



**Minutes of Nevada LIVE IICMVA Task Force Teleconference  
Held on April 21, 2010  
MVIT Conference Room**

**PRESENT:** Bernadette Nieto – DMV R&D, Doreen Rigsby – DMV – IVP, Terri Carter – DMV – R&D, Katie Bryant – DMV – IVP, Dennis White – DMV - MVIT, Elena Aherns – DOI, Mani – DMV-MVIT, Sondra Baker – DMV - MVIT

**CONFERENCE CALL PARTICIPANTS:** Arielle Brath – Sentry, Shawn Higgins - GEICO, Angela Miller – State Farm Insurance, Larry - Oregon Mutual, Jeremy Johnson – American Family, Jane – American Family, Art Kelly - , Cathy Vollmer – Farmers Insurance, Craig Martinelli, Vince Carbone – Trish Saurez – PMA, Brad Deluka – Horace Mann, Jay Vitsorek – Caroline Crinite – 21<sup>st</sup> Century, Amica Representative, Loren McGlade – IICMVA, John Key – Ameriprise, Kristen Martin – Progressive, Tracy Garlock– GuideOne, George – California Casualty, Art – Nationwide Insurance, CSC Insurance Representative, Kristen –Hartford, Fidelity Representative, Neil Heidorn, Julie Nelson – Farmers, Amica Representative, Dale – National Guarantee

**Nevada LIVE status updates:**

Terri Carter – DMV:

- Welcome to our last Task Force conference call. We started the NV Live Task Force meetings Dec 4<sup>th</sup>, 2008 and went live with our on line verification program on March 15, 2010.

Bernadette Nieto – DMV:

- On Monday April 19, 2010, the Legislative Council Bureau accepted the Nevada LIVE regulations. The regulations will be posted on the Legislative website.
- Group C companies will receive their i.d. and password this week to begin testing. As of this past Friday, we have loaded all the files we have received. If you sent any files this week, they have not been loaded.
- Group A companies: We are still developing the web tool to confirm previous coverage. If you need to use this tool, we are requesting you email [nvlivereporting@dmv.nv.gov](mailto:nvlivereporting@dmv.nv.gov) with your request and the reason(s) you need access to this tool. This tool will be limited to companies that do not have more than six months of insurance history on their database. You will only be able to confirm insurance records that are older than six months from the date the access is given to your company and you will only have access to this tool for six months.

Mani – DMV:

- If you have the ability, we highly recommend you store one year of insurance data on your database.

Bernadette Nieto – DMV:

- We are still making improvements to our web transactions and will be making the instructions clearer and more accurate.

Sondra Baker – DMV:

- I have been answering a lot of emails on the no match error. In the next week or so I will be updating the user guides with more information regarding the no match errors. This will be on the web in the next couple of weeks. The errors have not changed from the old system.

Doreen Rigsby – DMV:

- We will not have the Task Force email (dmvnlivetaskforce.com) after April 30, 2010 and are requesting you use the reporting email address [nvlivereporting@dmv.nv.gov](mailto:nvlivereporting@dmv.nv.gov). We will be adding more technicians to answer your questions.

### **Question and Answer Period:**

Dale – National Guarantee:

- We are currently a Group B company and will be moving to Group A. Where do we obtain the DMV certificate?

Mani – DMV:

- Please communicate through the NV Live reporting email. We are still working on programming improvements and once we have completed the implementation we will begin working with the companies to upgrade to Group A. This should be in the next three to four weeks.

Katie Bryant – DMV:

- For the companies that want to move to Group A, please go ahead and contact us so we can get your paperwork filled out so you will be ready when we are.

Neil – Insuremax:

- We are a Group B company. Is there a problem if we want to go to daily reporting?

Mani – DMV:

- Not at all. You can send as many records as you want on a daily basis as long as you follow the naming convention for the file.

Janet – American Family:

- When our files are processed they are not coming back in the order they are sent?

Mani – DMV:

- We have an automated process. Files are processed in the order they are received. If you are having issues with how they are being sent back, please email specific file names and dates the files were sent and we will research this.

Tracy Garlock – GuideOne:

- We are a Group C company and I sent you a Book of Business. Will we receive errors back?

Doreen Rigsby – DMV:

- Yes. The Books of Business that were uploaded with the proper format in Excel were done on Friday and the errors were saved to our drive. As we send out the passwords we will send the errors back to the company.

Arielle Brath – Sentry:

- If an insured goes out to the Nevada website to update their information, are you querying us real time or is there a delay on when you ping our system?

Mani – DMV:

- We are querying real time.

Jeremy Johnson – American Family:

- Our policy system allows entries to be done months in advance. Is there any issue with us sending those transactions with the Book of Business and also with the daily transactions?

Doreen Rigsby – DMV:

- With an add transaction we are only accepting 30 days in the future. If you have an effective date 90 days in the future, the record will not be accepted.

Loren McGlade – IICMVA:

- Members are asking if there is a timeline when we should not be going back more than six months.

Bernadette Nieto – DMV:

- This will most likely not go away. The older queries we are requesting information on are because the registered owners are not responding to our mailers and they do not realize that our records show a lapse that occurred right after they renewed or registered. These are old records that the owner failed to respond to.

Loren McGlade – IICMVA:

- With the upgrade the State has put in on the website, and we are able to put in the information, do we also need to keep it in our online verification database or not?

Doreen Rigsby – DMV:

- Once we have confirmed the information we are not going back to the same date.

Dale – National Guarantee:

- Once the Book of Business is uploaded via SFTP how soon will it link to the registration?

Sondra Baker – DMV:

- Immediately.

Doreen Rigsby – DMV:

- Our files are processed within two days but you need to check your error reports to make sure a vehicle did not error out. That would be the only reason that it would not be in the system.

Amica Representative:

- When I send the corrections on my original Book of Business should I use the same date? Should the header record have the current date?

Sondra Baker – DMV:

- The header record can be the same date. The file naming convention needs to be changed

Amica Representative:

- Do I only send the corrections?

Sondra Baker – DMV:

- That is correct.

Amica Representative:

- Should I wait to send the corrections until you make the changes on the website updating the error codes?

Sondra Baker – DMV:

- No. Go ahead and send the corrections you have.

Amica Representative:

- Since I sent the Book of Business some vehicles have been dropped. I think it would be best if I do not resend them. Does that sound reasonable?

Sondra Baker – DMV:

- If you have terminated those policies please send the termination records so we know they have been terminated. For Group A companies it will be in your database.

Terri Carter – DMV:

- On behalf of the NV Live DMV team we would like to thank all of you for your participation, support, and contributions to our Nevada LIVE Project. This concludes our bi-weekly teleconference calls. If you have further questions for NV Live you may direct them to the NV Live team directly at [nvlivereporting@dmv.nv.gov](mailto:nvlivereporting@dmv.nv.gov) or by phone at (775) 684-4850. Thank you everyone.

## **Adjournment: 10:55**

Recording:G:\Research & Development\Vehicle Programs\Nevada\_LIVE\Agendas and Minutes\Recording Nevada LIVE IICMVA Task Force Teleconference 04\_21\_10DS400725.wav