SERFF Product Steering Committee Meeting

Wednesday, January 19

150
1871
2021
NATIONAL ASSOCIATION OF
INSURANCE COMMISSIONERS

Roll Call

- Roll was called for current PSC members
- Interested parties who wish their attendance to be recorded can email lbandle@naic.org

SERFF Modernization Update

- Mobilization & Pilot phase is complete.
  - Began in April/May 2021 and Finished at the end of 2021
- Fiscal is going through the approval process.
  - Presented at a membership meeting in mid-January.
  - Link for the fiscal: https://content.naic.org/sites/default/files/fiscal-2022-serff-modernization-transition-stages.pdf
  - This is a 3-year project, but this fiscal only covers the first year.
  - Any questions about the fiscal can be sent to Lauren (lbandle@naic.org) or Bridget (bkieras@naic.org)
- Recommendation is to continue with PwC as vendor partner.
- Project could start as early as this March.
  - The start date will depend on the fiscal approval process

SERFF Modernization Project Overview

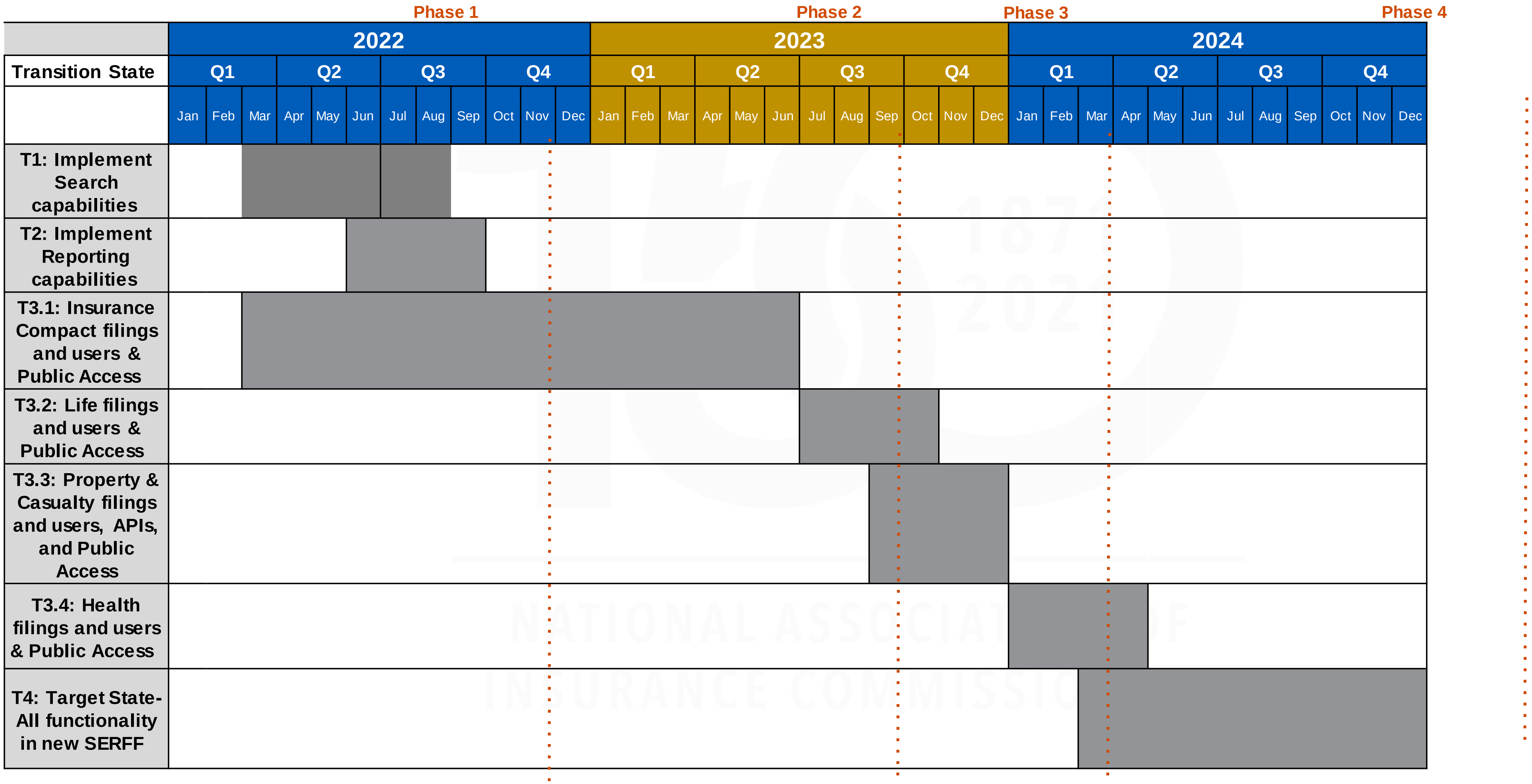
NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS

- Page 5 is a transition phase scope summary
- Page 6 is a project timeline
- Phases T1 and T2 will be implemented in Legacy SERFF
- Phases T3.1-T3.4 and T4 will be implemented using the low-code tool Appian.
- Phase T3.1 is significantly longer because this phase will include the initial learning and architecure. There is also a lot of common functionality between compact filings and non-compact filings that should be faster to implement in phases T3.2-T3.4.

Transition Phases: Scope

Phase	Name	Scope
T1	Search Capabilities	• Key word searches across all filings and documents for a given state.
T2	Reporting Capabilities	• Standard and custom reporting options • Data export functionality
T3.1	Insurance Compact & Public Access	• Customized screens and workflows for Insurance Compact • Filing preparation and submittal with required upfront validation for Insurance Compact • Document analysis and comparison capabilities for Insurance Compact • Collaboration tools for Insurance Compact • Workflow management for Insurance Compact
T3.2	Life Filings & Public Access	• Customized state-specific views, screens, and workflows for Life filings • Filing preparation and submittal with required upfront validation for Life filings
T3.3	Property & Casualty Filings, APIs, and Public Access	• Customized state-specific views, screens, and workflows for P&C filings • Filing preparation and submittal with required upfront validation for P&C filings • APIs for vendor integration
T3.4	Health Filings & Public Access	• Customized state-specific views, screens, and workflows for Health filings • Filing preparation and submittal with required upfront validation for Health filings • URR schedule for Health filings
T4	Plan Management	• Binder- create, validate, submit, correspondence, search, and reporting • Plan transfer • Template validation

DRAFT - SERFF Modernization Roadmap



Next Steps

- Scoping the legacy work around search and document capabilities.
- Examining tools and licensing structure for 2022 reporting work.
- Ramping up on focus groups for 2022 work, including heavy engagement with Compact staff.
- Planning and preparing for start of the new project.

Q&A

- Q: What vendors & software are you using for T1?
  - A: The vendor partner is PricewaterhouseCoopers. The tools we are using are Open Search, Draftable, and PDF Tron.
- Q: How does a state's usage of the Verisk Mozart program factor into the SERFF modernization?
  - A: States will still be able to use Verisk through APIs if they want. We will also be providing similar functionality within SERFF.
- Q: What type of changes do you see for Admins?
  - A: We are looking to bring a lot more self-service to our state and company admins, so they can rely less on NAIC staff to add/ update users or change configurations in the system.
- Q: Will SERFF be able to validate the completion of checklists/ compliance questionaires?
  - A: Yes, depending on the complexity of the questionaire, we might be able to build that into the submission process. For checklists, we are planning to build and validate those checklists using business rules and machine learning.
- Q: When will states need to contact the NAIC about changes to their API system?
  - A: NAIC staff will reach out to states by the middle of this year, 2022, to start having planning conversations on this topic.
- Q: Who should states contact if they have a request for a particular focus group?
  - A: They can contact Lauren (lbandle@naic.org) or Bridget (bkieras@naic.org)

2022 Call Dates - all calls start at 12:30 Central

- February 16th
- March 16th
- April 20th
- May 18th
- June 22nd
- July 20th
- August 17th
- September 14th
- October 19th
- November 16th
- December 14th

