



**STATE OF TENNESSEE  
DEPARTMENT OF COMMERCE AND INSURANCE  
Insurance Division – Policy Analysis Section  
500 James Robertson Parkway  
Nashville, TN 37243-1133**

**Phone (615) 532-1481**

**Fax (615) 741-0648**

**PROCEDURES FOR RESOLUTION OF  
WORKERS' COMPENSATION PREMIUM DISPUTES**

Should a premium dispute arise between a policyholder and a carrier or rate service organization, please refer to regulations pertaining to the appeal process which can be found at <https://publications.tnsosfiles.com/rules/0780/0780-01/0780-01-82.pdf>

The following are a few of the preliminary, or “front end” requirements.

If the matter involves manual rules, classifications, or rating plans used by the voluntary/standard or assigned risk markets, the policyholder must first contact NCCI (Phone: 1-800-622-4123, Option #5] to determine if the NCCI Dispute Resolution process is applicable. Michael Craddock is the contact person for the Dispute Resolution Service.

National Council on Compensation Insurance, Inc.  
Regulatory Assurance Department—Dispute Resolution Services  
901 Peninsula Corporate Circle  
Boca Raton, FL 33487-1362  
[disputeresolution@ncci.com](mailto:disputeresolution@ncci.com)  
Fax Number: 561-893-5043

PLEASE BE ADVISED THAT THERE ARE SPECIFIC TIME REQUIREMENTS FOR FILING A COMMISSIONER APPEAL (SEE ABOVE REGULATIONS).

The appeal must contain a short and plain statement as to what portion of the decision is being appealed and the basis for such appeal.

The appeal must be accompanied by a certification from the insured or the insured’s attorney that a copy of any materials filed with the commissioner have also been sent to the Administrative Procedures Division of the Office of the Secretary of State *and* all parties to the dispute.

“Administrative Procedures Division” means the Administrative Procedures Division of the Office of the Secretary of State, 312 Eighth Avenue, 8th Floor, William R. Snodgrass Tower, Nashville, Tennessee 37243, Telephone (615) 741-7008.

The appeal to the commissioner shall be sent to the Department of Commerce and Insurance, Davy Crockett Tower, Policy Analysis Section, 500 James Robertson Parkway, Nashville, Tennessee 37243.

Contact Jessica Thomas for questions concerning premium disputes: [Jessica.Thomas@tn.gov](mailto:Jessica.Thomas@tn.gov) (615) 532- 1481