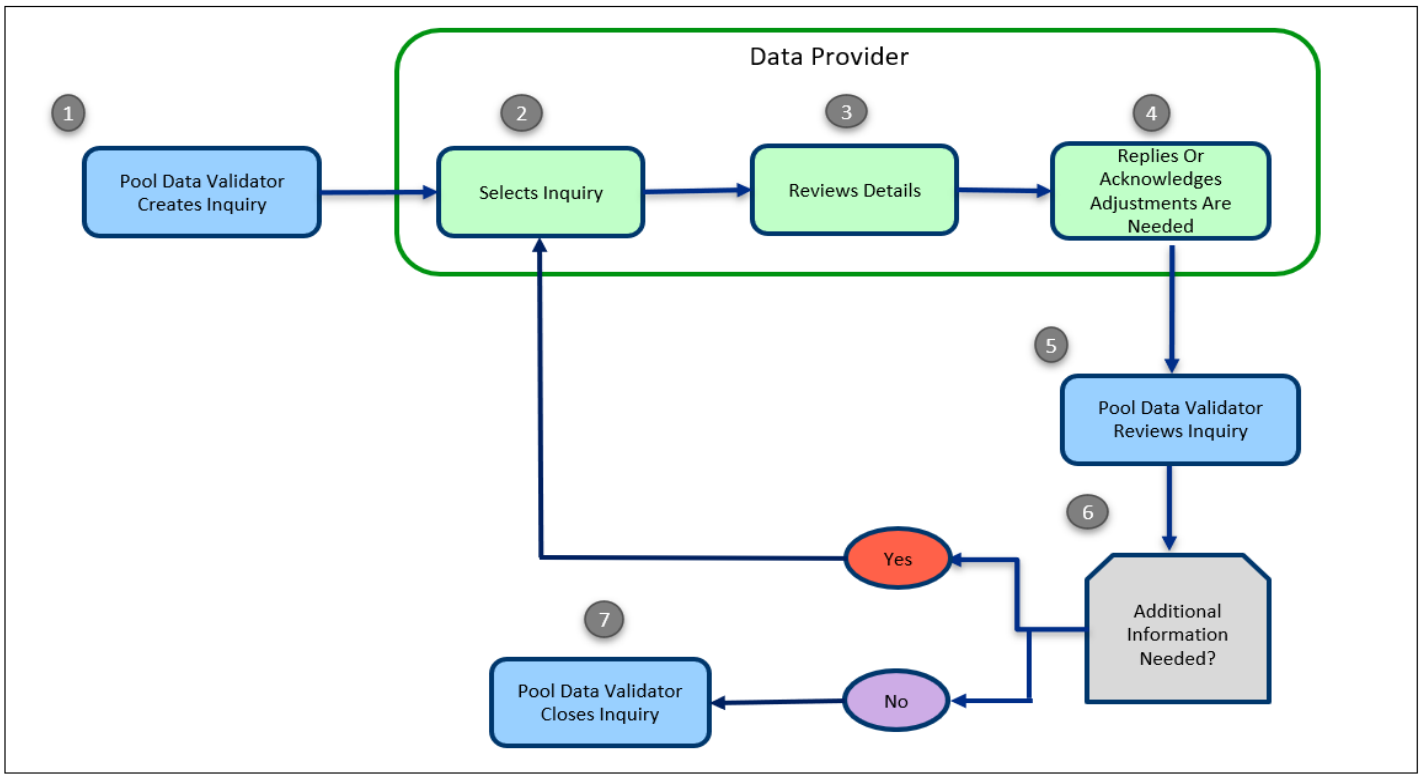
Pool Data Collection (PFDC) Message Center

Inquiry Workflow

1. NCCI creates the inquiry in the **Pool** Message Center.
2. The data provider selects the inquiry to review.
3. The data provider reviews the details of the inquiry.
4. The data provider:
   - Replies with a detailed explanation if the data is correct.
   - Identifies adjustments for next quarter's submission.
5. NCCI reviews the inquiry reply.
6. NCCI determines if additional information is needed:
   - Yes—NCCI sends an additional response to the inquiry (go to Step 2).
   - No—NCCI does not send an additional response (go to Step 7).
7. NCCI closes the inquiry.



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Pool Data Collection (PFDC) Message Center

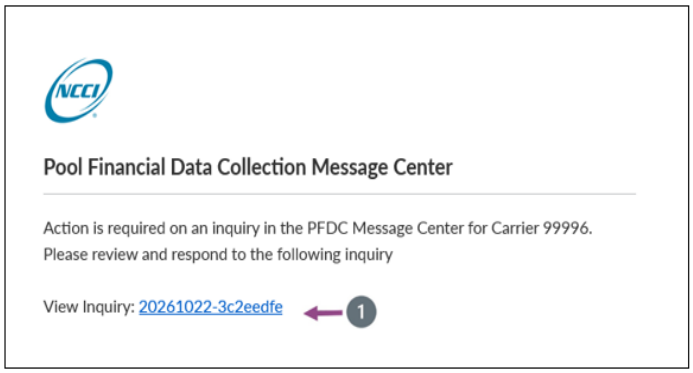
Pool Financial Data Collection (PFDC)-Tool Subscription Options

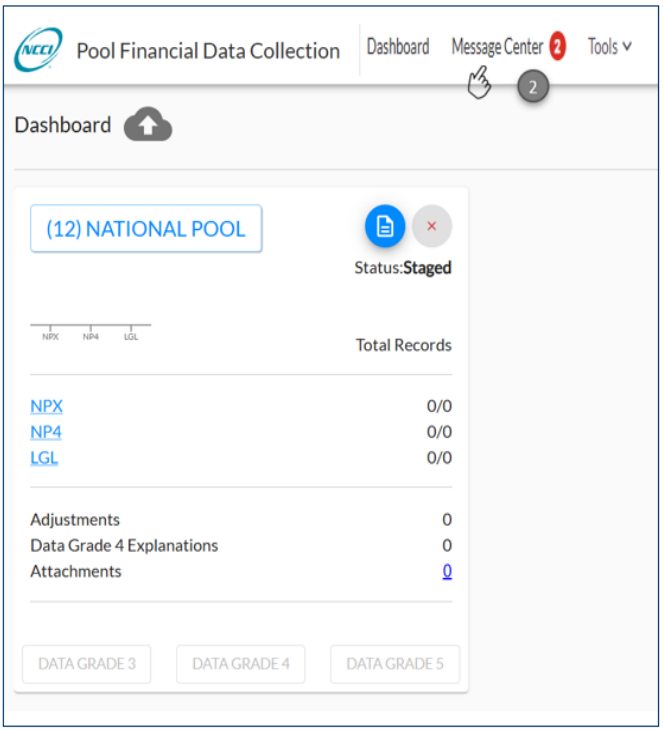
Access to the **Pool** Message Center is based on your current subscription to *PFDC* (inquiry or update). With inquiry access, you'll be able to view inquiries in the Message Center and monitor the number of pending or closed inquiries. With update access, you'll receive email notifications of the inquiries and have full access to the Message Center to review, reply, and monitor your inquiries.

Accessing the Message Center

There are two methods for accessing the **Pool** Message Center:

1. **Email Link:** A system-generated email is sent when the NCCI **Pool** data validator creates an inquiry.
2. ***PFDC* Tool:** Access the Message Center from the *PFDC* tool menu.





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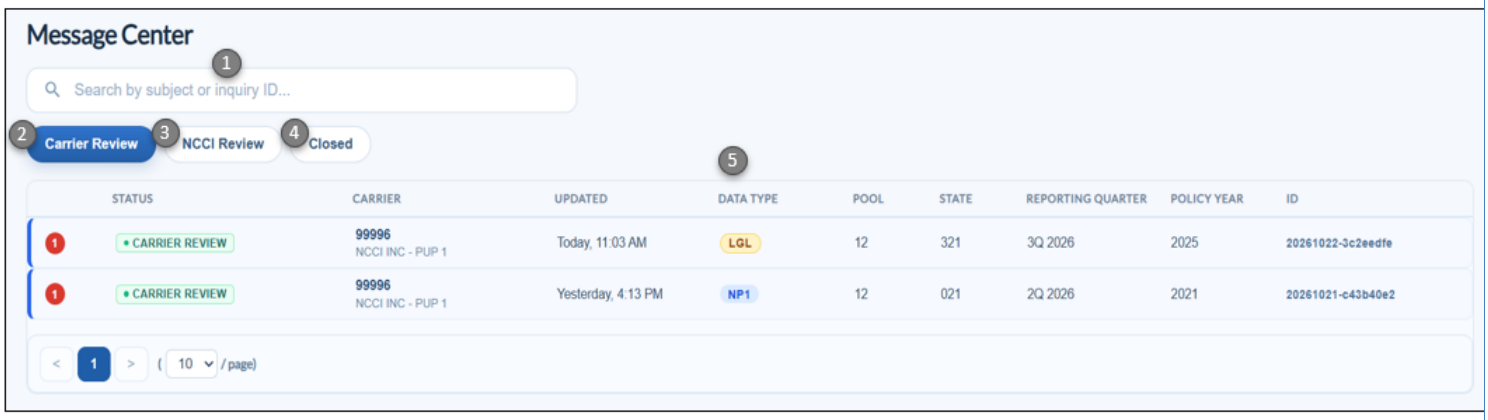
Pool Data Collection (PFDC) Message Center

Message Center Components

1. **Search Options**—Search for inquiries based on:
   - Carrier Code—The numeric code assigned to the data provider (servicing carrier) by NCCI.
   - Data Type—Associated data type (i.e., NP4, NPX, LGL, etc.)
   - Pool—Associated pool
   - State—Associated state
   - Reporting Quarter—Associated reporting quarter
   - Policy Year—Associated policy year
   - ID—A unique NCCI-generated number to identify the inquiry
2. **Carrier Review**—The inquiries that require your review or are pending your action.
3. **NCCI Review**— These are inquiries for which you have submitted responses and are currently under NCCI review. No action is required currently. If further action is needed, NCCI will respond to the inquiry, and its status will return to Carrier Review in the Message Center.
4. **Closed**—The inquiries that have been closed by NCCI, and no further action is required by you. All closed inquiries are retained here for historical reference.
5. **Inquiry Details Metadata**: (Status, Carrier, Updated, Data Type, Pool, State, Reporting Quarter, Policy Year, ID)
6. **Inquiry Elements**—When an inquiry is selected, the elements that identify specific details for the inquiry are sent by NCCI.
7. **Documents**—Access any attached documents provided by NCCI that include pertinent information for the data in question.
8. **Body of Inquiry**—The details of the inquiry selected.
9. **Compose Message**—A New Message option opens, allowing you to respond to NCCI's inquiry.



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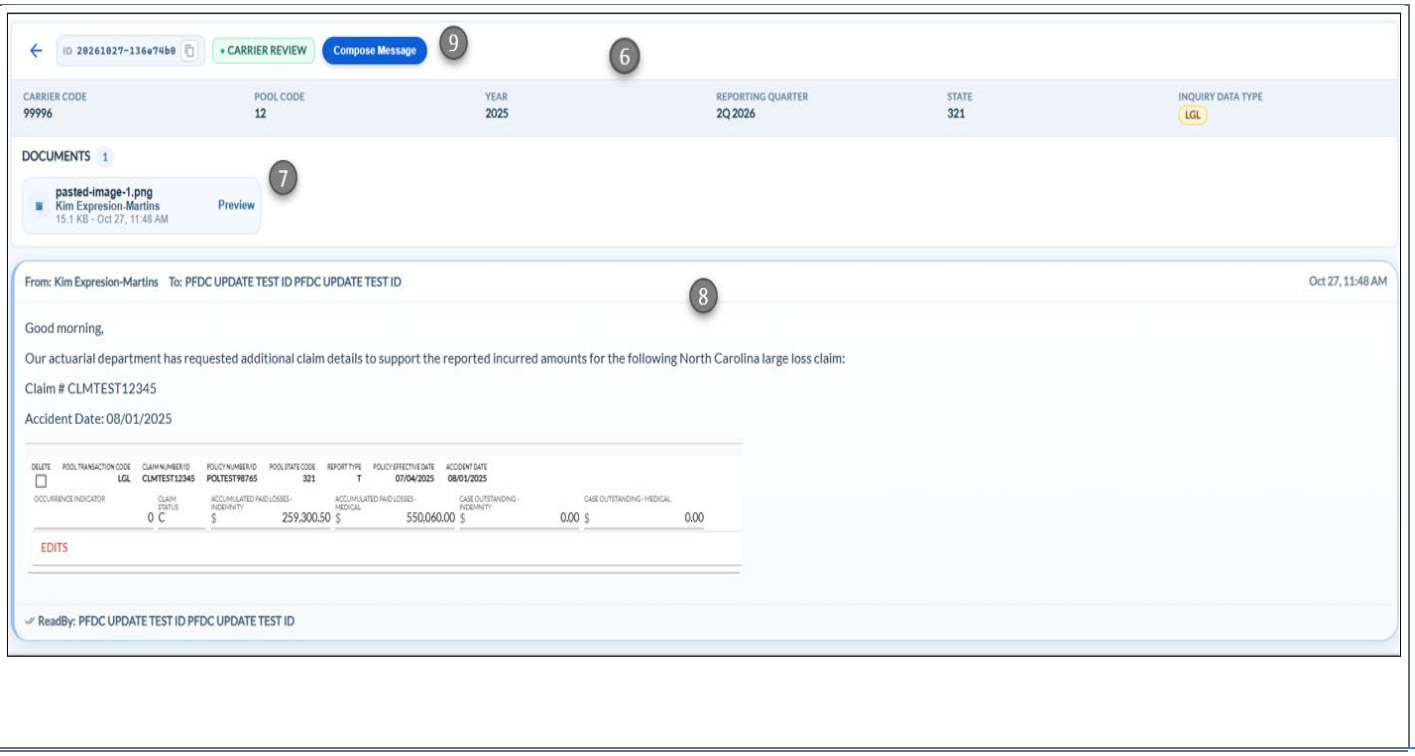
Pool Data Collection (PFDC) Message Center



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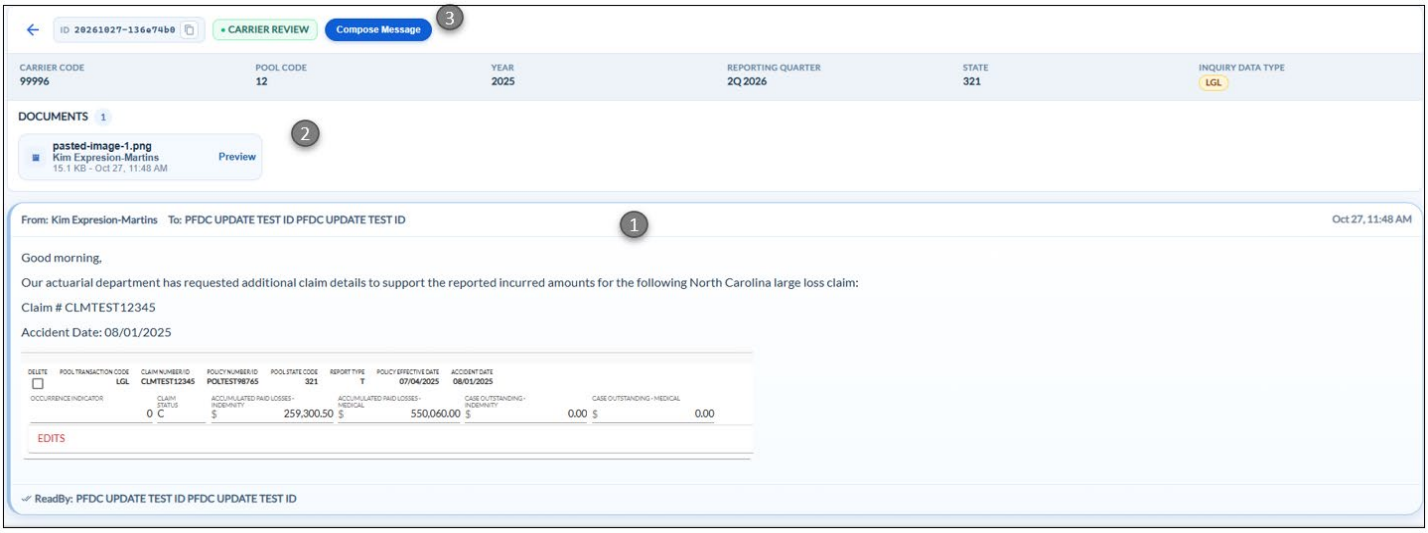
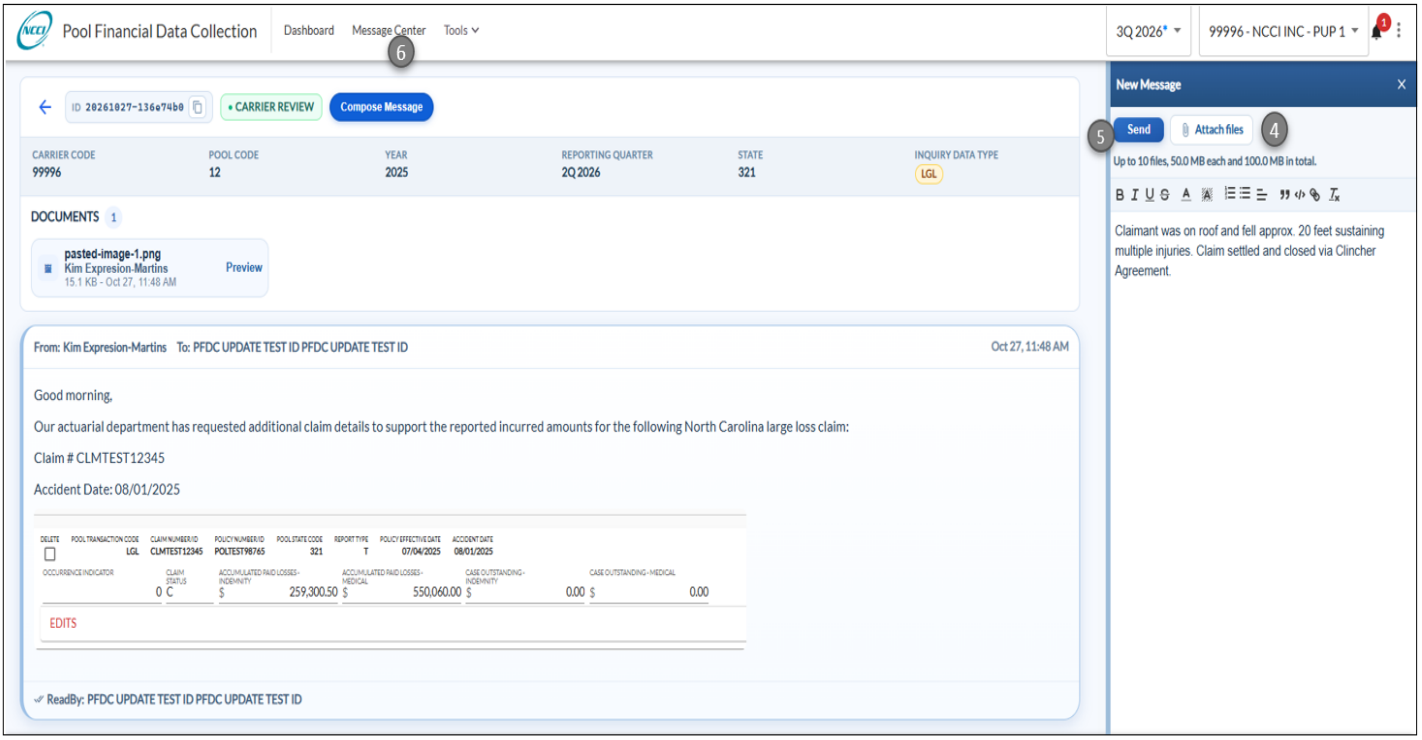
Pool Data Collection (PFDC) Message Center

Selecting, Reviewing, and Responding to an Inquiry

After selecting an inquiry to review from the Dashboard:

1. Review the specific details of the inquiry.
2. Review any attached documents provided by NCCI that include pertinent information for the data in question.
3. Click **Compose Message** and enter your detailed reply in the New Message window. Add any screenshots, if necessary, to the body of the reply.
   Note: You can resize the New Message window by dragging its left edge to the left or right.
4. Add any supporting documents by selecting the **Attach files** option.
5. **Send** your message to NCCI.
6. To return to the Message Center, click **Message Center** link or use the **Back** arrow button.





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