

## Special Attention: Users of Manage Policy System

February 24, 2014

### ALL ASSOCIATION MEMBERS

Circular Letter No. 14-1651

### RE: Policy Follow-up Notifications coming to Manage Policy

Minnesota Workers' Compensation Insurers Association, Inc. (MWCIA) is pleased to announce a new enhancement to our Manage Policy product on the MWCIA website. Beginning February 24, 2014, the Manage Policy System (MPS) will include policy follow-up notifications.

The Letters/Errors menu has been changed to Letters/Errors/Follow-up and now includes a new feature to provide policy Follow-up notifications. These notifications can also be found on the Follow-up tab under Coverage Detail. New indicators will alert you to the presence of these notices. Follow-up notifications should be checked regularly as you do for transaction errors and policy letters.

You will receive a Follow-up notification 30 days after original coverage has been received and:

- The intrastate experience modification factor reported on the policy does not match the experience modification factor issued by MWCIA for the employer. You should provide a copy of the rating to support your reported factor or verify and correct the factor, if necessary.
- A POC binder was reported and the full policy has not been received within the required 30 days. MWCIA expects you to report the policy or cancel the binder.
- Other miscellaneous notifications MWCIA needs you to know about the policy. To respond follow the instructions in the follow-up message.
- Additional reasons for Follow-up may be added in the future.

For questions or to share your feedback, please send an email to [Manage\\_Policy@mwcia.org](mailto:Manage_Policy@mwcia.org)