

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: February 13, 2008
Time: 1pm – 4pm
Location: CRM730E

Meeting called by: Angela Burrell

Attendees: Margaret Skelton, Linda Simmons, Millin Jefferson, James Junius, Debi Wells, Donyale Walker, Dennis Barker

Preparation for meetings:

Agenda for workshop on February 13th was distributed to team.

PM Session Goals and Objectives:

Document detailed process flows (scenarios) for Insurance Verification.

PM Summary:

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

Scenario included:

- 🚦 Request Insurance Information as a Result of Insurance Cancellation
- 🚦 Request Insurance as a Result of a Crash

- ❖ Potential Process Improvement (LIO): DMV shall provide means for insurance companies to electronically report insurance cancellations via extranet application.

Plans for Next Workshop:

Insurance Verification team has identified and scheduled two (2/15 and 2/19) more sub team meetings to wrap up processes. Remaining processes: Acknowledge Insurance with an Insurance Company, Request Insurance as a result of Insurance Company Denial

S&R team will proceed on to Stops for next Wednesdays BPR session. Appropriate Subject Matter Experts will be notified.

Homework for Next Workshop:

A report from EA is attached that shows ALL Insurance Verification scenarios defined and their linked requirements. Please review and provide feedback.

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:	2/13/2008
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) <p>See Alt Flow: Paper submission</p> <ul style="list-style-type: none"> -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 generate Insurance DMV Inquiry Notice in overnight batch
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 place suspected uninsured vehicle report into electronic queue for review by Insurance Verification Technician

Notes:

Use Case Name:	Request Insurance Information as a Result of Insurance Cancellation		
Status:	Identified		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	2/14/2008
Notes:	<p>Generated because no insurance information has been received within 90 days of original cancellation date. IMN-2 - single vehicle, IMN-4 - multi-vehicle, 46.2-706.1, 46.2-707</p> <p>Current.</p> <ul style="list-style-type: none">-Insurance company sends insurance cancellation to DMV via electronically via Electronic Data Interchange (EDI)Alt Flow: Electronic disk cancellationAlt Flow: Paper insurance cancellation-Insurance maintenance file searches for matching title record-Insurance maintenance file posts insurance company code (NAIC), cancellation dateAlt Flow: No record found-System removes insurance information from title record-System places 90-day Follow-up on title recordAlt Flow: Customer has met FR requirementsAlt Flow: No active registration-Invoke Communicate with Customer (System produces Insurance Cancellation Notice in overnight batch, -Mail Clerk mails notice via first class mail)-No response within 30 days, invoke Suspend for Insurance Purposes <p>Alt Flow: Electronic disk cancellation</p> <ul style="list-style-type: none">-SSG downloads electronic disk information into system <p>Alt Flow: Paper insurance cancellation</p> <ul style="list-style-type: none">-Insurance Verification Technician posts insurance cancellation to insurance maintenance file-Insurance file matches cancellation information to title record <p>Alt Flow: No record found</p> <ul style="list-style-type: none">-No action taken <p>Alt Flow: Customer has met FR requirements</p> <ul style="list-style-type: none">-No action taken <p>Alt Flow: No active registration</p> <ul style="list-style-type: none">-No action taken <p>Future:</p> <ul style="list-style-type: none">-Insurance company sends insurance cancellation to DMV electronicallySee Alt Flow: Paper insurance cancellation-System builds electronic queue of cancellation information-Queue searches system for matching title record-System posts insurance cancellation to title record (insurance company code (NAIC), cancellation date)-Alt Flow: Incomplete information on insurance cancellation, Invoke Return		

Incomplete Document
 -System removes insurance information from title record
 -System places 90-day Follow-up on title record
 See Alt Flow: Customer has met FR requirements
 See Alt Flow: No active registration
 -Invoke Communicate with Customer (System produces Insurance Cancellation Notice in overnight batch, -Mail Clerk mails notice via first class mail)
 -No response within 30 days, invoke Suspend for Insurance Purposes

Alt Flow: Paper insurance cancellation
 -Invoke Image Document
 -System builds electronic queue of insurance cancellations
 -Queue searches system for matching title record
 -System posts insurance cancellation to title record (insurance company code (NAIC), cancellation date)
 -Alt Flow: Incomplete information on insurance cancellation, Invoke Return Incomplete Document

Alt Flow: Customer has met FR requirements
 -No action taken

Alt Flow: No active registration
 -No action taken

Linked Requirements:

Name: DMV shall produce a Insurance Cancellation Notice by Statute 46.2-706-707

Notes:

Name: Mail Clerk shall mail notice via first class mail

Notes:

Name: Queue shall search system for matching title record

Notes:

Name: System shall place 90-day Follow-up on title record

Notes:

Name: System shall allow Insurance company to send insurance cancellation to DMV electronically

Notes:

Name: System shall build electronic queue of cancellation information

Notes:

Name: System shall post insurance cancellation to title record (insurance company code (NAIC), cancellation date)

Notes:

Name: System shall remove insurance information from title record

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 generate Vehicle Registration/Insurance Monitoring Notice in overnight batch

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:

Use Case Name:	Request Insurance as a Result of Inquiry from Attorney/Insurance Company		
Status:	Identified		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	2/12/2008
Notes:	<p>Insurance request is received from insurance company / attorney requesting insurance information on vehicle involved in an accident 46.2-208, 46.2-380</p> <p>Current:</p> <ul style="list-style-type: none"> -Attorney/Insurance Company/Individual submits requests for insurance -Customer Records Technician receives insurance request (\$8 fee, \$13 for certified) See Alt Flow: No Fee Received -CR Technician verifies vehicle ownership information -CR Technician verifies accident information See Alt Flow: Out-of-State Accident -Invoke image use case to be name later -CR Technician posts monitor to vehicle owner record at the time of accident -See Alt Flow: Unknown Owner on Date of Accident -System generates insurance notice to vehicle owner to furnish insurance information within 45 days (notice allows 30-day response time) -System generates letter to requestor advising to allow DMV 60-90 days to respond back to request for insurance information -CR Technician reviews notices for accuracy -Mail Clerk mails notices via first class mail <p>Alt Flow: No Fee Received</p> <ul style="list-style-type: none"> -CR Technician handles by phone call or returns insurance request <p>Alt Flow: Out-of-State Accident</p> <ul style="list-style-type: none"> -CR Technician uses or obtains out-of-state accident report to post monitor <p>Alt Flow: Unknown Owner on Date of Accident</p> <ul style="list-style-type: none"> -No action taken <p>Future:</p> <ul style="list-style-type: none"> -Attorney/Insurance Company/Individual submits requests for insurance electronically (DMV Website) See Alt Flow: Paper submission -System builds electronic queue of requests for insurance -System matches information in queue to existing customer record -See Alt Flow: No match -System generates notice to vehicle owner to furnish insurance information within 45 days (notice allows 30-day response time) -System generates letter to requestor advising to allow DMV 60-90 days to respond back to request for insurance information -Mail Clerk mails Notices via first class mail <p>Alt Flow: Paper submission</p> <ul style="list-style-type: none"> -Invoke Image Document Use Case -System builds electronic queue of insurance information requests -CR Technician reviews queue -CR Technician verifies vehicle ownership information -CR Technician verifies accident information -CR Technician posts monitor to customer record -Return to Normal Process 		

Alt Flow: No match
 -System rejects electronic transaction
 -System responds with error message to requestor

 -Legislation opportunity : DMV shall be able to release/sell insurance information to requestor bypassing vehicle owner

Linked Requirements:

Name: Insurance Companies shall transmit Insurance information in real time and electronically to DMV

Notes:

Name: DMV shall be able to release/sell insurance information to requestor bypassing vehicle owner

Notes:

Name: System shall allow Attorney/Insurance Company/Individual to submit request for insurance electronically (DMV Website)

Notes:

Name: System shall build electronic queue of electronic insurance information requests

Notes:

Name: System shall build electronic queue of paper requests for insurance

Notes:

Name: System shall generate letter to requestor advising to allow DMV 60-90 days to respond back to request for insurance information

Notes:

Name: System shall generate notice to vehicle owner to furnish insurance information within 45 days (notice allows 30-day response time)

Notes:

Name: System shall reject electronic transaction when no match found

Notes:

Name: System shall respond with electronic error message to requestor

Notes:

Use Case Name:	Request Insurance as a Result of a Crash		
Status:	Identified		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	2/14/2008
Notes:	<p>Insurance Accident Notice is issued by DMV after Law Enforcement accident crash report indicates no insurance. (IMN-3)</p> <p>Current.</p> <ul style="list-style-type: none"> -Insurance Verification Technician receives listing of On Base Document Number for Crash Reports -Insurance Verification Technician retrieves Crash Report from On Base -Insurance Verification Technician researches system to determine vehicle owner at time of accident -See Alt Flow: Vehicle owner cannot be determined 		

-Insurance Verification Technician posts Accident Monitor to Vehicle Owner record
 -System checks for uninsured motorist fee/insurance information(SR-22) on date of operation
 -See Alt Flow: UMF/Insurance information on date of operation
 -System posts Accident Monitor to vehicle owner record
 -System generates IMN-3 in overnight batch
 -Insurance Verification Technician obtains IMN-3 from Printing Services
 -Insurance Verification Technician reviews IMN-3 for accuracy
 -Mail Clerk mails IMN-3 via first class mail

Alt Flow: Vehicle owner cannot be determined
 -No action taken

-Alt Flow: UMF/Insurance information on date of operation
 -Uninsured motorist fee/insurance information(SR-22) is on record event not posted

Future
 -TREDS (Traffic Records Electronic Data System) shall interface with system ONLY when crash report indicates no insurance and no citation issued for no insurance
 -System checks for uninsured motorist fee/insurance information(SR-22) on date of operation
 -See Alt Flow: UMF/Insurance information on date of operation
 -System posts Accident Monitor to vehicle owner record
 -Invoke Communicate with Customer

Alt Flow: UMF/Insurance information on date of operation
 -Uninsured motorist fee/insurance information(SR-22) is on record event not posted

Linked Requirements:

Name: DMV shall produce a Insurance Accident Notice by Statute 46.2-706-708

Notes:

Name: System shall check for uninsured motorist fee/insurance information(SR-22) on date of operation

Notes:

Name: System shall post Accident Monitor to vehicle owner record

Notes:

Name: TREDS shall interface ONLY when crash report indicates no insurance and no citation issued for no insurance

Notes:

Use Case Name:	Request Liability Insurance/Police Check		
Status:	Identified		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	2/12/2008
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: -Law Enforcement Officer issues FR422A</p>		

- 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)

See Alt Flow: Vehicle Insured/Uninsured Motorist Fee Paid

- 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

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

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

PIO/LIO: Amend 46.2-706 to give blanket authorization to all law enforcement agencies to issue FR422A. Currently, law enforcement agencies must request permission from DMV to issue FR422A on a case-by-case basis. In turn, DMV issues a letter of authorization on a case-by-case basis.

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 shall update 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:

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: