



## Pennsylvania Compensation Rating Bureau

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### **PENNSYLVANIA TEST AUDIT PROGRAM** **BULLETIN #111**

#### **TEST AUDIT ONLINE**

#### **UPGRADES TO THE ELECTRONIC POLICY SELECTION RESPONSE FORM**

Effective June 1, 2012 the electronic policy response feature on the PCRB website application Test Audit Online was modified and enhanced. Specifically, the electronic policy response was enhanced to reflect the submission type as online or other, with subsequent changes being made to the submission status categories. The purpose of this bulletin is to provide users with an overview of the changes and instructions on how to use the electronic policy response feature.

Below are instructions for how to use the Electronic Policy Response Form, as well as some explanatory information:

- You will be notified via an automated email on the first business day of the month that your test audit selections have been posted to Test Audit Online.
- 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 PCRB. See Test Audit Bulletin #94.)
- Across the top of the screen you will see Policy Selection Lists, Difference Response and Statistics.

A carrier group's policy selections can be viewed by going to Policy Selection Lists and then Request List. This gives you the link to the Excel sheet listing policy selections in the same format as before. There are two methods of response:

1. The preferred method is via the electronic policy selection response form within Test Audit Online, which provides quick and efficient submission of the information required when submitting audit work papers, including the ability to attach the requisite audit work papers. To submit your policy selection response through the **Electronic Policy Response Form**, you must do the following:

- From the Policy Selection Lists category select **Response Form (Electronic Response)**.
- You must search using one of the available criteria in order to use the form. You can search by file number, policy number, month and year posted, effective or notification date or status. The search results list can be sorted however you wish by clicking the words or arrows at the top of any column.
- To submit an electronic response, click on the Response Form box in the first column titled "View" for the particular selection to which you are responding. The top of the form is then automatically populated with certain critical identifying data.
- Select the type of audit from the drop-down menu.
- Next select the claims information from the drop-down menu. If a claims run is not being provided, an explanation in the comment section is required.
- To add a comment click "Add/Edit Comment" and a popup will appear that allows you to insert your comments.
- To add an attachment click "Attach File(s)," locate the file(s) you wish to attach; once you have selected the file, click "open" and your document will be attached. Please note you can attach files as a Word document (.doc or .docx), pdf, Excel (.xls or .xlsx), Rich Text (rtf) or (txt).
- Once your response contains all of the information that you wish to provide, click "Submit" to complete the submission process. Upon submission a popup will appear indicating "Your test audit selection response has been sent successfully. Thank you." An email advising that your response has been received will also be delivered.

*If there is an error with your submission, an error message in red at the top of the form will be evident. The error must be fixed, and the response resubmitted.*

2. You may also continue to submit a hard copy response form by clicking Response Form from the Policy Selection List menu. This opens a Word document with the associated hard copy response forms just as before. If you are submitting your response to the PCRB via email, fax or standard mail (USPS), you must print and complete the form and submit it along with the requisite audit work papers. **Please keep in mind that effective July 1, 2012 the PCRB will assess a processing fee of \$100 for each policy selection submitted by any other method except via Test Audit Online, including email and fax.**

**Policy Selection Response Status and Type Information:**

- The **submission type** column will reflect the type of submission and will be shown as either Online or Other. The category “other” includes any submission not made on the Test Audit Online website (i.e. fax, email, hardcopy mail, etc.).
- The **status** column reflects the status of the response at the time of your search. The status categories are:
  - **Not Submitted** - a response had not yet been submitted.
  - **Submitted** - a response has been received by the PCRB but not yet reviewed.
  - **Under Review** - a response is under review by PCRB staff. Once a response is under review, it cannot be changed.
  - **Rescinded** - the policy selection has been rescinded.

**Once a response is under review it cannot be changed.**

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](mailto:rwalker@pcrb.com).