



State of Wisconsin / OFFICE OF THE COMMISSIONER OF INSURANCE

Scott Walker, Governor
Theodore K. Nickel, Commissioner

Wisconsin.gov

Injured Patients and Families Compensation Fund

125 South Webster Street • P.O. Box 7873
Madison, Wisconsin 53707-7873
Phone: (608) 266-6830 • Fax: (608) 266-8064
E-Mail: ociipfcf@wisconsin.gov
Web Address: oci.wi.gov/pcf.htm

Injured Patients and Families Compensation Fund Filing certificates/Errors & Tips

- Filing certificate process
- Failed certificate filings
- Errors and How to fix them
- Tips



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• Fund Process

1. Carrier uploads .dat file (for more detailed information on how to upload files please go to <http://oci.wi.gov/ipfcf/onlinecertfiling.pdf> pages 17-19)
2. Carrier reviews upload history for error list/failed filings (for more detailed information on how to review error history please go to <http://oci.wi.gov/ipfcf/onlinecertfiling.pdf> pages 20-28)
3. Carrier addresses errors and re-files (for more detailed information on how to troubleshoot errors please go to <http://oci.wi.gov/ipfcf/onlinecertfiling.pdf> pages 29-35)
4. Carrier notifies Regulatory Specialist of errors that can not be fixed by insurer or beyond carrier control (late filing/new provider).

Of Note: The Fund expects that certificates filed are for providers who have been identified by the primary insurer as Fund eligible.



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- **Failed certificate filings**

Please send email to Regulatory Specialist notifying of the cert filings that need to be done in-house due to an error not fixable by the insurer. Please attach a .dat file containing the certs that were unsuccessful.

Of note: Fund staff does not check for filing errors, thus, if a certificate needs to be uploaded in-house, the insurer needs to notify the Fund.



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• Errors and How to fix them

Error Message	Probable Cause	Suggested Resolution
Cannot add new certificate - duplicate found	Certificate already exists on system with same policy number and start date.	If the provider has more than one certificate with same policy number and start date (for example, one certificate to cover residency/fellowship and a second to cover moonlighting outside of residency/fellowship), the policy numbers must be differentiated (either by spaces, dashes or anything that makes policy number understandable but not identical). If this is not the case, it is likely the certificate was filed earlier and submission of duplicate is unnecessary. Verify via provider coverage record.
Certificate not found for revision	No certificate match found on system; therefore, revision does not apply.	Verify accuracy of provider license, effective date, policy number, and expiration date. Even a small difference in policy number (spaces, hyphens, etc.) will cause this error. If all is accurate, it is unlikely original certificate exists for revision. Verify via provider coverage record.
Check digits are not valid	Incorrect name or license/account number.	Use provider's first name as it appears on Fund system. System checks the first two characters of first name for people (or first two characters of an entity name). Providers using initials have space following initial (system does not recognize period). If name is correct, verify license/account number.
Filing is attempting to change termination date	If filing type is accurate, verify via provider coverage record that fields are correctly entered. For example, the system will not allow an already terminated certificate to be terminated at a date later than the earlier-filed termination.	Expiration date cannot be the same
Registration type, provider type, and ISO code do not match	Certain combinations of registration types, provider types, and ISO codes are not allowed	Verify accuracy of provider type and ISO codes on filing. For example, a provider type 7 (retired physician, no more than 500 hours of practice per fiscal year, no hospital admissions) cannot have an ISO code of 80154, surgery-orthopedic.
Retro date is mandatory	Coverage type is filed as 1-claims made insurance but no retroactive coverage date is provided.	If coverage type is correctly filed as 1-claims made insurance, provide retroactive coverage date. If coverage type should be 2-occurrence, change coverage type.
Termination certificate rule: no record found based on provider ID, effective date, policy number, and expiration date.	Discrepancy in provider license, effective date, policy number, or expiration date.	Verify accuracy of provider license, effective date, policy number, or expiration date. Even a small difference in policy number (spaces, hyphens, etc.) will cause this error.
ISO and provider type rule: overlap date found	Conflicting provider types. For example a resident/fellow and/or a moonlighting resident/fellow cannot have coverage as a practicing physician (or vice versa) for the same period.	Verify accuracy of provider type. See Fees on Fund website for provider types and ISO codes.



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• **Errors and How to fix them**

Contact Fund for the following errors:

Error Message	Probable Cause	Suggested Resolution
Latefiling rule: allow late filing is not authorized	Certificate is being filed more than 45 days after effective date	Contact Regulatory Specialist, at 608-264-6227 or via email at ana.lopera@wisconsin.gov . Late certificate filings will need to be justified by the insurer and handled directly by the Fund.
Provider's license is not active	License number is expired or otherwise inactive according to Fund records.	Verify accuracy of license number. If number appears to be accurate, contact Regulatory Specialist at 608-264-6227 or via email at ana.lopera@wisconsin.gov .
Provider does not exist	Incorrect license number for physicians, nurses or hospitals; incorrect account number for other providers.	Verify license number for physicians, nurses, or hospitals; verify account number for other providers. If license and/or account number appear to be correct, or you cannot locate provider on Fund system, contact Regulatory Specialist at 608-264-6227 or via email at ana.lopera@wisconsin.gov



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Revisions:

A. ALLOWABLE REVISIONS: Using filing type 2—revise certificate, the following fields may be revised (effective with the rev_eff_date):

- Policy form number (policy_form_nbr)
- Revision effective date (rev_eff_date) must be provided to indicate the effective date of the change for any filing type 2—revise certificate.
- Retroactive date (retroa_ins_date)
- Coverage type (claims made/occurrence) (malp_cov_code)
- Per occurrence limits (policy_occur_lim)
- Aggregate limit (policy_aggr_lim)
- Provider type (prvd_type_ind)
- ISO code (iso_class_code)

B. PROHIBITED REVISIONS: The following revisions are not allowable using filing type 2—revise certificate:

- Policy number (policy_id_nbr)
- Effective date (eff_ins_date)
- Expiration date (expir_ins_date)
- Termination date (canc_ins_date) NOTE: This may be changed by using filing type 3—termination if the termination date is EARLIER than the expiration date. The system will not allow a termination date LATER than the expiration date.
- License number (prvd_license_nbr)
- Provider name (name_data, last_name, 1st_name, midl_name, name_sufx)
- Provider address (addr_tex_1, addr_text2, city_text, state_text, postal-code)
- Tax ID (irs_id_number)



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• Tips

- ✓ New certs/revisions/terminations can be filed as far back as beginning of prior fiscal year (7/1 to 6/30). The current Fiscal year is 7/1/15-7/1/16. Thus, changes may be filed back to 7/1/14. Beginning 7/1/16, changes may be filed back to 7/1/15.
- ✓ Class Effective Date is used ONLY with REVISIONS (filing type 2 – revise certificate). The purpose of this field is to indicate WHEN the revision becomes effective. When filing new/renew certificates or terminations, this field should be blank.
- ✓ When filing certs for CRNA's, the Fund requires the RN license number. If it is a compact license, please advise (when CRNA is new in the Fund), so the account in the Fund is created accordingly.
- ✓ When the Fund receives cert filing for a new corporation, the following process applies:
 1. The Fund creates an account in the system and puts the certificate on the account. The account is listed as "Pending."
 2. A Survey is then mailed to the corporation and has 15 days to respond.
 3. A second attempt to get survey from corporation is made.
 4. If no response is received, a letter to insurer with copy to provider is sent, advising insurer that due to a lack of billing parameters information the Fund is not able to calculate an assessment and there is no Fund coverage. The account status will be changed to "no billing parameters."
 5. If a response is received, the account will be updated accordingly and the account status will be changed to either active or not eligible. **NOTE:** If provider "not eligible", insurer will get an FYI letter.
- ✓ Certificates can only be filed for accounts in "Active" status.
- ✓ When dealing with error message "ISOandProviderTypeRule:Overlap Date Found" – Check the TYPE and ISO code you are trying to file against the information from the certificate already on the provider's account that is overlapping with your filing. Once you identify the discrepancy and if you believe your filing is correct, please contact the other insurer (if the overlapping cert already in provider's account is not from you) and have them to revise the certificate in file. You can contact the Fund's Regulatory Specialist to obtain the other insurer's contact information.
- ✓ Tail coverage: When a claims-made policy expires or terminates, Fund assumes tail coverage is in place, unless notified otherwise by insurer.