Online Insurance Verification System Advisory Council
Meeting Minutes for Wednesday, May 15, 2013
Conference Call Meeting

Members Present: Julie Magee, The Honorable Greg Tucker, Alex Hageli, George Cooper, Brenda Coone (for Jay Starling), Daniel Urquhart (for Michael Robinson), Dustin Wilson (for Jeff Bradwell), Lori Biscaglia(for Ken Needham)

Members Absent: Ken McFeeters, Jay Starling, Michael Robinson, Jeff Bradwell, Ken Needham, Charles Angell, Greg Erath, Harvey Fischer, The Honorable Patrick Davenport

Others Present: Sherry Helms and Lt. Frost

Call to Order

The meeting was called to order at 10: 05 a.m. by Julie Magee.

Roll Call

Ms. Coone conducted the roll call.

Approval of March 20 and April 17, 2013 Meeting Minutes

The minutes were approved for the March 20, 2013 meeting with no corrections; however, Mr. Hageli offered a correction for the April 17, 2013 minutes. On page one, for the last sentence, insert "notified" after the word "be". The minutes for April 17, 2013 were approved with one correction.

OIVS Implementation Update

Ms. Helms provided OIVS statistics for the period January 1, 2013 through May 13, 2013 (see attached statistical report). Mr. Cooper asked if the department is tracking the number of OIVS requests from law enforcement versus licensing officials. Ms. Helms provided the requested information.

Ms. Helms reported that the department has begun providing insurers with a report that lists all unconfirmed OIVS responses for each of their NAICs. The reports cover the period January 1, 2013 through May 13, 2013. Insurers are requested to review the reports and identify any issues that caused the system to return false unconfirmed responses. Mr. Cooper asked if duplicate VINs are included in the report. Ms. Helms responded that the report contains all unconfirmed responses to include duplicate VINs.

Ms. Helms also reported that fifty-eight (58) commercial only NAICs have been identified by the Department of Insurance (DOI). Ms. Helms is working with Mr. Ken Williamson, DOI, in an effort to determine whether additional commercial only NAICs have been reported by registrants. Unconfirmed responses from commercial only policies are skewing the unconfirmed rate and are generating postcard questionnaires.   The NAIC numbers for insurers who only write commercial polices has been provided to the system vendor, and applicable registration records will be updated to reflect policy type "C" for commercial. This information will be distributed to all licensing officials so that the county registration systems may be updated to prevent false unconfirmed responses from reoccurring. A validation is also being included in the daily registration data error files so that county licensing officials will receive notice of any potential false unconfirmed responses that may occur as a result of attempting to verify insurance for a commercial policy.

Ms. Coone reported that the department has requested a report from the vendor that alerts department personnel when an insurer's system is unavailable. Mr. Wilson reported that ALFA periodically takes their system down for maintenance and asked if DOR needed to be notified when the maintenance occurs. Ms. Coone responded that the department needs to be notified so that we can alert licensing officials regarding any outages. Once an insurer notifies the department regarding the outage, the department will notify licensing officials and place a notice on the appropriate screens in the Mandatory Liability Insurance System. She pointed out that registrants attempting to respond to questionnaires and notice of suspension postcards online will also be affected.   Mr. Tucker added that any downtime due to maintenance, etc. affects registrants' ability to process online renewals which is another reason to ensure that appropriate parties are notified.

Discussion was held regarding the OIVS web service and Financial Responsibility verifications. Mr. Urquhart reported that the Department of Public Safety (DPS) eliminated the SR13 form and replaced it with the SR31 form. He reported that using the OIVS web service has eliminated paperwork for both insurers and DPS.

Mr. Cooper reported that the IICMVA has a model for verifying Financial Responsibility. He said that it would require more technical implementation on the part of the insurers and DOR.

New Business

Mr. Cooper stated that Mr. Starling made a wonderful presentation at the IICMVA meeting in Alexandria, Virginia.

Ms. Coone reported that Mr. Starling is absent today because he is speaking to the Huntsville Independent Insurers Association, Huntsville, Alabama.

Ms. Magee reported that the substitute bill for HB215 needs to be passed. Among other provisions, it contains the provision for permitting licensing officials to capture the identifying information (i.e., driver license, non-driver identification, etc.) for only one of the owners when renewing a vehicle registration. Currently, the law requires licensing officials to capture this information for each vehicle owner. She asked Mr. Tucker to contact Sen. Dial about getting the legislation passed. The last day of the 2013 Regular Legislative Session is May 20, 2013.

The next meeting of the advisory council is scheduled for Wednesday, June 12, 2013 at 10:00 a.m. The meeting will be held via conference call. Conference call information will be sent to all council members.

Chair Magee provided closing remarks.

The meeting was adjourned by Chair Magee at 10:40 a.m.

Respectfully submitted by

Brenda R. Coone

Online Insurance Verification System (OIVS) Statistics From January 1 through May 13, 2013

Insurer OIVS Status

183	distinct NAICs in OIVS production
1	distinct NAICs to contract with 3rd party vendor effective July 1st (will try to move up date)
184	distinct NAICs that we expect to be using OIVS

OIVS System Usage and Responses
OIVS Requests

2,171,795   OIVS requests from **67 counties**

  406,929   OIVS requests from **5,318 Law Enforcement Officers**

    6,857   OIVS requests from DPS (Driver License revocations)

    1,492   OIVS requests from DPS (Safety Responsibility - crashes)

   80,327   OIVS requests from Revenue

2,667,400   Total Original OIVS requests

  183,811   OIVS requests from the MLI Loader file (2nd request)*

2,851,211   Total Original OIVS requests submitted

*these are the records that are being rechecked after the 30 day initial OIVS inquiry to determine if the records should go to the MLI system for creation of a postcard questionnaire

Insurer Responses Given to OIVS Requests

  882,610   31%   unconfirmed responses

1,968,601   69%   confirmed responses

2,851,211   Total Responses

Postcard Questionnaires

Source of Questionnaires		Questionnaire Responses	
1,871	AOC	2,819	Registrant Online
4,386	Law Enforcement	5,008	Mail In/ Presented to Clerk
16,491	Registration Transactions	7,827	Total
24,985	Total		

Postcard Notice of Suspension (NOS)

Source of NOS		NOS Responses	
896	AOC	29	Registrant Online
99	Law Enforcement	26	Mail In/ Presented to Clerk
524	Registration Transactions	55	Total
0	DPS (Driver License Suspension Files)		
1,519	Total		