

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: Insurance Verification Sub Team Meeting
Date: February 19, 2008
Time: 1pm – 3pm
Location: CRM133

Meeting called by: Angela Burrell

Attendees: Margaret Skelton, Linda Simmons, Millin Jefferson, James Junius, Jackie Gardner, Carol Brown

Preparation for meetings:

Agenda for workshop on February 19th was distributed to team.

Session Goals and Objectives:

Document detailed process flows (scenarios) for Insurance Verification.

Summary:

- ❖ The team reviewed and defined scenario and requirements for Insurance Verification.
Scenario included:
 - ✚ Acknowledge Coverage with an Insurance Company
 - ✚ Request Insurance as a Result of Insurance Company Denial

- ❖ S&R analysts met with Carol Brown on 2/21 to document the EDI and Extranet processes for the above scenarios.

Plans for Next Workshop:

S&R team will run report to include all Insurance Verification processes documented. It has been determined by the team that all flows are identified. Experts will alert CSI immediately regarding additional processes.

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 ASAP.

Scenario Report with Requirements

Package: Insurance Verification

Detail:			
Use Case Name:	Acknowledge Coverage with an Insurance Company		
Status:	Scripted		
Author:	Credential Team		
Created on:	2/6/2008	Modified on:	2/21/2008
Notes:	<p>This process is used to verify insurance coverage with insurance company</p> <p>Current:</p> <ul style="list-style-type: none"> -System is updated with insurance information provided by customer (insurance company name, NAIC, policy number) -System produces paper listing on Monday morning for insurance companies updated on customer records previous week (listing includes customer information, vehicle make, year, VIN, coverage request date, policy number) -See Alt Flow: EDI -See Alt Flow: Extranet -Insurance Verification Technician prepares listings for mailing to insurance companies -Mail Clerk mails listings via first class mail -Invoke Confirm/Deny Insurance Coverage <p>-Alt Flow: EDI</p> <ul style="list-style-type: none"> -System produces EDI listing every weekend and sent out to insurance company every Monday <p>-Alt Flow: Extranet</p> <ul style="list-style-type: none"> -System tags vehicle record with insurance information that makes it available to insurance companies participating in Extranet transaction <p>Future:</p> <ul style="list-style-type: none"> -System builds electronic queue of insurance information (insurance company name and policy number) provided to DMV by vehicle owners -Systems sends electronic listing of insurance information to appropriate insurance companies (included coverage request date, NAIC) -Invoke Confirm/Deny Insurance Coverage 		
Linked Requirements:			
<p>Name: DMV shall acknowledge insurance coverage with insurance company provided to DMV by vehicle owner Notes: 46.2-707</p>			
<p>Name: System shall build electronic queue of insurance information (insurance company name and policy number) provided to DMV by vehicle owners Notes:</p>			
<p>Name: Systems shall send electronic queue of insurance information to appropriate insurance companies (included coverage request date, NAIC) Notes:</p>			

Use Case Name:	Confirm/Deny Insurance Coverage		
Status:	Scripted		
Author:	Credential Team		
Created on:	2/19/2008	Modified on:	2/21/2008

Notes:

This process is used by insurance companies to either confirm or deny insurance coverage on an individual to DMV

-Current:

- Insurance Company Technician manually updates paper listing produced by DMV verifying insurance coverage on requested date, and vehicle listed
- See Alt Flow: Insurance Company Denies coverage
- See Alt Flow: EDI
- See Alt Flow: Extranet
- Insurance Company Technician mails listing back to DMV
- Process Ends

-Alt Flow: EDI

- Insurance Company updates EDI listing indicating only those insurance policies that are NOT insured
- Insurance Company returns EDI listing back to DMV, daily, weekly or next reporting cycle (at least once a month)

-Alt Flow: Extranet

- Insurance Company updates vehicle record one at a time indicating insured or not insured
- Insurance Company sends vehicle record back one at a time

-Alt Flow: Insurance Company Denies Coverage

- Insurance Company Technician mails listing back to DMV
- Insurance Verification Technician updates customer record to indicate insurance coverage denied
- Invoke Request Insurance as a Result of Insurance Company Denial

Future:

- Insurance Company updates electronic listing to deny coverage for appropriate customers/vehicles in queue
- Insurance Company transmits updated listing back to DMV
- System builds electronic queue of denied insurance coverage
- System matches information in queue to appropriate customer record
- System posts denied insurance information to customer record
- Invoke Request Insurance as a Result of Insurance Company Denial

Linked Requirements:

Name: Insurance Company shall transmit updated listing back to DMV
Notes:

Name: Insurance Company shall update electronic listing to deny coverage for appropriate customers/vehicles in queue
Notes:

Name: System shall build electronic queue of denied insurance coverage
Notes:

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

Notes:

Name: System shall post denied insurance information to customer record

Notes:

Use Case Name:	Report Possible Uninsured Motorist		
Status:	Scripted		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	2/21/2008
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 <p>(Title record, police report or squeal letter, insurance company letter) # the pages, batch</p> <ul style="list-style-type: none">-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 <p>-Process Ends</p>		

Future
-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 allows 45 days for customer to respond
-Invoke Communicate with Customer

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:	Scripted		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	2/21/2008

Notes: 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

Current.

- Insurance company sends insurance cancellation to DMV via electronically via Electronic Data Interchange (EDI)
- Alt Flow: Electronic disk cancellation
- Alt Flow: Paper insurance cancellation
- Insurance maintenance file searches for matching title record
- Insurance maintenance file posts insurance company code (NAIC), cancellation date
- Alt Flow: No record found
- System removes insurance information from title record
- System places 90-day Follow-up on title record
- Alt Flow: Customer has met FR requirements
- 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: Electronic disk cancellation

- SSG downloads electronic disk information into system

Alt Flow: Paper insurance cancellation

- Insurance Verification Technician posts insurance cancellation to insurance maintenance file
- Insurance file matches cancellation information to title record

Alt Flow: No record found

- No action taken

Alt Flow: Customer has met FR requirements

- No action taken

Alt Flow: No active registration

- No action taken

Future:

- Insurance company sends insurance cancellation to DMV electronically

See 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

PIO/LIO: DMV shall provide means for insurance companies to electronically report insurance cancellations via extranet application

Linked Requirements:

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

Notes:

Name: DMV shall provide means for insurance companies to electronically report insurance cancellations via extranet application

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:	Scripted		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	2/21/2008
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">-Invoke Communicate with Customer <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">-Invoke Communicate with Customer <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:	Scripted		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	2/21/2008
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) <p>See Alt Flow: No Fee Received</p> <ul style="list-style-type: none">-CR Technician verifies vehicle ownership information-CR Technician verifies accident information <p>See Alt Flow: Out-of-State Accident</p> <ul style="list-style-type: none">-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) <p>See Alt Flow: Paper submission</p> <ul style="list-style-type: none">-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)-Invoke Communicate with Customer <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		

	<ul style="list-style-type: none"> -CR Technician verifies accident information -CR Technician posts monitor to customer record -Return to Normal Process <p>Alt Flow: No match</p> <ul style="list-style-type: none"> -System rejects electronic transaction -System responds with error message to requestor <p>-Legislation opportunity : DMV shall be able to release/sell insurance information to requestor bypassing vehicle owner</p>
--	--

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 Insurance Company Denial		
Status:	Scripted		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	2/21/2008
Notes:	<p>The Insurance Denial Notice is generated when insurance information provided by vehicle owner is denied by insurance company</p> <p>Current</p> <ul style="list-style-type: none"> -System generates Insurance Denial Notice to Vehicle Owner (IM49) (customer must provide insurance company name, NAIC and policy number) -Invoke Suspend as a Result of Insurance Company Denial 		

	Future -System generates Insurance Denial Notice to Vehicle Owner (IM49) (customer must provide insurance company name, NAIC and policy number) -Invoke Suspend as a Result of Insurance Company Denial
Linked Requirements:	
Name: DMV shall issue an Insurance Denial Notice by VA Code 46.2-70x Notes: Name: -System shall generate Insurance Denial Notice to Vehicle Owner (IM49) (customer must provide insurance company name, NAIC and policy number) Notes:	

Use Case Name:	Request Insurance as a Result of a Crash		
Status:	Scripted		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	2/21/2008
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 <p>Alt Flow: Vehicle owner cannot be determined</p> <ul style="list-style-type: none"> -No action taken <p>-Alt Flow: UMF/Insurance information on date of operation</p> <ul style="list-style-type: none"> -Uninsured motorist fee/insurance information(SR-22) is on record event not posted <p>Future</p> <ul style="list-style-type: none"> -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: TREDIS 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:	Scripted		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	2/21/2008
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

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
- Invoke Communicate with Customer

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: