



Glass Consultation Committee Minutes

May 16, 2022

1:00 pm to 3:00 pm

Committee Attendance

- Vern Sisson, Industry
- Tana Carpenter, Industry
- Trevor Kindrat, Industry
- Denis Cloutier, ATA
- Renee Sicotte, ATA
- Lynsey Wilson, MMDA
- Robert Ferreira, MPI
- Gord Froese, MPI
- Sandra Lawless, MPI

Regrets

- Waldemar Koos, MPI

Action items from previous meeting's agenda (January 10, 2022):

1. MPI will update the ADAS Calibration Estimating Standard so it no longer requires images to support ADAS calibration requests. MPI will rely on part numbers and MCG as well as OEM procedures to support ADAS calibration.
2. Actions from Process Mapping done with Glass Committee Volunteers resulted in
 - a. Review and update of MCG MPI system procedures on Partners published
 - b. MCG help section has been updated in MCG
 - c. MPI will create a best practice Glass Process reference document for shops and will share with committee when completed for review
 - d. MPI will look to see if improvements can be made to the Glass authorization process – A call will be set up between this meeting and the next to discuss with committee members
3. Converting Glass to PD claim Process – MPI is updating the standard to increase awareness of shop process and eligibility. Draft will be sent to the committee in the next few days. Process may be amended prior to publishing based on our review of the PD parts on glass claims OFI.
4. Changes within the industry – Looking to collect supporting information from the industry to support the requests of compensation adjustment review.
 - a. Committee will provide MPI with buckets of materials and supplies and get a pricing history from suppliers supporting increases.



- b. MPI continues to review and will continue this discussion and report back which doesn't have to wait until the next meeting if information can be provided.
5. Tax job aid for glass to reduce tax errors will be sent out for the committee members to review and provide feedback within the next few days.
6. MPI to further investigate requirements to support loss with images and consult regarding process. Shared another insurers' image requirements and an open discussion on images that validate the loss and/or proper repair. Discussed what images a repairer would take today as part of a repair facility internal process. Concern raised regarding in-progress repair images that may be forgotten during the repair process. Feedback regarding challenge in taking photo of VIN plate due to glare.
7. Previously MPI investigated the recent MCG pop up when opening up a claim. This has now been fixed.

New Items to Discuss

1. Glass KPIs – open discussion occurred on the following questions:
 - What do you or the industry currently measure to better your business?
 - What would you see value in measuring? Parts, admin effort, cycle time, customer service, proper repair?
 - A question was asked what the goal is for MPI? Currently the reasoning was to provide feedback to repairers as we do for autobody if repairers want to better understand their claim handling. Also, a form of recognition and understanding of their overall claims. Scorecards would be for information only.
 - Feedback was that industry is measured enough already.
2. The recycled glass parts process is being reviewed with the claim examples being shared from members. OFI from ATA was reviewed and handled. Follow up with the requestor - to be completed. MPI will follow up with our review of the current expectation of recycled parts on glass claims and escalation of contact with GAU will be updated for pressing shop requests. NTT and process being drafted on the changes.
3. Glass Bulletin NTT's will be sent out quarterly unless required sooner, it will include items such as, the tax job aid and the MCG help section update. If any of the members would like something included, please contact Robert.
4. Tana presented ADAS trends



Action Items

MPI

1. MPI to update ADAS Calibration Glass Standard.
2. MPI will share a best practice Glass Process reference document with committee when ready.
3. MPI to setup a call to discuss glass authorization form current process.
4. MPI to share Converting Glass to PD claim standard draft with the committee.
5. MPI reviewing recycled parts on urgent claim repairs.
6. MPI updating process to allow for escalating matters of urgency and will share with committee.
7. MPI to publish Tax Job Aid.
8. MPI to publish Glass Bulletin covering all recent updates with links to information.

Industry

9. Committee will provide MPI with buckets of materials and supplies and get a pricing history from suppliers supporting increases.

Next Meeting:

- Email to be sent out to set next meeting for mid-July 2022.
- Please forward any topics to Robert that you would like to see on the next agenda.

Meeting adjourned at 4:00 pm.

Glass Committee

May 16th , 2022



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Agenda

1. Updates to Prior Actions

- a. MPI update on not requiring images to support ADAS
- b. Actions from Process Mapping
- c. Converting Glass to PD claim Process
- d. Changes within the industry – Collecting Supporting information.
- e. Tax job aid for glass to reduce tax errors
- f. MPI to further investigate requirements to support loss with Images and consult regarding process.
- g. MPI will look into the recent MCG pop up when opening up a claim.

2. New Items

- a. Glass KPIs – open discussion
 - What do you measure currently?
 - What would you see value in measuring? Parts, Admin effort, cycle time, Customer service, Proper repair
- b. Recycled Glass Parts Process – Claim examples being shared from members
- c. Tana to present ADAS trends



Updates to Previous Action Items

1. MPI update on not requiring images to support ADAS
 - Internal review of process complete with a decision that MPI will be dropping the image requirement for photos of ADAS components on Glass only claims. Updates to standard with communication to be released.
2. Actions from Process Mapping
 1. Review and update MCG MPI system procedures
 - Updated to include a how to get to the Help section of the MPI workflow.
 2. MCG help section has been updated
 - Added how to print out the glass authorization as it was missing.
 3. Create a best practice Glass Process for shops
 - In progress.
 4. Find improvements to the Glass authorization process.
 - In Progress.
3. Converting Glass to PD claim update Standard, procedures and communication to increase awareness
 1. In progress – Procedure to be sent end of day
 2. Glass shop bulletin to cover this reminder to trade.



Updates to Previous Action Items

1. Tax job aid for Glass claims to reduce tax errors
 1. Draft to be sent out by end of day for your feedback.
 2. Will be part of glass bulletin NTT.
2. MPI to further investigate requirements to support loss with Images and consult regarding process.
 - See appendix for other insurer image requirements
 - Open discussion on images that validate the loss and or proper repair.
3. MPI will look into the recent MCG pop up when opening up a claim.
 - Issue corrected shortly after last meeting.
4. Changes within the industry
 - Collecting Supporting information.
 - MPI continues to review and will continue this discussion.



New Items

1. Glass KPIs – open discussion
 1. What do you or the industry measure currently to better your business?
 2. What would you see value in measuring? Parts, Admin effort, cycle time, Customer service, Proper repair?
2. Recycled Glass Parts Process – Claim examples being shared from members
 - Collecting feedback with current process
3. Tana to present ADAS trends
4. Glass Bulletin NTT- Quarterly unless required sooner.



Glass Bulletin

June 2022 Release of a regular Glass Bulletin. Looking for feedback on what the Glass industry would like to see other than reminders based on what MPI is seeing or updates to items such as below.

1. Mitchell eGlass Claim Handbook

- Partners Location:

https://mpipartners.ca/documents/Policies_Procedures/Mitchell_eGlassClaim_Handbook_Shops.pdf

- Changes made: Remove the document currently there and replace with steps on how to get to the workflow in MCG

2. Tax job aid for glass claims – [Added to our Job Aid Section](#)

3. Standardized process for emailing MPI to improve response times.

- What info to include. When to email vs call.

4. Glass Claims with Physical Damage:

- Update procedure so shops are aware they can still complete some PD repairs and how to determine what rates are eligible.

5. MPI will be dropping the image requirement for photos of ADAS components on Glass only claims. Updates to standard with communication to be released.

6. Contact GAU process – Phone vs Email



Questions & Round table



Use this job aid to improve the glass claim payment request process by reducing future administrative efforts and reducing audit recoveries when dealing with tax responsible customers.

To ensure best practices:

1. Confirm on first contact with customer by asking the questions regarding vehicle use: business, farm, commercial, u-drive, taxi or other.
Please refer to our [Partner's site for Tax Responsibility examples](#).
2. Talk to the customer prior to signing off on the authorization sheet.
They should be confirming tax responsibilities prior to signing authorization and submitting for payment.
3. Ensure system changes are completed in Mitchell Cloud Glass (MCG) and click the update button.

Situation	Name	Total Tax Rate %	% Tax Rate Paid by Customer	Is Material Taxed	Is Labour Taxed
If customer is responsible for taxes	GST PST	Leave as is	Key in customer responsibility based on what customer indicated	Leave as is	Leave as is
If customer is tax exempt for either or both taxes	GST PST	Leave as is	Leave as 0	Uncheck applicable tax	Uncheck applicable tax

Examples:

A) If customer is **responsible for taxes**:

Tax Information					
Name	Total Tax Rate %	% Tax Rate Paid by Insured	Is Material Taxed	Is Labour Taxed	
GST	5	100	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
PST	7	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Invoice Total		Insured Payment		Claim Information	
Subtotal	\$857.89	GST	\$42.89	GST	\$0.00
GST	\$42.89	PST	\$0.00	PST	\$60.05
PST	\$60.05	Deductible	\$500.00	Total	\$417.95
Total	\$960.84	Total	\$542.89		

B) If the customer is **tax exempt for either or both taxes** (example below is GST only exempt):

Tax Information					
Name	Total Tax Rate %	% Tax Rate Paid by Insured	Is Material Taxed	Is Labour Taxed	
GST	5	0	<input type="checkbox"/>	<input type="checkbox"/>	
PST	7	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Invoice Total		Insured Payment		Claim Information	
Subtotal	\$857.89	GST	\$0.00	GST	\$0.00
GST	\$0.00	PST	\$0.00	PST	\$60.05
PST	\$60.05	Deductible	\$500.00	Total	\$417.94
Total	\$917.94	Total	\$500.00		

Image Requirements

MPI Glass claim Image requirements	Reason
1. VIN	Confirmation of vehicle. Fraud prevention
1. Odometer	Mileage at time of loss. Fraud prevention
1. Corner Image of vehicle showing license plate and area of vehicle damage.	Fraud prevention Confirmation of vehicle.
1. Close up of damage	Validation of loss and extent of damages
1. Image of windshield pinch weld prepped for installation.	Supports Proper repair.

Example of other Insurer requirements

9. Image and Documentation Requirements

9.1. Digital Images

Digital images (photos) of the vehicle damage must be taken for every glass estimate at the time of claim initiation regardless of the Participant's tiering status. This applies to all claims whether or not the claim was created or retrieved by a Participant.

Participants must take digital images, at a minimum 1024 x 768 resolution (image size) that clearly identifies the vehicle and accurately show the damage, to ensure consistent documentation of the following:

- damage for each glass claim
- glass part options, and
- to support requests for additional parts or labour.

The following list identifies the minimum digital images Participants must upload to VDIA by each Tier and claim type **at time of invoice submission to ICBC**.

	Assessment Tier	Tier 2	Tier 1
Glass Claims			
1. Vehicle Identification Number (VIN)	✓	✓	✓
2. Odometer	✓	✓	✓
3. Photos taken from perspectives showing all four (4) corners of the vehicle including license plate	✓		
Glass Replacement Claims			
1. Images showing options of the glass being replaced (i.e. Shade Band, Rain Sensor, ADAS Camera, etc.)	✓	✓	✓
2. Any R & I items	✓	✓	✓
3. Windshield identifier marking (bug) Windshield only claim	✓	✓	✓
4. Close-up of damage (Identifying point of impact — laminated glass only)	✓	✓	✓
Windshield Repair Claims			
1. Photo of entire Windshield with damage clearly identified. <i>Damage(s) may be circled with a grease pen or otherwise visually marked.</i>	✓	✓	No upload required, but photos must be taken and retained for QA or Audit purposes.

Note: If images are not uploaded to VDIA or do not clearly identify the vehicle, the glass and its options, invoices submitted to ICBC may not be paid in full or in part.

