

RMV ATLAS Project

Insurance Policy Management (IPM) Program
(formerly UMS) Webinar 3

February 11, 2019



Decision Items

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Registration Revocation for No Policy

Decision to implement a "no insurance policy" registration revocation process

Timeframes are as follows:

- **New Registration**
 - 23 days until registration revocation notice letter is sent
 - 10 days until registration revocation is instituted
- **Policy Expiration**
 - 10 days until registration revocation notice letter is sent
 - 10 days until registration revocation is instituted
- **Policy Cancellation**
 - 10 days until registration revocation notice letter is sent
 - 10 days until registration revocation is instituted

Additional points:

- Municipalities and non-commercial trailers will not be included as a part of this process
- Plan to add VIN to the "no policy" report to assist with tracking which policy is associated with which vehicle
- Any vehicle registered with the RMV that lacks a matching policy reported by carrier will be displayed on the "no policy" report – even those registrations that have not entered the revocation process
- Plan to provide more visibility into changes occurring at the RMV on the report (e.g. plate swap)



Municipal Vehicle Insurance Policy Reporting

Decision to make municipal vehicle reporting optional for insurance carriers

Additional points:

- A report will be sent to municipalities informing them of the status of their registered vehicles
 - As a part of this, we will encourage municipalities to cancel plates no longer in use
- Initial (new) registrations will continue to require either self insured designation or an insurance stamp
- Municipalities are still expected to notify the RMV in the event insurance coverage changes for a registered vehicle
- For a carrier to disassociate themselves with a municipal vehicle, they will be required to add the municipal vehicle and subsequently cancel the policy.
- Not included in the policy revocation process or "no policy" report



Trailer Reporting

Decision to require reporting for commercial trailers only

Additional points:

- Optional for all other trailers, regardless of weight
- Continue to require insurance verification via a stamped application for a new registration or registration amendments
- Stamp not required at renewal unless the insurance has changed
- For cases where a trailer has been cancelled from an insurance policy in the prior year, require an insurance stamp upon renewal
- Revocation process only applies to commercial trailers
- If an insurer wants to disassociate themselves with a trailer they are insuring, they will have to add the trailer to the policy record (we would suggest doing this manually) and then cancel the policy.



RMV-1 / RMV-3 Updates

Plan to create a combined RMV-1/RMV-3 form and circulate in early March

Conditions when an insurance stamp will be required:

- Transactions currently listed on the RMV-1 form
- Name Change
- Change of Insurance
- Insurance reinstatement
- Renewal with no policy on record

Conditions when a stamp will not be required:

- Mail & Residential Address
 - Garaging
 - Weight of Vehicle
 - Plate Change
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- Remind customers that it is their responsibility to notify their insurance agent if things have changed on their license or registration.



Intervention Form

Current State

- The form is faxed to the RMV to request intervention once a registration has entered revocation
- The intervention reverses or stops a revocation

Future State

- Carriers will be able to access the portal to update the policy with appropriate date. This will automatically resolve outstanding revocation fees for the customer.



Policy History

Current State

- Only the prior 5 years of policy history is currently retained in ALARS.
- Plan to convert the following to ATLAS:
 - Active policies
 - Inactive policies
 - Policies only with unpaid premium (Both Active and Inactive)

Future State

- Policy data will be retained indefinitely
- Alert in portal if there is an unpaid premium



Inspection Data

- Inspection data is to verify annual mileage
- RMV will convert all inspections from 2015 forward
- ATLAS will retain all inspection data going forward
- Inspection data will be available from the portal and through a new webservice inquiry



Batch Processing

Current State

- A pre-batch processing email is sent from the carriers to MassDOT IT
- If sending multiple files, a response is returned per file

Future State

- RMV will process any files that are submitted; Notification will not be required
- Only one response will be returned regardless of the number of files submitted
- Batch processing timeframe will remain the same – business days with a 7:00pm nightly cutoff



Error Processing

New error codes:

- When a policy amend is run to modify the expiration date that results in an invalid term length (Greater than 3 years or less than 6 months)
- When a transaction is received from an insurance company (code) that is no longer allowed to process transactions
- When a code is received from a carrier that is not associated with that code
 - Today there is no restriction on the carrier code submitted



Items Requiring Additional Analysis

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Policy Term Limits

Proposed decision to allow for 6 month to 36 month policies to align with insurance business practice

- Most companies write 6 – 12 month policies
- Per CAR, some companies write 2 year policies
- There is at least one company that writes a 3 year commercial policy
- UMS manual currently states that 2 year policies are accepted

For Consideration:

- Should we limit this to 1 year for private passenger policies?



Binder Numbers

Current State

- Practice in place when policy numbers are not regularly being submitted electronically through the IPM process
- When the policy number field is left blank, the RMV generates a binder (number) for the policy which can be changed/updated at a later date

Future State

- ATLAS will be more explicit in notifying the carrier that a policy number was not added in order to reduce the number of bind numbers being created

For Consideration:

- Is this still a common practice?
- What is a use case where a policy number is not available?



Policy Reporting

For Consideration:

- Are carriers consistently reporting policies in cases where a customer transfers their plate to a newly purchased vehicle?
 - These transactions are mostly rejected today as the RMV reflects the change prior to carrier reporting it
- Should we allow insurance companies the ability to add a policy to a vehicle that is only titled?
 - Policies would be reported using the registered owner and VIN



Amending Policy Expiration

Proposed decision to allow carriers to amend policy expiration date to align with insurance business practice

- The ability to amend the expiration date was a request from a current IPM participant
- No foreseen business impact on allowing this type of amendment from a RMV perspective
- Amended term limit would need to fit within the maximum allowable term limit

For Consideration:

- We understand there is a use case to extend a policy for commercial policies when going to market. Is there a business reason to do this with private passenger policies?
- Are there any potential risks in allowing this amendment?



RMV “Pending Policy” Concept

- Allow insurance policy to be added to the RMV system of record in a “pending” status
- Carrier would report "new business" prior to the new vehicle being on the RMV system of record
- RMV would implement rules around when a pending insurance policy "add" transaction would be allowed

Considerations

With ATLAS if we have the following in place, may not need a pending status:

- Ease of access to Insurance Portal to enter real-time transactions
- Better reporting of registrations with the RMV lacking a matching insurance record – “no policy” report
- Research if it is possible for carriers to automate resubmits to reduce errors

Risk

- Policy does not get matched to the vehicle and registration revocation process is triggered
- Potential match failure if owner/business does not exist in ATLAS



National Automobile Dealers Association (NADA) Data

Current State

- Currently carriers (and service providers) that have access to ALARS through guest software or VPN have access to NADA data from an ALARS screen
- Assumption that based on the volume of inquiries, an automated process is most likely triggering a NADA search/inquiry

Proposed Future State

- Going forward, transaction-specific values will be captured as a part of RMV transactions. In some instances, this includes NADA valuations. Carriers (and service providers) will not have direct access to NADA through the RMV.

For Consideration:

What are the potential business impacts?



Next Steps

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IPM Design Information

Insurance Policy Management (IPM) will support three methods of interface – Secure Batch File Transfer, Real-time SOAP web-service, and the Insurance eService Portal.

Details with regard to the batch and web-service designs will be provided on the RMV Business Partner Communications website in the Insurance Policy Management (IPM) section.

<https://atlas.massrmv.com>

Coming Soon:

Initial IPM Batch File Specification

Future:

- Additional design information will be uploaded to this site, to include:
- Web service specification (DRAFT)
- Process change document
- Error code document
- Final Interface Control Document (ICD)



Questions?

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