

Early Warning System Review

March 4, 2011

It has been nearly one year since the successful launch of IBC's Early Warning System. Now that many of you have had the opportunity to work within the EWS environment, we thought it would be a good time to review some of the functionalities in EWS.

The Basics

EWS finds and highlights anomalies within a company's reported data. IBC's Data Quality Analysts then go into the EWS system and do an in depth analysis of each generated anomaly. If a DQA determines that an anomaly should be further investigated by a company, they will turn it into an Issue. Once an anomaly is in the Issue status, a company has a total of 90 days to respond to the issue before it is escalated to GISA. Note that a response in EWS is defined as a change in status accompanied by a corresponding comment.

Status Options

Companies have four status options to choose from:

- Insurer Investigating
- Issue Denied – Reflects Business
- Issue Confirmed – To be fixed
- Issue Confirmed – Irresolvable

Note that when using "Issue Confirmed – To Be Fixed", the system automatically generates a "Must Be Resolved Before" date. This is the date by which the issue is expected to be fixed. If this date is not achievable, please contact your DQA who will be happy to help you determine a more achievable date.

Fixing Past Data

Though an issue has been fixed going forward, a company is still required to correct past data as well. This could mean correcting data as far back as five years. Data corrections can be done by either resubmitting past data or having a historical data correction done by IBC. Your Data Quality Analyst will be happy to review these historical fix options with you.

Managing Issues & Escalation Procedures

IBC has implemented the following steps to help remind companies of any outstanding EWS issues.

1. On a weekly basis the companies receive a list of all their outstanding issues.
2. If action has not been taken on an issue within 30 days, the **Level 1** escalation is generated reminding the company that this issue is open and needs to be attended to. Note that if an issue has a status of "Issue Confirmed – To Be Fixed", the Level 1 escalation occurs the first day following the issue's "Must Be Resolved Before" date.
3. If no action has been taken 30 days following the Level 1 escalation, a **Level 2** escalation is sent to remind the company that action has yet to be taken on this issue.
4. If no action has been taken 30 days following the Level 2 escalation, a **Level 3** escalation is sent to remind the company that action has yet to be taken on this issue.
5. All Level 3 escalations are included in a weekly Notification that is sent to GISA. If no action has been taken after the Level 3 notification, IBC prepares a report for GISA. GISA, in turn, prepares and sends the letter to the CEO. To prevent this letter from being sent to your CEO, please ensure fixes are implemented in a timely fashion, and ensure historical data is corrected.

Final Notes:

If a user adds a comment to an issue without changing the issue status, these comments will not be sent to your DQA. Be sure to send a separate email to your DQ with the rule ID # in the subject line (ex: Rule 2849 - additional comments) so they are aware of these additional comments.

Emails are sent to different individuals for each level of notification. If you would like a list of the names for your company, please let us know and we will supply you with this list of names.

To get a complete picture of all issues in EWS, please ensure that you enter the start date as April 5, 2010, on the EWS search screen. Please refer to the TIPS bulletin sent on July 13, 2010. It is posted on our website.