

ClaimNet Implementation Overview

Steps Required to Utilize ClaimNet

1. Receiver declares a ClaimNet Coordinator. This person will act as the primary contact for NAIC staff. The Coordinator may not actually make all the decisions involved in setting up access to ClaimNet and other business related matters, but will be the individual who's tasked with speaking for the Receivership with regards to ClaimNet.

The State for the Receivership will provide the identity of the ClaimNet coordinator to NAIC Staff support (David Vacca) by phone or email. The State will also indicate which Receivership(s) the ClaimNet coordinator will establish in ClaimNet.

Once the NAIC acknowledges receipt of the information provided in step one, the ClaimNet coordinator for the Receivership(s):

- Ensures the NAIC's ClaimNet Memo of Understanding (MOU) is executed. The appropriately authorized individual would sign the MOU and return this signed document to NAIC Staff support. This form can be obtained from NAIC Staff Support.
 - Requests accounts roles for themselves and the Receivership staff as needed for ClaimNet. (Accounts will be needed for both the production and testing environments)
 - Ensures the Receivership(s) exists in the Global Receivership Database (GRID)
3. ClaimNet Coordinator or staff downloads the web service reference implementation and project documentation. The available samples are coded in:
 - Visual Basic .NET, C# .NET, and JAVA
 4. After reviewing the ClaimNet Project documentation (Business requirements and addendums), the ClaimNet Coordinator will provide NAIC Staff support with an implementation plan that contains:
 - Kickoff meeting date
 - Receivership infrastructure specifications (hardware, software, encryption abilities, storage plans...)
 - Project team (NAIC & Receiver) communication plan and status meeting schedule
 - Estimates for technical assistance or consulting sought from the NAIC staff
 - Tentative Production dates
 - Discussion of any issues for the Receivership noted from the review of ClaimNet documentation
 5. Review ClaimNet data dictionary and expected values documentation in order to map ClaimNet data to Receiver data
 - Create a cross reference of field names for ClaimNet and Receiver's Claims Processing system
 - Document sensitive data
 - Document data attribute issues (precision, type, non null-able...)
 - Document fields required by the Receiver's Claims Processing system not supplied by ClaimNet



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- Document fields provided by ClaimNet not used in the Receiver's Claims Processing system
 - Document Receiver strategy for electronic attachments
6. Receiver configures ClaimNet
- ClaimNet Administrative application
 - Web service endpoint
 - Receiver contact information
 - Required vs. optional
 - Editable vs. non-editable
 - State seal
 - URL for receiver
 - Attachment constraints
 - Filing & Objection deadline dates
 - Contact information
7. ClaimNet Coordinator notifies NAIC staff support when testing has completed
- ClaimNet Coordinator notifies NAIC staff support they are ready for Production
 - A Production meeting is planned for NAIC project staff and Receivership staff
 - A production date is scheduled
 - Postcards or letters are sent to the consumers from the Receiver with a Receiver claim number, the ClaimNet URL and any other pertinent information the Receiver would like to include
8. ClaimNet Coordinator will document any issues and schedule status with the project team when necessary. The Communication plan will be developed by the NAIC and Receiver
9. ClaimNet Coordinator will notify NAIC staff support when the Receivership may be deactivated

Interested In finding out more?

The following individuals can provide you with addition information regarding ClaimNet

- David Vacca 816-783-8134 NAIC
- Jill Thompson 850.413.3952 Florida
- Amy Billings 816-783-8617 NAIC
- Joe Paolucci 816.783.8644 NAIC