

Online Insurance Verification System Advisory Council

Conference Call Meeting Minutes

Wednesday, October 21, 2020

Members Present: David Baxley (for Troy Thigpen), Sherry Helms (for Jay Starling), Todd Feltman, Ken Williamson, and Ken McFeeters.

Members Absent: Greg Tucker, Captain Jonathan Archer, Sheila Moore, Dustin Wilson, Ken Needham, Kim Decker, Alex Hageli, and, John Morales.

Others Present: Meagan Barrett and Timothy Sanders (Tax Policy and Research Division)

Call to Order

The meeting was called to order at 10:02 a.m. by Mr. Baxley.

Roll Call

Mr. Baxley conducted the roll call.

Approval of Previous Meeting Minutes

Mr. Baxley stated that the minutes of the April 15, 2020, meeting minutes which were previously emailed to the council for approval were approved without any corrections.

Due to the required number of council members not being present during the meeting, the minutes of the July 15, 2020 meeting could not be approved. The minutes will be emailed to the members requesting an electronic vote to approve the minutes using the Microsoft Outlook polling feature.

OIVS Update

Mr. Baxley stated that the 3Q 2020 MLI Statistics were not yet available and that they would be emailed to the members for review.

New Business

Mr. Baxley reported that due to Covid-19, licensing office closures, and subsequent orders from the Revenue Commissioner, all suspensions were frozen beginning in 2Q, 2020. This resulted in a backlog of over 120,000 Notice of Suspensions. The suspension process resumed in August and as of late September, the backlog had been caught up.

The MVD will be training the Department's Collections Division Call Center to be able to take the MLI calls. There have been issues with the current call center giving out incorrect information, so hopefully this will be remedied with the new call center.

Mr. Baxley reported that the division will be offering webinar training for the new MLI system. The training will be available to all licensing officials' staff. There are approximately 300 to 400 attendees registered to attend. The training will include a presentation, demonstration of system transactions, and a Q&A session. The purpose of the training is to reinstruct the licensing officials on the 2020 law changes and to clarify what they are responsible for. Also, the webinar will allow clerks who usually can't come to the annual licensing conferences a chance to see presented material. The webinar is being recorded and will be available for future review from the division website along with the related Q & A summary document.

Online Insurance Verification System Advisory Council

Conference Call Meeting Minutes

Wednesday, October 21, 2020

Next Meeting

Mr. McFeeters questioned the need to continue to have regularly held advisory council meetings. Ms. Helms stated that the idea to have the meetings on an “as needed” basis was previously discussed. The 2020 law changes and the need to discuss the various elements of it delayed this. After further discussion, the members present decided to present this to the council members for vote by email when the meeting minutes are sent out for approval.

The vote for the proposal was called on November 24th, and the votes were tallied on December 21st. Eight (8) of thirteen (13) council members voted “YES” to only having meetings on as needed basis. The roll call vote for the measure is as follows:

<u>Member</u>	<u>Vote</u>
Todd Feltman:	Yes
Ken Williamson:	Yes
Greg Tucker:	Did not respond
Captain Archer:	Yes
Sheila Moore:	Yes
Dustin Wilson:	Yes
Ken Needham:	Yes
Kim Decker:	Yes
Alex Hageli:	Yes
John Morales:	Did not respond
Jay Starling:	Abstain
Troy Thigpen:	Abstain

The meeting was adjourned at 10:17 a.m. by Mr. Baxley.

Respectfully submitted by: Troy Thigpen

Online Insurance Verification System Advisory Council

Conference Call Meeting Minutes

Wednesday, October 21, 2020

Online Insurance Verification System Advisory Council

Conference Call Meeting Minutes

Wednesday, October 21, 2020

Alabama MLI Statistics

3Q 2019 Vs 3Q 2020

	3rd Quarter 2019	3rd Quarter 2020	2019 To Date	2020 To Date
OIVS Summary				
First Request OIVS Totals	14,258,206	15,557,975	43,955,455	45,478,030
Second Request OIVS Totals	249,413	409,138	2,520,887	1,725,035
Other OIVS Request Totals	48,614	34,089	154,386	130,388
Total OIVS Requests	14,556,233	16,001,202	46,630,728	47,333,453
Correspondence Sent				
1 Mailed Questionnaires	94,928	0	326,219	0
Mailed Verification Notices	0	55,190	0	256,936
1 Emailed Questionnaires	15,418	0	48,325	0
2 Emailed Verification Notices	0	15,484	0	19,872
Mailed Notices of Suspension	62,452	157,426	254,737	320,132
Total Correspondence Sent	172,798	228,100	629,281	596,940
Responses Received				
Registrant Response System	16,823	53,122	48,117	83,664
ADOR/Licensing Officials	13,198	100,316	45,868	136,323
Total Responses	30,021	153,438	93,985	219,987
MLI Summary				
R1 (\$200 fee paid)- 1st Violation	9,664	26,441	29,626	58,489
R2 (\$400 fee paid)- 2nd Violation	598	54,035	2,156	57,595
R3 (No fee paid) -Valid Insurance	5,502	0	20,459	110
CL-Closed Record	27,537	228,645	2,541,870	404,468
VR-Revoked Registration	24,716	122,791	82,398	172,718
1st Suspension (S1)	6,983	429,099	202,482	712,243
2nd Suspension (S2)	599	39,705	15,805	56,600
Total Responses	75,599	900,716	2,894,796	1,462,223

1. Questionnaires replaced by verification notices on January 1, 2020

2. No MLI verification notices were emailed due to an internal processing error that was not discovered until June 2020. Emails began being sent out at that point.