

Telecommunications Manual

CHAPTER XIX - POLICY-BASED PRODUCER CODE CORRECTIONS

A. GENERAL INFORMATION

The Policy-Based Producer Code correction application lists those policies that contain producer code and/or CAR ID Code discrepancies. That is, every record (both premium and loss) within the same policy should have the same producer code and CAR ID Code. If either of those two data elements differ between the records, CAR considers the policy to have a policy-based producer code error.

For policies that contain a producer code discrepancy only, the application allows companies to make one grid correction that will change the actual producer code on every record for that policy. It does not allow companies to process a record using an invalid producer code. If the user attempts to make a correction using an invalid producer code, a message appears stating that the producer code/CAR ID Code combination is invalid.

If the producer code correction fixes a producer code error (S46 error), CAR updates the corresponding statistical error percent for that shipment to reflect the new valid record count. So, as a user is making corrections to this system, it may also reflect in the statistical correction application.

For policies that contain a CAR ID Code discrepancy, no grid corrections are allowed. The records are displayed for informational purposes only. To correct this error condition, companies must submit offset/re-enter records. A separate screen shows just those policies that contain a CAR ID Code discrepancy.

The system does not show every statistical record for a policy. Instead, it shows one record for each discrepancy. For example, if a company reports nine premium records with a producer code of 123456 and one loss record with a producer code of ABCDEF, then the system will list just two records to highlight the discrepancy, not all 10.

Like the paper process, with the on-line Policy Based Producer Code system, there are no correction deadlines and no penalties currently in place. However, inconsistent producer code reporting affects the integrity of certain applications CAR performs such as the subscription reports and the calculation of loss ratios by producer.

The schedule below outlines the processing cycle for this system.

Wednesday Night: Corrections made during the prior week are applied to the statistical records.

Wednesday Night: Washout records (offsets) are applied to existing statistical records.

Thursday Morning: New policies appear online as a result of new activity during prior week.

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B. ACCESS TO APPLICATION

To access the policy-based producer code system from the TE100 - TELECOMMUNICATIONS MAIN MENU (exhibit XIX-B-1),

- 1) Select PF4 or
- 2) Tab to the option field, type "04" and hit ENTER.

Exhibit XIX-B-1

TE100SB	COMMONWEALTH AUTOMOBILE REINSURERS	11/01/2006
TEMENUSA	TELECOMMUNICATIONS	01:48:58
C.A.R. ACCOUNTING	..... PF2	OR 02
SESSION SYSTEM	..... PF3	OR 03
<b>STATISTICAL SYSTEM</b>	<b>..... PF4</b>	<b>OR 04</b>
PRODUCER CODE SYSTEM	..... PF5	OR 05
TAXI INDEX SYSTEM	..... PF6	OR 06
AUDIT & CLAIMS SYSTEM	..... PF7	OR 07
EXPERIENCE RATING SYSTEM	..... PF8	OR 08
TERMINATE C.A.R. SESSION	..... PF12	OR 12
	: :	
	DEPRESS PFKEY OR ENTER PROCESSING OPTION	

The TE140 - CAR STATISTICAL SYSTEM screen (exhibit XIX-B-2) appears.

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B. ACCESS TO APPLICATION (CONTINUED)

Exhibit XIX-B-2

```
TE140MN          COMMONWEALTH AUTOMOBILE REINSURERS      11/01/2006
TE140SA          C.A.R. STATISTICAL SYSTEM                02:13:27

                COMPANY NUMBER ..... 999

                STAT POLICY HISTORIES ..... PF2 OR 02
                RULE 12 RMV INQUIRIES ..... PF3 OR 03
                CESSION VOLUME ANALYSIS ..... PF4 OR 04
                STATISTICAL CORRECTIONS ..... PF5 OR 05
                STATISTICAL LOOKUPS ..... PF6 OR 06
                NON-POLK VIN MAINTENANCE ..... PF7 OR 07
                POLICY-BASED PRODUCER CODE ..... PF8 OR 08

                TO RETURN TO MAIN MENU ..... PF12 OR 12

                :      :

PF1/01 - HELP                                PF12/12 - RETURN MENU
```

At this screen,

- 1) Enter your company number.
- 2) Select PF8 or 08.

If the company code is valid for your User-Id, you will gain access to the Policy-Based Producer Code System.

The SP600 - POLICY PRODUCER CORRECTIONS BROWSE screen appears (exhibit XIX-B-3).

If the company code is invalid, the error message "COMPANY USER VIOLATION/ACCESS DENIED" appears. If you simply typed the incorrect company number, re-key the correct number and hit "ENTER". If you entered the correct number, please contact your Security Administrator and/or your Data Analyst.

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B. ACCESS TO APPLICATION (CONTINUED)

Exhibit XIX-B-3

```
ENTER "X" BESIDE RECORD - THEN PRESS PFKEY/OPTION
-----
SP600PR                POLICY PRODUCER CODE CORRECTIONS          11/01/2006
SP600SA                BROWSE                                          09:56:16
COMPANY 999

      YEAR    POLICY NUMBER                YEAR    POLICY
-----
-   2005    5034848                -   2005    5745785
-   2005    5157219                -   2005    5868512
-   2005    5193720                -   2005    5941244
-   2005    5481533                -   2005    5941594
-   2005    5489129                -   2005    5942033
-   2005    5489267                -   2005    5986011
-   2005    5497595                -   2005    5986035
-   2005    5500965                -   2005    6003285
-   2005    5509557                -   2005    6057399
-   2005    5511244                -   2006    3567044

                                :
                                :
PF1/01 - HELP    PF3/03 - DETAILS    PF7/07 - BACK    PF12/12 - EXIT
                  PF4/04 - OFFSETS/RE-ENTERS  PF8/08 - FORWARD
```

Use the PF7/PF8 function keys to scroll back and forward through all error policies.

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C. PROCESSING PRODUCER CODE CORRECTIONS

The SP600 - POLICY PRODUCER CODE CORRECTIONS screen serves as the starting point for this system. It lists, for all policy effective years, those policies that contain producer code inconsistencies. That is, a policy must have the same producer code coded on all detail premium and loss records. If even one record contains a different producer code, the system makes it available for correction.

Like producer code, the CAR ID code must also be the same on all records reported for an individual policy. Policies that have this discrepancy appear on the SP605 - POLICY PRODUCER CODE OFFSET/RE-ENTER screen. If a record contains a different CAR ID Code, the system shows it in error but does not allow for grid corrections. *Exception: CAR does not consider CAR ID Code 0 and 4 or 1 and 5 a discrepancy within the same policy. That is, if a policy has one record with a CAR ID Code of 4 and another record with a CAR ID Code of 0, that is not considered a discrepancy.* Section D of this chapter discusses this error condition in more detail.

To view and/or correct a policy that contains a producer code discrepancy from the SP600 screen (exhibit XIX-C-1),

- 1) Mark the policy with an "X"
- 2) Select PF3/03 to view the detail records on the policy.

Exhibit XIX-C-1

SP600PR	POLICY PRODUCER CODE CORRECTIONS				11/01/2006
SP600SA	BROWSE				09:56:16
COMPANY 999					
	YEAR	POLICY NUMBER		YEAR	POLICY
X	2005	5034848	-	2005	5745785
-	2005	5137069	-	2005	5863363
-	2005	5157219	-	2005	5868512
-	2005	5193720	-	2005	5941244
-	2005	5481533	-	2005	5941594
-	2005	5489129	-	2005	5942033
-	2005	5489267	-	2005	5986011
-	2005	5497595	-	2005	5986035
-	2005	5500965	-	2005	6003285
-	2005	5509557	-	2005	6057399
-	2005	5558071	-	2006	3567044
:					
PF1/01 - HELP	PF3/03 - DETAILS		PF7/07 - BACK	PF12/12 - EXIT	
	PF4/04 - OFFSETS/RE-ENTERS		PF8/08 - FORWARD		

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C. PROCESSING PRODUCER CODE CORRECTIONS

Upon selecting PF3 to view the detail records, the SP610 - POLICY PRODUCER CODE CORRECTIONS screen appears (exhibit XIX-C-2).

Exhibit XIX-C-2

SP610SA		POLICY PRODUCER CODE					11/01/2006	
CO NO: 999		CORRECTIONS					02:00:28	
EFF YR: 2005								
POL ID: 5034848								
ACTG C		TRN-EFF/ EXPIRE						
TX EF DATE I PROD		ACCDT-DT DATE	EXP/	PREM DOLL1/	PREM DOLL2/			
TP MM MMY D CODE	CLS	YY/MM/DD	YY/MM	CLM-CNT	LOSS-AMT	CLAIM-ID		
11 12 1205 0 321356	1101	05/12	00/12	12	331	0		
11 12 0206 0 321134	1101	05/12	00/12	12	251	0		
PRODUCER CODE _____		:	:					
PF1/01 - HELP	PF5/05 - PREV POLICY	PF07/07 - BACK	PF10/10 - POL HISTORY					
PF4/04 - APPLY	PF6/06 - NEXT POLICY	PF08/08 - FORWARD	PF11/11 - PROD BROWSE					
				PF12/12 - EXIT				

The SP610 shows one record for each different producer code reported on the policy. (It does not show a complete list of detail records reported).

Because this system looks at the policy as a whole, both premium and loss records may appear on the SP610 screen. Accordingly, the column headings combine data fields for premium and loss records. The following chart defines the column headings in more detail.

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CHAPTER XIX - POLICY-BASED PRODUCER CODE CORRECTIONS

C. PROCESSING PRODUCER CODE CORRECTIONS (CONTINUED)

Column Heading	Definition
TX	Transaction Type: 11-16 = Premium Record 21-29 = Loss Record
EFMM	Policy Effective Month
ACTG DATE	Accounting Date of record
CID	CAR ID Code
PROD CODE	Producer Code
CLS	Class Code
TRN-EFF / ACCDT-DT	Transaction Effective Date (Premiums) Accident Date (Loss Records)
EXPIRE DATE	Expiration Date (Premiums)
EXP / CLM-CNT	Exposure (Premium Records) Claim Count (Loss Records)
PREM DOLL 1 / LOSS-AMT	Premium Dollar 1 Amount (Premiums) Loss Dollar Amount (Losses)
PREM DOLL 2 / CLM-ID	Premium Dollar 2 Amount (Premiums) Claim ID Number (Losses)

When you apply the grid correction at the SP610 screen, the system changes all detail records on the policy to have that producer code. So, even though just a sample of records list for a policy, the system does update every record.

To input a correction,

- 1) Type the valid producer code in the grid,
- 2) Hit PF4/04 to apply the correction.

If the correction is valid, the message "RECORD ERROR FREE, PF3 TO REDO, PF4 TO APPLY" appears at the top of the screen. Exhibit XIX-C-3 provides an example.

After verifying the correction, hit PF4/04 again to actually apply the correction.

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C. PROCESSING PRODUCER CODE CORRECTIONS (CONTINUED)

Exhibit XIX-C-3

```
RECORD ERROR FREE, PF3 TO REDO, PF4 TO APPLY
```

---

SP610SA	POLICY PRODUCER CODE							11/01/2006		
CO NO: 999	CORRECTIONS							08:47:59		
EFF YR: 2005										
POL ID: 5034848										

  

ACTG C		TRN-EFF/ EXPIRE				PREM DOLL1/		PREM DOLL2/		
TX	EF	DATE	I	PROD	ACCDT-DT	DATE	EXP/	LOSS-AMT	CLAIM-ID	
TP	MM	MMYY	D	CODE	CLS	YY/MM/DD	YY/MM	CLM-CNT		
11	12	1205	0	321356	1101	05/12	00/12	12	331	0
11	12	0206	0	321134	1101	05/12	00/12	12	251	0

  

PRODUCER CODE 321356 : :

PF1/01 - HELP PF5/05 - PREV POLICY PF07/07 - BACK PF10/10 - POL HISTORY  
PF4/04 - APPLY PF6/06 - NEXT POLICY PF08/08 - FORWARD PF11/11 - PROD BROWSE  
PF12/12 - EXIT

If the correction is invalid, the message "MUST ENTER VALID PROD CDE/CAR ID CDE COMBINATION" appears at the top of the screen. Exhibit XIX-C-4 provides an example.

Exhibit XIX-C-4

```
MUST ENTER VALID PROD CDE/CAR ID CDE COMBINATION
```

---

SP610SA	POLICY PRODUCER CODE							11/01/2006		
CO NO: 999	CORRECTIONS							08:52:13		
EFF YR: 2005										
POL ID: 5034848										

  

ACTG C		TRN-EFF/ EXPIRE				PREM DOLL1/		PREM DOLL2/		
TX	EF	DATE	I	PROD	ACCDT-DT	DATE	EXP/	LOSS-AMT	CLAIM-ID	
TP	MM	MMYY	D	CODE	CLS	YY/MM/DD	YY/MM	CLM-CNT		
11	12	1205	0	321356	1101	05/12	00/12	12	331	0
11	12	0206	0	321134	1101	05/12	00/12	12	251	0

  

PRODUCER CODE 123456 : :

PF1/01 - HELP PF5/05 - PREV POLICY PF07/07 - BACK PF10/10 - POL HISTORY  
PF4/04 - APPLY PF6/06 - NEXT POLICY PF08/08 - FORWARD PF11/11 - PROD BROWSE  
PF12/12 - EXIT



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**C. PROCESSING PRODUCER CODE CORRECTIONS (CONTINUED)**

If the correction is invalid, type over the producer code you had input with the valid producer code and then hit PF4/04 to edit the new correction.

After applying the correction, the next policy automatically appears on the screen and the message "CORRECTION SUCCESSFULLY APPLIED TO PREVIOUS POLICY" appears. Once you process a producer code correction, that policy becomes unavailable for further correction activity.

If an asterisk (\*) appears next to a detail record, it indicates that the producer code is invalid or the producer code/CAR ID Code combination is invalid. Therefore, you wouldn't be able to input that producer code as a valid correction. You must input a valid producer code. The system shows the invalid combination for informational purposes only.

Use the PF5/PF6 function keys to scroll forward and back among all policies.

Use the PF7/PF8 function keys to scroll forward and back through the detail records within one policy.

Use the PF10/PF11 function keys to "hot-key" to the policy history and producer code applications.

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CHAPTER XIX - POLICY-BASED PRODUCER CODE CORRECTIONS

D. VIEWING CAR ID CODE DISCREPANCIES

Policies that contain records with inconsistent CAR ID Codes appear on the SP605 - POLICY PRODUCER CODE OFFSET/RE-ENTERS screen.

You cannot process grid corrections to change the CAR ID Code on the detail records like you can with the producer code. Instead, you must submit offset and re-enter records. That is, submit offset records to washout the records that contain the wrong CAR ID Code and re-enter records that contain the right CAR ID Code to replace the original records.

Therefore, use the SP605 screen to identify those policies that contain the inconsistent CAR ID Codes and to view a sample of the detail records.

Please note, CAR does not consider the following CAR ID Code combinations an error:

- CAR ID Codes 0 and 4
- CAR ID Codes 1 and 5

Therefore, a policy can contain records with CAR ID Code 0 and records with CAR ID Code 4. Another policy can contain records with CAR ID Code 1 and records with CAR ID Code 5. However, a policy **cannot** contain records with CAR ID Code 1 and records with CAR ID Code 4 or records with CAR ID Code 0 and records with CAR ID Code 5, etc.

To view these policies from the SP600 - Browse screen (exhibit XIX-D-1),

Select PF4/04

Exhibit XIX-D-1

```
ENTER "X" BESIDE RECORD - THEN PRESS PFKEY/OPTION
-----
SP600PR                POLICY PRODUCER CODE CORRECTIONS                11/01/2006
SP600SA                BROWSE                                                09:51:48
COMPANY 999

YEAR  POLICY NUMBER                YEAR  POLICY
--    -
_     2005  5349685                _     2005  5863363
_     2005  5481533                _     2005  5868512
_     2005  5488509                _     2005  5884822
_     2005  5489129                _     2005  5888082

                                :
PF1/01 - HELP    PF3/03 - DETAILS    PF7/07 - BACK    PF12/12 - EXIT
                   PF4/04 - OFFSETS/RE-ENTERS  PF8/08 - FORWARD
```

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D. VIEWING CAR ID CODE DISCREPANCIES (CONTINUED)

The SP605 - OFFSET/RE-ENTER BROWSE screen appears (exhibit XIX-D-2).

Exhibit XIX-D-2

SP605PR	POLICY PRODUCER CODE OFFSETS/RE-ENTERS	11/01/2006
SP605SA	BROWSE	11:38:14
COMPANY 999		
YEAR	POLICY NUMBER	
X	2005 4130075	
-	2005 3520783	
-	2005 402083	
-	2005 5452334	
-	2005 5464260	
-	2005 9660182	
-	2005 402078	
-	2006 5905276	
PF1/01 - HELP	PF3/03 - DETAILS	PF7/07 - BACK
	PF4/04 - RETURN	PF12/12 - EXIT
		PF8/08 - FORWARD

To view the detail records of a specific policy that contains the CAR ID Code discrepancy,

- 1) Mark the policy with an "X"
- 2) Select PF3/03 to view the detail records on the policy.

The SP610 - OFFSET/REENTER screen appears (exhibit XIX-D-3).

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D. VIEWING CAR ID CODE DISCREPANCIES (CONTINUED)

Exhibit XIX-D-3

SP610SA	POLICY PRODUCER CODE	11/01/2006
CO NO: 999	OFFSETS/RE-ENTERS	11:48:42
EFF YR: 2005		
POL ID: 4130075		
ACTG C	TRN-EFF/ EXPIRE	
TX EF DATE I PROD	ACCDT-DT DATE EXP/	PREM DOLL1/ PREM DOLL2/
TP MM MMY D CODE CLS	YY/MM/DD YY/MM CLM-CNT	LOSS-AMT CLAIM-ID
27 06 0105 5 819568 4189	04/06/29	0 231 0127892204
27 06 0105 4 819568 4189	05/05/18	0 231 0131224002
	:	:
PF1/01 - HELP	PF5/05 - PREV POLICY	PF07/07 - BACK
	PF6/06 - NEXT POLICY	PF08/08 - FORWARD
		PF10/10 - POL HISTORY
		PF11/11 - PROD BROWSE
		PF12/12 - EXIT

The SP610 shows one record for each different CAR ID Code reported on the policy. (It does not show a complete list of detail records reported).

Because this system looks at the policy as a whole, both premium and loss records may appear on the SP610 screen. Accordingly, the column headings combine data fields for premium and loss records. The following chart defines the column headings in more detail.

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D. VIEWING CAR ID CODE DISCREPANCIES (CONTINUED)

Column Heading	Definition
TX	Transaction Type: 11-16 = Premium Record 21-29 = Loss Record
EF MM	Policy Effective Month
ACTG DATE	Accounting Date of record
C I D	CAR ID Code
PROD CODE	Producer Code
CLS	Class Code
TRN-EFF / ACCDT-DT	Transaction Effective Date (Premiums) Accident Date (Loss Records)
EXPIRE DATE	Expiration Date (Premiums)
EXP / CLM-CNT	Exposure (Premium Records) Claim Count (Loss Records)
PREM DOLL 1 / LOSS-AMT	Premium Dollar 1 Amount (Premiums) Loss Dollar Amount (Losses)
PREM DOLL 2 / CLM-ID	Premium Dollar 2 Amount (Premiums) Claim ID Number (Losses)

Because the records that appear on this screen contain CAR ID Code discrepancies, the system does not allow the user to make grid corrections. Instead, you must submit offset and re-enter records.

Use the PF5/PF6 function keys to scroll forward and back among all policies.

Use the PF7/PF8 function keys to scroll forward and back through the detail records within one policy.

Use the PF10/PF11 function keys to "hot-key" to the policy history and producer code applications.

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E. ACCESS TO THE POLICY HISTORY AND PRODUCER CODE APPLICATIONS

To help you identify and fix producer code and CAR ID Code discrepancies, you can use "hot-key" functions to access both the policy history and producer code applications.

You can access the Statistical Policy History or the Producer Code application from the SP610 - CORRECTIONS OR OFFSET/REENTERS screen (exhibit XIX-E-1).

Exhibit XIX-E-1

SP610SA	POLICY PRODUCER CODE	11/01/2006
CO NO: 999	OFFSETS/RE-ENTERS	12:44:06
EFF YR: 2005		
POL ID: 4130075		
ACTG C	TRN-EFF/ EXPIRE	
TX EF DATE I PROD	ACCDT-DT DATE EXP/	PREM DOLL1/ PREM DOLL2/
TP MM MMY D CODE CLS	YY/MM/DD YY/MM CLM-CNT	LOSS-AMT CLAIM-ID
27 06 0105 5 819568 4189	04/06/29	0 231 0127892204
27 06 0105 4 819568 4189	05/05/18	0 231 0131224002
	:	:
PF1/01 - HELP	PF5/05 - PREV POLICY	PF07/07 - BACK
	PF6/06 - NEXT POLICY	PF08/08 - FORWARD
		PF10/10 - POL HISTORY
		PF11/11 - PROD BROWSE
		PF12/12 - EXIT

Select PF10/10 or PF11/11 to access the policy history application or the producer code application.

If you choose PF10/10 to access the policy history application, the PF600 - ONLINE POLICY HISTORY screen appears (exhibit XIX-E-2).

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E. ACCESS TO THE POLICY HISTORY AND PRODUCER CODE APPLICATIONS

Exhibit XIX-E-2

```
PF600MN          P O L I C Y   F I L E   S Y S T E M          DATE 11/01/2006
PF600SA          REQUEST ON-LINE POLICY HISTORIES          TIME 02:25:29

                COMPANY NUMBER..... 999
                POLICY NUMBER..... 4130075
                EFFECTIVE YEAR.(YYYY)... 2005

                LIST NO FAULT PREMIUM RECORDS..... PF4 OR 04
                LIST LIABILITY PREMIUM RECORDS..... PF5 OR 05
                LIST PHYSICAL DAMAGE PREMIUM RECORDS .. PF6 OR 06
                LIST LOSS RECORDS..... PF7 OR 07
                LIST TOTALS..... PF9 OR 09
                EXIT..... PF12 OR 12

                :      :
```

If you choose PF11/11 to access the producer code application, the PM600 - PRODUCER BROWSE screen appears (exhibit XIX-E-3).

Exhibit XIX-E-3

```
PM600MN          COMMONWEALTH AUTOMOBILE REINSURERS          11/01/2006
PM600SA          PRODUCER BROWSE SYSTEM          02:35:31

                COMPANY CODE      999
                EFF YEAR (YYYY)  2005

                OPTION 1: PRODUCER CODE  _____
                           OR
                OPTION 2: AGENCY NAME  _____

                MEMBER COMPANIES, FILL IN THE KEY AND DEPRESS.....PF2 OR 02

                RETURN TO MENU .....PF12 OR 12

                :      :
```

For specific information relative to either application, please reference chapters 6 and 7 of this manual.