

TO: NEICE Clearinghouse 1.0 States

FROM: Marci McCoy-Roth, NEICE Director and Chief Impact Officer, APHSA

RE: Transitioning to NEICE 2.0 by May 31, 2024

DATE: September 19, 2023

As you know, **NEICE Clearinghouse States are required to transition from Version 1.0 to 2.0 by May 31, 2024**, because Microsoft is retiring the old classic azure interface on August 31, 2024. We are requiring the conversion by May 31, 2024, to allow three months for resolving any issues. Upon retirement, the cloud services will no longer be available and there will be no technical support offered by Microsoft. NEICE 1.0 connection will not be supported and will not work on the existing servers after the August 2024 deadline by Microsoft. (Reference prior notification on 2/15/2022).

The NEICE Project Team wants to ensure each state has what it needs to make this transition successful. To reach this end goal, our project team needs to begin coordinating schedules to ensure we are available at the points in the process where NEICE Team support is needed. There are currently nine states needing to convert from NEICE 1.0 to 2.0 by May 31, 2024. We are requesting timeframe commitments to ensure we are able to support each state with this conversion by the May 31, 2024, deadline.

The length of time it takes to complete the conversion is currently unknown as no state has completed the conversion from 1.0 to 2.0. The timeframe may differ state by state depending on the system and process for making this level of change. At a high level, the timeline may involve the following steps:

Steps to 2.0 Conversion:	NEICE Project Team Involvement:	Estimated time:
Approval for the conversion	May involve answering questions and providing supporting documentation.	Varies by state
Assigning the state technical team	Notify NEICE Project Team	Varies by state
State technical team reviews technical requirements and identifies changes to state system needed. ¹²	May involve answering questions and providing supporting documentation.	Varies by state
Connecting to the 2.0 Clearinghouse	NEICE Project team will provide the details of the various environments and required API Keys to connect to the servers	
Development of NEICE 2.0 changes	The NEICE Project team will answer questions and provide support. Can be available to schedule regular check in calls and setup test accounts for the state development team to validate the interfaces during development.	Varies by state

¹ NEICE Support Desk Knowledge Base in the NEICE Management Information Section / [NEICE Clearinghouse Direct States / Current NEICE Clearinghouse Technical Documents](#)

² Tetrus Walk Through of Technical Documentation - July 2023 Clearinghouse Direct Technical Meeting Recording

Testing (involves testing with other states)	Can help set up testing with other states. Answer questions and help resolve technical issues found during testing.
Roll out to production	The NEICE Project team will setup the state in production, provide the API Keys, whitelist the IP addresses and notify the other states on the transition date.
Live implementation	Monitor the transmittals to ensure that messages are flowing without any issues and respond if any issues are reported

To ensure the NEICE Project Team is available to support all nine states through this process, we estimate we can work with up to four (4) states per month. Based on the information we have so far, we believe four states plan to convert in March 2024, and the remaining (5) states plan to have the conversion done by May 2024. We have not yet heard from any state planning to have the conversion completed before March 2024, but we would welcome this option. We estimate there are plenty of slots remaining for February and April – May 2024.

We would like to begin gathering timeline commitments for each state to coordinate support from the NEICE Project Team. Please determine your conversion go live date and complete the Sign-up Genius at this link: <https://www.signupgenius.com/go/20F0F45A8A72AA5FE3-10to20> to reserve your conversion go live date as soon as possible. We have created 20 available slots for Monday go live dates from January – May 2024. Please keep in mind that the last Monday of May is a holiday and may not be the best time to go live.

Please let us know if you have any questions.

Thank you,

NEICE Project Team

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