



WELCOME TO NYSIF

—
UNDERSTANDING YOUR WORKERS'
COMPENSATION INSURANCE

NYSIF QUICK REFERENCE GUIDE





WELCOME TO NYSIF!

As the leading workers' compensation insurer in New York State, NYSIF has consistently met the needs of New York employers, both large and small, for over 100 years.

This Quick Reference Guide will help you navigate your new policy.

Important to know:

- **Post a Notice of Compliance (C-105).** It's the law.
- **Validate subcontractors** to control your costs.
- **Payroll verification** will be conducted to determine your final premium.
- **Report accidents** promptly to initiate claims and minimize expense.

GETTING STARTED

Your NYSIF Workers' Compensation Insurance provides your business with valuable protections and even legal representation in the event of on-the-job accidents or illnesses. We'll provide your injured employees with medical benefits, wage replacement benefits or survivor benefits to their dependents.

SET UP AN ONLINE CUSTOMER ACCOUNT

You can securely access everything to manage your policy from our website:

- Get policy documents
- Create certificates of insurance
- View your bill, make premium payments
- View your premium rate, payment and claims histories

Setting up an online account is quick and easy at nysif.com/customer. You'll need:

- Policy number
- Document number
- Period covered end date
- Group number

This information is included in your policy packet.



YOUR POLICY

The information pages of your Workers' Compensation and Employers' Liability Policy contain the most important terms of your policy. These include the length of your policy period (when it begins and ends), your policy number and your premium.

IMPORTANT POLICY DOCUMENTS

Certificate of Insurance

A Certificate of Insurance certifies that you have a valid workers' compensation insurance policy.

To get your Certificate of Insurance:

1. Log in to your online customer account and create a certificate anytime.

or

2. Email us at certificates@nysif.com. Include:
In the subject line:
 - Policyholder/Certificate holder name
 - Policy numberIn the body of the email:
 - Certificate holder name, email address and mailing address

New Message ✕

Recipients certificates@nysif.com

Subject Policyholder/Certificate holder name and policy number

Message

Include Certificate holder name, email address and mailing address in the body of the email.

Send ▾

Notice of Compliance

The Notice of Compliance (C-105) lets your employees know that they are covered by the benefits of workers' compensation insurance.

- **New York State Workers' Compensation Law** requires that you post the C-105 at all your business locations where your employees can see it.

Your Notice of Compliance is included in your policy packet. You can also get copies through your NYSIF online customer account.

RENEWAL AND CANCELLATION

The NYSIF Advantage: Unlike other workers' compensation policies, NYSIF policies do not expire each year. With NYSIF, you're guaranteed uninterrupted coverage if you continue to pay your premium. In return, New York State law requires that policyholders provide at least a 30-day notice when canceling with NYSIF.

If you submit your cancellation notice at least 30 days prior to your policy anniversary date, you may cancel your policy without penalty as of its anniversary date. Otherwise, your effective date of cancellation will be 30 days after we received your notification.

RESOURCES ON NYSIF.COM

- **Policyholder Responsibilities** outlines your responsibilities regarding your Notice of Compliance and Certificate of Insurance, and how to report accidents, injuries and business changes.
- **NYSIF.com Online Account User Guide - Policyholders** provides information on online account management; retrieving policy documents; and creating, reviewing and validating certificates.

YOUR PREMIUM

Your premium is the amount you pay for your workers' compensation insurance coverage. It is based on your company's business operations and industry, the type of work performed by each of your employees, your payroll and claims history.

- Your business operations determine your classification code and rate. Payroll is your anticipated payments to workers. Together, your classification code rate and payroll are your premium basis, used to determine your premium.
- The premium shown on your policy at the beginning of your policy period **is an estimate** based on information you provided on your application. Like all workers' compensation carriers, NYSIF will review the actual amounts your employees earned and the type of work they performed at the end of your policy term. This may lower or raise the premium you pay.
- After the end of your policy period, we will need to check in with you to verify this information and adjust your premium, if necessary. (See Payroll Verification on page 9.)



PREMIUM PAYMENT OPTIONS

Your payment options vary depending on the size of your policy:

- **Premium under \$1,000** – The total amount is due in full when your application for insurance is approved and every year thereafter.
- **Premium \$1,000 and over** – Generally, we will require a premium deposit equal to 25% of your total policy cost at the time of your application. We will bill you the remaining balance in nine (9) monthly installments, along with a \$10 installment fee each month.

NYSIF also offers convenient methods to pay your premium bill, including:

- **AutoPay** – Pay your bill automatically using your checking account, savings account or a debit or credit card. A fee will be assessed if you use a debit or credit card.
- **PAYGO** – PAYGO calculates your premium based on your actual payroll each pay period. If eligible, you can use PAYGO to pay your premium automatically through an approved payroll processor.

AVOID FEES, SERVICE CHARGES AND INTEREST CHARGES

Avoid late fees, returned check fees, service charges and installment fees by paying your premium bill and any payroll verification (audit) balances in full by the due date.

NYSIF charges interest on past due payroll verification balances. You can avoid a 1% monthly interest charge by paying any payroll verification balance in full upon receipt of the initial monthly statement after we process your payroll verification audit.

The easiest way to pay your premium on time and avoid late fees is to sign up for AutoPay.

SUBCONTRACTORS

IF YOU USE SUBCONTRACTORS

You may be able to reduce your workers' compensation costs if you validate subcontractor Certificates of Insurance. If your subcontractor does not have coverage, we will include them in your policy. You will be responsible for premium payments for them and for any claims filed for that subcontractor.

To confirm whether a subcontractor's Certificate of Insurance is currently valid and they are properly insured, go to:

- **NYSIF's certificate validation for NYSIF policyholders:** nysif.com/eCertificates/Validate/
- **New York State Workers' Compensation Board proof of coverage search:** wcb.ny.gov



PAYROLL VERIFICATION

At the beginning of your policy period, we estimate what your workers' compensation insurance premium will be based on your anticipated payroll and the classification(s) assigned to your business.

After the end of your policy period each year, we need to verify this information. This process is called payroll verification (or audit). It's a routine workers' compensation insurance practice performed by all providers.

It's Normal, So Be Prepared

The best way to prepare for your NYSIF payroll verification is to keep accurate and up-to-date payroll records. Also, be sure to document any changes to your payroll, business operations or employee classifications as they occur.

We'll Remind You

To help you prepare, we'll send you a letter two months after the beginning of your policy period to remind you about your upcoming payroll verification. We'll send another letter at six months to remind you to update your records in preparation for your payroll verification with NYSIF.

NYSIF Can Help

NYSIF professionals are available to help you prepare for your payroll verification and assist you in compiling accurate documentation to help make sure you pay the lowest possible premium. You can reach us by phone at 888-875-5790 or email CustomerService@nysif.com.

ESTIMATED PAYROLL VERIFICATION

If we are unable to schedule an appointment for a payroll verification or to review your records, we may need to estimate your final premium.

An estimated payroll verification (or estimated audit) can occur if you:

- **Do not respond to our requests to schedule a payroll verification**
- **Miss scheduled payroll verification appointments**
- **Do not keep adequate records**
- **Do not upload your records for a remote verification**

AVOID UNNECESSARY CHARGES

We encourage you to schedule an appointment or submit your documents remotely because an estimated payroll verification can result in unnecessary—and often significant—additional charges.

RESOURCES ON NYSIF.COM

- **nysif.com/auditupload**
Upload your payroll verification records here.
- **NYSIF online tools**
include our list of required records, audit worksheets and reports.
- **MyAudit Toolkit**
is a collection of printable resources about payroll verification.
- **Videos: Make Audits Easy**
Search “NYSIF Make Audits Easy” on YouTube

RISK CONTROL

MAKE SAFETY A PRIORITY AND SAVE MONEY

NYSIF’s highly trained Risk Control Consultants can assess your workplace safety and help you develop plans to prevent employee illnesses and injuries. Free of cost, we can work with you to develop these plans to help reduce workplace accidents, illnesses and claims in an effort to help lower your workers’ compensation costs.

Our free safety services are customized for your company and your industry, and can include:

- **Safety inspections to identify hazardous conditions**
- **Recommendations on how to correct unsafe work conditions**
- **Employee safety training and educational resources**
- **Safety committee and safety program development**

SAFETY FIRST – A SUCCESS STORY

We worked with a NYSIF policyholder, a midsized employer in the healthcare industry, to provide safety training covering topics such as back safety, avoiding slips and falls and safety in cold weather.

Our policyholder saw a 33% reduction in claims from the prior policy period.



CLAIMS

A claim is a notification to NYSIF and the New York State Workers' Compensation Board (WCB) that an employee has suffered a work-related injury or illness. In most cases, it starts the review process for an injured worker to receive wage replacement benefits and medical treatment.

WHEN AN ACCIDENT HAPPENS

If an employee suffers an on-the-job injury or illness:

- 1 Notify NYSIF:** The most important thing you can do is to let us know right away (call or go online) so we can help.
- 2 Provide a Claimant Information Packet:** Provide your injured employee a Claimant Information Packet as soon as possible. It includes information on the injured employee's (claimant's) rights and responsibilities and pharmacy benefits. It also includes a Form C-3.1, Notice of Right to Select a Workers' Compensation Board Authorized Health Care Provider, which the employee must sign and return to you.
 - The packet is available in several languages on nysif.com.
- 3 File an Injury Report:** File an electronic First Report of Injury (eFROI) if your employee will lose time away from work because of injury or illness or if medical treatment (other than first aid) is required.
 - **First Aid:** If an employee suffers a minor injury that can be remedied with first aid, you won't need to report the injury.
- 4 Contact a NYSIF Case Manager:** We can help you determine any other necessary actions and help navigate the claims process.

eFROI – ELECTRONIC FIRST REPORT OF INJURY

You **must** file a report of a work-related injury or illness with NYSIF immediately upon becoming aware of the injury or illness, and no later than 10 days after you learn of the injury or illness, in all cases where the injury/illness:

- Has caused or will cause the employee's loss of time from regular duties of one day beyond the workday or shift during which the incident occurred, or
- Has required or will require medical treatment beyond ordinary first aid, or more than two treatments by a person rendering first aid

REPORT CLAIMS QUICKLY

NYSIF claims studies have shown that reporting an injury more than one month after it occurred can double the cost of the claim, compared to reporting the injury within one week after an accident.

RESOURCES ON NYSIF.COM

- nysif.com/claims
- nysif.com/reportinjury
- **NYSIF online tools:** eFROI Worksheet
- **Return-to-Work programs:** nysif.com/returntowork

According to our data, employee injuries or illnesses that are reported sooner result in less expensive claims and a quicker return to work

KEY TERMS

Certificate of Insurance – Proof that you have a valid workers' compensation insurance policy.

Claim – The notification to NYSIF and the New York State Workers' Compensation Board (WCB) that a work-related injury or illness has occurred and been reported.

Classification Code – A four-digit number assigned to describe an industry, occupation or specific category of work/business operation used to estimate the workers' compensation rate you will be charged, based upon the risk associated with that category of work.

eFROI – An employer's electronic First Report of Injury to be filed with NYSIF immediately upon becoming aware of an employee's injury or illness.

Estimated Payroll Verification – A process used to generate your final premium bill if we are unable to review your records to ensure the accuracy of your premium. Typically, an estimated payroll verification will result in unnecessary—and often significant—additional charges.

Notice of Compliance (Form C-105) – The Notice of Compliance (Form C-105) is a notice to employees stating that as an employer, you have workers' compensation insurance. New York State Workers' Compensation Law requires that you post this notice prominently at all your business locations. The notice must be posted where employees can see it.

Premium – The amount we charge you to pay for your workers' compensation insurance coverage.

Premium Basis – The proper classifications and rates that apply to the types of business and work covered by your policy that are used to determine your premium.

Total Estimated Policy Cost – The sum of our estimate of your premium based on information you provide to us at the beginning of your policy period. It includes any additional charges that may apply to your policy (e.g., terrorism, natural disaster and catastrophe premiums), plus a WCB assessment. This amount will appear on your first bill and is subject to payroll verification.



THANK YOU

Thank you again for choosing NYSIF as your workers' compensation insurance carrier. We value your trust in us and we're ready to serve you and your employees.

Important things to remember about your workers' compensation insurance:

- 1 Post a Notice of Compliance (C-105) at each of your business locations where your employees can see it.
- 2 Verify valid proof of insurance for any subcontractors you use.
- 3 A payroll verification is a normal workers' compensation insurance practice. We'll contact you when it's time.
- 4 Report accidents immediately.



IMPORTANT RESOURCES

We're ready to answer your questions about how to maximize the benefits of your NYSIF Workers' Compensation Insurance.

Policyholder Services

NYSIF policy representative ("Get Policy Help" at nysif.com)

Call **888-875-5790** or email us at **CustomerService@nysif.com**

Claims

NYSIF Case Manager: nysif.com/claims

Risk Control

212-587-5500