

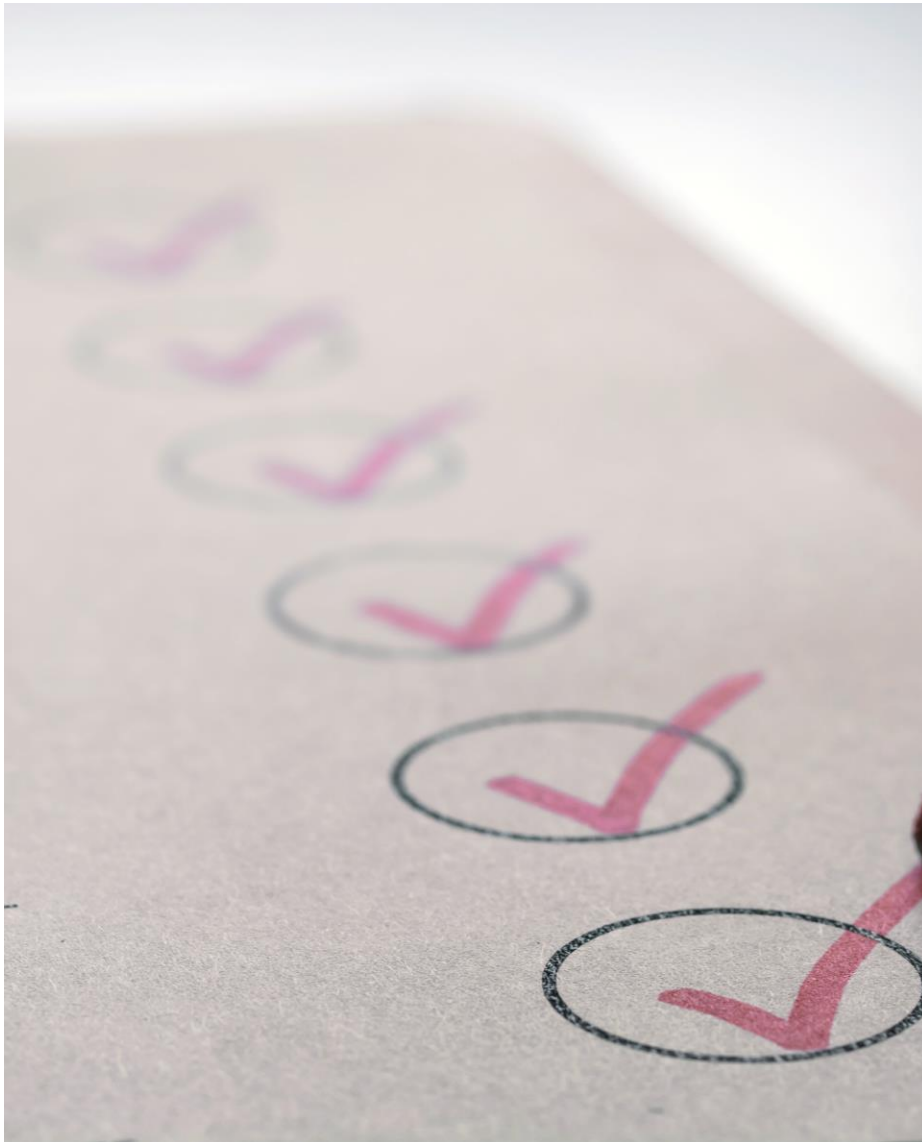


NAIC **SERFF**

SERFF Product Steering Committee
October 15, 2025

Welcome & Roll-Call

- Roll was called for 2025 PSC members
- Membership turnover is in progress, more details to come in the November meeting
- Interested parties who called in and wish their attendance to be recorded can email adysart@naic.org



Agenda

- Legacy Turn Down Plan
- Project Update
- Open Q&A (Menti)

Legacy Turn Down Plan

Presenter: Brandy Woltkamp

Legacy Turn Down Plan

- Filings
 - Electronic filings will move to the new platform in their status as of migration.
 - Filings will become stale.
 - Draft filings and draft schedule items will not move to the new platform.
- Reports
 - Reports will reflect states and business types which have migrated to the new platform.
 - Data for migrated states will become stale as updates will no longer occur in the legacy system.

Legacy Turn Down Plan

- Wizard
 - Filings will no longer be supported for states which have transitioned to the new platform.
 - A notice will appear on step 2 of the wizard for states which have transitioned.
 - All H (health and HMO) and NA (network adequacy) TOIs will continue to be filed in the legacy platform with a notice within the same screen.
- Search
 - There will be no change to search.
 - Filings which move to the new platform will remain searchable but will return as read only.

Legacy Turn Down Plan

- *Services*
 - *Filings transitioned to the new platform will not be returned in legacy services.*
- *Filing Rules*
 - *Submission Requirements will become inactive once a state is migrated to the new platform.*
 - *Existing Submission Requirements cannot be edited.*
 - *New Submission Requirements cannot be created.*

*** Exception: Health, HMO, Network Adequacy ***

Development Update

Presenter: Lauren Bandle

Development Update

- Continuing to address production support issues
- Continued enhancement work for current users
- Starting development of the state filing functionality

Open Q&A Menti

2025 Meeting Dates

- *November 19**
- *December 17**

**Off typical cadence due to holiday.*

Questions?

bkieras@naic.org (or state liaison)
serffmodernizationquestions@naic.org

October 15, 2025 SERFF PSC Q&A Summary:

Q: How will EFT reports work after states migrate to the new SERFF platform? Will duplicate reports be generated?

A: EFT reports in the legacy platform will only include transactions generated in legacy SERFF. Once states transition, new EFT transactions will appear only in the new platform. Users should run EFT reports separately in each system to avoid duplication — one in legacy SERFF and one in the new SERFF system.

Q: When should EFT reports be run during the migration weekend?

A: It is recommended to run the final weekly EFT report in legacy SERFF the Monday after migration. The following week, users should begin running reports in both systems to ensure accuracy and verify migrated data.

Q: Will existing reports remain accessible in legacy SERFF?

A: Yes. Legacy reports will remain available but will not be updated once a state transitions. Over time, reporting functions (such as turnaround reports) will move to Tableau dashboards.

Q: Which states are part of the early adopter group for the SERFF modernization?

A: The ten early adopter states are Arizona, Arkansas, California, Connecticut, Maine, Missouri, Nebraska, North Dakota, Oklahoma, and Vermont. Each will move to the new platform in phases.

Q: Will the system be unavailable during migration weekends?

A: Yes. During migration, SERFF will experience scheduled downtime. The first state transition weekend will likely last the full weekend, though future migrations may require less time as the process is refined.

Q: What data will migrate to the new SERFF system?

A: Submitted filings and related correspondence will migrate. Draft filings or draft schedule items will not be migrated. Legacy filings will remain in read-only status post-migration.

Q: Will paper filings be migrated to the new system?

A: Paper filings will remain in legacy SERFF for the time being. States and companies will continue to access and manage them there until a future phase addresses paper filing migration.

Q: Will health and HMO filings remain in legacy SERFF?

A: Yes. All Health (H01–H26), Health Organization (H Org 01–H Org 06), and Network Adequacy (NA01) types will remain in legacy SERFF for now. These filings will migrate at a later date.

Q: Will filing templates migrate from legacy SERFF to the new platform?

A: Template migration is planned but will occur in a later phase. Compact templates have not yet been migrated due to low use.

Q: Will training be offered to early adopter states and industry users?

A: Yes. NAIC's Education and Training Department is developing training programs, modeled after those used for the Compact transition, to prepare states and filers for the new SERFF interface.

Q: When will the new SERFF platform be ready for early adopters?

A: We anticipate the first state migration to occur in early 2026. Broader state transitions will follow after successful early adopter migrations.

Q: What is the status of Okta authentication for SERFF users?

A: The NAIC is working to reissue expired Okta invitations and automate password resets. A phased rollout will follow to migrate all users to Okta authentication.

Q: What is the new “Watchers” feature, and will it replace the message center?

A: The Watchers feature allows users to receive email notifications on specific filings. Users may opt out of emails and view notifications within the platform instead. NAIC is working to expand notification options to balance visibility with inbox management.

Q: What is the Zip PDF feature and when will it be available?

A: The Zip PDF feature, similar to the current PDF Pipeline, enables users to download filing documents in bulk. It is in final testing and will launch in pilot phase soon.

Q: How will public access to SERFF filings change?

A: State public access sites will transition to a new SERFF Filing Access portal, similar to the Compact’s portal. URLs will update when states migrate, but all public data will remain available.

Q: How will state migration proceed after the early adopters?

A: NAIC will assess lessons learned from the first group of states, then expand migration in phases (potentially “Early Adopters Phase 2”). Additional states will be added gradually to ensure smooth transitions.

Q: Can legacy filings be edited after migration?

A: No. Once a state migrates, its filings in legacy SERFF become read-only. All new or updated filings must be completed in the new platform.

Q: What enhancements are being considered for the new SERFF?

A: Enhancements include improved usability, dashboard reporting via Tableau, expanded notifications, user role-based training, and additional support documentation.

Q: Will the online help and knowledge base be updated?

A: Yes. The SERFF knowledge base will continue to be refreshed regularly and improved through user feedback and AI-assisted search capabilities.

Q: How will future updates be communicated?

A: Updates will continue to be shared in PSC meetings, summary emails, and posted on the NAIC website. Regular status reports on state migrations will be a standing agenda item.