

**Worker's Compensation
Insurance Letter**

INS #	418
Date	September 15, 2000
Program	Claims Management
Type	Procedural Change
Replaces	None



**State of Wisconsin
Department of Workforce Development**

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To: Insurance Carrier Claims Handling Offices
From: Judy Norman Nunnery, Division Administrator
Subject: Timely Submission of Reports and Temporary Suspension of Missing Reports Referrals to the Office of the Commissioner of Insurance (OCI)

Purposes: To ensure timely submission of reports, to encourage use of the Insurer's Pending Report System, and, to provide information on an extension for overdue reports before referring to OCI.

Background: On Friday, September 8, 2000, representatives of the Insurers Focus Group met with representatives of the Division and OCI to discuss the statutory requirements for the submitting reports and the referral process for overdue reports. All parties agreed that the requirements in the law were valid and should continue to be enforced.

However, the insurance carrier representatives requested that the referrals to OCI for missing reports be temporarily suspended for three months. This extension would allow insurers time to become better acclimated to the Insurers Pending Reports System as well as to review and submit overdue reports. The Division agreed to this request.

In order to effectuate the three-month extension, the Division has reviewed the current status of overdue reports. During the past six months, the Division sent over 800 complaints to OCI for overdue required reports. The Division has not received responses to over 300 of these OCI referrals. Additionally, the Division has about another 1000 overdue reports that have not been referred to OCI. The Division will hold these 1300 potential referrals in abeyance until December 31, 2000. On January 1, 2001, the OCI referral process will be reactivated and all outstanding overdue reports will be referred. If OCI and the Division do not receive responses, OCI may issue fines to insurance carriers.

The insurance carrier representatives and the Division strongly recommend that insurers use the Insurers' Pending Reports System on the Division's web site to identify, and, in some cases, respond to all overdue reports using the system's "reply" feature. All "open" claims, except those in litigation, are listed on the web site. Insurers or their claims representatives can easily access their list of reports by using their password and logon identification. The listings can be downloaded to a spreadsheet using the instructions on the web site and then sorted according to the needs of the insurer or claims administrator. The Insurers' Pending Report System includes information about planned referrals to OCI as well as past referrals to OCI if the report is still due.

While it is not necessary that any insurer use the Insurers' Pending Reports System to monitor reports that need to be submitted, it is highly recommended because of its ease of use and for its ability to reassess submissions. In most cases, submissions sent by regular mail will be recorded within 10 days of receipt and those sent by e-mail within three days. If a submission is still pending after these time frames, there's a high probability that the communication was not received or processed as intended and that a follow-up or duplicate submission is necessary.

Action Requested: Submit overdue reports or a reply to past requests for reports immediately.

Use the Insurers' Pending Reports System for an initial assessment or reassessment of previous submissions for reports that are significantly overdue. The Division recommends that you review the Insurers' Pending Reports System once every two to four weeks.

Send your e-mail address to Diane Rodenberg at the below email address if you want to receive electronic communications on referrals to OCI.

Mark January 1, 2001 on your calendar as the date referrals to OCI resumes.

Inquiries: If you have questions about how to use the Insurers' Pending Reports System, please contact Debra Botham at (608) 267-1360 or Avis Mueller at (608) 267-4418 or e-mail them at Bothad@dwd.state.wi.us and Muella@dwd.state.wi.us

If you have questions about security, downloads and/or your password, contact Debra Hillmann at (608) 261-6533 or e-mail to Hillmde@dwd.state.wi.us

If you have questions about compliance or OCI referrals, contact Diane Rodenberg at (608) 267-6890 or e-mail to Rodend@dwd.state.wi.us

Enclosures: None

References: Insurance Letter 404, dated 9/21/99