submit button.
-

OR

- On ECS Explanation page, select Explanation Type 'Policy'.
- Select Carrier code from 'Carrier' drop down list.
- Enter Policy Number
- Enter or select Policy Effective Date.
- Select Edit ID.
- Enter Explanation.
- Click the Submit button.

Errors submitting explanation

Explanations can only be submitted if there are outstanding edit failures that fall within the range of the specified policy, carrier or group information and specified Edit ID. An error message will appear if there are no outstanding edit failures associated with the information that is being submitted.

WCRIBMA Review of Explanations

Once an explanation has been submitted, it will be reviewed by WCRIBMA staff for reasonability. Once an explanation has been approved, you will receive a confirmation email. On the following day, the related edit failures will be resolved as 'waived' on Error Reports, along with a link to view the approved explanation. If an explanation is approved, then this will also waive any new failed edits on subsequent policy transactions that the WCRIBMA receives, if those policies fall within the range of the approved explanation. Should we have questions regarding your explanation, we will contact you via email. If an explanation is declined, you will also receive an email with a reason why the explanation was not approved.

CONTACTS US

For questions on how to use Manage Error Explanations contact the Data Operations Department, dataoperations@wcribma.org.