



## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

### DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

# Correction: New Required Certificate of Insurance Tracking Program

Target Audience - Qualified Vendors and Providers

Transmittal Date - 6/6/2024

**Due to the July 4 holiday, the implementation date for the new myCOI insurance tracking program is now Monday, July 8, 2024. This is the only change.**

The Arizona Department of Economic Security (DES), Division of Developmental Disabilities (DDD) is pleased to announce a new partnership with myCOI, an industry leader in insurance tracking technology.

**Starting July 8, 2024, Qualified Vendors and providers contracted with DDD will be required to provide proof of insurance using myCOI.**

DDD partnered with myCOI to satisfy the insurance requirements outlined in the Division's agreements. It will serve as DDD's primary Certificate of Insurance partner to assist in obtaining and verifying insurance. DDD is confident this will streamline the process for everyone.

### What is myCOI?

myCOI is responsible for tracking and verifying that your Certificate of Insurance meets the requirements specified in your agreement with DDD.

myCOI will work directly with your insurance agent to obtain a compliant certificate, but will **not** dictate policy terms. It is your insurance agent's responsibility to talk to you about whether your policy needs to be amended.

### How does this new partnership affect you?

You will no longer provide a Certificate of Insurance directly to DDD.

All certificates, including renewals, will be provided to myCOI directly through your insurance agent by using the myCOI Agent Portal.

If your insurance agent fails to respond to communication coming from myCOI, you will be notified via email. If this occurs, please work with your insurance agent to address any issues.

It is your responsibility to inform myCOI of any changes to your insurance agent and/or their contact information.

On or after July 8, 2024, you will receive an email request from [registration@myCOItracking.com](mailto:registration@myCOItracking.com) to register for an account. Follow the instructions in the email to complete your registration with myCOI.

You can also review and bookmark [this user guide](#) from myCOI.

Please add the following email addresses to your safe sender's list to ensure you receive all email communication from myCOI: [registration@myCOItracking.com](mailto:registration@myCOItracking.com) and [certificaterequest@myCOIsolution.com](mailto:certificaterequest@myCOIsolution.com).

You may also contact myCOI directly at 317-759-9426 Ext 105 or via e-mail at [support@myCOItracking.com](mailto:support@myCOItracking.com) if you have any questions.