

If you have any questions or need assistance with an issue listed in this document, please contact us:

SERFF Help Desk
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SERFF Plan Management Support
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816.783.8990

ID	Area	State/Industry	Short Description	Issue Description	Workaround
SERFF-6928	Rate & Form	Both	Supporting Doc attachments - Order changes after uploading	When uploading multiple attachments per schedule item, the order of the attachments will appear in random order after saving changes.	Contact SERFF Help Desk
SERFF-7531	Rate & Form	State	Searching for Effective/Implementation Dates, the results just say "Where..."	When searching by Effective or Implementation dates from the state Search page, the text showing the exact search conditions is not displayed on the results page, although results are returned.	No workaround available
SERFF-7833	Rate & Form	Industry	Users unable to save draft Post-Submission Update	You cannot save/submit a Post-Submission Update with decimal places in the money fields.	Remove decimal points
SERFF-7198	Rate & Form	State	Filings with Confidential Rate Schedules cannot be cloned	Filings with Confidential Rate schedules cannot be cloned. If the clone button is used, SERFF will allow the user to progress through the wizard, but when the user clicks finish, they see "An Error has occurred"	No workaround available, user will need to create a new filing.
20813	Rate & Form	Both	Searches cannot be saved if criteria exceeds database limitation	Users cannot save blank searches or searches that would return the error "Search is too broad. Please enter additional criteria and try again."	Create multiple searches with smaller criteria sets and save.
55456	Rate & Form	Industry - Datahoster	Filer Notes on paper filings cannot be edited or deleted	Filer Notes on paper filings cannot be edited or deleted	none
SERFF-7805	Rate & Form	Both	Cannot search by user if they have instance removed	Users who have previously been filers on an instance but have had an instance removed can no longer be searched for using the Users box on the search page.	Contact SERFF Help Desk
SERFF-7805	Rate & Form	Both	Cannot search by user if Industry Filer/ State Reviewer, or Industry Manager / State Manager roles are removed	Users who previously held the Filer / Reviewer or Manager role, but have had those roles removed, cannot be searched for using the Authors / Reviewers box on the Search page.	Contact SERFF Help Desk

SERFF-7053	PDF Pipeline	Both	Malformed PDFs in Pipeline generate a stack trace.	Users will receive “An Error Has Occurred” when a malformed PDF is included and the filing is pipelined. This is most commonly caused by some types of scanners.	Recreate the PDF file and re-upload into SERFF
SERFF-7090	PDF Pipeline	Both	PDF Pipeline has issues displaying long project names.	The project name will overlap the Filing At A Glance information on the PDF Pipeline.	No workaround available
SERFF-7435	PDF Pipeline	Both	PDF Pipeline gives Internal Server Error	Occasionally, users will receive an “Internal Server Error” when attempting to pipeline a filing	Contact SERFF Helpdesk
SERFF-8368	PDF Pipeline	Both	Empty Bookmarks generated when using PDF Pipeline	Intermittently the PDF pipeline includes invalid bookmarks that reference other filings or documents not included in the source filing.	Contact SERFF Helpdesk
72559	PDF Pipeline	Both	Invalid signature on PDF attachment after using Pipeline	A PDF signature becomes invalid when the file goes through Pipeline. Pipeline compiles the filing to into one PDF. Because of this, the PDF signature sequence changes, which invalidates the signature	No workaround available.
95955	PDF Pipeline	Both	Only the first page/cover sheet of packaged or bound PDFs appears in the PDF Pipeline	If a packaged or bound PDF (PDF including multiple PDF files) is attached, only the cover sheet or the first page appears in the PDF Pipeline	1. PDF Files can be attached separately (instead of via one bound PDF). 2. Pipeline can be generated and bound document can be downloaded and manually inserted into the Pipeline by the user.

SERFF-7511	SERFF Filing Access		SFA Public Access non-functional in compatibility mode	SFA Public Access search function does not work when Internet Explorer is in compatibility mode	Turn off compatibility mode for Internet Explorer
SERFF-7272	Plan Mgmt.	Both	Binder messages showing incorrect 'from' industry user	Messages sent by the state are displaying as being sent by the industry user	Contact SERFF Plan Management Support
SERFF-7649	Plan Mgmt.	Industry	Blank HHS Issuer ID on Submitted Binder	On draft binders, If the industry user removes a state id from the company configuration area from a company on a binder, this Issuer ID becomes blank on the Companies and contacts tab. This causes binders to be in an invalid state, as the Issuer ID is required for binder creation. Users can still submit their binders, and state users will be unable to transfer these plans.	Contact SERFF Plan Management Support
SERFF-7651	Plan Mgmt.	State	State Users unable to transfer plans without all QHP template slots filled.	State users will receive a null pointer exception when transferring plans to the Federal Exchange when one or more templates are missing. While there may be scenarios where a State Based Exchange may want to transfer a plan minus a template to a State Exchange, Partnership states transferring to the Federal exchange must have all templates populated that are configured for the binder.	Contact SERFF Plan Management Support
SERFF-7894	Plan Mgmt.	Industry	Industry User Cannot Submit Response Letter After Revising Template	When a user revises a QHP template on a previously submitted Binder, and removes the template attachment, they are unable to submit the change via an Amendment or Response Letter. (Note: only applies to State Based Exchanges)	Contact SERFF Plan Management Support
SERFF-8445	Plan Mgmt.	Both	Plan Management General Instructions Date last modified does not match	If certain changes are made to the PMGI, the date last modified will update inside the instructions, but not on the PMGI search page	Contact SERFF Plan Management Support
SERFF-8684	Plan Mgmt.	Industry	Industry user receives error when associating schedule items on a binder with no plans	Plans IDs are populated by the P&B template. Currently users will receive an error if they attempt to associate schedule items to a Binder with no P&B template.	Upload finalized Plans & Benefits template

7555	Plan Mgmt.	Both	Binder Export displays duplicate data when EFT submitted multiple days within a single Binder	The Binder Export duplicates plan data when EFT has been submitted on subsequent days after initial submission	Contact SERFF Plan Management Support
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