



Ignition Interlock Device (IID) Billing Process

Programs and Services Division
Currently Implementing

By thinking Lean we will
reduce cycle time **by 50%**

Problem

IID Manufacturers must collect a monthly \$20 fee from 14,000 drivers, and DOL bills the manufacturers for those fees. The money is used to provide drivers, who qualify for financial assistance, reimbursement for the install, lease, and removal of the device. There are currently 1,800 qualified drivers on financial assistance. Manufacturers aren't clear which drivers must pay the fee each month and which drivers qualify for financial assistance. The cycle time is 6 business days long, and there's errors in billing 100% of the time.

Causes

- Discrepancies between DOL and manufacturer records due to outdated information that remains on records and inconsistent billing cycles between DOL and the manufacturers
- Manufacturers can't access data needed to determine which drivers must pay fee
- Payments are made by mailing in checks, which are processed manually

Improvements

- Clean up old records in the system that are causing errors and discrepancies in billing
- Electronic payments made through Automated Clearing House (ACH)
- Update procedures and financial assistance application (to include second language option)
- Schedule quarterly meetings to improve communication with manufacturers

Anticipated Results

