



The Source You Trust

Residual Market Forum



RMF
2026

Behind the Binder: The Team, the System, and Our Processes

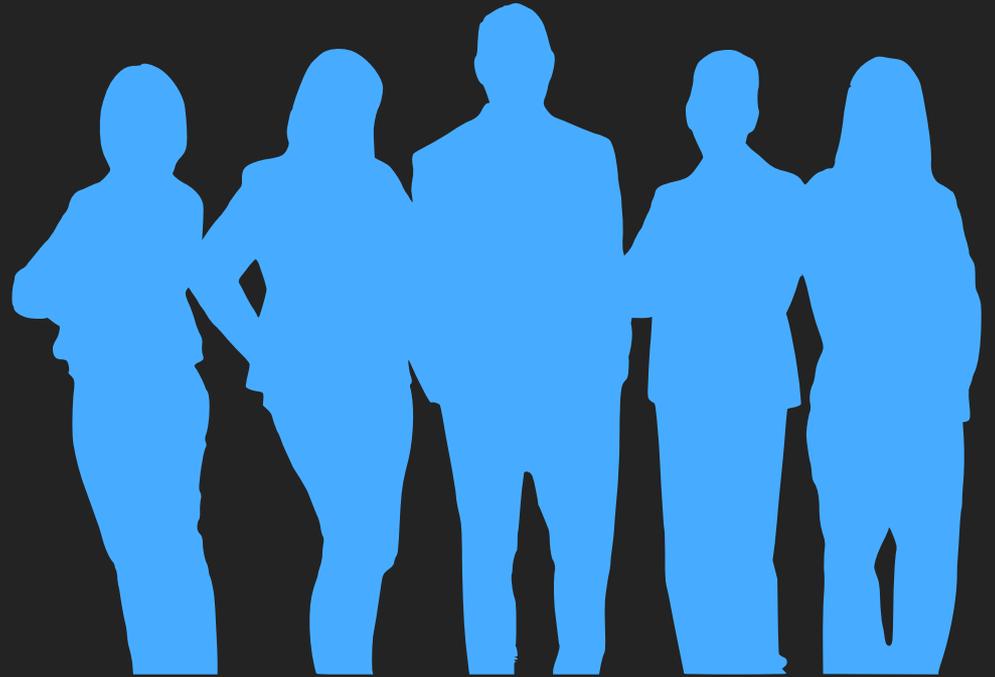
Tracy Skelton, CPCU

Senior Business Analyst
NCCI



Assigned Risk Department

- What Do We Do?
 - Determine eligibility
- How Is It Done?
 - ***RMAPS***[®]



Assigned Risk Department

- What Do We Do?

- Determine eligibility

- How Is It Done?

- ***RMAPS***[®]

- How Are We Organized?

- 4 Teams

- 1 Systems Support team

- 3 Application processing teams



Assigned Risk Training



- Six Weeks in the Classroom
- NCCI Academy Courses
- Two Exams
- On-the-Job Training
- Fully Trained

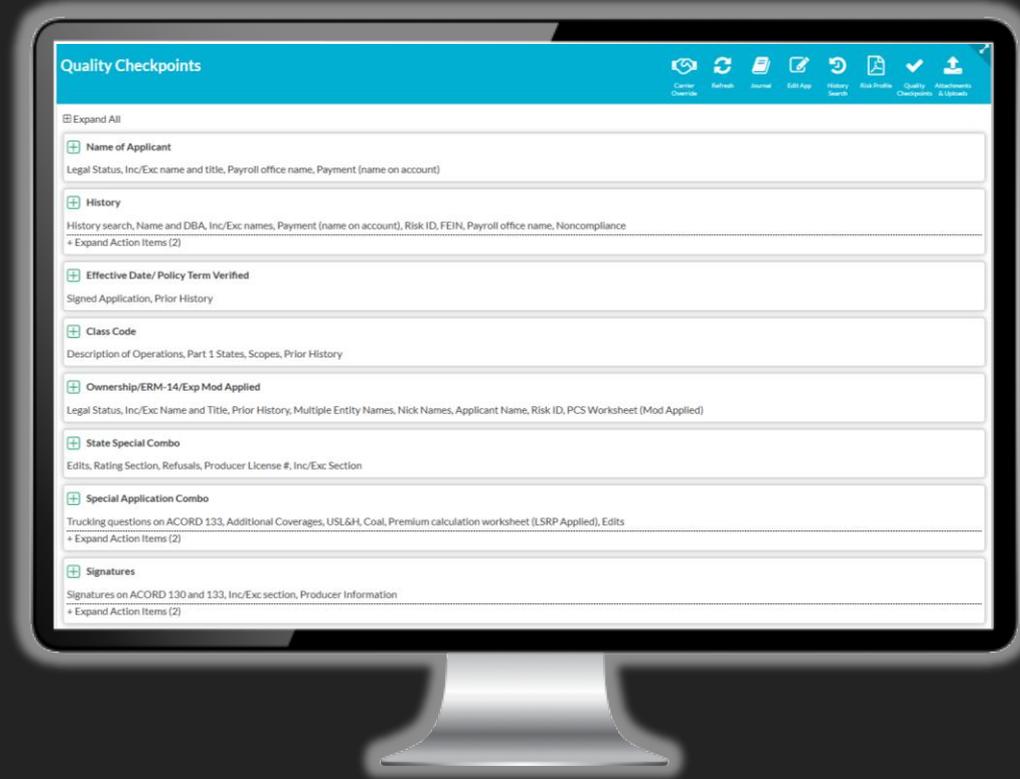
Behind the Binder

- Collaboration
- Communication
- Adaptability



Creating the Binder

- Working With **RMAPS**[®]
 - Smart and dynamic edits
- NCCI Resources
- Quality Checkpoints
 - Critical to policy issuance
- Producer Education



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Data Reporting Industry

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What Do We Review?



After the Binder

- Accountability
- Refreshers
- Feedback
- Partnership



Takeaways

QUALITY BINDER PILLARS

