

Premium Audit Advisory Service

The source for premium audit
technical information and training



PAAS®

 ISO®
A Verisk Business



Accurate classification of risks is the most important part of the premium audit process. Risk classification is also essential to underwriting and rating.

ISO's Premium Audit Advisory Service (PAAS®) is your source of technical information and training for premium auditors, reviewers, and underwriters. PAAS information helps you properly interpret rules and classify exposures for commercial casualty insurance, including general liability, commercial auto, and workers compensation.

PAAS offers a wide range of essential services, including more than 40,000 classification guides and more than 500 bulletins. The guides feature detailed descriptions of all state-specific and national workers compensation and general liability classifications. Our bulletins keep you up to date on all types of premium audit issues.

PAAS provides the following products and services:

- **PAASbase™** delivers PAAS content through download or ISONet®
- **classification guides** for workers compensation and general liability
- **bulletins** addressing the following areas of interest, educational, legislative, and board and bureau
- **rating information**
- **consultations** with PAAS staff
- **access to a list of frequently** asked questions compiled by PAAS staff
- a full roster of **professional development programs**, including Technical Achievement Program, PAAS Connect, PAAS Basic Training, web seminars, and training manuals for workers compensation, general liability, and commercial auto

PAASbase™

One way that PAASbase delivers content is through download, which means you don't always need Internet connectivity to access the vital information you need to classify policies for general liability and workers compensation. With PAASbase, you'll benefit from accurate risk classifications resulting in more accurate premium charges. PAASbase contains a complete reference library of all information presented in the brochure.

PAASbase offers you many advantages:

- comprehensive search capability
- companywide access through LAN or intranet delivery
- increased productivity from a one-stop reference
- free technical consultation by e-mail
- links to valuable third-party information

Classification Guides

To help you classify general liability and workers compensation risks, PAAS has developed more than 40,000 classification guides.

Also available online through ISOnet, PAAS classification guides provide detailed descriptions of all ISO general liability classifications, National Council on Compensation Insurance (NCCI) workers compensation classifications, and state-specific exceptions for both. The guides include extensive interpretations on the subject matter and proper application of each classification. Each guide provides comprehensive information on the operations and products that make up a particular classification code.

Here is some of the information available to you:

- classification phraseology and notes—the exact classification wording and notes as written in the manuals
- contemplated operations—a description of the operations, suboperations, and processes used in a business associated with a particular classification code; also, if applicable, a description of the products manufactured, sold, installed, repaired, or otherwise served by such a business
- operations assigned by analogy—additional operations, not specifically mentioned that are assigned to a classification
- related codes—a list of codes for operations close to, but not considered within the scope of, the classification
- educational links for classification guides—links to educational bulletins and FAQs related to that classification
- cross-reference links—links in workers compensation guides to the most common general liability guides and links in general liability guides to related workers compensation guides
- history—a brief explanation of all recent changes to the classification
- state specials—links in national classification guides related state special classifications
- exclusions to the national code—a list of the states where a national code does not apply
- SIC and NAICS codes—included in the guides as a searchable feature

PAAS has assembled the information through our comprehensive research activities, including inquiries with national and state rating agencies. You get a consolidation of interpretive information and a unique synthesis of common use—all from one source.

You also get extensive links to specific information on the websites of 11 independent bureau states.

PAAS Rating Information

To help premium auditors and reviewers in their day-to-day work, PAAS offers four quick reference cards that summarize important information state by state. Published quarterly, they include:

- audit information summary—current and past payroll limitations for executive officers, sole proprietors, and partners for workers compensation and general liability
- chart of state exceptions—side-by-side comparison of NCCI rules and state-specific exceptions, including PAAS staff comments detailing differences in the rules
- test audit programs—summary of the program criteria, including policy selection, information required, claims, response time, definition of a reportable difference, minimum and maximum standards, mandatory billing, whether the stat card needs to be changed, and the time to contest a test audit
- summary of outstanding rate changes—thorough summary of rate changes that affect outstanding workers compensation policies, including those written under assigned-risk plans and those mandated by the U.S. Longshore and Harbor Workers' Compensation Act

You get state-by-state information for all states plus the District of Columbia and Puerto Rico.



Bulletins

PAAS publishes a series of e-bulletins to keep subscribers up to date on issues of importance to the premium audit function. Best yet, customers have access to a full archive of more than 500 bulletins.

Publications in this vital series include:

- Educational Bulletins—information on topics ranging from clarification of the basic rules and procedures to interpretations on complete premium audit rules and classifications
- Board & Bureau Bulletins—bulletins based on circulars issued by the independent rating bureaus
- Legislative Bulletins—details on the latest state and federal legislation affecting premium audit
- Products & Services Bulletins—updated information on PAAS training and seminar services
- PAASUpdate—a monthly publication about recent changes and events affecting the premium audit professional

Consultations

PAAS subscribers can take advantage of the expertise of PAAS staff through consultations on a variety of premium audit subjects. Employees of member companies who have questions may contact PAAS staff by telephone or e-mail. We'll use our reference materials and network of relationships with bureaus, regulators, and industry associations to provide accurate answers—normally within 24 hours. Our staff responds to approximately 4,000 inquiries a year.

Just the FAQs

Just the FAQs is a useful compilation of questions addressed to, and answered by, our PAAS consultation staff. Just the FAQs brings you the benefits of the PAAS staff's expert answers to questions of interest to PAAS subscribers.

Search for the information you need—or browse the questions in 15 relevant categories:

- basis of premium
- businessowner
- construction
- employment relationships
- inland marine
- legal entities
- manufacturing
- mercantile
- premium fraud
- rule interpretations
- specialty risks
- standard exceptions
- subcontractors
- United States Longshore And Harbor Workers



Professional Development Programs

As a premium auditor, you must be ready to respond to changes in policy language, manual rules, classifications, and insurance procedures. It's critical for you to stay up to date on the most current insurance issues affecting our industry.

ISO's Premium Audit Advisory Service (PAAS®) includes in-depth training programs available in the classroom or on the web to accommodate your busy schedule. PAAS educational seminars are a cost-effective way of training your staff in many different areas of property/casualty insurance. Our seminars are interactive and comply with the International Association for Continuing Education and Training's (IACET) criteria for Continuing Education Units (CEUs).

Basic Training

PAAS offers a five-day basic training session on coverage and premium audit procedures for workers compensation, general liability, and commercial automobile. The session can help individuals who are new or fairly new to premium audit to become productive members of your premium audit team. It can also serve as a refresher course for more experienced premium audit professionals.

Training Manuals

PAAS offers comprehensive training manuals for beginning premium auditors and reviewers. The self-contained manuals are available for workers compensation, general liability, and commercial auto. To reinforce learning objectives, the manuals contain progress examinations with answers and full explanations.

PAAS Technical Achievement Program (TAP)

PAAS offers TAP, a web-based training program that's an essential tool for auditors with limited experience or for seasoned auditors who need a refresher on workers compensation, general liability, or commercial automobile.

Employees who conduct physical or telephone audits or employees who review audit results benefit significantly from the TAP self-study program. Insurance agency customer service representatives also benefit.

PAAS Connect

Interactive training courses, informational sessions, and presentations about emerging issues—PAAS Connect is available 24/7 and is an essential training tool for all insurance professionals. PAAS Connect courses include comprehensive programs on workers compensation, general liability, and commercial automobile. We're always exploring other topics for future sessions.

Web Seminars

To help you get essential training and stay current on rules and regulations affecting premium audit, PAAS® offers an extensive series of web seminars.

These one- and two-hour instructor-led sessions will cover a wide variety of topics related to:

- workers compensation
- general liability
- commercial auto
- the description of operations
- legal entities
- pitfalls of cross-referencing workers compensation to general liability
- contractor executive supervisor
- companion classifications
- 2012/2013 NCCI workers compensation classification changes
- building the intelligent house

Company-Sponsored Seminars

Every organization has its own unique needs for employee training and education. That's why PAAS offers seminars tailored to your company's specifications. PAAS Company-Sponsored seminars give you training when you want it, where you want it, and how you want it. You choose the topic. You choose the agenda.

PAAS Company-Sponsored Seminars let you choose:

- our standard seminars presented on your schedule—in your own facility or at a convenient location
- standard seminars customized to meet your particular needs
- new seminars specially developed to your specifications

PAAS Premium Audit Annual Forum

PAAS holds an annual meeting that gives home office executives, managers, and field auditors the opportunity to gain a global perspective on the state of the industry and their profession. Attendees share timely and pertinent information through direct communication with other premium audit professionals and through presentations given by industry leaders.

Whether you're a premium auditor or reviewer, an underwriter, an agent, or a broker, PAAS brings you valuable information and services relating to commercial casualty classifications.

To learn more about PAAS, visit us online at www.verisk.com/iso/paas.

Contact Us



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