

# DCI IMPLEMENTING THENTIA FOR ONLINE LICENSING

## PROBLEM STATEMENT

The Regulatory Services Section of the Department of Commerce and Insurance manually processes over 1,000 insurance license applications annually for 21 different license types. The workflow was handled via email and was outside any centrally managed, accessible system. This manual process was inconvenient for consumers accustomed to online services and time-consuming for the personnel who processed these applications and renewals. Processing these applications and renewals took 3-14 days, depending on license type.



## ACTION

The Department of Commerce and Insurance is implementing a program through Thentia to streamline and modernize this manual process. Payment and applications for licenses and renewals will be processed through a centralized system for all 21 license types. Licensees will no longer have to submit these applications on paper if they prefer to do so electronically. Thentia will also have an option to pay via this system.



## RESULTS

A goal of 80% of applications for these 21 license types was set. This means over 800 applications and renewals would be submitted and processed electronically through Thentia. This will decrease time to review and approve these applications and renewals as all of the information is in one place. This will provide ease and convenience for the applicant to apply and pay through the same system.

