



DPS Medical Cases Processing

Compliance

3-4-2025

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Revision History

Effective Date of SOP: 3/4/2025	SOP Number: SOP N.01
Functional Area Name: Compliance	Division Name: Medical Cases
Last Review Date: 2/5/2025	Last Reviewer: Brandon Albers, Compliance Hearing Officer
Next Review Date: 2/5/2026	Next Reviewer: Compliance Supervisor
Executive Approval Date: 3/4/2025	Approved By: Jaclyn McDuffey, Chief Product & Experience Officer

Overview

These Standard Operating Procedures (SOP) describe how to process requests from Oklahoma Department of Public Safety (DPS) to change the status of an individual's driving privileges due to their medical status.

Purpose

This SOP provides step-by-step instructions on how to process medical cancellations, suspensions or restrictions of driver licenses in D360 following recommendation by DPS.

Policy Statement

These procedures apply to any individuals with ongoing medical cases that may or may not lead to a medical cancellation/restriction of their driving privileges.

Compliance

[OAC 670:15-11-3 – Medical Reports](#)

Systems

D360 – System of record used for issuing credentials.

Roles

List the roles and functions of anyone involved in the operations described within this document.

Role	Responsibilities
Compliance Hearing Officer	Processes the transaction.

Procedures

The SOK Compliance team regularly receives letters from Oklahoma Department of Public Safety (DPS) recommending changes to the driver license status of an individual. These requests may ask that an individual's driver license be cancelled, restricted, reinstated, or to open/update a case.

Note that no two transactions are the same, and DPS may send requests to perform actions not covered within the scope of this SOP. Although most DPS case transactions should follow steps similar to the procedures outlined throughout this document, a supervisor should be notified if the hearing officer is unsure how to process a DPS request.

Processing DPS Cancellation of License

The most common category of DPS request is a letter recommending the cancellation of an individual's driver license based on the recommendation of a health care provider (see [Appendix A](#) for an example), which is associated with the cancellation code "446".

Steps

1. After a batch of medical cases are received from DPS, print out each of the letters to be scanned later.
2. Select one of the cases and open the D360 system. Use Quick Search to find the file for the subject of the medical case, using their name and date of birth.

Quick Search ▾

Quick Search - search criteria or Scan barcode to locate a Customer

Search Individual Customer * = required field

Organization

ID Search Name

ID Type Last Name*

Credentials

ID Number* Year of Birth*

Last Name

First Name

Middle Name

Clear Search

Results Per Page: 25 ▾

Partial Match Search ▾

Add New Customer

3. Open their "Identity Panel." Check the status of their license, verifying that it hasn't already been cancelled and is still valid. **Write down the expiration date of their license on the DPS form/letter.**

Customer360 Workstation : Dlc-dpshq-9775.d360.ok.gov

Identity Panel

ADDRESS DLN SSN DOB Cred Class Rest End Issue Exp Self Certification Status Variance Type

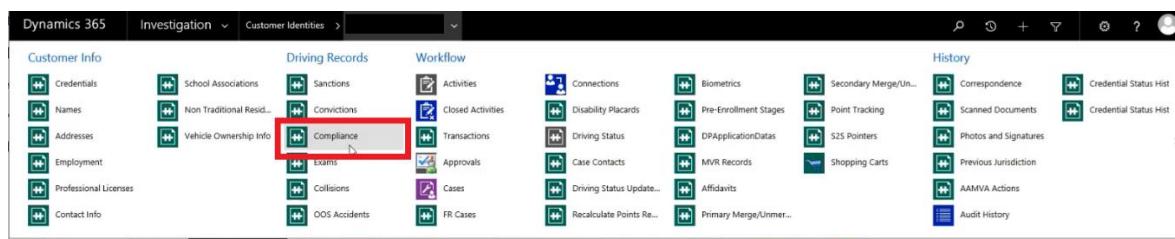
USCIS Age ID D 3/31/2025 3/31/2025 CDL Medical Certificate Issue Date Not Certified Issue Date Expiration Date Total Points 0 Variance Type Issue Date Expiration Date Reinstatement Date

DL ID Other CDL BOR

There are no DL transactions available for this customer

DL Driving Status: Cancelled
 CDL Driving Status: Cancelled
 Total Points: 0
 Date of Points Calculations: 2/21/2022

4. After loading the customer's file, click on the customer's name at the top to open the drop-down menu pictured below. Click on the "Compliance" button.



5. You will now see the "Non-Compliant Items" list. Any prior non-compliant medical items (signified by the "MED" next to "Required Scanned Do") will need to be set to compliant. Begin by double-clicking the non-compliant medical item to open the entry.

Non-Compliant Items ▾

SHOW HELP PAGE ID ? HELP PRINT RECORD CLOSE FORM

Violation Date... Court Violatio... Conviction AC... Requirement ↑ Required Scan... Fee Type ↑ Reinstatemen... Completion D... Citation Num... Case Number... Document ID... Court Type (S...)

1/22/2025 446 N/A Scan Document MED 1000412009 1000412009 Administrative

6. After opening the entry, click on the "Requirement" drop-down at the very top and change it to "Pay Fee".

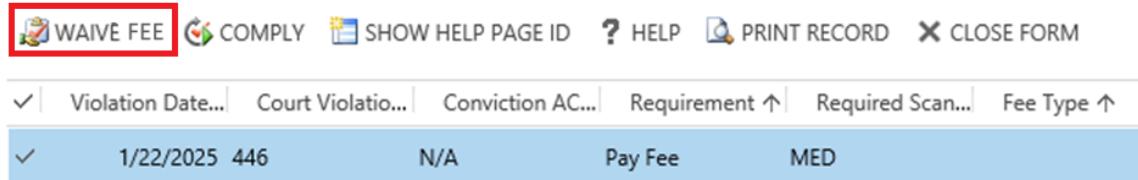
COMPLIANCE : INFORMATION ▾
 New Compliance ▾

General

Requirement	Pay Fee
Required Scanned Do	MED
Compliant	No
Waived By	--

7. Return to the “Non-Compliant Items” list. Click on the entry to select it, then click “Waive Fee” at the very top. This will make the non-compliant item now compliant.

Non-Compliant Items ▾



Violation Date...	Court Violatio...	Conviction AC...	Requirement	Required Scan...	Fee Type
✓ 1/22/2025 446	N/A	Pay Fee	MED		

Repeat this process (steps 5-7) for each remaining non-compliant medical item, until all are cleared.

8. Open the top menu and click “Cases”. This will open the “Cases for Record” tab.



9. Check to see if there is currently a cancellation case open. If there is, open the prior case and scan the new cancellation notice (skip to step 15). Otherwise, click “Add New Case.”

Cases for Record ▾



10. In the “Overview” section, set the “Case Title” to “DPS Medical Cancellation” and the “Case Type” to “Re-exam”.

► What's New

► Overview

Case Title
Case Number

DPS MEDICAL CANCELLATION

Case Type

Re-exam

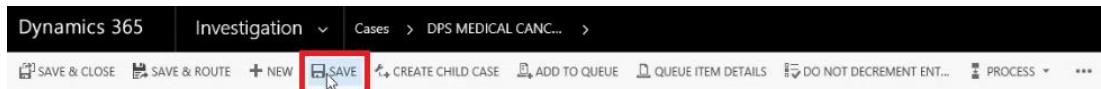
Reminder Date
Reminder Person
Reminder Description

--

--

--

11. Click “Save”.



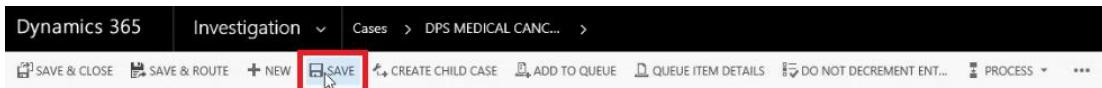
12. Scroll down to the “Medical Case” section.

- I. Set the “Disposition” field to “Closed – Cancelled/Denied.”
- II. Set the “Administrative Action Type” to “446 – Denied, Inability to meet medical standards.”
- III. Set “Medical Case Planned Date of Cancellation Notice” to the date indicated on the DPS letter.

► **Medical Case**

Disposition Closed - Cancelled/Denied	Medical Case Reason --
Administrative Action Type 446 - Denied, Inability to meet medical standards	Medical Case PMR Review Period --
Medical Case Cancellation Notice Date Extended No	Medical Case PMR Date --
Medical Case Planned Date of Cancellation Notice 1/22/2025	Medical Case Review Exam Type --
Related Citation Medical Re-Exam Case#1000412060	Medical Case Condition --

13. Click “Save” again.



14. Scroll down to the “Notes” section and add the expiration date of their driver license (using the format shown below), in addition to any other relevant information that needs to be noted.

► **File Uploads**

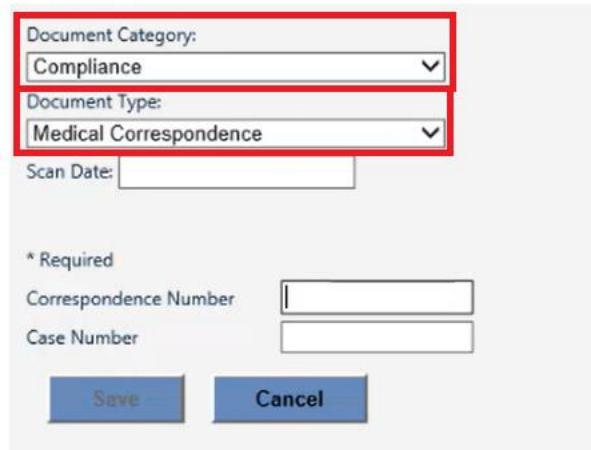
► **Notes**

Notes
NOTES
<i>Enter a note</i>

DL EXP 10/31/2028
Brandon Albers - 1/22/2025 11:47 AM

15. Scroll down to the “Scanned Documents” section, on the left side.

▪ Scanned Documents



Document Category:
Compliance

Document Type:
Medical Correspondence

Scan Date: [input field]

* Required

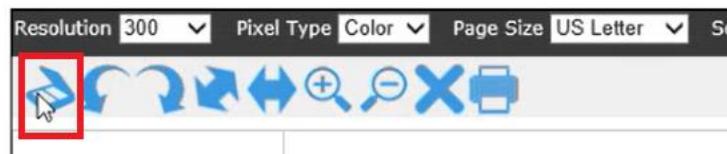
Correspondence Number: [input field]

Case Number: [input field]

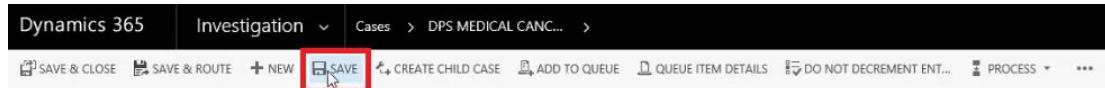
Save Cancel

- I. Click the “Document Category” dropdown menu and select “Compliance”
- II. Click the “Document Type” dropdown menu and select “Medical Correspondence”

16. On the right side (where the scanned document preview is), click the “Scan” button on the far left to scan the new DPS letter.



17. Click “Save” again.



18. Close the case and return to the “Identity Panel.” Refresh the page (by pressing F5).

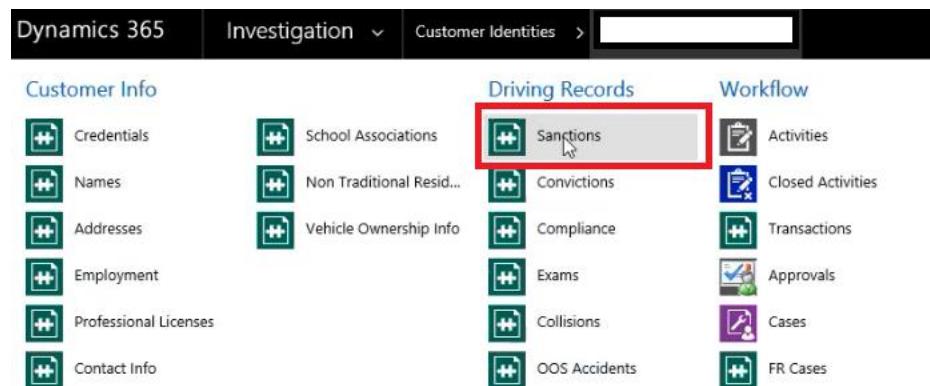
To verify that the cancellation has taken effect, make sure that the “OC” (indicating an Open Case) and “OS” (indicating an Open Sanction) icons appear lit up, next to the person’s photo.

• Identity Panel



The screenshot shows the Identity Panel interface. At the top, there are several input fields: a large empty box, a grid of letters (O, I, L, S, D, F, O, S, M, R), an 'ADDRESS' field, a 'DLN' field, a 'SSN' field, a 'DOB' field, and a 'Age' field. To the right, there is a table for 'Cred' (Credit) with rows for INT and LP, and a table for 'Class' (Class) with rows for D and T. Below these are buttons for 'DL', 'ID', 'Other', 'CDL', and 'BOR'. A message states: 'There are no DL transactions available for this customer'. At the bottom, there is a large empty box.

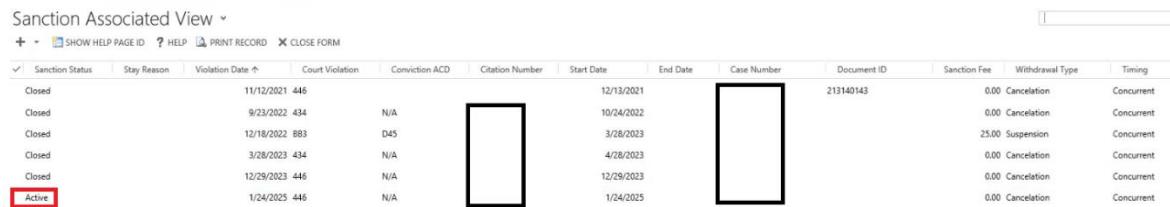
19. Go to the top menu and click “Sanctions.”



The screenshot shows a grid of links under the 'Customer Info' and 'Driving Records' sections. The 'Sanctions' link in the 'Driving Records' section is highlighted with a red box. Other links include: Credentials, Names, Addresses, Employment, Professional Licenses, Contact Info, School Associations, Non Traditional Resid..., Vehicle Ownership Info, Convictions, Compliance, Exams, Collisions, OOS Accidents, and OOS Accidents.

20. The “Sanction Associated View” tab will appear, listing all the current sanctions for the individual. Verify that the cancellation sanction that was just added appears as “Active” and that the information is correct.

Sanction Associated View



The table lists sanctions with the following data:

Sanction Status	Stay Reason	Violation Date	Court Violation	Conviction ACD	Citation Number	Start Date	End Date	Case Number	Document ID	Sanction Fee	Withdrawal Type	Timing
Closed		11/12/2021	446			12/13/2021			213140143	0.00	Cancellation	Concurrent
Closed		9/23/2022	434	N/A		10/24/2022				0.00	Cancellation	Concurrent
Closed		12/18/2022	883	D45		3/28/2023				25.00	Suspension	Concurrent
Closed		3/28/2023	434	N/A		4/28/2023				0.00	Cancellation	Concurrent
Closed		12/29/2023	446	N/A		12/29/2023				0.00	Cancellation	Concurrent
Active		1/24/2025	446	N/A		1/24/2025				0.00	Cancellation	Concurrent

21. Go to the top menu and click “Correspondences.”



The screenshot shows a grid of links under the 'Customer Info' and 'Driving Records' sections. The 'Correspondence' link in the 'History' section is highlighted with a red box. Other links include: Credentials, Names, Addresses, Employment, Professional Licenses, Contact Info, School Associations, Non Traditional Resid..., Vehicle Ownership Info, Convictions, Compliance, Exams, Collisions, OOS Accidents, Activities, Closed Activities, Transactions, Approvals, Case Contacts, Driving Status Update..., Recalculate Points Re..., Connections, Disability Placards, Pre-Enrollment Stages, Point Tracking, S2S Pointers, MVR Records, Driving Status Update..., Affidavits, Primary Merge/Unmer..., Biometrics, Secondary Merge/Un..., Scanned Documents, Photos and Signatures, Previous Jurisdiction, AAMVA Actions, and Audit History.

22. In the “Correspondence Associated View” list, there should be an item titled “Inability to meet standard Cancel” that was created automatically after the medical case/cancellation was created. Click on that item.

Correspondence Associated View

CREATE CORRESPONDENCE SHOW HELP PAGE ID HELP PRINT RECORD CLOSE FORM

Correspondence ↑	Correspondence Type	Created On	Delivery Method
Customer Needs Medical Examination	1	2/25/2023 3:00 AM	
Customer Needs Medical Examination	1	8/23/2022 3:00 AM	
DCD-ACC-0153		7/19/2024 10:16 AM	
DL10 Learner Permit Class D Application Under 18		9/8/2021 11:10 AM	
DL10 Replace or Renew Class D Under 18	3	10/18/2022 10:49 AM	
Inability to meet standard Cancel	0	1/24/2025 2:29 PM	
Inability to meet standard Cancel	0	12/29/2023 1:56 PM	
Order of Cancellation or Denial - Does not meet Status...	4	3/28/2023 4:00 AM	
Order of Cancellation or Denial - Does not meet Status...	4	9/23/2022 3:00 AM	
Order of Suspension - Non-Payment of Court Fine an...	4	3/28/2023 12:19 PM	
Reinstatement Order	1	6/22/2022 3:58 PM	
Reinstatement Order	1	7/19/2024 10:16 AM	

23. The “Order of Cancellation or Denial” letter will now appear (see [Appendix B](#) for an example). After verifying that all the information is correct, click the print button to print a copy.

CORRESPONDENCE : INFORMATION

Inability to meet standard Cancel

Document Display

JAY DOYLE
Chief Executive Officer

KEVIN STITT
Governor



DATE:
DL #:
EXP:
DOB:

ORDER OF CANCELLATION OR DENIAL

The driving privilege of the person named above to operate a motor vehicle in Oklahoma is **CANCELLED** effective 01/24/2025.

This action is based on your recent evaluation which reflects that your current physical, visual, or psychological condition adversely affects your ability to safely operate a motor vehicle.

It is against the law to discuss this information over the phone. You may contact the Medical Examiner Desk at medicaldesk@dos.ok.gov to request a report form to be completed and returned by your treating physician or counselor based on a current evaluation done within the last sixty (60) days and returned to our office for further licensing consideration.

If your driving privilege is affected by any other order, you must comply with the legal requirements for reinstatement of each order.

RIGHT TO APPEAL THIS ORDER

24. Send the printed cancellation letter to be mailed to the customer.

Documenting New DPS Case

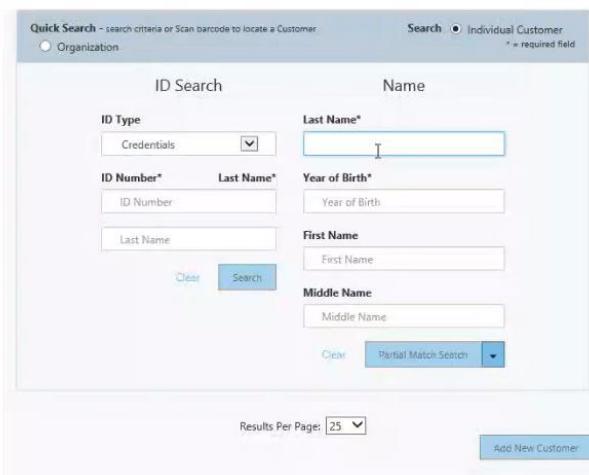
DPS may request that SOK record the opening of a DPS medical case on an individual's file, even if there is no immediate action to be taken. Since SOK does not directly track the status of these cases, updates are first communicated by DPS before being entered into D360.

NOTE: These procedures refer to cases being opened on the DPS side, not on the SOK side. SOK is only recording the opening of the DPS case.

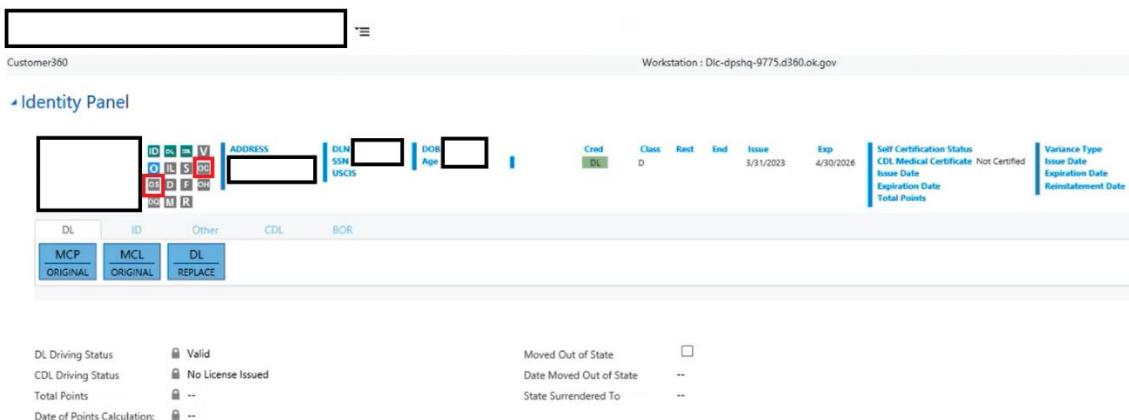
Steps

1. Open the D360 system and use Quick Search to find the file for the subject of the medical case, using their name and date of birth.

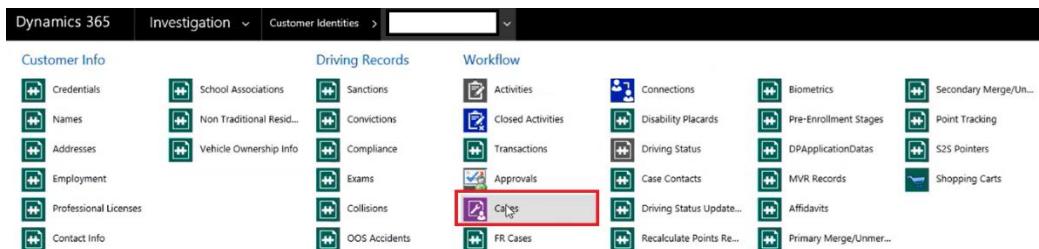
Quick Search ▾



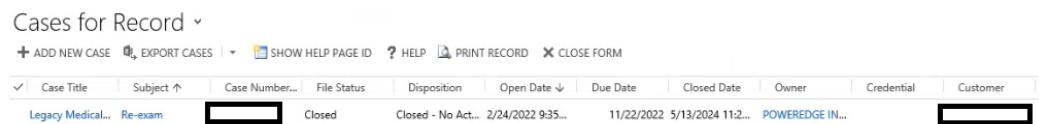
2. Check the individual's "Identity Panel" for the following items:
 - I. Verify that the individual's license is valid and in good standing.
 - II. Verify that neither the "OC" nor "OS" icons are lit up. Both should be grayed out.



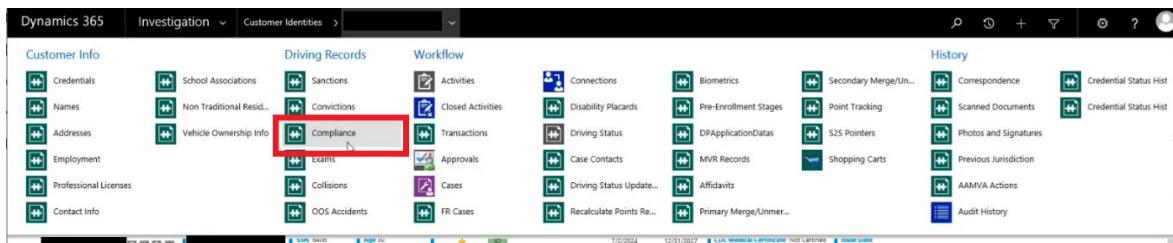
3. Open the top menu and click “Cases”. This will open the “Cases for Record” tab.



Verify that there are no medical cases already opened.



4. Return to the top menu and click the “Compliance” button.



5. You will now see the “Non-Compliant Items” list. If there are any old medical non-compliant items, open it by double-clicking on the line item.

Non-Compliant Items														
SHOW HELP PAGE ID ? HELP PRINT RECORD CLOSE FORM														
Violation Date	Court Violation	Conviction Acq.	Requirement	Required Scan	Fee Type	Reinstatement	Completion Date	Citation Number	Case Number	Document ID	Court Type	City Name (Sa...)	County Name (Sa...)	Sanction
4/15/2023 BB9	DS3	Pay Fee			Reinstatement	\$25.00					Municipal	MOORE	Cleveland	BB9 1 Suspension
7/13/2019 DR4	A12	Pay Fee			Reinstatement	\$25.00	2/8/2020				Administrative	OKLAHOMA CITY	OKLAHOMA	369
4/15/2023 BB9	DS3	Pay Fee			Sanction	\$20.00					Municipal	MOORE	Cleveland	BB9 1 Suspension
7/13/2019 DR4	A12	Pay Fee			Sanction	\$290.00	2/8/2020				Administrative	OKLAHOMA CITY	OKLAHOMA	369

6. After opening the non-compliant item, change it to compliant by changing the requirement to “Pay Fee”, and then waive the fee. Repeat this for all remaining medical non-compliant items.

7. Once all old medical non-compliant items are completed, return to the top menu and click “Sanctions.”

Dynamics 365 | Investigation | Customer Identities > [REDACTED]

Customer Info		Driving Records		Workflow	
 Credentials	 School Associations	 Sanctions	 Activities		
 Names	 Non Traditional Resid...	 Convictions	 Closed Activities		
 Addresses	 Vehicle Ownership Info	 Compliance	 Transactions		
 Employment		 Exams	 Approvals		
 Professional Licenses		 Collisions	 Cases		
 Contact Info		 OOS Accidents	 FR Cases		

Verify that there are no current sanctions related to this specific medical case.

Sanction Associated View

+ SHOW HELP PAGE ID ? HELP  PRINT RECORD X CLOSE FORM

Sanction Status	Stay Reason	Violation Date ↑	Court Violation	Conviction ACD	Citation Number
No Sanction records found.					

8. Return to the individual's "Identity Panel" and scroll down to the "Notes" section. Click the "+" button to add a note.



Title	Priority ↑	Note	Created By	Created On ↓	Modified By	Status
						

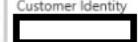
1-4 of 8 

9. Title the new note "DPS OPEN MED CASE", and enter the following text into the note box:

"DPS HAS AN OPEN MEDICAL CASE. PLEASE CONTACT DPS WITH QUESTIONS ABOUT CASE. DOCS IN SCANNED FILES. DPS letter recommends issuance of credential."

CUSTOMER NOTE : INFORMATION

New Customer Note 

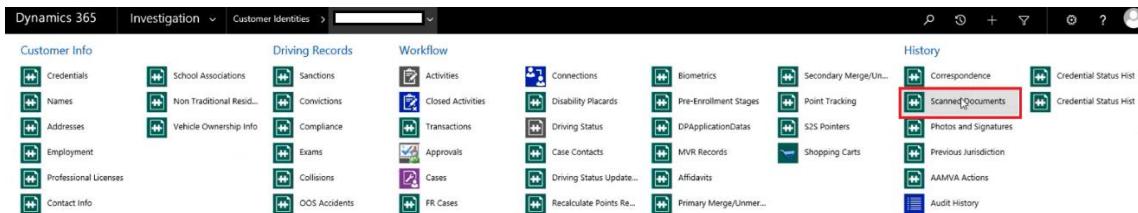
 



Title*  DPS OPEN MED CASE	Priority  Low
Note  DPS HAS AN OPEN MEDICAL CASE. PLEASE CONTACT DPS WITH QUESTIONS ABOUT CASE. DOCS IN SCANNED FILES. DPS letter recommends issuance of credential.	

SERVICE OKLAHOMA

10. Go to the top menu and select “Scanned Documents.”



Click “Add New Scanned Documents.”



11. A new tab will open.

- I. Click the “Document Category” dropdown menu and select “Compliance”.
- II. Click the “Document Type” dropdown menu and select “Medical Correspondence”.

Scanned Documents

Document Category:

Document Type:

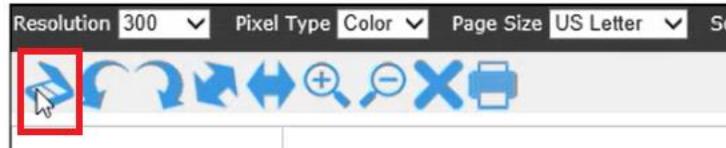
Scan Date:

* Required

Correspondence Number:

Case Number:

12. On the right side (where the scanned document preview is), click the “Scan” button on the far left to scan the DPS letter.



References

1. [Oklahoma Administrative Code](#)



Appendix

Appendix A: DPS Medical Recommendation Letter

COMMISSIONER

J. KEVIN STITT
GOVERNOR



STATE OF OKLAHOMA
DEPARTMENT OF PUBLIC SAFETY

LEGAL DIVISION – MEDICAL STANDARDS SECTION

Friday, January 24, 2025

[REDACTED]

DLN: [REDACTED]
DOB: [REDACTED]

Please be advised the Medical Standards Section of the Department of Public Safety's Legal Division has closed the Medical Standards inquiry on the above-named individual.

- The Department of Public Safety recommends the licensee/applicant retain their current driver license or Service Oklahoma may continue the driver license issuance process. The applicant/licensee has provided satisfactory documentation they meet the medical standards to retain or obtain an Oklahoma driver license.
- Restrict the driving privileges:

 - The Department of Public Safety cannot recommend the retention of the driver license or continuance of the driver license issuance process. The applicant/licensee has not provided satisfactory documentation to meet the medical standards to retain or obtain an Oklahoma driver license.
 - The Department recommends the cancellation of the driver license based on the recommendation of the health care provider or due to a deficiency in the PMR reporting. Cancellation Code: 446
 - The Department of Public Safety recommends the licensee submit to a review examination.
 - The Department of Public Safety has closed its medical standards case on the above individual because they have moved out of state.
 - The Department has issued instructions for the licensee to surrender their Oklahoma driver license because they are unable to meet medical standards.
 - Oklahoma driver license is enclosed.
 - Oklahoma driver license is to be mailed to Service Oklahoma by licensee.

Respectfully,

Medical Standards Section Legal
Division
Department of Public Safety

P.O. BOX 53004 • OKLAHOMA CITY, OK 73152 • 3600 NORTH M.L. KING AVENUE • OKLAHOMA CITY, OK 73111 • (405) 425-2424



Appendix B: SOK Order of Cancellation or Denial Letter

JAY DOYLE
Chief Executive Officer



KEVIN STITT
Governor

[REDACTED]
[REDACTED]
[REDACTED]

DATE: [REDACTED]
DL #: [REDACTED]
EXP: [REDACTED]
DOB: [REDACTED]

ORDER OF CANCELLATION OR DENIAL

[REDACTED]

The driving privilege of the person named above to operate a motor vehicle in Oklahoma is **CANCELLED** effective **01/22/2025**.

This action is based on your recent evaluation which reflects that your current physical, visual, or psychological condition adversely affects your ability to safely operate a motor vehicle.

It is against the law to discuss this information over the phone. You may contact the Medical Examiner Desk at medicaldesk@dps.ok.gov to request a report form to be completed and returned by your Treating physician or counselor based on a current evaluation done within the last sixty (60) days and returned to our office for further licensing consideration.

If your driving privilege is affected by any other order, you must comply with the legal requirements for reinstatement of each order.

RIGHT TO APPEAL THIS ORDER

You have the right to appeal this Order with the District Court in the county in which you reside as further provided under the provisions of 47 O.S. § 6-211.

Driver License Services
Service Oklahoma

Medical Desk Direct Line: (405) 425-2148

Appendix C: O.A.C. 670:15-11-3 – Medical Reports

Ordinarily, the fitness of an applicant to be granted driving privileges and a driver license can be determined by personnel of Service Oklahoma, as prescribed the Department of Public Safety. However, medical judgment is sometimes necessary to assist in this determination. Medical reports by family physicians or medical specialists may be required as provided by 47 O.S. §6-119. These medical reports may be referred to the Medical Advisory Committee for evaluation and recommendation. The Medical Advisory Committee, as authorized by 47 O.S. §6-118, recommends standards for determining the physical, emotional, and mental condition of a person to safely operate a motor vehicle. The Department of Public Safety makes the final determination in the granting of driving privileges and the issuance of a driver license and will provide notice of the determination to Service Oklahoma. Denial or cancellation of a person's driving privileges and driver license by Service Oklahoma may be appealed to the court [47 O.S. §6-211].