

# Commissioner of Insurance



## Department Description

The mission of the Department of Insurance is to enforce the insurance laws and regulations of the state impartially, honestly and expeditiously. To this end, the highest ethical, professional and work quality standards will be exercised in all formal and informal relationships with individuals, agencies and companies affected by the policies and actions of the Department. It is the Department's commitment to be the best insurance regulatory agency in the United States.

## Department Budget Summary

	Prior Year Actuals FY 2021-2022	Enacted FY2022-2023	Existing Operating Budget (EOB) as of 12/01/22	Continuation FY 2023-2024	Recommended FY 2023-2024	Total Recommended Over/(Under) EOB
<b>Means of Finance:</b>						
State General Fund (Direct)	\$0	\$0	\$0	\$0	\$0	\$0
<b>State General Fund by:</b>						
Interagency Transfers	0	0	0	0	0	0
Fees & Self-generated	30,931,458	35,608,966	35,773,966	36,463,710	38,472,497	2,698,531
Statutory Dedications	0	0	0	0	0	0
Federal Funds	575,267	1,195,671	1,195,671	1,209,887	1,195,671	0
<b>Total Means of Financing</b>	<b>\$31,506,725</b>	<b>\$36,804,637</b>	<b>\$36,969,637</b>	<b>\$37,673,597</b>	<b>\$39,668,168</b>	<b>\$2,698,531</b>
<b>Expenditures and Request:</b>						
Commissioner of Insurance	\$31,506,725	\$36,804,637	\$36,969,637	\$37,673,597	\$39,668,168	\$2,698,531
<b>Total Expenditures</b>	<b>\$31,506,725</b>	<b>\$36,804,637</b>	<b>\$36,969,637</b>	<b>\$37,673,597</b>	<b>\$39,668,168</b>	<b>\$2,698,531</b>



## Department Budget Summary

	Prior Year Actuals FY 2021-2022	Enacted FY2022-2023	Existing Operating Budget (EOB) as of 12/01/22	Continuation FY 2023-2024	Recommended FY 2023-2024	Total Recommended Over/(Under) EOB
<b>Authorized Positions</b>						
Classified	195	195	195	195	195	0
Unclassified	27	27	27	27	27	0
<b>Total Authorized Positions</b>	<b>222</b>	<b>222</b>	<b>222</b>	<b>222</b>	<b>222</b>	<b>0</b>
Authorized Other Charges Positions	0	0	0	0	0	0



## 04-165-Commissioner of Insurance

### Agency Description

The mission of the Department of Insurance is to enforce the insurance laws and regulations of the state impartially, honestly and expeditiously. To this end, the highest ethical, professional and work quality standards will be exercised in all formal and informal relationships with individuals, agencies and companies affected by the policies and actions of the Department. It is the Department's commitment to be the best insurance regulatory agency in the United States.

The goals of the Commissioner of Insurance are:

- I. Regulate the insurance industry in the state (licensing of producers, insurance adjusters, public adjusters and insurers) and serve as advocate for the state's insurance consumers by enforcing existing laws fairly and consistently and by proposing new laws as necessary.
- II. Provide necessary administrative and operational support to the entire department, attract insurers to the state in order to promote a more competitive market, work to stabilize the property insurance market and provide outreach and consumer assistance.

The Department of Insurance maintains flexible work hours, permitting full time employees to select a supervisor-approved schedule that may begin as early as 7:00 a.m. or end as late as 5:30 p.m. The Department also permits a 4-day work week of 10 hour days, or a 4.5 day work week, with supervisor and Appointing Authority approval. Department of Insurance Policy Memorandum 10 adopts the availability of part-time employment, in accordance with Civil Service Rule 11.2. Additionally, the agency complies with and supports the Family and Medical Leave Act. Overall, the department believes that when forms of insurance are both available and affordable to the state's citizens, all individuals and business and industry in the state benefit.

### Agency Budget Summary

	Prior Year Actuals FY 2021-2022	Enacted FY2022-2023	Existing Operating Budget (EOB) as of 12/01/22	Continuation FY 2023-2024	Recommended FY 2023-2024	Total Recommended Over/(Under) EOB
<b>Means of Finance:</b>						
State General Fund (Direct)	\$0	\$0	\$0	\$0	\$0	\$0
<b>State General Fund by:</b>						
Interagency Transfers	0	0	0	0	0	0
Fees & Self-generated	30,931,458	35,608,966	35,773,966	36,463,710	38,472,497	2,698,531
Statutory Dedications	0	0	0	0	0	0
Federal Funds	575,267	1,195,671	1,195,671	1,209,887	1,195,671	0
<b>Total Means of Finance</b>	<b>\$31,506,725</b>	<b>\$36,804,637</b>	<b>\$36,969,637</b>	<b>\$37,673,597</b>	<b>\$39,668,168</b>	<b>\$2,698,531</b>
<b>Expenditures and Request:</b>						
Administrative/Fiscal	\$12,548,788	\$15,308,348	\$15,473,348	\$15,904,628	\$18,312,352	\$2,839,004
Market Compliance	18,957,937	21,496,289	21,496,289	21,768,969	21,355,816	(140,473)
<b>Total Expenditures</b>	<b>\$31,506,725</b>	<b>\$36,804,637</b>	<b>\$36,969,637</b>	<b>\$37,673,597</b>	<b>\$39,668,168</b>	<b>\$2,698,531</b>
<b>Authorized Positions</b>						
Classified	195	195	195	195	195	0
Unclassified	27	27	27	27	27	0
<b>Total Authorized Positions</b>	<b>222</b>	<b>222</b>	<b>222</b>	<b>222</b>	<b>222</b>	<b>0</b>
Authorized Other Charges Positions	0	0	0	0	0	0



## 1651-Administrative/Fiscal

### Program Authorization

*La. Const. Art. IV, fl 11; La. R.S. 36:681-696; La. R.S. 22:2-3; La. R.S. 22:31-33; La. R.S. 22:41; La. R.S. 22:1071; La. R.S. 22:1476; La. R.S. 9:2800.7; La. R.S. 22:2291-2347; La. R.S. 40:1428; and 42 USC 1395b-4.*

### Program Description

The mission of the Administrative/Fiscal Program is to enforce the insurance laws and regulations of the state impartially, honestly and expeditiously. To this end, the highest ethical, professional and work quality standards will be exercised in all formal and informal relationships with individuals, agencies and companies affected by the policies and actions of the Department. It is the Department's commitment to be the best insurance regulatory agency in the United States.

The goal for the Administrative/Fiscal Program is to provide necessary administrative and operational support to the entire department, attract insurers to the state in order to promote a more competitive market, work to stabilize the property insurance market and provide outreach and consumer assistance.

The Administrative/Fiscal Program includes the following activities:

- Office of the Commissioner: Internal Audit, Public Affairs, and Consumer Advocacy and Diversity, which includes the Senior Health Insurance Information Program and Office of Policy, Innovation and Research
- Office of Management and Finance: Fiscal Affairs; Revenue Services; Information Technology; Human Resources; Administrative Services; Budget; Budget/Purchasing; and Strategic and Operational Planning

### Program Budget Summary

	Prior Year Actuals FY 2021-2022	Enacted FY2022-2023	Existing Operating Budget (EOB) as of 12/01/22	Continuation FY 2023-2024	Recommended FY 2023-2024	Total Recommended Over/(Under) EOB
<b>Means of Finance:</b>						
State General Fund (Direct)	\$0	\$0	\$0	\$0	\$0	\$0
<b>State General Fund by:</b>						
Interagency Transfers	0	0	0	0	0	0
Fees & Self-generated	11,973,521	14,112,677	14,277,677	14,694,741	17,116,681	2,839,004
Statutory Dedications	0	0	0	0	0	0
Federal Funds	575,267	1,195,671	1,195,671	1,209,887	1,195,671	0
<b>Total Means of Finance</b>	<b>\$12,548,788</b>	<b>\$15,308,348</b>	<b>\$15,473,348</b>	<b>\$15,904,628</b>	<b>\$18,312,352</b>	<b>\$2,839,004</b>
<b>Expenditures and Request:</b>						
Personnel Services	\$7,178,138	\$8,841,532	\$8,841,532	\$8,991,320	\$8,827,026	(\$14,506)
Operating Expenses	2,502,605	2,602,727	2,602,727	2,763,412	2,701,727	99,000
Professional Services	861,063	1,366,497	1,531,497	1,567,794	1,451,497	(80,000)
Other Charges	1,427,586	1,849,900	1,849,900	1,882,410	4,632,410	2,782,510
Acquisitions & Major Repairs	579,396	647,692	647,692	699,692	699,692	52,000
<b>Total Expenditures &amp; Request</b>	<b>\$12,548,788</b>	<b>\$15,308,348</b>	<b>\$15,473,348</b>	<b>\$15,904,628</b>	<b>\$18,312,352</b>	<b>\$2,839,004</b>
<b>Authorized Positions</b>						
Classified	56	56	56	56	56	0
Unclassified	9	14	14	14	14	0
<b>Total Authorized Positions</b>	<b>65</b>	<b>70</b>	<b>70</b>	<b>70</b>	<b>70</b>	<b>0</b>
Authorized Other Charges Positions	0	0	0	0	0	0

## Source of Funding

This program is funded with the following:

- Fees and Self-generated Revenues derived from:
  - Various fees and licenses authorized by R.S. 22:821
  - Assessments on various insurance policies written in Louisiana
- Funds re-classified as Fees and Self-generated Revenues:
  - Insurance Fraud Investigation Dedicated Fund Account (Per R.S. 40:1428)
- Federal Funds are derived from:
  - The Department of Health and Human Services Administration for the State Health Insurance Assistance Program.

## Adjustments from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$0	\$15,473,348	70	Existing Operating Budget as of 12/01/2022
<b>Statewide Adjustments</b>			
\$0	\$52,000	0	Acquisitions & Major Repairs
\$0	(\$164,294)	0	Attrition Adjustment
\$0	\$10,742	0	Capitol Park Security
\$0	(\$5,162)	0	Civil Service Fees
\$0	\$25,690	0	Civil Service Pay Scale Adjustment
\$0	\$11,783	0	Civil Service Training Series
\$0	\$16,967	0	Group Insurance Rate Adjustment for Active Employees
\$0	\$11,604	0	Group Insurance Rate Adjustment for Retirees
\$0	(\$7,824)	0	Legislative Auditor Fees
\$0	\$14,918	0	Maintenance in State-Owned Buildings
\$0	\$147,767	0	Market Rate Classified
\$0	(\$258,136)	0	Non-recurring 27th Pay Period
\$0	(\$647,692)	0	Non-Recurring Acquisitions & Major Repairs
\$0	(\$8,691)	0	Office of State Procurement
\$0	\$5,599	0	Office of Technology Services (OTS)
\$0	\$17,522	0	Related Benefits Base Adjustment
\$0	\$42,081	0	Retirement Rate Adjustment
\$0	\$22,299	0	Risk Management
\$0	\$134,510	0	Salary Base Adjustment
\$0	(\$241)	0	State Treasury Fees
\$0	\$870	0	UPS Fees
\$0	(\$577,688)	0	<b>Total Statewide</b>
<b>Non-Statewide Adjustments</b>			
\$0	(\$80,000)	0	Adjustment to match the amount to be received in Fiscal Year 2023-2024 from the Robert Wood Johnson Grant. The grant funds are being disbursed in two parts with \$165,000 being disbursed in Fiscal Year 2022-2023 and \$85,000 in Fiscal Year 2023-2024.
\$0	\$2,750,000	0	Increase in funding for exterior waterproofing and reroofing of the Poydras Building.
\$0	\$99,000	0	Increase in funding for information technology maintenance contract costs. The current contract expires June 30, 2023 and the costs are increasing due to required functionality and enhancements.
\$0	\$647,692	0	Increase in funding for replacement acquisitions of computers, servers, printers, and network hardware. The department is maintaining a five year replacement cycle for these types of equipment.
\$0	\$3,416,692	0	<b>Total Non-Statewide</b>
\$0	\$18,312,352	70	<b>Total Recommended</b>



## Fees & Self-generated

Fund	Prior Year Actuals FY 2021-2022	Enacted FY2022-2023	Existing Operating Budget (EOB) as of 12/01/22	Continuation FY 2023-2024	Recommended FY 2023-2024	Total Recommended Over/(Under) EOB
Fees & Self-Generated	\$11,943,521	\$13,855,677	\$14,020,677	\$14,437,741	\$16,859,681	\$2,839,004
Insurance Fraud Investigation Fund	30,000	30,000	30,000	30,000	30,000	0
Auto. Theft and Insurance Fraud Prev.	0	227,000	227,000	227,000	227,000	0

## Professional Services

Amount	Description
\$805,995	Professional Services to assist the department in information technology projects, on-site training, public awareness, one on one counseling sessions with beneficiaries, caregivers, advocates and Medicare professionals, and any other projects
\$619,909	IT Consulting from Sources Outside of State Government
\$25,593	Legal Services
<b>\$1,451,497</b>	<b>TOTAL PROFESSIONAL SERVICES</b>

## Other Charges

Amount	Description
	<b>Other Charges:</b>
\$227,000	Automobile Theft & Fraud Prevention
<b>\$227,000</b>	<b>SUB-TOTAL OTHER CHARGES</b>
	<b>Interagency Transfers:</b>
\$84,973	Civil Service/CPTP Fees
\$14,593	UPS fees
\$6,047	Treasury Banking fees
\$211,208	Capitol Park Security
\$94,850	Legislative Auditor Fees
\$18,147	Office of State Procurement
\$284,728	Office of Risk Management Fees
\$685,871	Maintenance of State-owned Buildings
\$7,934	LWC - Unemployment Compensation
\$268	Replacement Badges
\$23,089	Printing
\$2,108	Postage and Supplies
\$63,029	Office of Technology Services - Telecommunication Services
\$158,565	Office of Technology Services (OTS)
\$2,750,000	Poydras Building Waterproofing and Reroofing
<b>\$4,405,410</b>	<b>SUB-TOTAL INTERAGENCY TRANSFERS</b>
<b>\$4,632,410</b>	<b>TOTAL OTHER CHARGES</b>

## Acquisitions and Major Repairs

Amount	Description
\$647,692	Computers, Servers, Printers, Storage, and Peripherals
\$52,000	Replacement of one (1) vehicle
<b>\$699,692</b>	<b>TOTAL ACQUISITIONS AND MAJOR REPAIRS</b>

**Objective: 1651-01** Through the Office of the Commissioner, to retain accreditation by the National Association of Insurance Commissioners (NAIC).

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

**Explanatory Note:** The National Association of Insurance Commissioners (NAIC) is the national organization that exists to promote effective insurance regulation and consumer protection. The Department of Insurance's accreditation remains in effect until suspended or revoked. The NAIC conducts periodic audits to determine if continued accreditation is appropriate. The indicator is expressed as a percentage because LaPAS can accept only numeric expression. Most recently, the NAIC accredited the Louisiana Department of Insurance in August 2020.

Performance Indicator Name	Actuals FY 21-22	Initially Appropriated FY 22-23	Existing Standard FY 22-23	Continuation Budget FY 23-24	Executive Budget FY 23-24
[K] Percentage of NAIC accreditation retained	100	100	100	100	100

### General Performance Indicators

Performance Indicator Name	Prior Year Actuals FY 2017-2018	Prior Year Actuals FY 2018-2019	Prior Year Actuals FY 2019-2020	Prior Year Actuals FY 2020-2021	Prior Year Actuals FY 2021-2022
Total number of non-risk bearing companies licensed and approved	750	694	793	820	827
Total number of risk bearing companies licensed and approved	1,791	1,755	1,771	1,791	1,822
Number of licensed domestic insurers	105	105	104	101	103
Number of licensed foreign/alien insurance companies	1,323	1,335	1,539	1,348	1,584

**Objective: 1651-02** Through the Internal Audit Division, to identify the adequacy or weaknesses of the department's internal control processes by performing scheduled internal audits and to assure that there are no repeat findings in the legislative auditor's report.

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

**Explanatory Note:** The LDI's budget generally exceeds the \$30 million threshold contained in the preamble of the Appropriations Bill (HB1), which requires such agencies to allot within their table of organization positions that perform the function of internal auditing. The LDI has numerous staff, supervisors, and managers, who regularly track, reconcile, and inventory assets entrusted to the LDI. These functions include but are not limited to tracking appropriated budget revenue and expenditures, performing annual inventory of movable property, and processing over \$400 million in revenue the LDI collects on behalf of the State of Louisiana. The LDI maintains one position dedicated exclusively to planning and performing internal audits. ACT 314 of the 2015 Regular Legislative Session establishes any agency with an appropriation in the general appropriation bill of \$30 million dollars or more shall establish an internal audit function.

Performance Indicator Name	Actuals FY 21-22	Initially Appropriated FY 22-23	Existing Standard FY 22-23	Continuation Budget FY 23-24	Executive Budget FY 23-24
[S] Percentage of audit plan completed	83	80	80	85	85
[S] Percentage of recommendations implemented	95	90	90	95	95



## General Performance Indicators

Performance Indicator Name	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals
	FY 2017-2018	FY 2018-2019	FY 2019-2020	FY 2020-2021	FY 2021-2022
Number of internal audits performed	2	2	6	6	10
Number of internal audit recommendations accepted	5	21	28	20	19
Number of repeat findings in the legislative auditor's report	0	0	0	0	0
Number of repeat internal audit findings	0	0	4	3	1

**Objective: 1651-03** Through the Office of the Consumer Advocacy and Diversity, to receive consumer inquiries and complaints, to provide insurance information, both basic and developing topics, and to ensure the LDI provides consumers the highest quality service.

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

Performance Indicator Name	Actuals	Initially Appropriated	Existing Standard	Continuation Budget	Executive Budget
	FY 21-22	FY 22-23	FY 22-23	FY 23-24	FY 23-24
[K] Number of community based presentations	85	60	60	60	60
[K] Number of files from other divisions audited	819	360	360	360	360
[K] Percentage of complaint files referred for additional regulatory review, as a result of audit	2	2	2	2	2
[K] Percentage of complaint files leading to additional staff training, as a result of audit	6	10	10	10	10

## General Performance Indicators

Performance Indicator Name	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals
	FY 2017-2018	FY 2018-2019	FY 2019-2020	FY 2020-2021	FY 2021-2022
Number of inquiries received	0	0	0	93	217
Number of public information packets distributed to consumers	12,060	14,282	12,845	1,064	8
Percentage of LDI complaint files audited	10	11	11	11	10
Number of consumers assisted by the Office of Consumer Advocacy and Diversity division	2,010	1,137	9,469	5,750	2,365

**Objective: 1651-04** Through the Division of Diversity and Opportunity, within the Office of Consumer Advocacy and Diversity, to foster awareness of opportunities in the insurance industry and of the skill, training and education necessary to prepare for employment with insurers, appointment as producers, and as service providers of insurers.

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

**Explanatory Note:** LDI conducts informal counseling and educational/training across the state.

Performance Indicator Name	Actuals	Initially Appropriated	Existing Standard	Continuation Budget	Executive Budget
	FY 21-22	FY 22-23	FY 22-23	FY 23-24	FY 23-24
[S] Number of educational seminars provided by the Division of Diversity and Opportunity	3	5	5	5	5



## General Performance Indicators

Performance Indicator Name	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals
	FY 2017-2018	FY 2018-2019	FY 2019-2020	FY 2020-2021	FY 2021-2022
Number of persons attending educational or training seminars	932	939	933	1,218	1,541
Number of minorities receiving services through LDI for training or individual telephone or email assistance to help obtain employment in the insurance industry or related service companies	106	67	55	44	72
Number of workshops the Division of Diversity and Opportunity participated in via invitations	23	22	31	34	36

**Objective: 1651-05** Through the Senior Health Insurance Information Program, to assist senior citizens and others eligible for Medicare with awareness of health insurance programs available to them.

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

**Explanatory Note:** Centers for Medicare and Medicaid Services (CMS) awards baseline grants to every state for reaching the Medicare population with information about the program and enrollment options; CMS and Administration for Community Living (ACL) sets grant amounts based on achievement of performance measures.

Performance Indicator Name	Actuals	Initially Appropriated	Existing Standard	Continuation Budget	Executive Budget
	FY 21-22	FY 22-23	FY 22-23	FY 23-24	FY 23-24
[S] Total counseling hours provided (CMS PM8)	6,514	10,000	10,000	33,000	33,000
[S] Total number of active SHIP counselors	77	60	60	60	60
[K] Number of client contacts in-person, office, telephone call durations, and contacts by email, postal, or fax (CMS PM1)	22,988	30,500	30,500	53,500	53,500
[K] Total persons reached through presentations and/or booths and exhibits. (CMS PM2)	5,333	10,500	10,500	30,000	30,000
[K] Number of senior health group presentations, health fairs, and training provided	203	60	60	375	375

## General Performance Indicators

Performance Indicator Name	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals
	FY 2017-2018	FY 2018-2019	FY 2019-2020	FY 2020-2021	FY 2021-2022
Number of agencies reporting data	20	16	13	9	9
Number of Medicare beneficiaries in the state, as of September 30	843,951	867,826	935,173	884,146	893,380
Estimated savings to counseled health clients	\$4,267,808	\$Not Available	\$Not Available	\$Not Available	\$Not Available

**Objective: 1651-06** Through the Fiscal Affairs Division, to deposit revenue to the State Treasury and handle accounts payable and receivable, and travel.

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

Performance Indicator Name	Actuals	Initially Appropriated	Existing Standard	Continuation Budget	Executive Budget
	FY 21-22	FY 22-23	FY 22-23	FY 23-24	FY 23-24
[S] Total amount of revenues collected from taxes, assessments, fees, penalties and miscellaneous \$ in millions	\$1,263.9	\$1,239.29	\$1,239.29	\$1,357.76	\$1,357.76



## General Performance Indicators

Performance Indicator Name	Prior Year Actuals FY 2017-2018	Prior Year Actuals FY 2018-2019	Prior Year Actuals FY 2019-2020	Prior Year Actuals FY 2020-2021	Prior Year Actuals FY 2021-2022
Amount reverted at end of fiscal year \$ in millions	\$8.73	\$7.98	\$9.44	\$16.35	\$22.65
Administrative fund assessment as percentage of health premiums	0.02	0.02	0.03	0.02	0.03
Fraud assessment as percentage of subject premiums	0.04	0	0.03	0.03	0.04
LDI budget as percentage of total revenue collected	3.08	3.1	3.06	2.86	2.77
Total taxes collected \$ in millions	\$892.96	\$914.77	\$953.77	\$1,043.52	\$1,126.97
Total fees collected \$ in millions	\$26.87	\$27.02	\$37.44	\$45.04	\$51.71
Tax collections as percentage of taxable premiums	3.28	3.19	3.22	3.36	3.36
Total amount of LA Insurance Rating assessment collected \$ in millions	\$79.8	\$80.2	\$75.7	\$77.45	\$77.1
LA Insurance Rating assessment collection as percentage of subject premiums	0.83	0.01	0.73	0.72	0.73
Number of different tax types collected	8	8	8	8	8
Number of different fees and assessments collected	71	71	71	71	70

**Objective: 1651-07** Through the Revenue Services Division, to collect all assessments and premium taxes due and to perform desk examinations of premium tax returns.

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

Performance Indicator Name	Actuals FY 21-22	Initially Appropriated FY 22-23	Existing Standard FY 22-23	Continuation Budget FY 23-24	Executive Budget FY 23-24
[S] Number of desk examinations performed for tax purposes	5,070	4,700	4,700	4,700	4,700

## General Performance Indicators

Performance Indicator Name	Prior Year Actuals FY 2017-2018	Prior Year Actuals FY 2018-2019	Prior Year Actuals FY 2019-2020	Prior Year Actuals FY 2020-2021	Prior Year Actuals FY 2021-2022
Taxable premium \$ in billions	\$27.23	\$28.70	\$29.63	\$31.02	\$33.54
Total premium subject to Louisiana Insurance Rating assessment \$ in billions	\$10.16	\$10.41	\$10.69	\$10.67	\$11.22

**Objective: 1651-08** Through the Information Technology Division, to provide maintenance and support of the department's IT systems, databases, and internet access, and to improve consumer and industry service and information access via technology.

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

Performance Indicator Name	Actuals FY 21-22	Initially Appropriated FY 22-23	Existing Standard FY 22-23	Continuation Budget FY 23-24	Executive Budget FY 23-24
[S] Number of technology projects planned to maximize employee productivity, improve or maintain compatibility with regulated entities, and warehouse data	4	4	4	4	4
[S] Percent of planned technology projects reaching completion	100	100	100	100	100



## 1652-Market Compliance

### Program Authorization

*La. Const. Art. IV, fl 11; La. R.S. 36:681-696; Louisiana Insurance Code (Title 22); La. R.S. 40:1424; La. R.S. 23:1191-1200.5; and La. R.S. 33:1341-1350.2, and 42USC 1395b-4, La. R.S. 22:972.*

### Program Description

The mission of the Market Compliance Program is to regulate the insurance industry in the state (licensing of producers, insurance adjusters, public adjusters and insurers), and to serve as advocate for the state's insurance consumers.

The goals for the Market Compliance Program are:

- I. Regulate the insurance industry in the state (licensing of producers, insurance adjusters, public adjusters and insurers) and serve as advocate for the state's insurance consumers by enforcing existing laws fairly and consistently and by proposing new laws as necessary.
- II. Provide necessary administrative and operational support to the entire department, attract insurers to the state in order to promote a more competitive market, work to stabilize the property insurance market and provide outreach and consumer assistance.

The Market Compliance Program includes the following activities:

- Office of Licensing - Consists of Producer Licensing Division, Company Licensing Division, Licensing Call Center and Statutory Deposits. Producer Licensing Division maintains license and records of all producers, surplus lines brokers and adjusters to determine their qualification to conduct business in accordance with Louisiana laws. Company Licensing Division oversees the licensing of foreign and domestic insurance companies, third party administrators, dental referral plans, health maintenance organizations, risk purchasing groups, risk retention groups, vehicle mechanical breakdown insurers and viatical settlement brokers and providers, and discount medical plans, utilization review organizations and independent review organizations. The Licensing call center receives all incoming producer licensing calls and provides information as needed by the consumer. Statutory Deposits receives, reviews and maintains various types of deposits required by the Insurance Code in order for a company to comply with its licensing standards.
- Office of Health, Life and Annuity - Consolidates the regulation of state and federal requirements applicable to commercial and government-operated health benefit plans. Provides protection to Louisiana consumers; assures continued viability of health, life, annuity and viatical settlement plans. The Office of Health, Life and Annuity consists of three regulatory divisions (Health Forms, Life and Annuity and premium rate review) and an advisory commission, the Louisiana Health Care Commission. The Health Forms Division, reviews and approves/disapproves contract/policy forms, advertising and, where authorized, rates. The staff reviews all filings for compliance with applicable statutes, rules and regulations and implements approvals made by the Interstate Insurance Product Regulation Compact. Life and Annuity and Long Term Care Division reviews and approves/disapproves contract/policy forms, rates for long-term care and acknowledges advertising where authorized. The staff reviews all filings for compliance with applicable statutes, rules and regulations for life insurance, annuities, long-term care insurance and viatical settlement products and implements approvals made by the Interstate Insurance Product Regulation Compact. Premium Rate Review Performs review of health premium rates for small group or individual market. The review involves an actuarial process to determine if the premium rate increases are in compliance with state and federal law.
- Office of Financial Solvency - Analyzes and examines the financial condition of all insurers approved to conduct the business of insurance in Louisiana. The type of regulated insurer varies and includes Louisiana domiciled (domestic), out of state (foreign) and out of country (alien) insurers. These companies may operate as life, health, property and casualty, health maintenance organizations, surplus lines, self-insurance funds (primarily

workers' compensation insurance), and vehicle mechanical breakdown companies. The Office of Financial Solvency plans, coordinates and administers the rehabilitation and liquidation of insolvent insurers pursuant to Part XVI and other applicable statutes contained in the Louisiana Insurance Code and under the supervision of the 19th Judicial District Court of Louisiana.

- Office of Property and Casualty -Regulates insurance matters relative to the lines of coverage that are considered property and casualty lines. OPC consists of two regulatory divisions and an advisory commission. Insurance Policy Forms Division reviews, approves and/or disapproves contract forms submitted by insurers. The forms are reviewed by Division staff for compliance with applicable statutes, rules and regulations. Insurance Rating Division reviews, approves and/or disapproves all manual rates and rules that are submitted to the Commissioner of Insurance for approval. By statute, the rates submitted by insurers are reviewed by the Division and staff actuaries to ensure that rates are not excessive, inadequate or unfairly discriminatory. The rates and rules submitted for review must be approved by the Commissioner of Insurance prior to implementation by an insurer.
- Division of Legal Services - Acts as the legal counsel and enforcement arm of the Department. Its functions include drafting regulations, directives, bulletins and advisory letters; preparing and monitoring legislation; representing the Department in litigation before federal, state courts, and the Division of Administrative Law; enforcing insurance regulatory laws in administrative hearings; and assisting Department staff by providing legal advice on policy forms and any other insurance related matters. It also serves as a liaison between the Department and other federal, state and local government departments, agencies and commissions as well as insurance companies, producers and consumers.
- Division of Insurance Fraud - Investigates all instances of alleged or suspected fraud committed by or upon insurance producers, brokers and companies. The Division of Insurance Fraud assists local, state and federal authorities in fraud investigations, as necessary, and cooperates with industry associations and organizations in the investigation and prevention of fraud. The Enforcement section coordinates and records the civil or regulatory actions and fines of the department to ensure that departmental rules and regulations, state corporate laws and the laws contained in the Louisiana Insurance Code are followed.
- Office of Consumer Services - Consists of Market Conduct and Consumer Complaints. Market Conduct Performs market conduct examinations and analysis of insurers and examinations of producers to assure that policyholders, claimants and beneficiaries are being treated fairly and in line with laws, rules and regulations. The Consumer Complaints monitors all the marketing, customer service and claims handling practices of health, property and casualty, and life and annuity insurance issuers and producers conducting business in the state of Louisiana. Additionally, this Division provides information, advice and assistance to consumers and industry representatives by responding to inquiries, making public presentations and supplying pamphlets and brochures to interested parties.

**Program Budget Summary**

	Prior Year Actuals FY 2021-2022	Enacted FY2022-2023	Existing Operating Budget (EOB) as of 12/01/22	Continuation FY 2023-2024	Recommended FY 2023-2024	Total Recommended Over/(Under) EOB
<b>Means of Finance:</b>						
State General Fund (Direct)	\$0	\$0	\$0	\$0	\$0	\$0
<b>State General Fund by:</b>						
Interagency Transfers	0	0	0	0	0	0
Fees & Self-generated	18,957,937	21,496,289	21,496,289	21,768,969	21,355,816	(140,473)
Statutory Dedications	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
<b>Total Means of Finance</b>	<b>\$18,957,937</b>	<b>\$21,496,289</b>	<b>\$21,496,289</b>	<b>\$21,768,969</b>	<b>\$21,355,816</b>	<b>(\$140,473)</b>



## Program Budget Summary

	Prior Year Actuals FY 2021-2022	Enacted FY2022-2023	Existing Operating Budget (EOB) as of 12/01/22	Continuation FY 2023-2024	Recommended FY 2023-2024	Total Recommended Over/(Under) EOB
<b>Expenditures and Request:</b>						
Personnel Services	\$16,285,611	\$17,603,170	\$17,603,170	\$17,666,445	\$17,338,734	(\$264,436)
Operating Expenses	383,350	408,255	408,255	417,930	408,255	0
Professional Services	1,910,655	3,196,949	3,196,949	3,272,716	3,196,949	0
Other Charges	378,320	287,915	287,915	411,878	411,878	123,963
Acquisitions & Major Repairs	0	0	0	0	0	0
<b>Total Expenditures &amp; Request</b>	<b>\$18,957,937</b>	<b>\$21,496,289</b>	<b>\$21,496,289</b>	<b>\$21,768,969</b>	<b>\$21,355,816</b>	<b>(\$140,473)</b>

### Authorized Positions

Classified	139	139	139	139	139	0
Unclassified	18	13	13	13	13	0
<b>Total Authorized Positions</b>	<b>157</b>	<b>152</b>	<b>152</b>	<b>152</b>	<b>152</b>	<b>0</b>
Authorized Other Charges Positions	0	0	0	0	0	0

## Source of Funding

This program is funded with the following:

- Fees and Self-generated Revenues derived from:
  - Various fees and licenses authorized by R.S. 22:821
  - Assessments on various insurance policies written in Louisiana
  - Louisiana Insurance Rating Commission assessment authorized by R.S. 22:1419
- Funds re-classified as Fees and Self-generated Revenues:
  - Administrative Dedicated Fund Account (Per R.S. 22:1071(D)(3)(b))
  - Automobile Theft and Insurance Fraud Prevention Authority Dedicated Fund Account (Per R.S. 22:2134)
  - Insurance Fraud Investigation Dedicated Fund Account (Per R.S. 22:2134)

## Adjustments from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$0	\$21,496,289	152	<b>Existing Operating Budget as of 12/01/2022</b>
<b>Statewide Adjustments</b>			
\$0	\$123,963	0	Administrative Law Judges
\$0	(\$327,711)	0	Attrition Adjustment
\$0	\$44,548	0	Civil Service Pay Scale Adjustment
\$0	\$35,089	0	Civil Service Training Series
\$0	\$36,150	0	Group Insurance Rate Adjustment for Active Employees
\$0	\$28,814	0	Group Insurance Rate Adjustment for Retirees
\$0	\$390,059	0	Market Rate Classified
\$0	(\$607,747)	0	Non-recurring 27th Pay Period
\$0	\$178,118	0	Related Benefits Base Adjustment
\$0	\$87,189	0	Retirement Rate Adjustment
\$0	(\$128,945)	0	Salary Base Adjustment
\$0	(\$140,473)	0	<b>Total Statewide</b>

### Adjustments from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
<b>Non-Statewide Adjustments</b>			
\$0	\$0	0	Means of finance substitution to decrease the Administrative Dedicated Fund Account (\$63,629) and increase regular Fees and Self-generated Revenues by the same amount to correct the source of funds for Fiscal Year 2023-2024.
\$0	\$0	0	<b>Total Non-Statewide</b>
\$0	\$21,355,816	152	<b>Total Recommended</b>

### Fees & Self-generated

Fund	Prior Year Actuals FY 2021-2022	Enacted FY2022-2023	Existing Operating Budget (EOB) as of 12/01/22	Continuation FY 2023-2024	Recommended FY 2023-2024	Total Recommended Over/(Under) EOB
Fees & Self-Generated	\$17,113,825	\$19,583,165	\$19,583,165	\$19,916,047	\$19,506,321	(\$76,844)
Administrative Fund - DOI	963,738	1,221,419	1,221,419	1,161,086	1,157,790	(63,629)
Insurance Fraud Investigation Fund	678,735	691,705	691,705	691,836	691,705	0
Auto. Theft and Insurance Fraud Prev.	201,639	0	0	0	0	0

### Professional Services

Amount	Description
\$165,000	Legal
\$321,949	Professional Services to assist in IT Projects, On-Site Training, Public Awareness, Actuarial Rate Review, and Any Other Projects
\$2,710,000	Accounting & Auditing
<b>\$3,196,949</b>	<b>TOTAL PROFESSIONAL SERVICES</b>

### Other Charges

Amount	Description
<b>Other Charges:</b>	
This program does not have funding for Other Charges.	
<b>SUB-TOTAL OTHER CHARGES</b>	
<b>Interagency Transfers:</b>	
\$291,650	Division of Administration Law Fees
\$2,111	Postage
\$40,000	Legal services provided by the Department of Justice
\$13,516	Office of Technology Services - Telecommunication Services
\$64,601	Advertising
<b>\$411,878</b>	<b>SUB-TOTAL INTERAGENCY TRANSFERS</b>
<b>\$411,878</b>	<b>TOTAL OTHER CHARGES</b>

### Acquisitions and Major Repairs

Amount	Description
This program does not have funding for Acquisitions and Major Repairs.	



**Objective: 1652-01** Through the Office of Licensing, to oversee the licensing of producers and adjusters in the state and to work with the Information Technology Division to effect a smooth transition to the e-commerce environment.

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

**Explanatory Note:** A company appointment is the contract between the producer and the insurance company that allows the producer to offer the company's products to his/her clients; company appointments must be made each year. Licenses are issued for a two year period to Property & Casualty producers and in alternating years to Life and Health producers.

Performance Indicator Name	Actuals FY 21-22	Initially Appropriated FY 22-23	Existing Standard FY 22-23	Continuation Budget FY 23-24	Executive Budget FY 23-24
[K] Number of adjusters renewals processed	45,636	42,500	42,500	45,000	45,000
[K] Percentage of all problematic applications and requests processed within 5 days	66	60	60	60	60
[K] Number of producer license renewals processed	71,972	72,000	72,000	90,000	90,000
[K] Number of company appointments processed	1,029,942	850,000	850,000	1,000,000	1,000,000

## General Performance Indicators

Performance Indicator Name	Prior Year Actuals FY 2017-2018	Prior Year Actuals FY 2018-2019	Prior Year Actuals FY 2019-2020	Prior Year Actuals FY 2020-2021	Prior Year Actuals FY 2021-2022
Total number of adjusters	80,305	91,201	108,409	103,377	136,917
Number of new adjuster licenses issued	19,349	19,016	16,236	18,962	32,197
Percentage of first time applications submitted electronically	99.4	99.7	99.8	99.8	99.8
Percentage of renewal applications submitted electronically	99.4	99.8	99.96	99.97	99.96
Number of new producer licenses issued	30,084	31,962	32,602	49,115	53,555
Total number of licensed producers	142,738	150,344	186,570	178,702	235,379

**Objective: 1652-02** Through the Company Licensing Division of the Office of Licensing, to review applications for all license or registration types, other than insurance producers and adjusters, required to be filed with and approved by the Department of Insurance.

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

Performance Indicator Name	Actuals FY 21-22	Initially Appropriated FY 22-23	Existing Standard FY 22-23	Continuation Budget FY 23-24	Executive Budget FY 23-24
[K] Average number of days to complete review of Certificate of Authority and health maintenance organization applications	46	55	55	55	55
[K] Average number of days to review all other licensing and registration applications	31	50	50	50	50
[K] Average number of days to complete processing of requests for Certificate of Compliance or No Objection Letter	9	25	25	25	25
[K] Percentage of all applications and requests processed within the performance standard	84	75	75	75	75



## General Performance Indicators

Performance Indicator Name	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals
	FY 2017-2018	FY 2018-2019	FY 2019-2020	FY 2020-2021	FY 2021-2022
Number of company licensing applications and filings received	520	614	544	593	501
Number of company licensing applications and filings processed	536	530	602	520	491

**Objective: 1652-03** Through the Health Forms Division, to review for compliance with state and federal regulations, all fully-insured health policy forms/contracts, Medicare supplement rates, URO/IRO applications renewals and annual reports and discount medical plan applications and renewals within the performance standard.

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

**Explanatory Note:** All fully insured policy forms/contracts must be reviewed and approved by LDI before they can be offered for sale in the state. Delays in the process can result in insurers not being able to timely offer those products to consumers. Good efficiency in this area is important to our department-wide efforts to attract more companies to do business in the state.

Performance Indicator Name	Actuals	Initially Appropriated	Existing Standard	Continuation Budget	Executive Budget
	FY 21-22	FY 22-23	FY 22-23	FY 23-24	FY 23-24
[K] Average number of days to process health form filing reviews	26	30	30	30	30
[K] Percentage of health filing reviews completed within the performance standard of 30 days	65	60	60	60	60

## General Performance Indicators

Performance Indicator Name	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals
	FY 2017-2018	FY 2018-2019	FY 2019-2020	FY 2020-2021	FY 2021-2022
Number of health policy forms/contracts, Medicare supplement rates and discount medical plan applications and renewals processed	7,516	5,446	5,614	6,003	6,003
Number of disability forms approved through the Interstate Insurance Product Regulation Compact (IIPRC)	149	189	126	103	103
Number of Utilization Review Organization (URO) applications received	7	12	19	8	8
Number of Utilization Review Organization (URO) applications processed	6	11	15	7	7
Number of Independent Review Organizations (IRO) applications received (new and renewal)	1	2	3	2	2
Number of Independent Review Organizations (IRO) applications processed (new and renewal)	1	2	3	2	2
Percentage of health policy form filings approved	80	93	88	93	93
Number of health policy forms/contracts, Medicare supplement rates and discount medical plan applications and renewals received	7,553	5,324	5,378	6,041	6,041

**Objective: 1652-04** Through the Life, Annuity, and Long-Term Care Forms Division, to review and issue a final decision on all forms, advertising, and long-term care rates in a timely manner.

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

**Explanatory Note:** All forms must be reviewed and approved by LDI before they can be offered for sale in the state unless approved through the Interstate Insurance Product Regulation Compact. Delays in the process can result in consumers not having access to those products and to insurers being able to sell those products. Good efficiency in this area is important to our department-wide efforts to attract more companies to do business in the state.

Performance Indicator Name	Actuals FY 21-22	Initially Appropriated FY 22-23	Existing Standard FY 22-23	Continuation Budget FY 23-24	Executive Budget FY 23-24
[K] Average number of days to process life, annuity and long-term care forms, advertising and rates, which require pre-approval	31	45	45	45	45
[K] Percentage of life, annuity and long-term care forms, advertising and rate reviews completed within the performance standard	90	50	50	50	50

## General Performance Indicators

Performance Indicator Name	Prior Year Actuals FY 2017-2018	Prior Year Actuals FY 2018-2019	Prior Year Actuals FY 2019-2020	Prior Year Actuals FY 2020-2021	Prior Year Actuals FY 2021-2022
Percentage of life, annuity and long-term care forms, advertising and rates which require pre-approval approved	95	92	94	91	97
Number of life, annuity, and long-term care forms, advertising and rates received	4,097	5,193	4,007	3,886	3,375
Number of life, annuity, and long-term care forms, advertising and rates processed	4,064	4,970	5,056	3,928	3,184
Number of life, annuity and long-term care forms, advertising and rates filed for informational purposes only	470	543	503	470	509
Number of life, annuity and long-term care forms approved through the Interstate Insurance Product Regulation Compact (IIPRC)	2,616	3,116	3,203	2,350	2,081

**Objective: 1652-05** Through the Health Division, to review initial premium rate filings and premium rate changes for small group or individual market.

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

**Explanatory Note:** The Health Premium Rate Review Division began the review of certain health insurance rates in the small group and individual markets effective January 1, 2014. The division performs a detailed analyses and review of these rate filings. The LDI does not have approval authority over health insurance rates. The LDI does have statutory authority to review rates for compliance with both federal and state law, review rate increases that are ten percent or more to determine whether the increase is reasonable and actuarially justified, and post on the LDI website any proposed rate increase that meets or exceed the ten percent federal threshold and undertake any other actions necessary pursuant to Section 2794 of the Public Health Service Act. Note: Small group health plan is for insurance through an employer with 50 or fewer eligible employees. Individual market health plan is for someone who is buying insurance directly from an insurance company.

Performance Indicator Name	Actuals FY 21-22	Initially Appropriated FY 22-23	Existing Standard FY 22-23	Continuation Budget FY 23-24	Executive Budget FY 23-24
[K] Average number of days to process health rate reviews	52	60	60	60	60

## General Performance Indicators

Performance Indicator Name	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals
	FY 2017-2018	FY 2018-2019	FY 2019-2020	FY 2020-2021	FY 2021-2022
Number of health review rate filings received	45	49	47	52	57
Number of health review rate filings processed	50	47	44	48	57

**Objective: 1652-06** Through the Office of Financial Solvency, to monitor the financial soundness of regulated entities, to provide assurance that premium tax owed is remitted, and to manage estates of companies in receivership.

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

**Explanatory Note:** The department has an aggressive program of financial examinations and analyses. A field examination takes place on-site and is required by statute to be no less frequent than once every five years. Analysis occurs in the department, using various filings, results of previous and current examinations, complaints and other data to determine if a company merits examination sooner than its scheduled date. By law, a company can be examined more frequently than every five years when indicated. This system allows for earlier detection of problems and earlier remediation. A market conduct examination may be conducted in concert with a financial examination or without connection to a financial examination. Complaints may trigger a market conduct examination. Because of the NAIC accreditation process, the office is able to rely on financial analyses and examinations by accredited insurance departments in a foreign insurer's domiciliary state.

Performance Indicator Name	Actuals	Initially Appropriated	Existing Standard	Continuation Budget	Executive Budget
	FY 21-22	FY 22-23	FY 22-23	FY 23-24	FY 23-24
[K] Percentage of filings by domestic companies analyzed - financial	97	100	100	100	100

## General Performance Indicators

Performance Indicator Name	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals
	FY 2017-2018	FY 2018-2019	FY 2019-2020	FY 2020-2021	FY 2021-2022
Percentage of domestic companies examined-financial	24.81	21.05	11.36	25	19.67
Number of companies in receivership at beginning of fiscal year	7	6	5	8	8
Number of companies in administrative supervision at beginning of fiscal year	2	5	3	3	2
Number of filings of domestic companies analyzed	681	678	742	712	704
Average number of months estates currently in receivership have been held in receivership	32	41	45	56	69
Number of financial examinations coordinated with other states	9	7	2	16	7
Number of companies examined - financial	33	28	15	31	24
Number of companies analyzed - financial	227	176	198	208	197
Number of companies in receivership brought to final closure	1	0	1	0	0
Number of companies placed in administrative supervision during fiscal year	3	1	0	0	1
Number of companies returned to good health/removed from administrative supervision during fiscal year	0	0	0	1	1

**Objective: 1652-07** Through the P&C Forms Division, to pre-approve or disapprove all contract forms for insurers' use with consumers within 30 days.

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

**Explanatory Note:** All contract/policy forms must be reviewed and approved by LDI before they can be offered for sale in the state. Delays in the process can result in consumers not having access to those products and to insurers not being able to sell those products. Good efficiency in this area is important to our department-wide efforts to attract more companies to do business in the state.

Performance Indicator Name	Actuals FY 21-22	Initially Appropriated FY 22-23	Existing Standard FY 22-23	Continuation Budget FY 23-24	Executive Budget FY 23-24
[K] Average number of days to process property & casualty contract and policy forms	11	30	30	30	30
[K] Percentage of property & casualty contract and policy forms reviews completed within the performance standard	67	75	75	75	75

## General Performance Indicators

Performance Indicator Name	Prior Year Actuals FY 2017-2018	Prior Year Actuals FY 2018-2019	Prior Year Actuals FY 2019-2020	Prior Year Actuals FY 2020-2021	Prior Year Actuals FY 2021-2022
Percentage of property & casualty contract and policy forms approved	77	77	79	87	79
Number of property & casualty contract and policy forms received	23,559	20,489	17,669	18,228	16,576
Number of property & casualty contract and policy forms processed	24,454	20,935	17,404	18,442	16,151
Percentage of property & casualty contract and policy forms disapproved	11	10	14	7	7

**Objective: 1652-08** Through the P&C Rating Division, to review and approve manual rate change requests in a timely manner.

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

**Explanatory Note:** Elimination of the Louisiana Insurance Rating Commission, which met only monthly, significantly reduces the average number of total days from submission to decision.

Performance Indicator Name	Actuals FY 21-22	Initially Appropriated FY 22-23	Existing Standard FY 22-23	Continuation Budget FY 23-24	Executive Budget FY 23-24
[S] Average number of days from receipt of filing/submission by Office of Property & Casualty to referral to actuarial staff	18	16	16	16	16
[S] Average number of days from receipt of filing/submission by actuary from Office of Property & Casualty support staff to actuary's recommendation	28	12	12	20	20
[S] Average number of days from receipt of rate filing/submission to final action by LDI	46	28	28	35	35

## General Performance Indicators

Performance Indicator Name	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals
	FY 2017-2018	FY 2018-2019	FY 2019-2020	FY 2020-2021	FY 2021-2022
Total written premium (property, casualty, surety, & inland marine) classified as surplus lines \$ in billions	\$0.95	\$1.02	\$1.15	\$1.3	\$1.57
Total written premiums (property, casualty, surety, & inland marine) classified as residual market \$ in millions	\$161.03	\$160.77	\$142.04	\$137.08	\$168.95
Average percentage change in rates at fiscal year end	3.46	0.18	-1.56	1.23	4.6
Number of submissions reviewed by actuary	748	688	859	706	664
Total written premiums (property, casualty, surety & inland marine) subject to Louisiana regulation and/or taxation, \$ in billions (includes Surplus Lines and Residual Market)	\$11.58	\$12.11	\$12.54	\$12.69	\$13.42

**Objective: 1652-09** Through the Division of Insurance Fraud, to reduce incidents of insurance fraud in the state through screening of licensees, investigations of reported incidents, and consumer awareness.

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

**Explanatory Note:** An initial investigation means a complaint is investigated to determine whether a full investigation should be initiated, or if the report should be entered into the database and maintained for possible additional investigation later. LDI performs biographical background checks on the officers, directors, persons who direct the company on a daily basis and owners of 10% or more of the company. Background checks on producers are limited to those who disclose they have been charged or convicted of a crime or who had an action taken against him/her by an insurance department, security regulator or other administrative entity.

Performance Indicator Name	Actuals	Initially Appropriated	Existing Standard	Continuation Budget	Executive Budget
	FY 21-22	FY 22-23	FY 22-23	FY 23-24	FY 23-24
[K] Percentage of initial claim fraud complaint investigations completed within 10 working days	97	95	95	95	95
[K] Percentage of background checks completed within 15 working days	99	95	95	95	95

## General Performance Indicators

Performance Indicator Name	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals	Prior Year Actuals
	FY 2017-2018	FY 2018-2019	FY 2019-2020	FY 2020-2021	FY 2021-2022
Number of producer investigations opened	108	103	168	119	145
Number of producer investigations referred to law enforcement	1	7	10	41	27
Number of claim fraud investigations opened	2,043	2,280	2,412	2,563	2,409
Number of claims adjuster investigations opened	4	2	5	30	41
Number of company investigations opened	13	19	13	30	31
Number of company investigations referred to law enforcement	0	0	1	6	6
Number of claims adjuster investigations referred to law enforcement	0	1	1	9	11
Number of POST certified fraud investigators	4	4	4	4	2
Number of claim fraud investigations referred to law enforcement	1,204	1,023	1,185	1,606	1,347
Number of background checks performed for company and producer licensing divisions	1,151	1,007	1,024	1,003	980



**Objective: 1652-10** Through the Office of Consumer Services, to investigate to conclusion consumer complaints against insurers and producers within 42 days, to analyze complaint trends, and to examine regulated entities' conduct in the market.

**Children's Budget Link:** Not Applicable

**Human Resource Policies Beneficial to Women and Families Link:** Not Applicable

**Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other):** Not Applicable

**Explanatory Note:** A consumer complaint may or may not result in a claim payment or premium refund from the insurer or producer, depending on the facts of the matter giving rise to the complaint. Complaints are investigated to determine whether the insurer or producer performed in compliance with the law and the terms and conditions of the policy. A consumer may expect payment for an item not covered by the policy or may not agree with the way a transaction was handled, but the company or producer may have acted properly and within the law.

Performance Indicator Name	Actuals FY 21-22	Initially Appropriated FY 22-23	Existing Standard FY 22-23	Continuation Budget FY 23-24	Executive Budget FY 23-24
[K] Average number of days to conclude a property & casualty complaint investigation	42	35	35	35	35
[K] Number companies analyzed - market conduct	40	40	40	40	40
[K] Average number of days to conclude a life, annuity, or long-term care complaint investigation	19	35	35	35	35
[K] Percentage of life, annuity, and long-term care complaint investigations completed within the performance standard	90	75	75	75	75
[K] Percentage of health complaint investigations concluded within the performance standard	89	75	75	75	75
[K] Percentage of property and casualty complaint investigations concluded within the performance standard	55	75	75	75	75
[K] Average number of days to conclude a health insurance complaint investigation	18	35	35	35	35

## General Performance Indicators

Performance Indicator Name	Prior Year Actuals FY 2017-2018	Prior Year Actuals FY 2018-2019	Prior Year Actuals FY 2019-2020	Prior Year Actuals FY 2020-2021	Prior Year Actuals FY 2021-2022
Amount of claim payments and premium refunds recovered for life, annuity, and long-term care complainants	\$3,637,205	\$1,734,170	\$2,889,817	\$2,413,693	\$2,864,114
Number of life, annuity, and long-term care complaints received	628	445	414	380	322
Number of life, annuity, and long-term care complaint investigations concluded	626	467	412	406	325
Number of property & casualty complaints received	1,896	1,807	1,771	3,541	7,839
Number of property & casualty complaint investigations concluded	1,875	1,917	1,782	3,253	7,558
Amount of claim payments/premium refunds recovered from self-insured plans	\$3,728	\$0	\$0	\$0	\$0
Number of regulatory reviews performed in market conduct	21	80	68	105	70
Number of health complaints received	818	1,021	805	692	658
Number of health complaint investigations concluded	849	1,052	792	732	663
Amount of claim payments and/or premium refunds recovered for property & casualty complainants	\$2,797,560	\$4,249,396	\$4,563,676	\$53,972,495	\$125,888,811
Amount of claim payments/premium refunds recovered for health coverage complaints	\$884,480	\$712,450	\$787,313	\$593,461	\$304,941