

Online Insurance Verification System Advisory Council

Meeting Minutes for Wednesday, October 21, 2015

Conference Call Meeting

Members Present: Julie Magee, Jay Starling, the Honorable Greg Tucker, Dustin Wilson, Ken Williamson (for Charles Angell), Mike Schalk (for Ken Needham) George Cooper, and Ken McFeeters

Members Absent: Michael Robinson, the Honorable Sheila Moore, Greg Erath, Harvey Fischer, Charles Angell, Ken Needham, and Alex Hageli

Others Present: Sherry Helms and Brenda R. Coone.

Call to Order

The meeting was called to order at 10:02 a.m. by Ms. Magee.

Roll Call

Mr. Starling conducted the roll call.

Approval of August 19, 2015 Meeting Minutes

The minutes of the August 19, 2015 meeting were approved with no corrections.

OIVS Update

Ms. Helms provided the following statistics from January 1, 2015 through September 30, 2015:

1. Nearly 44 M OIVS requests to date
2. Over 39.5 M 1st requests (sources - counties, law enforcement, and reverification process) with an 84.2% confirm rate (up from 83.8% reported in August).

The department has sent over 346,000 questionnaires and over 269,000 notices of suspensions to Alabama registrants thus far this calendar year. There have been nearly 36,000 registration reinstatements processed this year. Of the processed reinstatements, 66% were reinstated without payment because the registrant had valid insurance (same as reported in August) while 34% of the reinstatements resulted in fees being collected (same as reported in August). For this same time period, 44% of the processed responses resulted in registration revocations because the registrant claimed the vehicle was sold, inoperable, or stored on the requested verification date (up from 42% reported in August) and 36% of the questionnaire records were closed (insurance confirmed) before the registration was suspended (up from 34% reported in August).

Ms. Magee asked what factors contributed to the confirmation rate increase for first requests (84.2%) from the previous reported period. Ms. Helms and Mr. Starling both reported that the book of business data being received from insurers contributed to the confirmation rate increase.

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Mr. Cooper asked if, based on the book of business data received, the department could identify how many taxpayers change insurance companies. Ms. Helms indicated that while the department cannot determine this information at the current time, the OIVS system vendor is working to provide this information.

Ms. Magee asked for clarification regarding why the number of reinstatements processed without payment remains at 66%. Ms. Helms explained that this figure should decrease next year. The department has cycled through the backlog of non-confirmed responses and is more current in sending the questionnaires to taxpayers as soon as the second non-confirmed response is received. In addition, the books of business received from the insurances is helping to reduce the number of questionnaires sent to vehicle owners who had insurance on the insurance verification date.

New Business

Ms. Helms reported that the department launched an Integrated Voice Response (IVR) system on October 20, 2015. The IVR is another avenue available for taxpayers to respond to questionnaire notices without having to speak with a call center employee. Additionally, the Motor Vehicle Division is working with the department's mail processing vendor so that responses that are faxed to the department can be processed by their staff thereby permitting the call center staff to concentrate on assisting customers who contact the office.

Ms. Helms attended the IICMVA meeting earlier this month. She provided an update to members regarding Alabama's insurance program. She expressed gratitude to insurers for sending the book of business data and explained how the data is being used with the IICMVA model.

Mr. Starling reported that he continues to receive calls from other jurisdictions regarding Alabama's implementation of the IICMVA model. Representatives from the State of Florida plan to visit Alabama this calendar year.

Next Meeting

The next meeting of the advisory council is scheduled for Wednesday, December 16, 2015 at 10:00 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 10:22 a.m. by Mr. Starling.

Respectfully submitted by: Brenda R. Coone