



Providing flexibility, promoting uniformity

SERFF FILING ACCESS (SFA) USER MANUAL

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Use Agreement

In order to gain access to SERFF Filing Access (SFA), a user must agree to the terms of use. This use agreement details the rules one must adhere to in order to use the site, is legally binding, and may be revised at any time.

The screenshot shows the SERFF Filing Access interface. At the top left is the NAIC logo and name. At the top right is a "Help" link. The main header reads "SERFF Filing Access" with a subtitle "You are currently operating in the state of Idaho." Below the header, there is a paragraph of text about the interface's ownership and purpose. It states: "The SERFF Filing Access Interface ("Interface") is the property of the NAIC. This system is intended to facilitate an alternative means of access to rate and form filings as made available by the State Insurance Department. The State has chosen to make this Interface available as an option for members of the public to use when obtaining publicly available rate and form filings. These rate and form filings are also available directly from the State." Following this is a statement of terms of use: "This Use Agreement is the exclusive statement of the terms under which the NAIC grants access to a user ("you"). You agree that you will not reverse engineer, reverse assemble or reverse compile the applications. You further acknowledge that circumvention or bypass of the intended workflow of the system in order to automate the download of data is prohibited. By clicking on the "Agree" button below you are accepting all terms of this agreement and understand that any unauthorized use or dissemination of the data or information from the system or violation of these terms may result in immediate termination of access and possibly other legal action." Another paragraph discusses the NAIC's responsibility: "The NAIC does not guarantee uninterrupted access to the Interface. The NAIC does not guarantee the truth, accuracy, adequacy or completeness of the data and is not responsible for any errors or omissions or the result obtained from the use of such data. The NAIC does not determine whether data displayed via the Interface is public; such determination is made by the State and the data displayed via the Interface is a reflection of the state's determination. The NAIC has MADE NO WARRANTY OR PROMISE, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. The NAIC specifically disclaims any liability, whether based in contract, tort, strict liability or otherwise, for any direct, indirect, incidental, consequential or special damages arising out of or in any way connected with the access to or use of the Interface and the data obtained through it. You assume sole responsibility for your use of the Interface." A final note states: "The laws of the State of Missouri shall be applicable to the interpretation of these terms, without regard to any conflict of law provisions. If any provision within these terms is held to be invalid or unenforceable, all remaining provisions shall be enforced. The NAIC may revise these Terms of Use at any time by updating this posting." At the bottom center are two buttons: "Accept" and "Decline". The footer contains links for "SERFF Filing Access Help Desk", "Feedback", and "Related Sites".

SERFF Filing Access Help Desk
(816) 783-8990
sfahelp@naic.org

Feedback
The NAIC greatly values your feedback.
If you have ideas on how to improve this site, please contact us at sfafeedback@naic.org.

Related Sites
www.naic.org
www.serff.com

Rate & Form Filings

Filing Search

From the Filing Search page, a user can enter search criteria and execute the search. This search utilizes several field types including text fields, date ranges, select lists, and check boxes. All fields are optional, but at least one field must be used to execute a search.

The screenshot shows the SERFF Filing Access interface. At the top, there's a logo for SERFF (Society of National Filing Entities) and a message stating "You are currently operating in the state of Idaho." Below this, a breadcrumb navigation shows "You are here: Filing Search". There are two buttons: "Clear Search" and "Health Plan Binder Search". The main section is titled "Filing Search" and contains a "Search Options" form. The form includes fields for Business Type (a dropdown menu), Type of Insurance (a note saying "Must first select a Business Type"), Company Name (text input with operators "Begins With" or "Contains"), NAIC Company Code (text input), Insurance Product Name (text input with operators "Begins With" or "Contains"), Start Submission Date and End Submission Date (date pickers), Start Disposition Date and End Disposition Date (date pickers), and a "Search" button at the bottom.

Search Field Descriptions

Business Type

Business Type refers to a line of business – Property & Casualty or Life, Accident/Health, Annuity, Credit. The user may select the desired business type of filings to be returned in the search results.

Type of Insurance

The Type of Insurance details the lines of insurance that a state accepts through SERFF. To complete a search using this field, a Business Type must be selected. Once the Business Type has been selected, the user can select one to many types of insurance.

Company Name

Company Name refers to the name of the insurance company or entity that submitted the rate and form filing. The user can enter a complete or partial company name in addition to using the 'Begins With' or 'Contains' operators.

NAIC Company Code

A NAIC Company Code is a unique number assigned to a company by the National Association of Insurance Commissioners (NAIC). Keep in mind, when using this search criterion, the entire NAIC Company Code must be entered.

Insurance Product Name

The Insurance Product Name is the name of the insurance product as sold by the insurance company. The user can enter a complete or partial Insurance Product Name in addition to using the 'Begins With' or 'Contains' operators.

Start and End Submission Date

Submission Date refers to the date a filing was submitted to the state. Using these fields will allow the user to narrow the search results. Please note, this date field is inclusive, meaning the date entered in either field will be part of the search.

Start and End Disposition Date

Disposition Date refers to the date the final action was taken and the Disposition Report was submitted to the insurance company. Using these fields will allow the user to narrow the search results. Please note, this date field is inclusive, meaning the date entered in either field will be part of the search.

Search Results

The Search Results page recaps the criteria used for the search and shows the number of filings found. All the columns in the search results page are sortable. From this page, the user may select the number of filings to view, begin a new search, refine the current search, or click to open a filing.

If a filing is not marked public access it will not be returned via the search. Only filings subject to public access are available via SERFF Filing Access.

Example of Search Results:

Pages: (1 of 2) 1 2 >> Show: 20						
Company Name	NAIC Company Code	Insurance Product Name	Sub Type Of Insurance	Filing Type	Filing Status	SERFF Tracking Number
BEST Life and Health Insurance Company	90638	Amendment Filing for PPACA	H16G.003A Small Group Only - PPO	Form/Rate	Closed - FILED	BLHI-126719733
BEST Life and Health Insurance Company	90638	Group Dental	H10G.000 Health - Dental	Form	Closed - FILED	BLHI-126481388
BEST Life and Health Insurance Company	90638	Group Indemnity Dental	H10G.000 Health - Dental	Form	Closed - DISAPPROVED	BLHI-125895477
BEST Life and Health Insurance Company	90638	Group Stand Alone Dental	H10G.000 Health - Dental	Rate	Closed - WITHDRAWN	BLHI-129559861

Detailed description of SFA Search Result fields:

Company Name	The name of the insurance company or entity that submitted the rate and form filing.
NAIC Company Code	A unique number assigned to a company by the National Association of Insurance Commissioners (NAIC).
Insurance Product Name	The name of the insurance product as sold by the insurance company.
Sub-Type of Insurance	Used in conjunction with Type of Insurance, the Sub-Type of Insurance further defines the lines of business for which a filing is submitted.
Filing Type	Identifies the type of information submitted to the state.
Filing Status	The current status of a filing.
SERFF Tracking Number	A unique number assigned by the SERFF application to all filings.

Once the user has selected a filing to view, they are taken to the Filing Summary page.

Filing Summary

The Filing Summary is comprised of the following five sections:

- Filing Information
 - Product Name
 - Type of Insurance
 - Sub Type Of Insurance

- Filing Type
 - SERFF Tracking Number
 - Filing Status
- Filing Outcome
 - SERFF Status (please see below for a list of potential SERFF statuses)

Status	Definition
Submitted to State	Filer has chosen to submit filing and the filing has passed all applicable validations. State can now access the filing.
Assigned	State has assigned the filing to one or more reviewers, but no additional action has been taken.
Pending Industry Response	One or more open objection letters exist on the filing that needs a response from industry.
Pending State Action	One or more objection letters have been responded to by industry. Filing is still open.
Closed - *	The state has created a disposition report indicating the final action on the filing. The asterisk indicates that the state disposition status (i.e., Approved, Acknowledged, Disapproved) will be appended to the SERFF status.
Closed - Rejected	The filing has been rejected by the state and is closed.
Reopened	The state has reopened the filing.

- Disposition Date
 - Disposition Status
 - State Status
 - State Status Last Changed
- Company Information
 - Company Name
 - Company Code
 - Address
 - Telephone Number
- Filing Comments

- Attachments
 - Forms
 - Rate/Rule
 - Supporting Documentation
 - Correspondence

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You are currently operating in the state of Idaho.

You are here: [Filing Search](#) > [Filing Search Results](#) > Filing Summary

[New Search](#) [Refine Search](#) [Return to Search Results](#) [Health Plan Binder Search](#)

Filing Summary

Filing Information	Filing Outcome
Product Name: Amendment Filing for PPACA Type Of Insurance: H16G Group Health - Major Medical Sub Type Of Insurance: H16G.003A Small Group Only - PPO Filing Type: Form/Rate SERFF Tracking Number: BLHI-126719733 Submission Date: 8/2/10 Filing Status: Closed - FILED	SERFF Status: Closed Disposition Date: 08/16/2010 Disposition Status: FILED State Status: FILED State Status Last Changed: 8/16/10

Company Information

Company Name	Company Code	Address	Telephone Number
BEST Life and Health Insurance Company	90638	2505 McCabe Way Irvine, California 92623	(800)433-0088

Filing Comments

[Comments \(0\)](#) 

[Submit Comment](#)

Attachments

 If accessing SERFF Filing Access via a state website, users wishing to view a Compact Filing will be advised to contact the Interstate Insurance Compact (IIPRC).



SERFF Filing Access

You are currently operating in the state of Idaho.

You are here: [Filing Search](#) > [Filing Search Results](#) > Filing Summary

[New Search](#) [Refine Search](#) [Return to Search Results](#) [Health Plan Binder Search](#)

Filing Summary

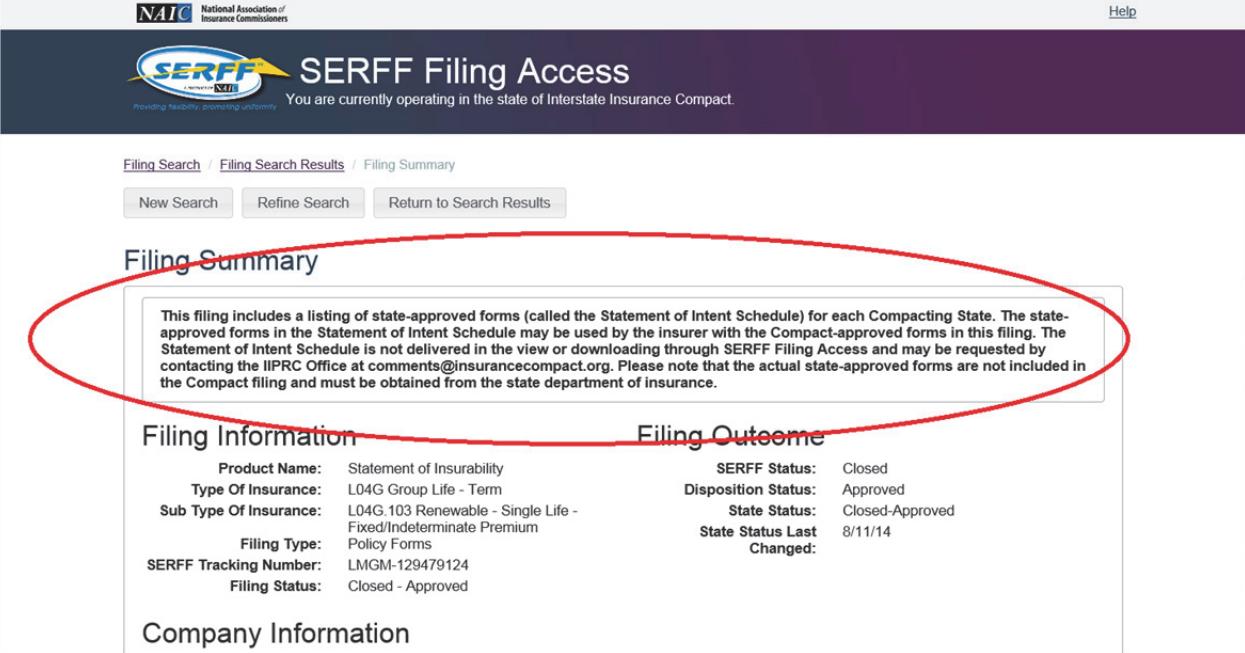
Filing Information	Filing Outcome
Product Name: Statement of Insurability	SERFF Status: Closed
Type Of Insurance: L04G Group Life - Term	Disposition Date: 06/20/2014
Sub Type Of Insurance: L04G.103 Renewable - Single Life - Fixed/Indeterminate Premium	Disposition Status: Approved
Filing Type: Policy Forms	State Status: Closed-Approved
SERFF Tracking Number: LMGM-129479124	State Status Last Changed: 6/20/14
Submission Date: 4/7/14	
Filing Status: Closed - Approved	

Company Information

Company Name	Company Code	Address	Telephone Number
Liberty Life Assurance Company of Boston	65315	175 Berkeley St. Boston, Massachusetts 02116	(617)357-9500

This filing was submitted to the Interstate Insurance Compact. To obtain a copy of this filing, please go to <http://www.insurancecompact.org/index.htm>.

If accessing SERFF Filing Access via the IIPRC website, users wishing to view a filing filed to the state will be advised to contact the IIPRC for additional assistance.



The screenshot shows the SERFF Filing Access interface. At the top, there's a banner with the NAIC logo and the text "SERFF Filing Access" and "You are currently operating in the state of Interstate Insurance Compact". Below the banner, there are links for "Filing Search", "Filing Search Results", and "Filing Summary". There are also buttons for "New Search", "Refine Search", and "Return to Search Results". The main content area is titled "Filing Summary". It contains a note in a box: "This filing includes a listing of state-approved forms (called the Statement of Intent Schedule) for each Compacting State. The state-approved forms in the Statement of Intent Schedule may be used by the insurer with the Compact-approved forms in this filing. The Statement of Intent Schedule is not delivered in the view or downloading through SERFF Filing Access and may be requested by contacting the IIPRC Office at comments@insurancecompact.org. Please note that the actual state-approved forms are not included in the Compact filing and must be obtained from the state department of insurance." Below this note, there are two sections: "Filing Information" and "Filing Outcome". The "Filing Information" section lists: Product Name: Statement of Insurability; Type Of Insurance: L04G Group Life - Term; Sub Type Of Insurance: L04G.103 Renewable - Single Life - Fixed/Indeterminate Premium Policy Forms; Filing Type: Policy Forms; SERFF Tracking Number: LMGM-129479124; and Filing Status: Closed - Approved. The "Filing Outcome" section lists: SERFF Status: Closed; Disposition Status: Approved; State Status: Closed-Approved; and State Status Last Changed: 8/11/14. At the bottom left, there's a link for "Company Information".

Submitting a Filing Comment

This feature allows users to submit and view posted comments related to public SERFF filings. If enabled by the state, the user can click 'Summit Comment' to begin entering their comment details.

Submit comment related to Tracking Number BLHI-126719733 ×

Comments submitted via this interface will be directed to the Idaho insurance department.

*First Name:

*Last Name:

Organization:

Street Address:

*City:

*State: Select One

Postal Code:

*Email Address:

*Comment:

4000 characters remaining.

*required



Once a comment has been submitted, the SFA user will be unable to edit or delete their comment.

Once submitted, the state reviews each comment. While the state has the option to post comments to SFA, it is not required.

If a comment has previously been submitted and posted, it will appear under Filing Comments for other SFA users to view. If no comment has been submitted, 'None Available' will be displayed.

Selecting Attachments

After selecting a filing to view, the user can view or download its associated attachments. If nothing is displayed under an attachment type, no documents are available.

If the user wishes to download the document(s) into a zip file, they can do so three ways:

1. Select each document individually.
2. Select All – Selects all attachments in that section.
3. Select Current Version Only – Selects the most current version of each attachment.

After the user has selected the attachment(s), they can be downloaded by clicking the "Download Zip File" button.



SERFF Filing Access

You are currently operating in the state of Idaho.

Attachments

Forms		
Form Name	Form Number	Attachments
Amendment for Non-Grandfathered Plans	BL-PPACA-NGF/ID-0610	<input type="checkbox"/> ID Amendment Filed Non-Grandfathered Plans.pdf
Amendment for Grandfathered Plans	BL-PPACA-GF/ID-0610	<input type="checkbox"/> ID Amendment Filed Grandfathered Plans.pdf

Rate/Rule		
Document Name	Rate Action	Attachments
Rates	New	<input type="checkbox"/> PPACA Benefit Changes Rates.pdf

Supporting Documentation		
Document Name	Attachments	
ID-FF Certification Form	<input type="checkbox"/> ID Filing Submission Documentation.PDF	
Small Group Checklist	<input type="checkbox"/> Idaho Checklist.pdf	
Actuarial Memorandum	<input type="checkbox"/> Actuarial Memo.pdf	
PPACA Uniform Compliance Summary	<input type="checkbox"/> ID UniformComplianceSummary.pdf	

Correspondence		
None Available		

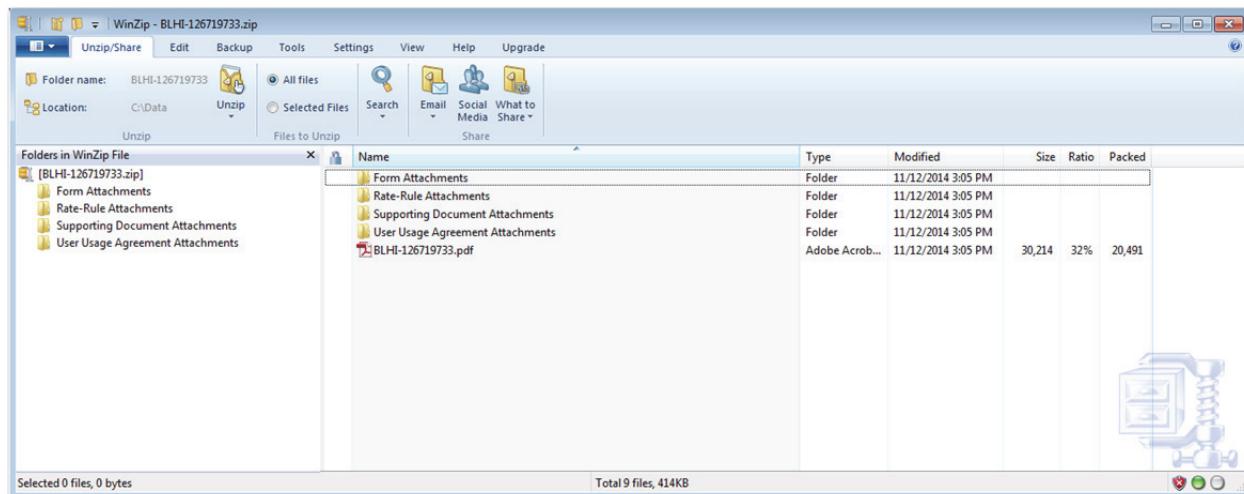
When presented with the 'File Download' dialog box, the user can choose to open or save the filing zip file.



See Appendix A for downloading zip file instructions.

Navigating the Filing

Once downloaded, the user is presented with a zip file containing a PDF of the filing and up to five folders: Form Attachments, Rate-Rule Attachments, Supporting Document Attachments, Correspondence Attachments, and User Usage Agreement Attachments.



Within the filing PDF, a Table of Contents provides the user with shortcuts to the selected attachments. To view other information contained within the filing, users can click on the corresponding bookmarks found within the PDF.

 The zip file must be unzipped before the user is able to open the attachments via the shortcuts found within the Table of Contents.

The screenshot shows a PDF document with the following structure and content:

- Bookmarks:** A sidebar on the left lists the following items:
 - BLHI-126719733
 - Table of Contents
 - Filing at a Glance
 - General Information
 - Filing Description
 - Company and Contact
 - Filing Fees
 - State Specific
 - Correspondence Summary
 - Disposition
 - Objection Letter
 - Response Letter
 - Form Schedule
 - Rate Information
 - Rate/Rule Schedule
 - Supporting Document Schedules
- Tracking Information:**

SERFF Tracking #: BLHI-126719733 State Tracking #: Company Tracking #: BL-PPACA-NGF-0610

State: Idaho Filing Company: BEST Life and Health Insurance Company
TOL/Sub-TOL: H16G Group Health - Major Medical/H16G.003A Small Group Only - PPO
Product Name: Amendment Filing for PPACA
Project Name/Number: Amendment Filing for PPACA/BL-PPACA-NGF-0610
- Table of Contents:**

Table of Contents

 - User Usage Agreement Attachments**
 - Usage Agreement [Usage Agreement.pdf](#)
 - Form Attachments** (ex. Form Name Form Number Attachment Name)
 - Amendment for Non-Grandfathered Plans BL-PPACA-NGF/ID-0610 [ID_Amendment_Filed_Non-Grandfathered_Plans.pdf](#)
 - Amendment for Grandfathered Plans BL-PPACA-GF/ID-0610 [ID_Amendment_Filed_Grandfathered_Plans.pdf](#)
 - Rate-Rule Attachments** (ex. Document Name Attachment Name)
 - Rates [PPACA Benefit Changes_Rates.pdf](#)
 - Supporting Document Attachments** (ex. Supporting Document Name Attachment Name)
 - ID-FF Certification Form [ID_Filing_Submission_Documentation.PDF](#)
 - Small Group Checklist [Idaho_Checklist.pdf](#)
 - Actuarial Memorandum [Actuarial_Memo.pdf](#)
 - PPACA Uniform Compliance Summary [ID_UniformComplianceSummary.pdf](#)

Health Plan Binders

Health Plan Binder Search

From the Health Plan Binder Search page, a user can enter search criteria and execute the search. This search utilizes several field types including text fields, select lists, and radio buttons. All fields are optional, but at least one field must be used to execute a search.

The screenshot shows the SERFF Filing Access interface. At the top, there's a logo for SERFF (State Exchange Reference File) with the tagline "Providing flexibility, promoting uniformity". Below the logo, the title "SERFF Filing Access" is displayed, followed by a message "You are currently operating in the state of Idaho." A navigation bar indicates the user is on the "Health Plan Binder Search" page. Two buttons are visible: "Clear Search" and "Filing Search". The main area is titled "Health Plan Binder Search" and contains a "Search Options" section. This section includes fields for "Company Name" (with operators "Begins With" or "Contains"), "Plan Name" (with operators "Begins With" or "Contains"), "NAIC Company Code", "Plan Year" (a dropdown menu), "Binder Type" (radio buttons for "All", "Medical", or "Dental Only"), and "Market Type" (radio buttons for "All", "Individual", or "Small Group"). A "Search" button is located at the bottom right of the search options section.

Search Field Descriptions

Company Name

A Company Name refers to the name of the issuer that submitted the health plan binder. The user can enter a complete or partial company name in addition to using the 'Begins With' or 'Contains' operators.

Plan Name

The Plan Name is the name used to market the plan by the issuer. The user can enter a complete or partial Insurance Product Name in addition to using the 'Begins With' or 'Contains' operators.

NAIC Company Code

A NAIC Company Code is a unique number assigned to a company by the National Association of Insurance Commissioners (NAIC). Keep in mind, when using this search criterion, the entire NAIC Company Code must be entered.

Plan Year

The Plan Year refers to the year the plan(s) are effective for the Exchange Marketplace or in the outside market. To complete a search using this field, a plan year must first be selected. If no plan year is selected, all years will be returned in the results.

Binder Type

Binder Type refers to the type of plans included within the binder – Medical or Dental Only. Dental Only should be selected if the user would like to view strictly stand-alone dental plans. To complete a search using this field, at least one other search criterion must be used.

Market Type

Market Type refers to the targeted group or individuals for which the plan(s) are intended (Individual or Small Group Plan). To complete a search using this field, at least one other search criterion must be used.

Search Results

The Search Results page recaps the criteria used for the search and shows the number of binders found. All the columns in the search results page are sortable. From this page, the user may select the number of binders to view, begin a new search, refine the current search, or click to open a binder.

If a binder is not marked public access it will not be returned via the search. Only binders subject to public access are available via SERFF Filing Access.

Example of Search Results:

The screenshot shows the SERFF Filing Access interface. At the top, there's a purple header bar with the SERFF logo and the text "SERFF Filing Access" and "You are currently operating in the state of Idaho.". Below the header, a breadcrumb trail says "You are here: [Health Plan Binder Search](#) > [Health Plan Binder Search Results](#)". There are three buttons: "New Search", "Refine Search", and "Filing Search". The main area is titled "Search Results" and displays a table of search results. The table has columns: Company Name, NAIC Company Code, Binder Name, Plan Year, Market Type, Binder Type, and SERFF Tracking Number. Two rows of data are shown:

Company Name	NAIC Company Code	Binder Name	Plan Year	Market Type	Binder Type	SERFF Tracking Number
BEST Life and Health Insurance Company	90638	Dental-2015	2015	Small Group	Dental Only	BLHI-ID15-125012572
BEST Life and Health Insurance Company	90638	Dental-2015	2015	Individual	Dental Only	BLHI-ID15-125012506

Detailed description of SFA Search Result Fields:

Company Name	The name of the issuer that submitted the health plan binder.
NAIC Company Code	A unique number assigned to a company by the National Association of Insurance Commissioners (NAIC).
Binder Name	A name, created by the issuer, used to identify the plan or group of plans contained within the binder.
Plan Year	The year the plan(s) are effective for the Exchange Marketplace or in the outside market.
Binder Type	The type of plans included within the binder – Medical or Dental Only.
Market Type	The targeted group or individuals for which the plan(s) are intended.
SERFF Tracking Number	A unique number assigned by the SERFF application to all binders.

Once the user has selected a binder to view, they are taken to the Binder Summary page.

Binder Summary

The Binder Summary is comprised of the following six sections:

- Binder Information
 - Binder Name
 - Plan Year
 - Market Type
 - Binder Type
 - Number of Plans
- Binder Outcome
 - SERFF Status (please see below for a list of potential SERFF statuses)

Status	Definition
Submitted to State	An issuer submitted a Binder.
Assigned	The state has assigned the Binder to one or more reviewers, but no additional action has been taken.
Pending Industry Response	One or more open objection letters exist on the Binder that needs a response from the issuer.
Pending State Action	One or more objection letters have been responded to by the issuer.
Closed	The state has created a Disposition indicating the final action of the Binder and its collection of plans.
Reopened	The state has reopened the Binder.

- Binder State Status
- Disposition Date
- Certification Date

- Company Information
 - Company Name
 - NAIC Company Code
 - HIOS Issuer ID
 - Address
 - Telephone Number
- Binder Comments
- Plan Information
 - Plan Name
 - Standard Component ID
 - Metal Level
 - Marketplace Availability
 - Plan State Status
 - Disposition Status
 - Certification Status
- Attachments
 - Templates
 - Supporting Documents
 - Correspondence

Submitting a Binder Comment

This feature allows users to submit and view posted comments related to public SERFF binders. If enabled by the state, the user can click 'Summit Comment' to begin entering their comment details.

Submit comment related to Tracking Number AMFA-ID14-125002350

Comments submitted via this interface will be directed to the Idaho insurance department.

*First Name: <input type="text"/>
*Last Name: <input type="text"/>
Organization: <input type="text"/>
Street Address: <input type="text"/>
*City: <input type="text"/>
*State: <input type="button" value="Select One"/>
Postal Code: <input type="text"/>
*Email Address: <input type="text"/>
*Comment: <input style="height: 100px; width: 100%;" type="text"/> <small>4000 characters remaining.</small>

***required**

Once submitted, the state reviews each comment. While the state has the option to post comments to SFA, it is not required.

If a comment has previously been submitted and posted, it will appear under Binder Comments for other SFA users to view. If no comment has been submitted, 'None Available' will be displayed.

Selecting Attachments

After selecting a binder to view, the user can view or download its associated attachments. If nothing is displayed under an attachment type, no documents are available.

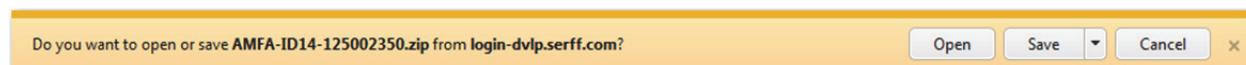
If the user wishes to download the document(s) into a zip file, they can do so in three different ways:

1. Select each document individually.
2. Select All – Selects all attachments in that section.
3. Select Current Version Only – Selects the most current version of each attachment.

After the user has selected the attachment(s), they can be downloaded by clicking the "Download Zip File" button.

The screenshot shows the SERFF Filing Access interface. At the top, there's a logo for SERFF (Providing flexibility, promoting opportunity) and a message: "You are currently operating in the state of Idaho." Below this, the main content area has a title "Attachments". There are three tabs: "Templates", "Attachments", and "Supporting Documents". The "Attachments" tab is active, showing a list of attachments for various templates. Each attachment is represented by a checkbox followed by a link to the file. The "Attachments" section includes links for: DATA ADMIN.xls, DATA BENEFITS.xlsx, DATA NETWORK ID.xls, DATA SERVICE AREA.xls, DATA ECP DATA.xls, DATA RATING TABLE.xls, and DATA RATING RULES.xls. Below the attachments, there are sections for "Supporting Documents" and "Correspondence", both of which show "None Available". At the bottom right of the attachments section, there are three buttons: "Clear All", "Select All", and "Select Current Version Only". To the right of these buttons is a large red arrow pointing down. Further down, there's a "Download Zip File" button, which is also circled in red. Another red arrow points down to this button.

When presented with the 'File Download' dialog box, the user can choose to open or save the filing zip file.

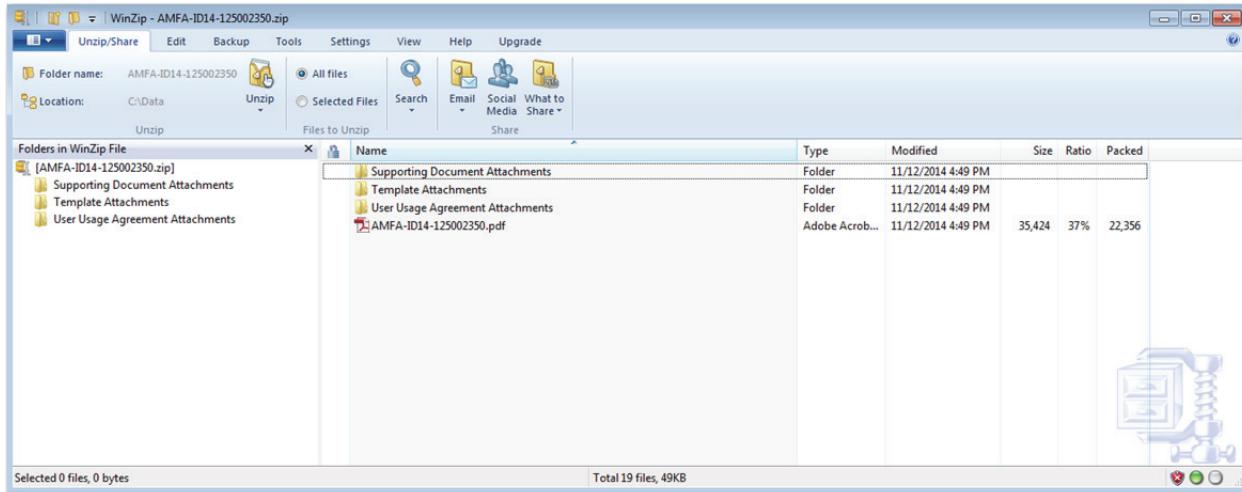




See Appendix A for downloading a zip file instructions.

Navigating the Binder

Once downloaded, the user is presented with a zip file containing a PDF of the binder and up to four folders: Supporting Document Attachments, Template Attachments, Correspondence Attachments, and User Usage Agreement Attachments.



Within the binder PDF, a Table of Contents provides the user with shortcuts to the selected attachments. To view other information contained within the binder, users can click on the corresponding bookmarks found within the PDF.



The zip file must be unzipped before the user is able to open the attachments via the shortcuts found within the Table of Contents.

Attachment	(ex. Name)	Attachment Name
Administrative Data Template		98ed0ff8-1b04-4278-b1df-5fbf7480f13b_DATA_ADMIN_DATA.xls
Plan and Benefits Template		3a654074-80df-4add-b0a3-f9fb3a881443_DATA_BENEFITS.xlsx
Network Template		3169ea38-b170-4d45-8d37-8e534e411f3e_DATA_NETWORK_ID.xls
Service Area Template		58a199ab-7eb3-4da5-b67b-2eec44b8edcc_DATA_SERVICE_AREA.xls
Essential Community Providers Template		4d369955-a603-4c33-b93c-b0ff1baedebbe_DATA_ECP_DATA.xls
Rate Data Template		ca600175-0948-4ca0-8f28-4160768204b0_DATA_RATING_TABLE.xls

Appendix A

The zip file will only open if the user has a zip utility on their computer.

If the user experiences the “Compressed (zipped) Folders Error”, a Microsoft recommended workaround as detailed below. Typically, the workaround that resolves the issue is the choices of “Save” or “Save this file to disk” in the File Download dialog box that appears. In the Save As dialog box, specify a location to save the file (for example, Desktop), and click Save. When the download is finished, open the .zip file, and then extract the files that are contained within it. To learn more about this issue, please click the following link:

<http://support.microsoft.com/kb/308090>.



When choosing to “Save”, the zip file will download to the user’s computer. The user should extract the file using the zip utility. This extracts all of the files to the computer so each file can be viewed independently. The example below illustrates the WinZip utility.

