

## **Online Insurance Verification System Advisory Council**

Meeting Minutes for Wednesday, April 19, 2017

Conference Call Meeting

**Members Present:** Julie Magee, Jay Starling, Charles Angell, Greg Tucker, Sheila Moore, Dustin Wilson, Ken Needham, John Morales, Alex Hageli and Ken McFeeters.

**Members Absent:** Michael Robinson, Harvey Fischer, and George Cooper.

**Others Present:** Sherry Helms, Jonathan Lawrence, and Troy Thigpen.

### **Call to Order**

The meeting was called to order at 10:03 a.m. by Mr. Starling.

### **Roll Call**

Mr. Starling conducted the roll call.

### **Approval of January 18, 2017 Meeting Minutes**

The minutes of the January 18, 2017 meeting was approved with no corrections.

### **OIVS Update**

Mr. Thigpen provided the following statistics from January 1, 2017 through March 31, 2017:

More than 15M OIVS requests were sent to insurers from county licensing officials, law enforcement, and the DOR reverification process. More than 14M were first request and the remaining approximate 1M were second and subsequent requests. Nearly 13M (81%) requests were confirmed by insurers after the first attempt. Any OIVS requests that do not confirm after two (2) attempts, result in the creation of MLI cases and sending insurance questionnaires to registrants. The department sent more than 111,000 questionnaires and 97,000 notices of suspension to Alabama registrants during this period. Almost 8,000 of the questionnaires and 300 of the notices of suspension were sent via email.

DOR received approximately, 73,000 responses to questionnaires and notices of suspension during 1Q, 2017. Approximately 45% of the responses were received electronically via the registrant response system and the remaining 55% were received via mail/fax or in person.

- More than 29,000 (40%) registration reinstatements were processed during this period. Approximately 16,000 (approximately 55%) were reinstated without payment because the registrant had valid insurance. More than 13,000 (approximately 45%) registration reinstatements included the collection of fees.
- For this same time period, approximately 33,000 (45%) registration revocations were processed because the registrant claimed the vehicle was sold, inoperable, or stored on the insurance verification date.
- More than 11,000 (15%) of the records were closed because insurance was confirmed. These records were closed prior to suspension and are not considered reinstatements.

## **Online Insurance Verification System Advisory Council**

Meeting Minutes for Wednesday, April 19, 2017

Conference Call Meeting

### **New Business**

Council members stated registrants are claiming inoperable status to avoid reinstatement fees. Mr. Starling stated that licensing officials are aware of this and are on the lookout for repeat offenders. Reinstatement fees collected indicate officials are holding registrants accountable.

During the January 18, 2017 council call, Mr. Cooper expressed concern about the large volume of OIVS requests received by insurers and inquired if ADOR could reduce insurance reverification requests after insurance coverage has been consistently confirmed on the vehicle for a period of time. Mr. Starling reported that reducing reverifications based on the number of confirmations, and a given time frame (6 months, etc.) would require significant programming changes to OIVS. Mr. Starling suggested that the Book of Business files be utilized for reverification of insurance to confirm coverage. Mr. Hageli expressed concerns that this would be reverification based on old data and not current information that the web service utilizes. Mr. Angell stated that the data would be current if Book of Business files are received regularly. Mr. Starling expressed agreement and stated that most large insurers provide the Book of Business files monthly, and ideally ADOR would like to and could receive them more often than monthly. Mr. Hageli plans to discuss the issue at the annual Insurance Industry Committee on Motor Vehicle Administration (IICMVA) meeting on April 24, 2017, and will update the council.

Mr. Starling reported that Arkansas recently contacted Alabama regarding Alabama's OIVS program.

### **Next Meeting**

The next meeting of the advisory council is scheduled for July 19, 2017. The meeting will be held via conference call. A conference call invitation, agenda, and the meeting minutes will be sent to all advisory council members.

The meeting was adjourned at 10:39 a.m. by Mr. Starling.

*Respectfully submitted by:* Troy Thigpen