TPA Process for Submitting TPA License Applications and Renewals Electronically!

The NC Department of Insurance (NCDOI) is transitioning to an electronic process for receiving and archival of our TPA Files for Licensing of TPAs, both for initial and renewal license. We will be using secure CITRIX ShareFile to receive Applications and Renewal letters.

What is CITRIX ShareFile?

CITRIX ShareFile is a secure, cloud based way to exchange and track large files.   It will allow the NCDOI to seamlessly collaborate with our TPA Clients via an easy-to-use client portal. The NCDOI will be able to create a password-protected area for files through the server. **NCDOI has implemented an industry approved solution that allows our users to sync and share files in a secure method**.   A client portal feature will be set up to allow the TPA to submit their application file or renewal letter.

It is preferable that a company email account be established to use for this ShareFile, so that it will be the same each year, even with personnel turnover.

To get started, the ShareFile Contact Form must be completed and returned to Avonya Judd-Agbor at Avonya.juddAgbor@ncdoi.gov .   Her telephone number is 919-807-6057. The Citrix ShareFile Contact Form can be downloaded from our website under the CITRIX SHAREFILE INSTRUCTIONS tab here: http://www.ncdoi.com/LH/Licensing,_Renewals_and_Other_-_TPA.aspx#CITRIX

Once we set up the ShareFile Account we will notify you and then you can follow the Citrix ShareFile that Avonya will send you.

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