What are the key enhancements being introduced with TravelersExpress for Workers Compensation?
The Better By Design overview provides an overview of key enhancements.

What states are available on the new system?
The rollout map shows what states are available on the new platform. You can write multi-state policies as long as the predominant state is supported. The system will guide you to the correct platform based on the predominant state and effective date.

Can endorsements/change requests be processed?
Not at this time. Please continue to submit endorsements as you currently do today. See the endorsement map for a list of email addresses by region/territory.

Is the FEIN required for a Workers Compensation quote?
The FEIN is not required to quote; however inputting the FEIN is highly recommended because the system will automatically retrieve the NCCI experience mod when a record exists.

Will NCCI Experience Mod information automatically populate for a valid FEIN?
If a valid FEIN is entered on the Policy Information screen, an Experience Mod will be automatically retrieved from NCCI.

Can an NCCI Experience Mod only be retrieved the first time through the new business quote, or can it be retrieved at any time?
The system will retrieve the NCCI Experience Mod any time during the quote if a valid FEIN is entered on the Policy Information screen.

I entered the correct FEIN; however I received the message "Based on FEIN, NCCI Experience Mod information in not available" on the "Location States and Mods" screen. How should I proceed?
If no Experience Mod is returned, it is likely that there is no mod associated with the entered FEIN. An experience mod is not required to obtain a quote.

Will Independent Bureau Experience Mod information automatically populate for a valid FEIN?
Experience Mod information for Independent Bureau states will not be retrieved at this time and can be entered manually when the state is selected.
What is the 'Suggested Workers Comp Class Code' and do I have to use it?
Based on the Smart Classification ® and state, the system will derive a suggested Workers Compensation class code. Once selected, the "Suggested Workers Comp Class Code" will prefill on the "Class Codes" screen to avoid reentry. If the "Suggested Workers Comp Class Code" does not accurately describe the primary operations select 'None of the Above' and you will have the opportunity to enter a different class code on the 'Class Codes' screen.

How do I add Waiver of Subrogation?
For states where the coverage has been filed and approved, navigate to the "Coverages/Forms" screen using the left navigation menu and choose blanket or specific.

Will my state rating plans be available in TravelersExpress for Workers Compensation?
Most of the state rating plans will be available and can be accessed on the "Pricing/Rating Plans" screen. Please contact your underwriter if you have questions about a specific rating plan.

How do I send in my loss runs?
You are encouraged to input all loss detail into the system. If you choose to submit prior carrier loss runs, they should be emailed directly to your underwriter.

Where can I find the state statutes for including/excluding individuals?
On the "Location States and Mods" screen, there is an "Incl/Excl Guidance" link for each state.

I need to include or exclude coverage for an individual on my workers compensation quote. Where do I do that?
On the "Location States and Mods" screen you will have the opportunity to make include/exclude selections for each state. The system will direct you to the "Incl/Excl Individuals" screen to add the names during the issue process.

How should payroll be entered if an officer is Included vs. Excluded?
If an officer is rejecting coverage, do NOT include their payroll. If an officer is accepting coverage, his/her entire payroll should be included if it falls into the state's minimum/maximum payroll range. Otherwise, the applicable minimum or maximum amount should be used. A link to the state guidelines is located on the Class Codes screen.
Where can I find the Include/Exclude Individuals Rejection or Inclusion form and when do I need to have it signed?

On the Location States and Mods screen, a link to the applicable form will appear when the option to accept or reject coverage is selected. The form may be printed or saved and attached to an email. Completion of the include/exclude is required prior to issuance and a copy of the signed form should be retained in the agency file.

How do I add additional states to my quote?

Additional states can be added by clicking on the "Add More States" button on the Location States and Mods screen.

I have multiple locations on my policy. Where do I enter the location addresses?

The first location address will default if you indicate that the mailing address is the insured's predominant business address on the "Policy Information" screen. Any other location addresses can be entered on the "Loc Addresses" screen within the issue screen flow.

What is the purpose of the "Location Assignment" screen and how do I complete it?

The "Location Assignment" screen is designed to link FEIN, Named Insured, and Address together. It is necessary to complete this screen only when there are multiple FEINs on the policy. Detailed instructions on how to complete the screen are located at the top of the "Location Assignment" screen.

How do I add multiple states with different FEINs?

Once all states are added on the "Location States and Mods" screen and the quote has been rated, proceed to issue. On the "FEIN/Filed Legal Names" screen, click the "Add Name/FEIN" button and enter the required information. The system will then guide you to the "Loc Assignment Screen" to assign each FEIN to the correct address before issuing the policy.