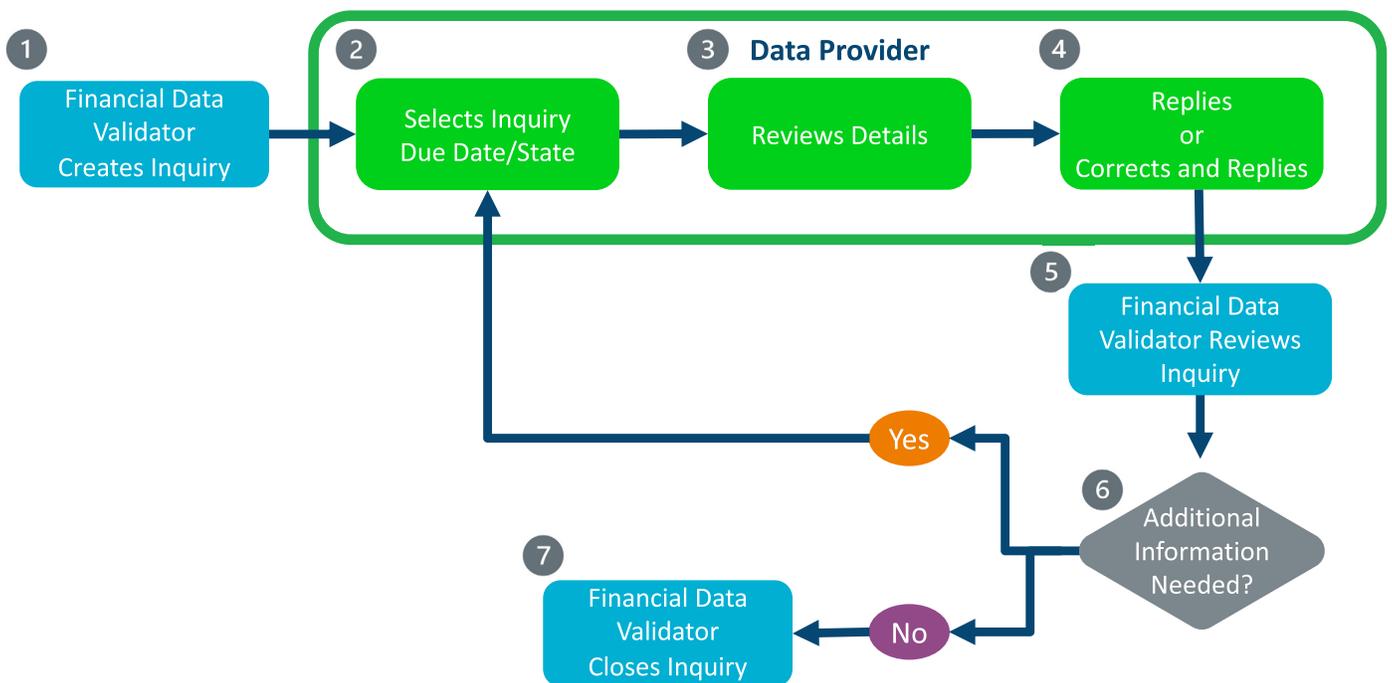## Inquiry Workflow

1. NCCI creates the inquiry in the **FDC** Message Center and assigns a due date.

2. The data provider selects the inquiry to review based on the due date assigned for the state.

3. The data provider reviews the details of the inquiry.

4. The data provider:

   - Replies with a detailed explanation if the data is correct.

   - Corrects the data and includes an explanation of findings, informing NCCI that corrections have been made.

5. NCCI reviews the inquiry reply and any submitted data corrections.

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.

1	2	3 Data Provider	4
Financial Data Validator Creates Inquiry	Selects Inquiry Due Date/State	Reviews Details	Replies or Corrects and Replies

5 Financial Data Validator Reviews Inquiry

Yes

6 Additional Information Needed?

7 Financial Data Validator Closes Inquiry

No

Financial Data Collection Tool Subscription Options

Access to the **FDC** Message Center is based on your current subscription to **FDC** (view only or update). With view only, 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, correct data, and monitor your inquiries.

Accessing the Message Center

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

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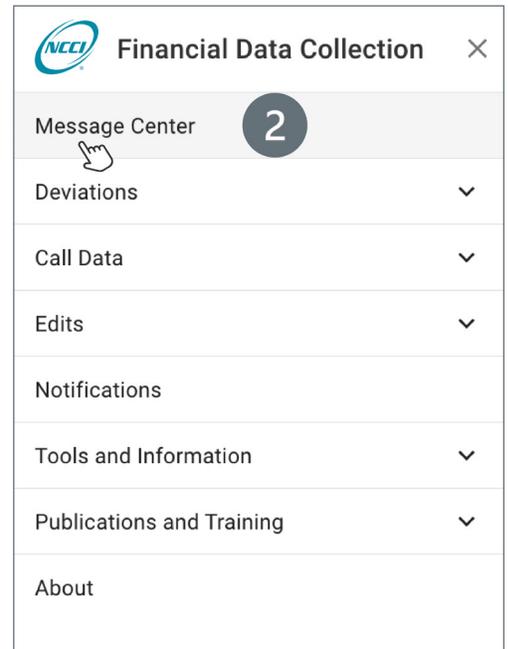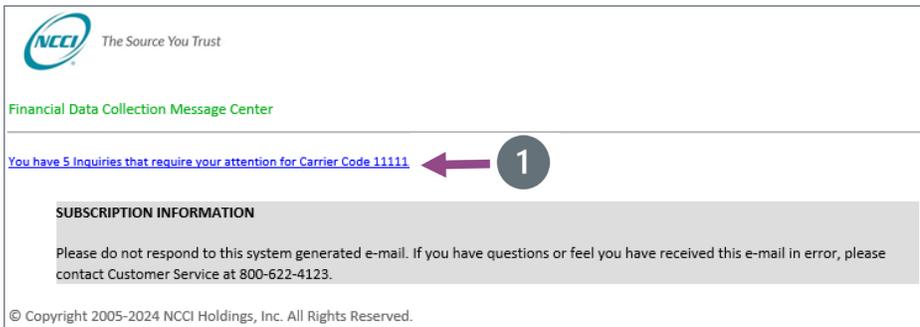
Message Center Components

1. **Search Options**—Search for inquiries based on:
   - Carrier Code—The numeric code assigned to the data provider (insurer) by NCCI.
   - Due Date—The NCCI-assigned date when a response or corrective action is due.
     - **Note:** It is encouraged that responses or corrective actions are submitted prior to the due date to allow time for review and for your company to address any questions that may arise from the response and/or corrections provided.
   - ID—A unique NCCI-generated number to identify the inquiry.
   - Inquiry Type—The NCCI-assigned category identifying the type of inquiry.
   - State—The state that the inquiry and associated data pertains to.
2. **Dynamic Search**—Search fields corresponding to search options. Enter or select additional criteria to narrow the search.
   - Carrier Code—Enter the specific code.
   - Due Date—Select the From and To dates.
   - ID—Enter the specific ID.
   - Inquiry Type—Select the specific type of inquiry from the drop-down list.
   - State—Select the specific state from the drop-down list.
3. **Search Filters**—The criteria used for searching. Select the "X" to remove a search criterion.
4. **Refresh**—Refreshes the screen with the existing search criteria selected.
5. **Action Needed**—The inquiries that require your review or are pending your action.
6. **Under NCCI Review**—The inquiries with your replies, which are being evaluated by NCCI and do not require action during this time. If additional action is required, NCCI will reply to the inquiry and the inquiry will move back to Action Needed in the Message Center.
7. **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.
8. **Inquiries**—Total count of inquiries listed by status.
9. **Sorting**—The options for sorting your messages. NCCI recommends that you address inquiries by the earliest due date.
10. **Inquiry Elements**—When an inquiry is selected, the elements that identify specific details for the inquiry are sent by NCCI.
11. **Share**—Feature that allows you to forward an inquiry link in an email from the Message Center. The recipient must have access to the *FDC* tool to view the inquiry in the Message Center and have *FDC* update access to reply to the inquiry.
12. **Body of Inquiry**—The details of the inquiry selected.
13. **Reply**—A Reply to Message option opens, allowing you to respond to NCCI's inquiry.
14. **Back to Top**—Brings you back to the top of all inquiries.

Selecting, Reviewing, and Responding to an Inquiry

1. Select the inquiry to review.

2. Review the specific details of the inquiry and the associated data in question.

3. Use the Share feature to forward a link to the inquiry in the Message Center if necessary. The recipient must have **FDC** update access to reply.

4. To/From:

    • The inquiry is sent to all individuals that have **FDC** update access via an email notification in your carrier group.

    • The name of the Financial data validator who sent the message is displayed.

    • The name of the individual replying is displayed.

5. Access any attached documents provided by NCCI that include pertinent information for the data in question.

6. Enter your detailed reply here. Add any screenshots, if necessary, to the body of the reply.

7. Delete Draft removes prior saved information in the message box.

8. Add attachments by using the drag-and-drop-files feature or by using the click-to-browse feature and select pertinent documents from your computer for NCCI's review. All documents attached will display the name of the individual that provided the attachment and the date it was sent.

9. Save Draft for others to review your response or Send your message to NCCI.

10. Sort messages by newest or oldest.