



# Illinois Department of Insurance

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JB PRITZKER  
Governor

ROBERT H. MURIEL  
Director

## MEMORANDUM

**TO:** All Preferred Provider Administrators (PPAs), Independent Review Organizations (IROs), Utilization Review Organizations (UROs), And Discount Health Care Service Plans (DHCSPs)

**FROM:** Robert H. Muriel, Director

**DATE:** April 02, 2020

**RE:** CB 2020-07 Managed Care Applications and Renewals of Entities through SERFF

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**Effective immediately: All applications for Preferred Provider Administrator (PPA), Independent Review Organizations (IRO), Utilization Review Organizations (URO), and Discount Health Care Service Plans (DHCP) must file their applications, renewals and updates through State Electronic Rate and Form Filing (SERFF) system.**

To continue to service companies during the COVID-19 Gubernatorial Disaster Proclamation with as little interruption as possible, while maintaining the health of our state employees, the Department has pushed up its initiative to accept the aforementioned applications electronically through SERFF. Access to SERFF offers the ability to upload all documents in PDF format, as well as, submit through electronic fund transfer all fees associated with entity registration or renewal on a secure web-based platform. Additionally, the Department and entities can communicate through the SERFF system directly, alleviating need for email communications and maintaining all communication in a filing specific format that allows for more efficient document retention for both parties.

Entities can access the SERFF system for information regarding registering their administrative entity through [https://serff.com/serff\\_getting\\_started.htm](https://serff.com/serff_getting_started.htm). The website includes contact information for SERFF through which all registration and platform-related user questions may be directed.

The Department will remain the point for all compliance related questions. Please reference all applicable checklists for instructions on how to set up your SERFF filings.

Please contact Sara Stanberry with any questions: [Sara.Stanberry@illinois.gov](mailto:Sara.Stanberry@illinois.gov)