



# **TEST AUDIT ONLINE**

## **USER GUIDE**

Revised May 2018

## TABLE OF CONTENTS

<b>INTRODUCTION</b>	<b>2</b>
<hr/>	
<b>ACCESSING TEST AUDIT ONLINE:</b>	
<b>FIRST TIME USERS</b>	<b>2</b>
<b>EXISTING USERS</b>	<b>3</b>
<b>THE TEST AUDIT PORTAL</b>	<b>4</b>
<hr/>	
<b>POLICY SELECTION RESPONSE- ELECTRONIC</b>	<b>4</b>
<b>SUBMITTING A HARDCOPY POLICY SELECTION RESPONSE</b>	<b>5</b>
<b>DIFFERENCE RESPONSE- ELECTRONIC</b>	<b>6</b>
<b>REQUESTING AN EXTENSION</b>	<b>6</b>
<b>PCRB REBUTTAL PROCESS</b>	<b>7</b>
<b>SUBMITTING A HARDCOPY DIFFERENCE RESPONSE</b>	<b>7</b>
<b>RESULTS</b>	<b>9</b>
<b>PCRB MESSAGES</b>	<b>9</b>
<b>CONTACT CHANGE REQUESTS</b>	<b>10</b>
<b>THREE REQUESTS/REQUEST FOR RESCIND</b>	<b>12</b>
<b>AUDIT NONCOMPLIANCE CHARGE/REQUEST FOR RESCIND</b>	<b>14</b>
<b>USEFUL INFORMATION</b>	<b>16</b>
<hr/>	
<b>STATUS AND SUBMISSION TYPES</b>	<b>16</b>
<b>QUARTERLY STATISTICS</b>	<b>16</b>
<b>THE LOG FEATURE</b>	<b>16</b>

## **INTRODUCTION**

Test Audit Online is the web-based application dedicated to the Test Audit Program. All information regarding policy selections, differences, staff review results and carrier performance statistics are posted to this secure application.

In accordance with the Test Audit Program procedures, policy selections are posted on the first business day of each month. All carriers with policy selections for that particular month are notified via e-mail that the selections have been posted. If your carrier group has no selections for a given month, you will not receive an e-mail advising of the monthly posting. Within ten business days carriers must submit their audit worksheets, final billing and claims/loss run data using the electronic response form on Test Audit Online. Failure to respond within ten business days will result in a \$1,000 incentive charge for each failed or late response.

All correspondence from the PCRB pertaining to the Test Audit Program is carried out via the website using the electronic response forms, the PCRB and Carrier message areas and the Results tab which displays the carrier's results at the conclusion of a test audit review.

This guide will provide an overview of the functions available to carriers within Test Audit Online, as well as helpful hints for using the application.

## **ACCESSING TEST AUDIT ONLINE**

To access Test Audit Online, you must first login to PCRB's Application Login function. The direct website for the Application Login is: <https://www.pcrbdata.com/ul>. This website can also be accessed via the orange highlighted link labeled Application Login on the PCRB website at the top of the blue sidebar.

### **First Time Users**

If this is your first time accessing the PCRB's Application Login and you do not already have a username and password, you will need to complete the First Time User registration. Select the "First Time User" option below the "I Agree" button on the Application Login screen.

Selecting the First Time User option will return the New Registration screen. Select the Carrier Group User option for the User Type, then identify your carrier group company name within the drop-down list. Complete the rest of the About You and Create an Account sections. Once this form has been completed, contact your designated Carrier Group Administrator (CGA) so that you can be activated to access the Test Audit Online application. For more information on obtaining a username and password, contact the designated Carrier Group Administrator (CGA) at your company. If you are not sure who your CGA is, you may contact the PCRB's Help Desk at 215-320-4933 for assistance.

*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 for further details.*

## Existing Users

Users with existing usernames and passwords should enter their **username** and **password**. The password field is case-sensitive. You must read the user agreement paragraph below these fields and click the **"I Agree"** button to proceed.

After clicking "I Agree" you will be taken to the Application Manager screen. Click "Test Audit Online," as shown below to proceed.

The screenshot shows the Pennsylvania Compensation Rating Bureau (PCRB) Application Manager interface. At the top left is the PCRB logo and the text "Pennsylvania Compensation Rating Bureau". At the top right, the user's name "Roxanne Walker" is displayed, along with their role "PCRB/DCRB Department User" and department "PCRB/DCRB Dept.: Classification & Field Operations". Below this are links for "My Profile", "Change Password", and "Sign Out". The main header is "APPLICATION MANAGER". A navigation bar contains links for "Home", "Message Board", "Help Section", and "Request Access To Application". The main content area says "Welcome to the PCRB Application Manager" and instructs the user to "Please select the desired application by clicking on the Application Name below". A list of applications is shown, with "Test Audit Online" circled in red. Other applications include "Experience Modifications", "Test Audit Statistics - Download", "Market / Underwriting Tools and Information", "Carrier Pricing Benchmark", "Pricing Benchmark Information", "Experience Modification Calculator", "Calculate Experience Modification", "Rating and Underwriting Reference", "Experience Modifications, Merit Ratings, Rating Values, Underwriting Guide", and "View Authorized Class", "Authorized Class".

Upon entering Test Audit Online, across the top of the screen you will see Home, Test Audit Portal, Hardcopy Forms, Statistics and Help, as illustrated in the image below.

The screenshot shows the Pennsylvania Compensation Rating Bureau (PCRB) Test Audit Online interface. At the top left is the PCRB logo and the text "Pennsylvania Compensation Rating Bureau". At the top right, the user's name "CGA THAI" is displayed, along with their role "Carrier Group Administrator" and carrier group name "Demo Carrier Data Group". Below this are links for "My Profile", "Change Password", and "Sign Out". The main header is "TEST AUDIT ONLINE". A navigation bar contains links for "Home", "Test Audit Portal", "Hardcopy Forms", "Statistics", and "Help". The main content area says "Welcome to" followed by "Test Audit Online" in large, bold, grey letters.

## THE TEST AUDIT PORTAL

The Test Audit Portal contains all policy selection information, electronic response forms, file results and any other relevant file information in a tabbed navigation format.

When you click “Test Audit Portal” you are taken to a portal search form.

**PORTAL SEARCH**

**State:**

**Submission Type:**

**Submission Status:**

**Bureau File Number:**

**Insured's Name:**

**Policy Number:**

**Effective Date Range:**  **To:**

**Posted Date Range:**  **To:**

**Results Posted Date Range:**  **To:**

**Selections:**

You can search for a particular file using any of the listed options, including submission type, submission status, file number, insured's name, policy number, effective date, posted date or the month of selection. An additional option is searching for files which had results (difference or compatible) posted within a certain timeframe using the Results Posted Date Range search fields.

## POLICY SELECTION RESPONSES:

### Submitting an Electronic Policy Selection Response

1. From the Portal search results menu click the “+” for the file you wish to access. Once you click the “+” the information associated with the file will be displayed.
2. From the Policy Selection tab click the arrows on the right side of the tab titled “Carrier Response.” Clicking the arrows will open the electronic policy selection response form.

State	File Number	Insured's Name	Group Number	Carrier Number	Policy Number	Policy Eff Date	Status	Due Date
PA	76179	TELE RESPONSE CENTER INC	777	059	WC04102243	04/20/2011	Submitted	01/04/2013

POLICY SELECTION
DIFFERENCE
RESULTS

**Posted Date:** 11/27/2012
 **Submission Type:**

**Received Date:**
**Submission Status:** Not Submitted

**Carrier Due Date:** 06/15/2012
 **Test Audit Notification Date:** 06/01/2012

**CARRIER RESPONSE**

**PCRB MESSAGE**

**LOG**

3. Select the type of audit from the drop-down menu.

**Note:** Phone and “Pay As You Go” audits are considered voluntary.

4. Select the claims information from the drop-down menu.

**Note: If there are no claims for the audited period, you do not need to submit a loss run, you can simply select “Subject Policy has no Claims to Report.”**

5. To add a comment, type your text in the comment box as needed. Please note that there is a 2,000 character maximum. If your comments exceed 2,000 characters, please use an attachment to make your comments.
6. To add an attachment click “Browse” and locate the file(s) you wish to attach. Once you have selected the file(s), 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).
7. Once your response contains all of the information that you wish to provide, click “Submit” to complete the submission process. Upon submission a pop-up will appear indicating “Your test audit selection response has been sent successfully. Thank you.” An e-mail 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.

### **Submitting a Hardcopy Policy Selection Response**

If you are submitting your selection response to the PCRB via e-mail, fax or standard mail (USPS), you must print and complete the hardcopy form and submit it along with the requisite audit work papers.

**Please keep in mind that effective July 1, 2012 the PCRB assesses a processing fee of \$100 for each policy selection submitted by any other method except via Test Audit Online, including e-mail and fax.**

### **Accessing Hardcopy Response Form**

1. Go to “Hardcopy Forms” and select Response Form.
2. Open the corresponding “PA Response Form” file for the selection month in question. This will open a Word document containing all selection response forms for a particular month for your carrier group.
3. Print the necessary form.
4. Complete the form and attach the requisite documents.
5. Submit to PCRB via your selected method.

## DIFFERENCE RESPONSES:

Upon e-mail notification that a difference has been posted, the carrier must visit Test Audit Online to retrieve the difference packet. The difference packet is found on the Difference tab for the file which developed a difference as shown below.

	State	File Number	Insured's Name	Group Number	Carrier Number	Policy Number	Policy Eff Date	Status	Due Date
<input type="checkbox"/>	PA	76179	TELE RESPONSE CENTER INC	777	059	WC04102243	04/20/2011	Submitted	01/04/2013

**POLICY SELECTION** **DIFFERENCE** **RESULTS**

**Test Audit Difference Packet:** [3\\_76179\\_066.PDF](#)

Posted Date: 11/27/2012      Submission Type: Online  
Received Date: 12/05/2012      Submission Status: Submitted  
Carrier Due Date: 01/04/2013      Premium Difference: (\$3,109)  
Difference Type:

**CARRIER RESPONSE** ▾  
**PCRB MESSAGE** ▾  
**LOG** ▾

## Requesting a 30-Day Extension for Difference Response

The Test Audit Program allows for one 30-day extension to be granted for difference responses. All requests for extension must be submitted via Test Audit Online using the following procedure:

1. From the Difference tab, click the "Carrier Response" tab.
2. Click the box in the lower right hand corner of the response box labeled "Request 30-day extension."
3. A popup will appear asking "Are you sure you want to request a 30-day extension?" Click OK to proceed with your request. If you wish to cancel the request, click CANCEL.
4. You will receive an e-mail advising that your request has been received. If your request for an extension is approved, you will receive an e-mail. If your request is denied, an explanation will be provided in the PCRB message area.

## Agreeing with a Difference

1. From the Difference tab click the "Carrier Response" tab.
2. Click the circle next to "Agree."
3. If you wish to add a comment, type your comments as needed.
4. Click Submit.

You will get a pop-up that says “Your test difference response has been sent successfully. Thank you.” You will also receive an e-mail advising that your response has been received.

## **Disagreeing with a Difference**

1. From the Difference tab click the “Carrier Response” tab.
2. Click the circle next to “Disagree.”
3. To add a comment, type your text in the comment box as needed. Please note that there is a 2,000 character maximum. If your comments exceed 2,000 characters, please use an attachment to make your comments.
4. To add an attachment click “Browse” and 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).
5. Once your response contains all of the information that you wish to provide, click “Submit” to complete the submission process. You will get a pop-up that says “Your test difference response has been sent successfully. Thank you.” You will also receive an e-mail advising that your response has been received.

If there is an error with your submission, you will get an error message in red at the top of the form. You must fix the error and resubmit.

## **What happens after I submit my difference response?**

- Audit is revised to compatibility:
  - If you disagreed with the PCRb’s test audit difference and upon review the PCRb agrees with you and the test audit is being revised to compatibility, you will be notified of the revision to compatibility via e-mail.
  - A letter advising of the revision to compatibility is posted on the Results tab on Test Audit Online.
  - The status for this file will also be changed to “Compatible” on Test Audit Online.
- A difference still remains:
  - If you disagreed with the PCRb’s test audit difference and upon review a difference still remains, the PCRb’s rebuttal and explanation to your disagreement will be posted to the Test Audit Online website in the Difference tab.
    - The primary contact for your carrier group (and secondary contacts, if applicable) will be notified via e-mail that the PCRb’s rebuttal has been posted, and the submission status will be changed to “Difference Remains.”
    - To retrieve the PCRb’s rebuttal you must login to Test Audit Online as you normally would and go to the Test Audit Portal.

- Enter the file number in the search field and click search.
- You will be taken directly to the file in question. Click the “+” to open the file and then click the “Difference” tab.
- Click the “PCRB Message” tab which is where the rebuttal is posted. To open the PCRB’s rebuttal click on the blue link which will include the file number. After reviewing the PCRB’s rebuttal you have three options:
  1. Agree by clicking agree on the difference response form and then clicking submit. The results will then be entered into the quarterly statistics. You will receive an e-mail advising you that the results have been posted to the Results tab. This letter will detail any statistical revisions that you must make.
  2. Disagree by clicking disagree and then attaching or adding your comments as needed. Please be sure to follow any directives contained in the PCRB’s rebuttal letter. The PCRB will review and respond to your correspondence via Test Audit Online following the same procedure outlined above, and you will be notified via e-mail once the PCRB’s rebuttal has been posted.
  3. Do nothing. If you do not further pursue appealing the difference, the difference will be entered into the quarterly statistics 45 days after the PCRB’s rebuttal is posted. You will receive an e-mail advising you that the results have been posted to the Results tab. This letter will detail any statistical revisions that you must make.

### **Submitting a Hardcopy Difference Response**

If you are submitting your difference response to the PCRB via e-mail, fax or standard mail (USPS), you must print and complete the hardcopy form and submit it along with all supporting documentation.

**Please keep in mind that effective July 1, 2012 the PCRB assesses a processing fee of \$100 for each difference response submitted by any other method except via Test Audit Online, including e-mail and fax.**

### **Accessing Hardcopy Difference Response Forms**

1. Open the difference packet on the Difference tab.
2. Print Page 2, which is the Test Audit Program Difference Response Form.
3. Complete the form and attach all supporting documentation.
4. Submit to the PCRB via your selected method.

## RESULTS:

At the conclusion of a test audit review the carrier is provided with a letter stating the final outcome of the test audit, either compatible or difference. The letter will instruct carriers if they need to make statistical revisions or if the PCRB will make those revisions via a Bureau Generated Correction (BGC).

Once a review is closed and the results have been entered into the quarterly statistics, the carrier will receive an e-mail advising that the results have been posted on the Results tab. The e-mail will contain all relevant file information. Please keep in mind that, once the results of a test audit review have been entered into the quarter, the results are considered final and cannot be altered.

When a file is found to be compatible, the Results tab will display a green check mark. In the case of a file remaining a difference, a red caution symbol is shown on the Results tab.

## Accessing Results:

1. Login to Test Audit Online.
2. Go to the Test Audit Portal.
3. Enter the file information contained in the e-mail (i.e., file number) and click search.
4. Click the "+" to open the file.
5. Click the Results tab and then click the link to open the letter.

PA	2821795	WALNUT STREET THEATRE	777	130	WC276814744	04/06/2011	Compatible	01/04/2013
<b>POLICY SELECTION</b> <b>DIFFERENCE</b> <b>✓ RESULTS</b>								
11/28/2012		tamt025.txt				1.6 Kb		

## PCRB MESSAGES:

From time-to-time the PCRB may have to correspond with a carrier regarding their submission in cases when documents or certain information is missing. Previously this correspondence was carried out via e-mail, but it will now be incorporated into Test Audit Online using the PCRB Message tab.

In the event that the PCRB posts a message regarding one of your files, you will receive an e-mail advising that a message has been posted. The e-mail will contain all necessary file information.

## Retrieving PCRB Messages:

1. Login to Test Audit Online.
2. Go to the Test Audit Portal.
3. Enter the file information contained in the e-mail (i.e., file number) and click search.
4. Click the “+” to open the file.
5. Go to the Policy Selection tab and click PCRB Message. The PCRB’s message will be displayed. If you are instructed to add documents or comments, follow the normal steps to attach documents and comments.

POLICY SELECTION		RESULTS	
Posted Date:	11/27/2012	Submission Type:	Online
Received Date:	12/04/2012	Submission Status:	Submitted
Carrier Due Date:	06/15/2012	Test Audit Notification Date:	06/01/2012
CARRIER RESPONSE			
PCR MESSAGE			
12/04/2012 1:55 PM EST			
Dear Carrier, Your submission did not include the billing. Please attach the billing prior to the 12/15/12 response date or this file will be subject to a \$1000 failed request incentive.			
LOG			
PCR ADMIN FUNCTION			

## CONTACT CHANGE REQUESTS:

For all test audit selection notices and compatible/difference correspondence the carrier must designate one primary contact. The carrier can have up to three additional contacts listed to also receive these notification emails.

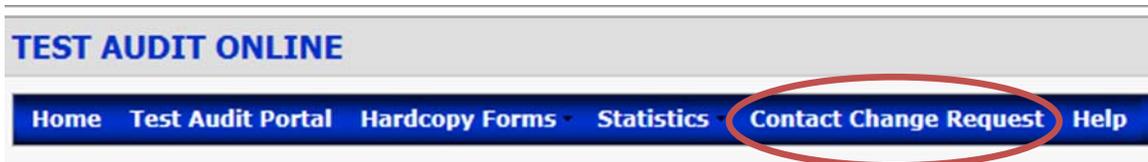
For all quarterly statistics postings the carrier must designate one primary contact. This contact may be the same as the primary contact for test audit selection notices and compatible/difference correspondence; however, carriers may not designate any additional contacts for quarterly statistical information.

From time to time carriers must change their contacts or update contact information. In order to facilitate such changes, PCRB has created a contact change request form within Test Audit Online.

## Requesting Contact Changes:

1. Login to Test Audit Online.

2. Go to the Test Audit Portal.
3. Click the “Contact Change Request” link.



4. The user must complete all designated fields of the form, including an explanation of the change being requested (e.g., change in primary contact; the addition or deletion of an existing secondary contact etc.).

The image shows a web form titled 'CONTACT CHANGE REQUEST FORM'. The form is organized into two columns. The left column contains labels for various fields, each followed by a red asterisk indicating a required field: 'First Name:', 'Last Name:', 'Title:', 'Phone Number:', 'Fax Number:', 'Company Name:', 'Company Address:', 'Company City:', 'Company State:', 'Company Zip Code:', 'Email:', 'Website:', and 'Notes:'. The right column contains the corresponding input fields: a text box for First Name, a text box for Last Name, a text box for Title, a phone number input field with a dropdown for area code and dashes for format, a text box for Ext., a text box for Fax Number, a text box for Company Name, a text box for Company Address, a text box for Company City, a dropdown menu for Company State, a text box for Company Zip Code, a text box for Email, a text box for Website, and a large text area for Notes. The Notes field has a small text box above it containing the instruction: 'Please provide a brief explanation for the change in contacts (e.g., deleting current contact, adding new contact, changing from secondary to primary contact, etc.) Max. characters: 4,000.' At the bottom right of the form is a 'Submit' button with a blue arrow icon.

5. Once all fields have been filled in, click “Submit.”
6. PCRB staff will review your request and complete the necessary maintenance within the Test Audit Online database. If your request is approved you will receive an email confirming that the changes have been made.

Note: If your request requires additional information or cannot be made, you will receive an email to that effect.

## THREE ATTEMPTS/REQUEST FOR RESCIND:

The Test Audit program allows for carrier's to request that a particular selection be rescinded because they have made at least three unsuccessful attempts to conduct an audit. Effective July 1, 2015 the PCRb released a form within Test Audit Online to facilitate the submission of requests for rescind based on three attempts. The criteria for rescission is included in Bureau Circular #1634, which outlines the Test Audit program.

Carriers should begin using this form with the July 1, 2015 test audit selections.

**Effective with the September 1, 2015 test audit selections, a carrier requesting the PCRb to consider rescinding a test audit selection MUST use this form. No other formats will be accepted.**

### Submitting a Request for Rescind

1. From the Portal search results menu click the "+" for the file you wish to access. Once you click the "+" the information associated with the file will be displayed.
2. From the Policy Selection tab click the arrows on the right side of the tab titled "Carrier Response." Clicking the arrows will open the electronic policy selection response form.

State	File Number	Insured's Name	Group Number	Carrier Number	Policy Number	Policy Eff Date	Status	Due Date
PA	76179	TELE RESPONSE CENTER INC	777	059	WC04102243	04/20/2011	Submitted	01/04/2013

<b>POLICY SELECTION</b>	DIFFERENCE	RESULTS
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Posted Date:	11/27/2012	Submission Type:	
Received Date:		Submission Status:	Not Submitted
Carrier Due Date:	06/15/2012	Test Audit Notification Date:	06/01/2012

CARRIER RESPONSE	⌵
PCRB MESSAGE	⌵
LOG	⌵

3. Using the type of audit from the drop-down menu select "Rescind Test Audit Request."

CARRIER RESPONSE	
Type of Audit:	-- Select Type of Audit --
Claims Information:	-- Select Type of Audit --
Comments:	Carrier Physical Independent Physical Voluntary Estimated/Waived Rescind Test Audit Request

- A form will open which will allow the carrier to populate the information regarding their failed or unsuccessful audit attempts. All fields on this form must be completed.

**CARRIER RESPONSE**

Type of Audit: Rescind Test Audit Request

**i** Any and all supporting information must accompany this request including copies of progress reports or other documentation supporting the request.

**1<sup>st</sup> Attempt**

**Name:** \*

**Title:** \*

**Date:** \*

**Method:** \*

**2<sup>nd</sup> Attempt**

**Name:** \*

**Title:** \*

**Date:** \*

**Method:** \*

**3<sup>rd</sup> Attempt**

**Name:** \*

**Title:** \*

**Date:** \*

**Method:** \*

- To add a comment or explanation, type your text in the comment box as needed. Please note that there is a 2,000 character maximum. If your comments exceed 2,000 characters, please use an attachment to make your comments.
- To add an attachment click "Browse" and locate the file(s) you wish to attach. Once you have selected the file(s), 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 need to provide, click "Submit" to complete the submission process. Upon submission a pop-up will appear indicating "Your test audit selection response has been sent successfully. Thank you." An e-mail advising that your response has been received will also be delivered.
- PCRB staff will review your rescind request and if approved, the status of the test audit selection will be changed to "Rescinded" and the appropriate message will be listed in the PCRB Message section. If the request is denied, the PCRB will notify the carrier through the PCRB Message section and include the reason(s) for denial.

## AUDIT NONCOMPLIANCE CHARGE/REQUEST FOR RESCIND

As announced in Test Audit Bulletin #121, the Test Audit Program allows carriers to request that a particular selection be rescinded in cases where the carrier has properly executed the Audit Noncompliance Charge (ANC). Please refer to PCRB Circular 1655 (and DCRB Circular 915) for more information regarding the ANC.

Effective June 1, 2018 the Test Audit Portal was updated to add a selection response type, *Noncompliant Insured- ANC Applied*.

### Requesting Rescind When Audit Noncompliance Charge Has Been Applied

1. From the Portal search results menu click the “+” for the file you wish to access. Once you click the “+” the information associated with the file will be displayed.
2. From the Policy Selection tab click the arrows on the right side of the tab titled “Carrier Response.” Clicking the arrows will open the electronic policy selection response form.

State	File Number	Insured's Name	Group Number	Carrier Number	Policy Number	Policy Eff Date	Status	Due Date
PA	76179	TELE RESPONSE CENTER INC	777	059	WC04102243	04/20/2011	Submitted	01/04/2013

<b>POLICY SELECTION</b>	DIFFERENCE	RESULTS
-------------------------	------------	---------

Posted Date:	11/27/2012	Submission Type:	
Received Date:		Submission Status:	Not Submitted
Carrier Due Date:	06/15/2012	Test Audit Notification Date:	06/01/2012

CARRIER RESPONSE	▼
PCRB MESSAGE	▼
LOG	▼

3. Using the type of audit from the drop-down menu select “Noncompliant Insured - ANC Applied.”

<b>CARRIER RESPONSE</b>	
Type of Audit:	-- Select Type of Audit --
Claims Information:	-- Select Type of Audit --
Comments:	Carrier Physical Independent Physical Voluntary Estimated/Waived Rescind Test Audit Request Noncompliant Insured - ANC Applied

4. A form will open which will allow the carrier to populate the information regarding their application of the ANC. All fields on this form must be completed.

**CARRIER RESPONSE**

Type of Audit: Noncompliant Insured - ANC Applied

Provide the following supporting documentation.

**ENDORSEMENT**

Did you attach the ANC endorsement at policy inception?

Yes  No

**BILLING (Showing 9757 applied)**

Click here to browse files... Browse... X

Attach Additional File

**DOCUMENTATION**

Provide copies of notification employer received advising of the premium impact of the potential Audit Noncompliance Charge.

Click here to browse files... Browse... X

Click here to browse files... Browse... X

Attach Additional File

- File types allowed: .bit, .doc, .docx, .pdf, .xls, .xlsx, .rtf, .tif
- The maximum file size allowed per attachment is 8 MB
- Note: if file size exceeds the maximum allowed: 8 MB, below message will appear:  
"The server encountered an internal unspecified error that prevented it from fulfilling the request."  
Please try to reduce the file size by create a multiple documents.

5. To add an attachment click "Browse" and locate the file(s) you wish to attach. Once you have selected the file(s), 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).
6. Once your response contains all of the information that you need to provide, click "Submit" to complete the submission process. Upon submission a pop-up will appear indicating "Your test audit selection response has been sent successfully. Thank you." An e-mail advising that your response has been received will also be delivered.
7. PCRB staff will review your rescind request and if approved, the status of the test audit selection will be changed to "Rescinded" and the appropriate message will be listed in the PCRB Message section. If the request is denied, the PCRB will notify the carrier through the PCRB Message section and include the reason(s) for denial.

## USEFUL INFORMATION:

- **Submission Type** reflects 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.).
- **Status Type** reflects the status of the test audit review 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 or difference has been rescinded.
- The **Log** contains the history of a file including the date, time and name of carrier representative posting documents or comments. The log will also indicate when the PCRB staff changes the status of your submission and also when messages, differences and results are posted.

## QUARTERLY STATISTICS:

At the beginning of each quarter the PCRB posts all statistical data related to the Test Audit Program on Test Audit Online. An e-mail is sent out to all relevant parties advising that the statistics have been posted.

To view your group’s statistics click “Statistics” and search using the available criteria. Note: If the search fields are left blank, all available reports will be displayed.

You can also view all policies that were included in your group’s statistics by viewing the Policy List found under the Statistics tab.

## Do you need help?

If you experience a problem using or accessing Test Audit Online, please contact the PCRB’s Help Desk at 215-320-4933.

If you have questions regarding the Test Audit Program, acceptable documents, navigating Test Audit Online or questions that cannot be answered by the Help Desk, contact Roxanne Walker at 215-320-4578 or [rwalker@pcrb.com](mailto:rwalker@pcrb.com).