



"Strengthening competitive insurance markets while protecting Alaskans."

STATE OF ALASKA

DEPARTMENT OF COMMERCE, COMMUNITY, AND ECONOMIC DEVELOPMENT

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ALASKA DIVISION OF INSURANCE UPGRADES REGULATORY COMPUTER SYSTEMS

On Thursday, December 12, 2019 the Alaska Division of Insurance will upgrade to the newest version of State Based Systems (SBS), a web-based application that supports state insurance functions. This transition will require the temporary shutdown of Alaska's professional insurance licensing operations, including online applications, online consumer complaints, and external review information submitted through NIPR and SBS.

On Friday, December 6th at 1:00 pm NIPR, SBS and SBS Connect will stop accepting online submissions (including initial license applications, renewals, contact change requests, continuing education (CE) course and provider applications, and CE roster uploads, consumer complaints and uploaded EHR submissions) that affect the Alaska Division of Insurance SBS database.

At 5:00 pm on Friday, December 6th Alaska's licensing operations and other online services will be unavailable.

On Thursday, December 12 at 5:00 am, the new SBS system upgrade will be complete, and the division's professional licensing and other online services will resume. At that time, SBS and NIPR will begin accepting online submissions again. We strongly recommend that all licensees and CE providers complete any sort of online submission well prior to December 6 at 1:00 pm.

Consumers will have the option to submit the PDF version of our complaint form in the interim and External Healthcare Review documents can be delivered by fax or e-mail during the outage. Please refer to the flyer located at the web address below for additional information.

Please refer to the flyer located at the web address below for additional information:
http://www.statebasedsystems.com/solar/flyers/AK_ImplementationFlyer.pdf

The Division of Insurance will remain open and fully staffed during this transition. If you have questions, or need assistance, please reach out to the Division at 907-465-2515 with licensing questions or 907-269-7900 with questions regarding consumer complaints or external healthcare review.

November 26, 2019

A handwritten signature in blue ink that reads "Lori Wing-Heier".

Lori Wing-Heier
Director