

Insurance Process Proof vs Reinstate

This guide explains differences between process proof and reinstate in the IU screen's FUNCTION 1. PROCESS PROOF / REINSTATE.

OVERVIEW

When a customer receives and uninsured notice or their registration has been cancelled due to sustained lack of insurance over a three-month period, the clerk will use the IU screen's FUNCTION 1. PROCESS PROOF /REINSTATE to handle both.

PROCESS PROOF – Uninsured Notices

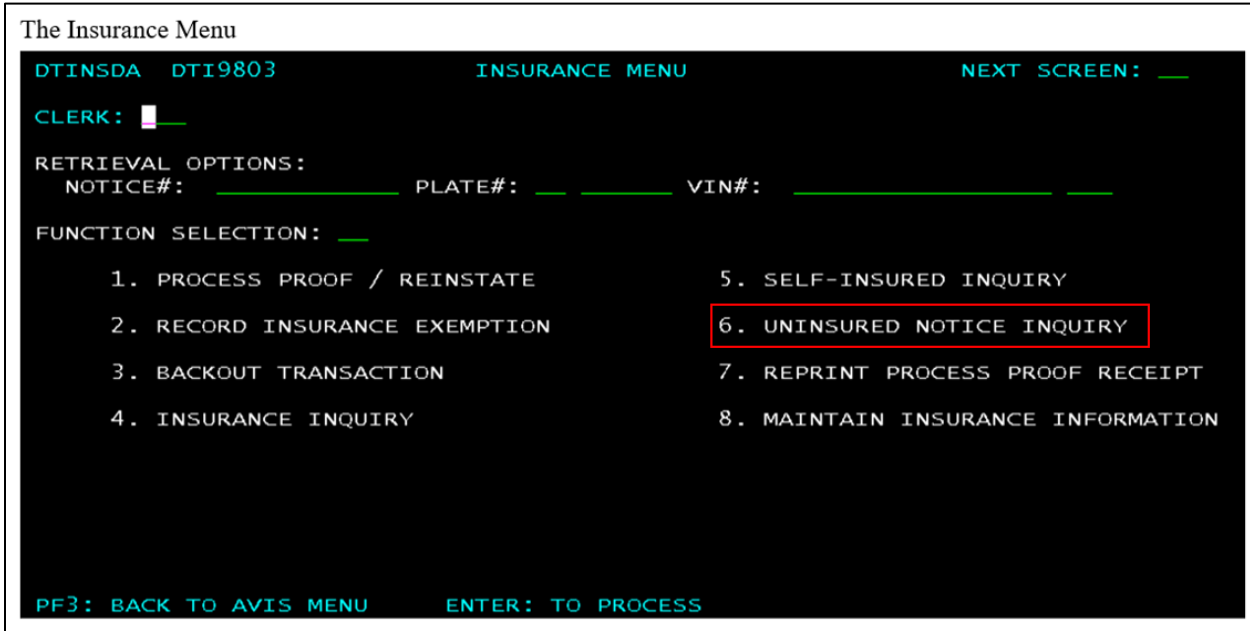
Scenario – Process Proof:

1. The customer has received an Uninsured Notice.
2. The customer comes in the clerk's office to show proof.
3. The clerk uses IU FUNCTION 1. PROCESS PROOF / REINSTATE.



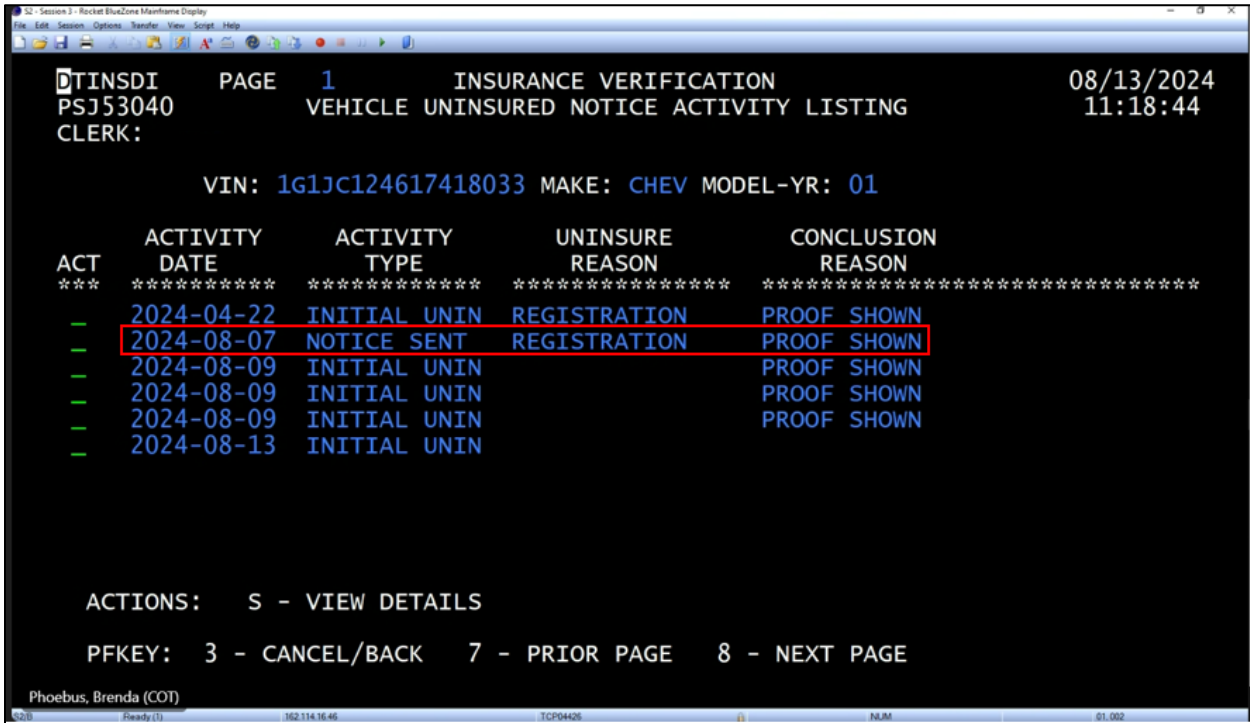
(IU Menu, FUNCTION 1. PROCESS PROOF / REINSTATE)

4. Clerk enters the customer's insurance information.
 - a. There should be no receipt printed for this transaction.
 - b. COT is working on getting a "Transaction Complete" message to appear after completion.
5. To check if this transaction has in fact been processed, the clerk will access IU FUNCTION 6. UNINSURED NOTICE INQUIRY



(IU Menu, FUNCTION 6. UNINSURED NOTICE INQUIRY)

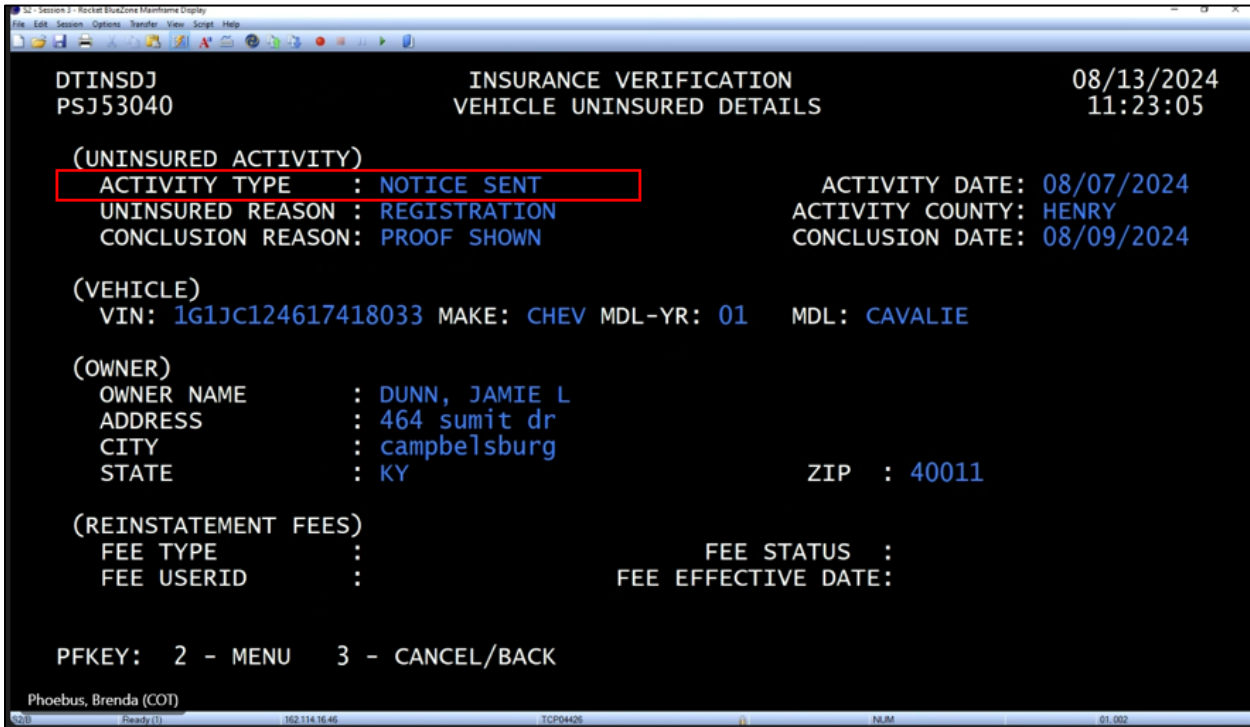
6. In FUNCTION 6. UNINSURED NOTICE INQUIRY the clerk can see the history.



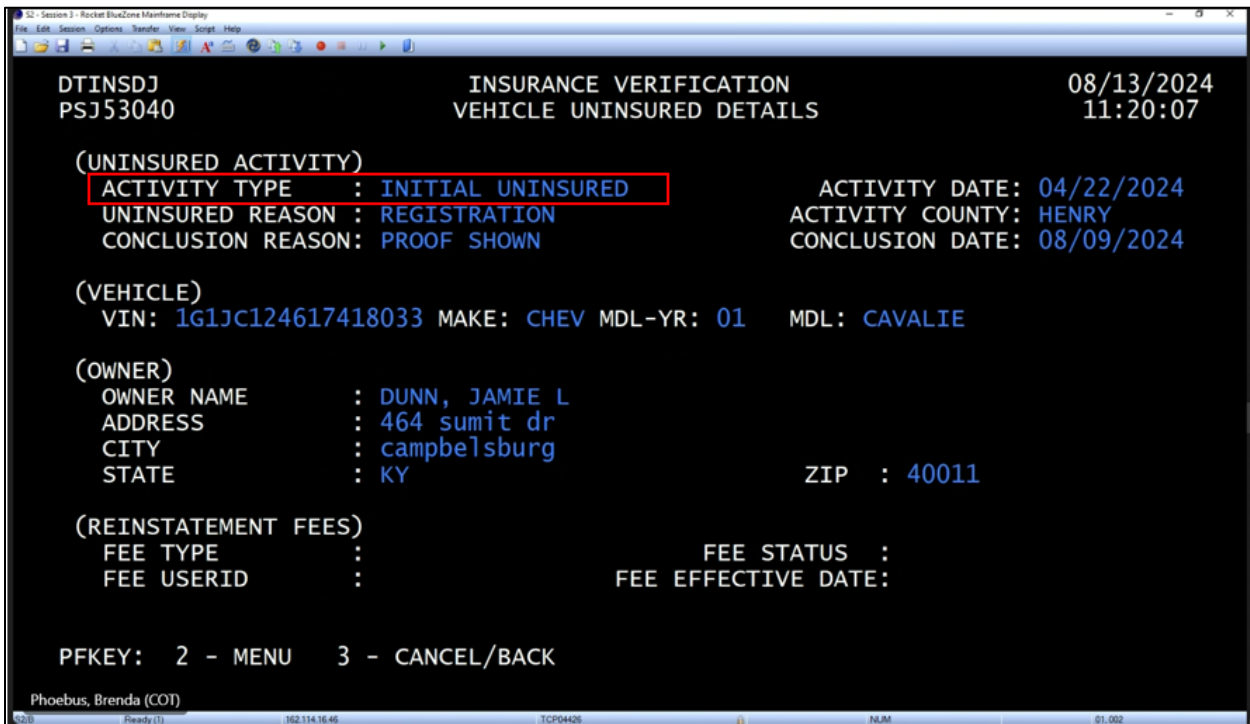
(FUNCTION 6. UNINSURED NOTICE INQUIRY menu)

- 7. The above ACTIVITY TYPE “NOTICE SENT” is when the notice was sent, and the four records below show where the clerk did PROCESS PROOF four times because they did not get a “Transaction Complete” message.
 - a. ACTIVITY TYPE INITIAL UNINSURED here equates to PROCESS PROOF because that transaction takes this customer from a Level 2 Uninsured Event (Uninsured Notice sent) back to a Level 1 Uninsured Event (not on the full book of business (FBB)).

- 8. Until the FBB is processed on the 18th of the month, this customer will show as uninsured because the Mainframe has no record of policy from the customer's insurance company.



(Uninsured Notice detail, called NOTICE SENT in the system)



(PROCESS PROOF transaction detail, called INITIAL UNINSURED in the system)

REINSTATEMENT

Refer to QRG – Reinstatement and Backout Process.

