

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: February 6, 2008
Location: CRM730E

Meeting called by: Angela Burrell

Attendees: Jackie Gardner, Sharon Brown, Margaret Skelton, Linda Simmons, Millin Jefferson, Rebecca Henderson, James Junius

Preparation for meetings:

Agenda for workshop on February 6th was distributed to team.

AM Session Goals and Objectives:

Document detailed process flows (scenarios) for Insurance Verification.

AM Summary:

- ❖ The team reviewed and defined scenario and requirements for Insurance Verification.

Scenario included:

- 🚦 Report Possible Uninsured Motorist
- 🚦 Request Insurance Information on Recently Registered Vehicle
- 🚦 Request Liability Insurance /Police check

- ❖ The team also discussed memo from Joe Chandler dated 1/8/2008 regarding Enterprise Architecture/Insurance Verification Procedure. Teams observations are as follows:

The consensus of the group is to enforce the law for date of registration. However, there are concerns for date of cancellation due to the impacts it would have on the agency. If we enforce the law for cancellations the agency will have an increase in hearings, correspondences, notices and orders. The group did state that we have better insurance matching results within 90 days (current procedure) which alleviates the hearings, correspondences, notices and orders.

Plans for Next Workshop:

S&R team will proceed on with Juvenile Findings in the am session and Insurance Verification in the pm session. Appropriate Subject Matter Experts will be notified.

Homework for Next Workshop:

A report from EA is attached that shows the Insurance Verification scenarios defined and their linked requirements. Ad

Scenario Report with Requirements

Package: Insurance Verification

Use Case Name:	Report Possible Uninsured Motorist		
Status:	Scripted		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	2/7/2008
Notes:	<p>This process is used to request information from an individual that has been reported as a possible uninsured motorist (IMN-3) 46.2-706, 707, 708</p> <p>Current.</p> <ul style="list-style-type: none"> -Individual submits letter or email notification with vehicle plate number, make, and/or model to DMV about a suspected Uninsured Vehicle -Insurance Verification Technician researches CSS to locate vehicle based on information received -Customer record indicates vehicle is uninsured <p>See Alt Flow Vehicle insured</p> <ul style="list-style-type: none"> -Insurance Verification Technician verifies Vehicle Owner -Insurance Verification Technician retrieves cover sheet -Insurance Verification Technician marks the appropriate category for documents on cover sheet: accident report, DMV Inquiry, Police check -Insurance Verification Technician writes number of documents and date of submission in upper right hand corner on cover sheet -Insurance Verification Technician prepares documents for scanning by bundling together supporting documents (Title record, police report or squeal letter, insurance company letter) and separating each document with a blank sheet of paper (Title record, police report or squeal letter, insurance company letter) # the pages, batch -Insurance Verification Technician walks document to On Base Scanning dept once a week -Scanning Technician scans document -Scanning Technician call Insurance Verification Department when scanning is complete -Insurance Verification Technician retrieves records from scanning department -Insurance Verification Technician indexes documents -Insurance Verification Technician post DMV Inquiry Event to the Vehicle Owner <p>See Alt Flow: No record found on system</p> <ul style="list-style-type: none"> -System generates Insurance DMV Inquiry Notice in overnight batch -System allows 45 days for customer to respond -Insurance Verification Technician reviews Notices for accuracy -Mail Clerk mails notice via first class mail <p>Alt Flow Vehicle insured</p> <ul style="list-style-type: none"> -Trash the request, no further action taken <p>Process ends</p> <p>Alt Flow: No record found on system</p> <ul style="list-style-type: none"> -Trash the request, no further action taken -Process Ends <p>Future</p> <ul style="list-style-type: none"> -Individual/CSC Teller submits license plate, vehicle make information to DMV to report suspected Virginia uninsured vehicle electronically (DMV Website) 		

See Alt Flow: Paper submission
 -System places into electronic queue
 -System matches information in queue to existing customer record
 -See Alt Flow: Vehicle Insured
 -See Alt Flow: Possible Non-Match
 -System generates Inquiry Notice in overnight batch
 -System allows 45 days for customer to respond
 -Mail Clerk mails Inquiry Notice via first class mail

Alt Flow: Paper Submission
 -Individual submits license plate, vehicle make information to DMV to report suspected uninsured vehicle by paper
 -Invoke Image Document
 -Return to Normal Process

Alt Flow Vehicle insured
 -System purges request, no further action taken
 Process ends

Alt Flow: Possible Non-match
 -System builds electronic queue of possible non-matches for review by Insurance Verification Technician
 -Insurance Verification Technician reviews queue and researches system to find appropriate record
 -Insurance Verification Technician posts monitor to customer record
 -System purges information from queue

Linked Requirements:

Name: DMV shall allow individuals to report suspected uninsured motorists

Notes: 46.2-706

Name: Mail Clerk shall mail notice via first class mail

Notes:

Name: System shall accept electronic reports for suspected uninsured vehicles via DMV Website

Notes:

Name: System shall allow 45 days for customer to provide insurance information

Notes:

Name: System shall allow Insurance Verification Technician to post monitor to customer record

Notes:

Name: System shall allow Insurance Verification Technician to review information in queue and match to customer record on system

Notes:

Name: System shall match information in queue to existing customer record

Notes:

Name: The system shall allow Insurance Verification Technician to post insurance monitor report to customer record using multiple data elements

Notes:

Name: The system shall generate Insurance DMV Inquiry Notice in overnight batch

Notes:

Name: The system shall place suspected uninsured vehicle report into electronic queue for review by Insurance Verification Technician

Notes:

Use Case Name:	Request Insurance Information on Recently Registered Vehicle		
Status:	Identified		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	2/6/2008
Notes:	<p>Process to identify possible uninsured vehicle 90 days after date of registration (IMN-1- single, IMN-5 - multi vehicle) 46.2-706.1</p> <p>Current.</p> <ul style="list-style-type: none">-Individual registers vehicle-System places 90-day Follow-up on title record <p>See Alt Flow: Exceptions</p> <ul style="list-style-type: none">-System produces Vehicle Registration Notice in overnight batch-Mail Clerk mails notice via first class mail <p>Alt Flow: Exceptions</p> <ul style="list-style-type: none">-The following exceptions PREVENT issuance of notice: (see business for exceptions to print notice)-No action taken <p>Future</p> <ul style="list-style-type: none">-Individual registers vehicle-System places 90-day Follow-up on title record <p>See Alt Flow: Exceptions</p> <ul style="list-style-type: none">-System produces Vehicle Registration Notice in overnight batch-Mail Clerk mails notice via first class mail <p>Alt Flow: Exceptions</p> <ul style="list-style-type: none">-The following exceptions PREVENT issuance of notice: (see business for exceptions to print notice)-No action taken		

Linked Requirements:

Name: Mail Clerk shall mail Vehicle Registration/Insurance Verification Notice via first class mail

Notes:

Name: System shall place 90-day Follow-up on title record from date of registration

Notes:

Name: System shall prevent generation of notice when exceptions are found on registration (see business rules)

Notes:

Name: The system shall check for insurance on title record 90 from date of registration

Notes:

Name: The system shall produce Vehicle Registration/Insurance Monitoring Notice in overnight batch

Notes:

Use Case Name:	Request Liability Insurance/Police Check		
Status:	Identified		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	2/7/2008
Notes:	<p>This process is used to request liability insurance as a result of a police check notice issued by Law Enforcement to vehicle operator. IMN-3, 46.2-706, 707 Copies to Operator, DMV & Law Enforcement</p> <p>Current:</p> <ul style="list-style-type: none"> -Law Enforcement Officer issues FR422A -Customer submits completed FR422A to DMV -Law Enforcement submits completed FR422A to DMV -Insurance Verification Technician files FR422A for 30 days from date of issuance -Insurance Verification Technician matches customer and law enforcement copies -Insurance Verification Technician determines vehicle owner based on VIN at time of issuance of Insurance Police Check Notice -See Alt Flow: Insurance Information on customer copy of FR422A -Insurance Verification Technician checks for uninsured motorist fee/insurance information(SR-22) <p>See Alt Flow: Vehicle Insured/Uninsured Motorist Fee Paid</p> <ul style="list-style-type: none"> -Insurance Verification Technician retrieves cover sheet -Insurance Verification Technician marks the appropriate category for documents on cover sheet: police check FR422A -Insurance Verification Technician writes number of documents and date of submission in upper right hand corner on cover sheet -Insurance Verification Technician prepares documents for scanning by bundling together supporting documents (title record, police check FR422A) and separating each document with a blank sheet of paper (police check FR422A, title record) # the pages, batch -Insurance Verification Technician walks document to On base Scanning dept once a week -Scanning Technician scans document -Scanning Technician calls Insurance Verification Department when scanning is complete -Insurance Verification Technician retrieves records from scanning department -Insurance Verification Technician indexes documents -Insurance Verification Technician posts Police Check Monitor to Vehicle Owner record (Owner/Operator Different) -See Alt Flow: Owner/Operator Same -System produces Insurance Police Check Notice to vehicle owner in overnight batch -Mail Clerk mails notice via first class mail <p>Alt Flow: Insurance Information on customer copy of FR422A</p> <ul style="list-style-type: none"> -Insurance Verification Technician posts insurance information to vehicle owner's record -Invoke Verify Insurance Information with Insurance Company 		

-Insurance Verification Technician posts Police Check Monitor to vehicle owner record

NOTE: System does NOT produce Police Check Notice/Order

Alt Flow: Vehicle Insured/Uninsured Motorist Fee Paid on Date of Issuance of FR422A

-No action taken

-Process Ends

Alt Flow: Owner/Operator Same

-Insurance Verification Technician updates system to indicate owner/operator same

-System generates IM-01 in overnight batch

-Mail Clerk mails order via first class mail

Future

-Law Enforcement Officer issues FR422A

-Customer submits completed FR422A to DMV

-Law Enforcement submits completed FR422A to DMV

-Invoke Image Document

-System builds electronic queue of law enforcement FR422A

-System builds electronic queue of customer FR422A

-FR422A revised to include control number unique to each FR422A issued

-System matches control number in law enforcement queue and customer

-System builds processing queue of matched FR422A's for review by Insurance Verification Technician

-After 30 days, system moves unmatched FR422A from law enforcement and customer queue into processing queue for review by Insurance Verification Technician

-System identifies FR422A as matched, law enforcement only, customer only

-Insurance Verification Technician reviews queue and matches FR422A to customer record

-Insurance Verification Technician determines vehicle owner based on VIN at time of issuance of Insurance Police Check Notice

-See Alt Flow: Insurance Information on customer copy of FR422A

-Insurance Verification Technician checks for uninsured motorist fee/insurance information(SR-22)

-Insurance Verification Technician posts Police Check Monitor to Vehicle Owner record (Owner/Operator Different)

-See Alt Flow: Owner/Operator Same

-System produces Insurance Police Check Notice (IMN3) to vehicle owner in overnight batch (Note: Revised to print copy of FR422A on the IMN3)

-Mail Clerk mails notice via first class mail

Alt Flow: Insurance Information on customer copy of FR422A

-Insurance Verification Technician posts insurance information to vehicle owner's record

-Invoke Verify Insurance Information with Insurance Company

-Insurance Verification Technician posts Police Check Monitor to vehicle owner record

NOTE: System does NOT produce Police Check Notice/Order

Alt Flow: Vehicle Insured/Uninsured Motorist Fee Paid on Date of Issuance of FR422A

-No action taken

-Process Ends

Alt Flow: Owner/Operator Same
-Insurance Verification Technician updates system to indicate owner/operator same
-System generates IM-01 in overnight batch
-Mail Clerk mails order via first class mail

Linked Requirements:

Name: Confirmation of Liability Insurance (FR422A) shall be revised to include control number unique to each FR422A issued

Notes:

Name: Insurance Verification Technician updates system to indicate owner/operator same

Notes:

Name: Law Enforcement Officer shall issue FR422A to suspected uninsured motorist

Notes: 46.2-706

Name: System shall allow Insurance Verification Technician to post insurance information to customer record

Notes:

Name: System shall allow Insurance Verification Technician to post Police Check Monitor to vehicle owner record

Notes:

Name: System shall allow Insurance Verification Technician to post Police Check Monitor to Vehicle Owner record (Owner/Operator Different)

Notes:

Name: System shall allow Insurance Verification Technician to review queue and match FR422A to customer record

Notes:

Name: System shall build electronic queue of customer FR422A

Notes:

Name: System shall build electronic queue of law enforcement FR422A

Notes:

Name: System shall build processing queue of matched FR422A's for review by Insurance Verification Technician

Notes:

Name: System shall generate IM-01 in overnight batch

Notes:

Name: System shall generate revised IMN3 AND FR422A when owner/operator are different

Notes:

Name: System shall identify FR422A as matched, law enforcement only, customer only

Notes:

Name: System shall match control number on FR422A in law enforcement queue and customer queue

Notes:

Name: System shall move unmatched FR422A from law enforcement and customer queue into processing queue after 30 days for review by Insurance Verification Technician

Notes:

