

Q & A from Insurance Company Credentialing Training Preview Session

PREVIEW – February 8, 2022

Can we print a confirmation, or will we receive an email that it was submitted?

- There is not a print option. A verification message displays at the top. The insurance can also be viewed under inquiry at any time.

What is the minimum liability limit that can be used for your state?

- You can locate the OPA Insurance Requirements that list the liability limits on our website www.modot.org/mopa

Are the insurance filings continuous?

- Yes, the filing will stay active until canceled by a cancelation form or a new filing is made.

How do we add a new user from our company?

- To add a new insurance company user, you must complete the insurance user request form for user id and password. If you need a form, please contact us.

Can the administrator run a report to see all filings done by a number of people within the insurance company?

- No, the report will only show the person logged in what filings they have made.

I missed the information regarding signing in. Will our current user ID and password still be used?

- Yes, your current user ID and password will still be used.

If the carrier has an address change, do we need to cancel our filing and start a new one with the new address?

- If the carrier has an address change that includes a change to the city and/or state, a new filing must be made. The insurance company may choose to cancel the current filing and make a new filing. Or a new filing may be made which will automatically replace the previous filing.

If they have been a carrier for 10 years then have an address change, does the insurance company have to do something?

- If the carrier has an address change that includes a change to the city and/or state, a new filing must be made.

Where will your phone number appear in this system?

- Our phone number is provided on the MCS website at www.modot.org/mcs

If filings are needed between Feb 16-23. how will they be issued?

- MCS must bring our legacy system down for conversion activities late evening on Wednesday, Feb. 16. We will not be able to accept any filings until the new system comes back up on Feb. 23.