

NORTH CAROLINA INDUSTRIAL COMMISSION  
CARRIER CONTACT INFORMATION PROCEDURES (NCIC RULE 302)

Effective January 1, 2011, all insurance carriers, third party administrators, self-insured employers, self-insurance funds or groups, professional employer organizations and guaranty associations are required to designate a primary contact person for communication with the North Carolina Industrial Commission regarding workers' compensation issues. N.C.I.C. Rule 302 (2011) Specifically, NCIC Rule 302 mandates:

- (1) the designation of a primary contact person;
- (2) an annual contact information update; and
- (3) an update within thirty (30) days of any changes relating to the designee or contact information.

New or updated contact information shall be submitted to the Director of Claims Administration. Failure to comply with NCIC Rule 302 may result in a \$200.00 fine.

The following procedures will assist with NCIC Rule 302 compliance:

- (1) The primary contact person shall have the capability to:
  - a. Provide the name and contact information for the adjuster, claims representative or employee assigned to a particular workers' compensation file;
  - b. Provide the name and contact information for the supervisor of a specific adjuster, claims representative or employee assigned to a workers' compensation file;
  - c. Receive and disseminate information from the Industrial Commission, including Minutes, rule changes, and announcements; and
  - d. Receive and distribute forms compliance sanctions.
- (2) One primary contact person shall be designated for each insurance company, third party administrator, self-insured employer, self-insurance funds or groups, professional employer organizations and guaranty associations. A person shall not be designated for each business office or location. The designee shall have the capability to disseminate information throughout the entire company, including different business offices.
- (3) Contact information includes:
  - a. Name
  - b. Position title
  - c. Direct telephone number
  - d. Direct facsimile number
  - e. Mailing address
  - f. Email address

- (4) The designee and contact information shall be provided to the Industrial Commission annually by January 31 via email to [rule302@ic.nc.gov](mailto:rule302@ic.nc.gov).
- (5) An Industrial Commission employee will review the submission for acceptance. An email response indicating whether the submission was accepted or declined, listing the information submitted, and explaining why the submission was declined, if necessary, will be sent to the submitter. The Industrial Commission employee may call to clarify the information submitted. The contact information for the Industrial Commission employee responsible for maintaining the carrier database will be available on the Industrial Commission website.

The information requested above satisfies the requirements of NCIC Rule 302. Please contact the Director of Claims Administration with any questions.