

Online Insurance Verification System Advisory Council

Meeting Minutes for Thursday, June 12, 2014

Conference Call Meeting

Members Present: Julie Magee, Jay Starling, Daniel Urquhart (for Michael Robinson), Ken Williamson (for Charles Angell), the Honorable Greg Tucker, the Honorable Sheila Moore, Dustin Wilson (for Jeff Bradwell), Lori Biscaglia (for Ken Needham), George Cooper, and Alex Hageli

Members Absent: Michael Robinson, Charles Angell, Greg Erath, Jeff Bradwell, Ken Needham, Harvey Fischer, and Ken McFeeters

Others Present: Sherry Helms, Lt. Frost, Steve Houston, and Brenda R. Coone

Call to Order

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

Roll Call

Judge Sheila Moore, Probate Judge of Winston County was recognized as a new member of the Insurance Advisory Council. Judge Moore replaces Judge Davenport of Houston County. Winston County is one of the pilot counties that implemented OIVS and Judge Moore has been an active participant in OIVS pilot county activities.

Mr. Starling conducted the roll call.

Approval of May 21, 2014 Meeting Minutes

The minutes were approved with no corrections.

OIVS Update

Ms. Helms provided the following statistics from January 1, 2014 through May 31, 2014:

- a. Over 49M OIVS requests to date
- b. Over 19.5 M 1st requests (sources - counties, law enforcement, and reverification process) with a 76% confirm rate

The department has sent over 104,000 questionnaires and 69,000 notices of suspensions to Alabama registrants thus far this calendar year. Over 19,000 registration reinstatements have been processed. Of the processed reinstatements, 82% were reinstated without payment because the registrant had valid insurance while 18% of the reinstatements resulted in fees being collected. Mr. Starling made a note to the council that we will now be updating and providing the statistical information through the end of the previous month and that these statistics will also be included with the minutes so the members may review the numbers before the meetings.

Ms. Magee expressed concern regarding the fact that 82% of registrations have been reinstated without any reinstatement fees being collected. Ms. Moore explained that her staff is educating registrants that they must present evidence of insurance prior to a registration being processed. The 82% represents some registrants that did not respond to the questionnaire and notice of suspension mailings sent by the Department of Revenue. The registrants have insurance so no reinstatement fee would be due. Mr. Starling asked for suggestions of how to address this issue. Ms. Moore and Mr. Tucker, the two licensing officials on the committee, both agree that some registrants choose to handle this issue at the time of

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registration renewal. If the registrant moves after securing the registration or renewal and does not notify the licensing official and provide an updated address, the registrant will not receive the questionnaire and notice of suspension mailings. There is concern that as the department increases the number of questionnaires that are mailed to registrants, the workload to the licensing offices will increase also.

After much discussion, it was decided that the department will send reports to insurers reflecting their unconfirmed responses. The purpose of these reports is to again determine if accurate OIVS responses are being returned and if there are any outstanding issues associated with connectivity between their systems and the web service.

New Business

Mr. Harvey Fischer contacted Jay Starling regarding Tennessee legislation that proposes online insurance verification. Mr. Fischer would like an Alabama representative to testify to a Tennessee legislative committee on Alabama's OIVS program during the next Tennessee legislative session.

Mr. Cooper stated that Idaho recently adopted online insurance verification legislation and expressed interest in meeting with a representative from Alabama to discuss the implementation of the program. Alabama has not yet been contacted by Idaho. Mr. Hageli suggested that if an Alabama representative was going to attend the 2014 IICMVA Fall meeting in Boise, Idaho, perhaps a meeting between Idaho and Alabama could be arranged. Ms. Coone requested the IICMVA meeting materials. Mr. Cooper provided the meeting materials to Alabama representatives.

Next Meeting

The next meeting of the advisory council is scheduled for Wednesday, July 23, 2014 at 10 a.m. 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 10:20 a.m. by Mr. Jay Starling.

Respectfully submitted by: Brenda R. Coone