

Commissioner of Insurance



Department Description

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

For additional information, see:

[Commissioner of Insurance](#)

Commissioner of Insurance Budget Summary

	Prior Year Actuals FY 2014-2015	Enacted FY 2015-2016	Existing Oper Budget as of 12/01/15	Continuation FY 2016-2017	Recommended FY 2016-2017	Total Recommended Over/(Under) EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	28,515,878	27,291,090	27,291,090	28,961,412	28,606,463	1,315,373
Statutory Dedications	1,355,775	1,432,793	1,431,629	1,516,529	1,444,099	12,470
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	1,080,019	1,842,690	1,842,690	1,338,574	1,309,816	(532,874)
Total Means of Financing	\$ 30,951,672	\$ 30,566,573	\$ 30,565,409	\$ 31,816,515	\$ 31,360,378	\$ 794,969
Expenditures & Request:						
Commissioner of Insurance	\$ 30,951,672	\$ 30,566,573	\$ 30,565,409	\$ 31,816,515	\$ 31,360,378	\$ 794,969
Total Expenditures & Request	\$ 30,951,672	\$ 30,566,573	\$ 30,565,409	\$ 31,816,515	\$ 31,360,378	\$ 794,969



Commissioner of Insurance Budget Summary

	Prior Year Actuals FY 2014-2015	Enacted FY 2015-2016	Existing Oper Budget as of 12/01/15	Continuation FY 2016-2017	Recommended FY 2016-2017	Total Recommended Over/(Under) EOB
Authorized Full-Time Equivalents:						
Classified	215	197	198	198	198	0
Unclassified	28	28	27	27	27	0
Total FTEs	243	225	225	225	225	0



04-165 — Commissioner of Insurance

Agency Description

The mission of the Commissioner of Insurance's office 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 of the Commissioner of Insurance are:

- I. To 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. 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 to provide outreach and consumer assistance.

The Commissioner of Insurance is comprised of two programs: Administrative and Market Compliance.

For additional information, see:

[Commissioner of Insurance](#)

Commissioner of Insurance Budget Summary

	Prior Year Actuals FY 2014-2015	Enacted FY 2015-2016	Existing Oper Budget as of 12/01/15	Continuation FY 2016-2017	Recommended FY 2016-2017	Total Recommended Over/(Under) EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	28,515,878	27,291,090	27,291,090	28,961,412	28,606,463	1,315,373
Statutory Dedications	1,355,775	1,432,793	1,431,629	1,516,529	1,444,099	12,470
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	1,080,019	1,842,690	1,842,690	1,338,574	1,309,816	(532,874)
Total Means of Financing	\$ 30,951,672	\$ 30,566,573	\$ 30,565,409	\$ 31,816,515	\$ 31,360,378	\$ 794,969
Expenditures & Request:						
Administrative	\$ 12,018,236	\$ 11,806,118	\$ 11,806,118	\$ 12,218,678	\$ 12,005,490	\$ 199,372



Commissioner of Insurance Budget Summary

	Prior Year Actuals FY 2014-2015	Enacted FY 2015-2016	Existing Oper Budget as of 12/01/15	Continuation FY 2016-2017	Recommended FY 2016-2017	Total Recommended Over/(Under) EOB
Market Compliance	18,933,436	18,760,455	18,759,291	19,597,837	19,354,888	595,597
Total Expenditures & Request	\$ 30,951,672	\$ 30,566,573	\$ 30,565,409	\$ 31,816,515	\$ 31,360,378	\$ 794,969
Authorized Full-Time Equivalents:						
Classified	215	197	198	198	198	0
Unclassified	28	28	27	27	27	0
Total FTEs	243	225	225	225	225	0



165_1000 — Administrative

Program Authorization: La. Const. Art. IV, § 11; La. R.S. 36:681-696; Act 2015, No. 274; 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 Administration 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 goal of the Administration Program is to provide necessary administrative and operational support to the entire department, to attract insurers to do business in the state to promote a more competitive market, and to stabilize the property insurance market.

The Administrative program includes the following activities:

The Office of the Commissioner – Provides management oversight to the entire department and coordinates the administration of all provisions of the Louisiana Insurance Code - Title 22 of the Louisiana Revised Statutes. The Office of the Commissioner also entails the following:

- Internal Audit – Assists management by identifying weaknesses and deficiencies in departmental operations and making recommendations for necessary corrective actions. Internal Audit also provides management assistance to divisions upon request. This division also performs special projects, as assigned by the Commissioner through his designee.
- Public Affairs – Communicates the Department's message through printed materials including press releases, brochures, weekly newspaper columns, radio scripts, and news letter articles; accepts media calls and public information requests; coordinates media interview requests and speaking engagements for the Commissioner and DOI staff; is responsible for the Department's website content and public information disseminated by the Department; writes the Department's Public Service Announcements; and coordinates consumer information booths at conferences, fairs, and festivals.
- Consumer Advocacy and Diversity – The Consumer Advocacy analyzes the LDI's consumer complaint records to improve both the regulation of the business of insurance and service to complainants. OCA conducts regular random reviews of complaint case files to determine the existence of patterns of behavior by regulated entities which require further examination by other LDI offices or divisions' staff. Additionally, OCA provides audit services of compliance staff in Consumer Services to review their effectiveness in protecting consumers' interests. Through the Division of Diversity and Opportunity, the LDI 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. In addition to its continued outreach efforts pertaining to current insurance trends and topics, the OCA oversees the Senior Health Insurance Program (SHIIP), which provides health-insurance related information to senior citizens and others eligible for Medicare. Since 2012, SHIIP's duties, under its federal grant expansion, support federal efforts to increase awareness of certain provisions of the Patient Protection and Affordable Care Act of 2010.



- Office of Management & Finance – Oversees the management of the department's fiscal, budget, revenue collections, IT, human resources, purchasing, supplies, equipment, inventory/property control, and administrative services, and is responsible for strategic and operational planning for the entire department. In addition, Office of Management & Finance entails the following divisions:
- Fiscal Affairs – Deposits revenue to the State Treasury, handles accounts payable and receivable, and travel and statutory deposits.
- Revenue Services – Invoices and collects assessments (LA Insurance Rating, Fraud & Administrative Fund), receipts all revenue, classifies all revenue, and performs desk examinations of premium tax returns.
- Information Technology – Maintains the department’s databases and systems and assists various divisions in developing on-line access to certain information services for the public, insurance industry, and department staff.
- Human Resources – Manages the department’s human resources and building security.
- Administrative Services – Maintains records and performs physical inventory, handles mail and messenger services, building maintenance, fleet management, contracts, and leases.
- Budget – Manages the department’s appropriation by compiling the necessary information for budget development, budget projections, monitoring budget changes through expenditures, revenue collections, legislation, and mid-year adjustments.
- Purchasing – Maintains office supply inventory and distribution of supplies; procures stock and special supplies, equipment, furniture, and printing services by using ISIS and/or obtaining bids according to state law and purchasing rules and regulations; maintains portable devices for LDI personnel; maintains photocopiers and fax machines; also reviews and verifies all professional and consulting service contracts in accordance with agency policy and procedures and within the laws, rules, and regulations of the state.
- Strategic Operational Planning – Prepares strategic and operational plans for the department, collects information for and writes legislative fiscal notes and fiscal, economic, and family impact statements; serves as a liaison with the Legislative Fiscal Office and House Fiscal Affairs.

Administrative Budget Summary

	Prior Year Actuals FY 2014-2015	Enacted FY 2015-2016	Existing Oper Budget as of 12/01/15	Continuation FY 2016-2017	Recommended FY 2016-2017	Total Recommended Over/(Under) EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	11,271,710	10,935,030	10,933,428	11,457,598	11,259,484	326,056
Statutory Dedications	30,000	30,051	30,000	30,000	30,000	0
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	716,526	841,037	842,690	731,080	716,006	(126,684)



Administrative Budget Summary

	Prior Year Actuals FY 2014-2015	Enacted FY 2015-2016	Existing Oper Budget as of 12/01/15	Continuation FY 2016-2017	Recommended FY 2016-2017	Total Recommended Over/(Under) EOB
Total Means of Financing	\$ 12,018,236	\$ 11,806,118	\$ 11,806,118	\$ 12,218,678	\$ 12,005,490	\$ 199,372
Expenditures & Request:						
Personal Services	\$ 6,973,238	\$ 6,364,760	\$ 6,493,233	\$ 6,678,001	\$ 6,476,536	\$ (16,697)
Total Operating Expenses	1,894,386	2,071,163	2,035,318	2,087,870	2,035,318	0
Total Professional Services	1,081,259	1,176,381	1,083,853	1,112,033	1,083,853	0
Total Other Charges	1,545,868	1,731,715	1,731,615	1,797,198	1,866,207	134,592
Total Acq & Major Repairs	523,485	462,099	462,099	543,576	543,576	81,477
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 12,018,236	\$ 11,806,118	\$ 11,806,118	\$ 12,218,678	\$ 12,005,490	\$ 199,372
Authorized Full-Time Equivalents:						
Classified	65	60	60	60	60	0
Unclassified	8	8	8	8	8	0
Total FTEs	73	68	68	68	68	0

Source of Funding

This program is funded by Fees and Self-generated Revenues, Federal Funds, and Statutory Dedications. Fees and Self-generated Revenues are derived from various fees and licenses authorized by R.S. 22:821. Federal Funds are derived from the State Health Insurance Assistance Program. The Statutory Dedications are funded by the Insurance Fraud Investigation Fund (Per R.S. 40:1428) from assessments on various insurance policies written in Louisiana. (Per R.S. 39:36B. (8), see table below for a listing of expenditures out of each Statutory Dedicated Fund.)

Administrative Statutory Dedications

Fund	Prior Year Actuals FY 2014-2015	Enacted FY 2015-2016	Existing Oper Budget as of 12/01/15	Continuation FY 2016-2017	Recommended FY 2016-2017	Total Recommended Over/(Under) EOB
Insurance Fraud Investigation Fund	\$ 30,000	\$ 30,051	\$ 30,000	\$ 30,000	\$ 30,000	\$ 0



Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 0	0	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 11,806,118	68	Existing Oper Budget as of 12/01/15
Statewide Major Financial Changes:			
\$ 0	\$ 59,040	0	Annualize Classified State Employees Performance Adjustment
\$ 0	\$ 4,463	0	Civil Service Training Series
\$ 0	\$ (18,920)	0	Louisiana State Employees' Retirement System Rate Adjustment
\$ 0	\$ (26,320)	0	Louisiana State Employees' Retirement System Base Adjustment
\$ 0	\$ 15,925	0	Group Insurance Rate Adjustment for Active Employees
\$ 0	\$ 11,921	0	Group Insurance Rate Adjustment for Retirees
\$ 0	\$ 31,116	0	Group Insurance Base Adjustment
\$ 0	\$ 81,653	0	Group Insurance Base Adjustment for Retirees
\$ 0	\$ (35,490)	0	Salary Base Adjustment
\$ 0	\$ (167,377)	0	Attrition Adjustment
\$ 0	\$ 543,576	0	Acquisitions & Major Repairs
\$ 0	\$ (462,099)	0	Non-Recurring Acquisitions & Major Repairs
\$ 0	\$ 24,087	0	Risk Management
\$ 0	\$ 5,042	0	Legislative Auditor Fees
\$ 0	\$ 34,388	0	Maintenance in State-Owned Buildings
\$ 0	\$ 3,764	0	Capitol Park Security
\$ 0	\$ 382	0	UPS Fees
\$ 0	\$ (7,696)	0	Civil Service Fees
\$ 0	\$ (2,262)	0	State Treasury Fees
\$ 0	\$ 22,600	0	Office of Technology Services (OTS)
\$ 0	\$ 54,287	0	Office of State Procurement
Non-Statewide Major Financial Changes:			
\$ 0	\$ 121,244	0	An increase in Fees & Self-generated Revenues and Statutory Dedications Insurance Fraud Investigation Fund is recommended to fully fund the department's reorganization efforts per Act 274 of the 2015 Regular Legislative Session which reorganized the department and created the Office of Consumer Services.



Major Changes from Existing Operating Budget (Continued)

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ (93,952)	0	Reducing Federal funds because the actual federal funds available for this program are less than the department's federal budget authority based on the actual grant award notification received from the Department of Health and Human Services Administration for Community Living.
\$ 0	\$ 12,005,490	68	Recommended FY 2016-2017
\$ 0	\$ 0	0	Less Supplementary Recommendation
\$ 0	\$ 12,005,490	68	Base Executive Budget FY 2016-2017
\$ 0	\$ 12,005,490	68	Grand Total Recommended

Professional Services

Amount	Description
\$291,460	IT Projects, Training, and Public Awareness
\$766,743	IT Consulting
\$25,650	Legal
\$1,083,853	TOTAL PROFESSIONAL SERVICES

Other Charges

Amount	Description
	Other Charges:
	This program does not have funding for Other Charges.
	SUB-TOTAL OTHER CHARGES
	Interagency Transfers:
\$191,290	Department of Public Safety & Corrections/Security
\$72,132	Civil Service Fees
\$6,962	CPTP Training
\$10,752	Department of Public Safety - Rental Space for Computers in the Data Center
\$3,268	DOA - State Mail
\$2,915	DOA - State Printing
\$21,724	Legislative Auditor Fees
\$791,739	Maintenance of State-owned Buildings
\$291,800	Office of Risk Management Fees
\$96,353	Office of State Procurement Consolidation
\$268	Interagency Transfers
\$7,934	Related Benefits



Other Charges (Continued)

Amount	Description
\$287,202	Office of Telecommunications Management Fees
\$53,673	Office of Technology Services (OTS)
\$12,759	Treasury Banking fees
\$15,113	UPS fees
\$323	Office Supplies
\$1,866,207	SUB-TOTAL INTERAGENCY TRANSFERS
\$1,866,207	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
\$543,576	Computers, Servers, Storage, and Peripherals
\$543,576	TOTAL ACQUISITIONS AND MAJOR REPAIRS

Performance Information

1. (KEY) 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 regulations and protection of consumers. The accreditation remains in effect until suspended or revoked. Periodic audits are conducted by the NAIC to determine if continued accreditation is appropriate. This indicator is expressed as a percentage because the LAPAS system can accept only numeric expression. The most recent review of LDI by NAIC occurred in June 2009.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard	Actual Yearend Performance	Performance Standard as Initially Appropriated	Existing Performance Standard	Performance At Continuation Budget Level	Performance At Executive Budget Level
		FY 2014-2015	FY 2014-2015	FY 2015-2016	FY 2015-2016	FY 2016-2017	FY 2016-2017
K	Percentage of NAIC accreditation retained (LAPAS CODE - 6389)	100%	100%	100%	100%	100%	100%



Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Number of licensed domestic insurers (LAPAS CODE - 912)	97	98	85	109	106
Domestic Insurer - domiciled in Louisiana and licensed by the Louisiana Department of Insurance.					
Number of licensed foreign/alien insurance companies (LAPAS CODE - 913)	1,337	2,578	1,343	1,312	1,314
Foreign/Alien Insurer - domiciled in any state of the United States except Louisiana (foreign); domiciled in any other country other than the United States (alien). Foreign/Alien insurers are licensed to do business in the State of Louisiana.					
Total number of risk bearing companies licensed and approved (LAPAS CODE - 911)	1,741	2,852	1,764	1,742	1,752
Total number of non-risk bearing companies licensed or approved (LAPAS CODE - new)	Not Available	Not Available	742	761	848
New indicator to distinguish the risk and non-risk bearing companies.					

2. (SUPPORTING) Through the Internal Audit Division, to identify the adequacy or weakness of the department's internal control processes by performing scheduled internal audits and to assure that there are no repeat audit 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 Louisiana Department of Insurance's (LDI) 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.

Performance Indicators

L e v e l Performance Indicator Name	Performance Indicator Values					
	Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
S Number of internal audits performed (LAPAS CODE - 6393)	4	1	4	4	4	4
S Number of repeat internal audit findings (LAPAS CODE - 887)	0	0	0	0	0	0



Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Percentage of internal audit recommendations accepted (LAPAS CODE - 6394)	100%	100%	100%	100%	100%
Number of repeat findings in the legislative auditor's report (LAPAS CODE - 6395)	0	0	0	1	1

3. (KEY) Through the Office of 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

Explanatory Note: All complaints are initially investigated in the compliance division of the Office of Property and Casualty, Health Insurance, Licensing and Life, Annuity and LTC. Office of Consumer Advocacy provides audit services of complaint files for improvement in the regulatory process.

Performance Indicators

Level	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
K	Number of community based presentations (LAPAS CODE - 22838)	60	49	60	60	60	60
This number includes speaking engagements and radio and television show appearances.							
K	Number of files from other divisions audited (LAPAS CODE - 25337)	360	320	360	360	360	360
K	Percentage of complaint files referred for additional regulatory review, as a result of audit (LAPAS CODE - 25338)	2%	2%	2%	2%	2%	2%
K	Percentage of complaint files leading to additional staff training, as a result of audit (LAPAS CODE - 25339)	10%	38%	10%	10%	10%	10%



Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Number of inquiries received (LAPAS CODE - 22839)	26	68	273	6	6
Number of public information packets distributed to consumers (LAPAS CODE - 22842)	10,541	5,166	3,675	5,426	6,303
Percentage of LDI complaint files audited (LAPAS CODE - 25340)	Not Applicable	Not Applicable	1%	7%	9%

This activity began in November 2012.
Because this activity began in November 2012, this is not a report of a full year of performance. The percentage reported is derived from the number of files audited divided by files closed subject to audit.

4. (SUPPORTING) 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, appointments 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 Indicators

L e v e l S	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
	Number of educational seminars provided by the Division of Minority Affairs (LAPAS CODE - 24326)	16	2	3	3	3	3



Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Number of persons attending educational training seminars (LAPAS CODE - 13793)	168	291	366	105	759
Number of minorities receiving services through LDI for training or individual telephone or email assistance and to help obtain employment in the insurance industry or related service companies (LAPAS CODE - 25029)	231	81	69	89	92
Number of workshops the Division of Diversity and Opportunity participated in via invitations (LAPAS CODE - 25162)	4	18	1	8	9
Number of minorities employed in career positions in companies responding to career survey (LAPAS CODE - 25335)	Not Available	Not Available	Not Available	1,275	0
Prior to FY 2013-2014, the survey was conducted every two years. No survey was conducted in FY 2011-12 and in FY 2012-13. Survey conducted in 2010-11 resulted in data reported in ranges, making accurate aggregation impossible. No results of this survey were finalized. Survey is conducted biennially.					
Number of companies responding to career survey (LAPAS CODE - 25336)	227	Not Applicable	Not Applicable	370	0
Prior to FY 2013-2014, the survey was conducted every two years. No survey was conducted in FY 2011-12 and in FY 2012-13. Survey conducted in 2010-11 resulted in data reported in ranges, making accurate aggregation impossible. No results of this survey were finalized. Survey is conducted biennially.					

5. (KEY) 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 sets grant amounts based on achievement of performance measures.



Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
K	Number of senior health group presentations provided (LAPAS CODE - 999)	300	422	200	200	250	250
K	Total persons reached through presentations and/or booths and exhibits. (CMS PM2) (LAPAS CODE - 996)	44,368	27,544	40,000	40,000	31,200	31,200
K	Number of client contacts in-person, office, telephone call durations, and contacts by email, postal or fax (CMS PM1) (LAPAS CODE - 25346)	36,499	28,335	39,000	39,000	33,000	33,000
S	Total counseling hours provided (CMS PM8) (LAPAS CODE - 25344)	21,125	9,865	25,000	25,000	11,000	11,000
S	Total number of active SHIP counselors (LAPAS CODE - 25345)	150	100	150	150	63	63

Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Number of senior health counselors training sessions conducted (LAPAS CODE - 17795)	20	33	21	0	7

Indicator includes all training sessions conducted. This includes volunteers, contract workers, and employees. Training sessions range from webinars, video conferencing, personal training, etc.



Administrative General Performance Information (Continued)

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Estimated savings to counseled health clients (LAPAS CODE - 995)	\$ 4,377,726	\$ 6,707,269	\$ 6,378,429	\$ 2,887,954	\$ 1,503,681
<p>SHIIP (Senior Health Insurance Information Program) is funded by a federal grant. Savings to clients are calculated using guidelines developed by CMS. Savings may result when assistance leads to the percentage not covered by Medicare being counted, or a client learning that he/she is eligible for other programs that can lead to Medicaid paying deductibles, premiums or co-payments, or in determining the best supplement of Medicare HMO coverage for the client's needs. Clients counseled into Medicaid and prescription drugs assistance are also included in the savings calculation. Savings, if any, vary depending upon the situation of the individual senior being counseled. LaPAS and CMS do not have the same reporting deadlines.</p>					
Number of agencies reporting data (LAPAS CODE - 25401)	14	7	7	7	9
Number of volunteer counselors (LAPAS CODE - 25402)	2		2	0	2
Number of Medicare beneficiaries in the state, as of September 30 (LAPAS CODE - 25403)	500,603	729,928	750,986	772,188	774,449

6. (SUPPORTING) Through the Fiscal Affairs Division to deposit revenue to the State Treasury and handle accounts payable and receivable, travel, and statutory deposits.

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 Indicators

L e v e l S	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
	Total amount of revenues collected from taxes, assessments, fees, penalties, and miscellaneous in \$ millions (LAPAS CODE - 890)	\$ 550.30	\$ 571.56	\$ 586.12	\$ 586.12	\$ 590.43	\$ 590.43

Amounts included here are total for the fiscal year, as of the August 15th close.



Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Number of different tax types collected (LAPAS CODE - 898)	7	7	7	7	7
Number of different fees and assessments collected (LAPAS CODE - 899)	74	73	76	72	74
Count includes only fees for which there were actual collections.					
Tax collections as percentage of taxable premiums (LAPAS CODE - 893)	2.01%	2.01%	2.05%	2.04%	2.00%
Total amount of LA Insurance Rating assessment collected in \$ millions (LAPAS CODE - 895)	\$ 77.10	\$ 78.10	\$ 78.70	\$ 83.10	\$ 86.90
Total fees collected in \$ millions (LAPAS CODE - 6397)	\$ 21.60	\$ 21.20	\$ 23.47	\$ 23.18	\$ 24.34
Total taxes collected \$ in millions (LAPAS CODE - New)	\$ 363.93	\$ 365.26	\$ 421.87	\$ 445.51	\$ 454.08
LA Insurance Rating assessment collection as percentage of subject premiums (LAPAS CODE - 896)	1.00%	1.00%	1.00%	1.00%	1.00%
Amount reverted at end of fiscal year in \$ millions (LAPAS CODE - 23501)	\$ 16.30	\$ 15.40	\$ 18.15	\$ 19.17	\$ 18.15
The LDI recommends including this number to identify the amount of money paid each year by the insurance industry for the purpose of regulating the industry, but which is either not available for funding the LDI based on HB1 unexpended or budget at end of FY.					
Administrative fund assessment as percentage of health premiums (LAPAS CODE - 24327)	0.03%	0.03%	0.02%	0.03%	0.02%
The costs associated with the administration and enforcement of the Health Insurance Portability and Accountability Act, as defined in Louisiana law, are recovered from health insurers through an annual assessment which is deposited in the Administrative Fund. The assessment is authorized in La. R.S. 22:1071 (D), subject to a cap of .05% assessable premium.					
Fraud assessment as percentage of subject premiums (LAPAS CODE - 24328)	0.04%	0.05%	0.04%	0.04%	0.04%
The cost is associated with the investigation, enforcement, public education, public awareness, and prosecution of insurance fraud in this state and funded by assessment on property, casualty, and health insurers. It is distributed as follows: \$30,000 to the LDI for costs of collections; \$187,000 to LATIFPA; the remainder divided 75% to the insurance fraud investigation unit of the Office of State Police, 15% to the Department of Justice section on insurance fraud, and 10% to the LDIs section on insurance fraud. This assessment is authorized in La. R.S. 40:1428, subject to a cap of .0375% of assessable premiums.					

7. (SUPPORTING) 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: N/A

Human Resource Policies Beneficial to Women and Families Link: N/A

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): N/A



Performance Indicators

L e v e l	Performance Indicator Name	Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Indicator Values			
				Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
S	Number of desk examinations performed for tax purposes (LAPAS CODE - 901)	3,400	3,626	3,565	3,565	3,600	3,600

LDI examines all tax returns filed. The performance standard represents the number of insurers and brokers expected to file tax returns.

Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Taxable premiums in \$ billions (LAPAS CODE - 891)	\$ 16.23	\$ 16.47	\$ 18.01	\$ 19.47	\$ 20.56
Total premiums subject to Louisiana Insurance Rating assessment in \$ billions (LAPAS CODE - 894)	\$ 7.71	\$ 7.80	\$ 7.87	\$ 8.84	\$ 9.08
LDI budget as percentage of total revenue collected (LAPAS CODE - 25404)	6.81%	7.02%	5.88%	5.69%	5.69%

8. (SUPPORTING)Through the Information Technology Division, to provide maintenance and support of the department's various databases, internet access, and other IT systems, and to improve consumer and industry service and information access via technology.

Children's Budget Link: N/A

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

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



Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
S	Number of technology projects planned to maximize employee productivity, improve or maintain compatibility with regulated entities, and warehouse data (LAPAS CODE - 22835)	2	2	2	2	2	2
S	Percent of technology planned projects reaching completion (LAPAS CODE - 22836)	100%	96%	100%	100%	100%	100%



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Program Authorization: La. Const. Art. IV, B 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 and to serve as advocate for insurance consumers.

The goals of the Market Compliance Program are:

- I. To regulate the insurance industry in the state (licensing of producers, insurance adjusters, public adjusters, and insurers).
- II. To serve as advocate for the state's insurance consumers by enforcing existing laws fairly and consistently and by proposing new laws as necessary.

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 – 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 – 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 medical necessity review organizations. This Division also provides registration for Home Service Contract Providers.
- 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 and assures continued viability of health benefit plans. The Office of Health Insurance consists of three regulatory divisions (Forms, Premium Rate Review, and Life and Annuity) and an advisory commission: the Louisiana Health Care Commission.
- Health Forms – Reviews and approves/disapproves contract/policy forms, advertising and 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.



- **Health Premium Rate Review** – Began the review of certain health insurance rates in the small group and individual markets effective January 1, 2014. The division performs 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.
- **Life, Annuity, and Long Term Care** – Enforces the provisions of the Louisiana Insurance Code pertaining to life insurance, annuities, and long-term care products. This reviews for approval life insurance, annuity, and long-term care contract forms that insurers propose to market in this state and implements approvals made by the Interstate Insurance Product Regulation Compact.
- **Louisiana Health Care Commission** – Engages representatives of the health insurance and health care delivery systems to recommend public policies and perform activities which extend access to health care.
- **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.
- **Financial Examinations** – Performs financial examinations (field) and financial analysis of regulated entities to monitor their financial well-being and takes remedial action as necessary.
- **Actuarial Service** – Provides actuarial expertise in the Life, Health and Property and Casualty units. The Life and Health Actuarial Unit provides actuarial expertise in the determination of the adequacy of the reserve liabilities and rates established by life and health insurers and health maintenance organizations. The Property and Casualty Actuarial Unit provides similar actuarial and reinsurance expertise to the examination and analysis of property and casualty insurers, title insurers, vehicle mechanical breakdown companies and self-insurance funds. The Actuarial Division provides actuarial analysis of insurance legislation.
- **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.
- **Property and Casualty Rating** – 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.
- **Forms Review** – 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.
- **LA Property and Casualty Insurance Commission** – Studies and provides recommendations to the Legislature on issues relative to automobile, homeowners and workers' compensation insurance.



- 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.
- 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.
- LA Auto Theft and Insurance Fraud Prevention Authority (LATIFPA) – A public agency within the Division of Insurance Fraud, whose purpose is to combat motor vehicle insurance fraud, including fraud by theft and other criminal acts. The Louisiana Legislature also established the Automobile Theft and Insurance Fraud Prevention Authority Fund within the LATIFPA, which collects and disburses funds through a grant process to combat motor vehicle theft and insurance fraud.
- Enforcement – 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. 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.
- 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.
- 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.

Market Compliance Budget Summary

	Prior Year Actuals FY 2014-2015	Enacted FY 2015-2016	Existing Oper Budget as of 12/01/15	Continuation FY 2016-2017	Recommended FY 2016-2017	Total Recommended Over/(Under) EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	17,244,168	16,356,060	16,357,662	17,503,814	17,346,979	989,317



Market Compliance Budget Summary

	Prior Year Actuals FY 2014-2015	Enacted FY 2015-2016	Existing Oper Budget as of 12/01/15	Continuation FY 2016-2017	Recommended FY 2016-2017	Total Recommended Over/(Under) EOB
Statutory Dedications	1,325,775	1,402,742	1,401,629	1,486,529	1,414,099	12,470
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	363,493	1,001,653	1,000,000	607,494	593,810	(406,190)
Total Means of Financing	\$ 18,933,436	\$ 18,760,455	\$ 18,759,291	\$ 19,597,837	\$ 19,354,888	\$ 595,597
Expenditures & Request:						
Personal Services	\$ 15,895,087	\$ 15,424,965	\$ 15,436,965	\$ 16,199,597	\$ 15,953,827	\$ 516,862
Total Operating Expenses	435,571	424,524	506,858	519,206	506,858	0
Total Professional Services	2,116,008	2,532,600	2,438,266	2,501,661	2,488,266	50,000
Total Other Charges	462,466	378,366	377,202	377,373	405,937	28,735
Total Acq & Major Repairs	24,304	0	0	0	0	0
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 18,933,436	\$ 18,760,455	\$ 18,759,291	\$ 19,597,837	\$ 19,354,888	\$ 595,597
Authorized Full-Time Equivalents:						
Classified	150	137	138	138	138	0
Unclassified	20	20	19	19	19	0
Total FTEs	170	157	157	157	157	0

Source of Funding

This program is funded from Fees and Self-generated Revenues, Statutory Dedications, and Federal Funds. The Fees and Self-generated Revenues are derived from various fees and licenses authorized by R.S. 22:821 and the Louisiana Insurance Rating Commission assessment authorized by R.S. 22:1419. The Statutory Dedications are funded by the Administrative Fund (Per R.S. 22:1071(D)(3)(b) (Health Insurance Portability Administrative Act) comprised of penalties and an assessment not to exceed .0005 of the amount of premiums received in this state by health insurers during the preceding year ending December 31. Statutory Dedications are also derived from the Automobile Theft and Insurance Fraud Prevention Authority Fund (Per R.S. 22:2134); and the Insurance Fraud Investigation Fund (Per R.S. 22:2134) from assessments on various policies written in Louisiana. The Federal Funds are provided under the Office of Consumer Information and Insurance Oversight, Section 2794 of the Public Health Service Act (Per Section 1003 of the Affordable Care Act)(CFDA 93.511) - Health Insurance Premium Review. (Per R.S. 39:32B. (8), see table below for a listing of expenditures out of each statutory dedication fund.)



Market Compliance Statutory Dedications

Fund	Prior Year Actuals FY 2014-2015	Enacted FY 2015-2016	Existing Oper Budget as of 12/01/15	Continuation FY 2016-2017	Recommended FY 2016-2017	Total Recommended Over/(Under) EOB
Administrative Fund - Department of Insurance	\$ 710,667	\$ 749,989	\$ 749,989	\$ 749,989	\$ 749,989	\$ 0
Insurance Fraud Investigation Fund	408,602	425,753	425,804	510,704	474,128	48,324
Auto. Theft and Insurance Fraud Prev. Auth. Fund	206,506	227,000	225,836	225,836	189,982	(35,854)

Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ (1,164)	0	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 18,759,291	157	Existing Oper Budget as of 12/01/15
Statewide Major Financial Changes:			
0	152,380	0	Annualize Classified State Employees Performance Adjustment
0	30,227	0	Civil Service Training Series
0	(48,642)	0	Louisiana State Employees' Retirement System Rate Adjustment
0	66,397	0	Louisiana State Employees' Retirement System Base Adjustment
0	33,937	0	Group Insurance Rate Adjustment for Active Employees
0	32,218	0	Group Insurance Rate Adjustment for Retirees
0	73,471	0	Group Insurance Base Adjustment
0	135,902	0	Group Insurance Base Adjustment for Retirees
0	137,610	0	Salary Base Adjustment
0	(407,954)	0	Attrition Adjustment
0	64,589	0	Administrative Law Judges
Non-Statewide Major Financial Changes:			
0	467,298	0	An increase in Fees & Self-generated Revenues and Statutory Dedications Insurance Fraud Investigation Fund is recommended to fully fund the department's reorganization efforts per Act 274 of the 2015 Regular Legislative Session which reorganized the department and created the Office of Consumer Services.
0	(255,982)	0	Reducing Federal funds because the actual federal funds available for this program are less than the department's federal budget authority based on the actual grant award notification received from the Department of Health and Human Services Administration for Community Living.
0	(35,854)	0	This reduction is due to REC recognizing lower projections for the Automobile Theft and Insurance Fraud Prevention Authority Fund. The reduction is from Other Charges and associated with fraud prevention efforts.



Major Changes from Existing Operating Budget (Continued)

General Fund	Total Amount	Table of Organization	Description
0	150,000	0	Increase requested for the Office of Consumer Services-Market Conduct Division for market conduct examinations and analysis of insurers and examinations of producers.
\$ 0	\$ 19,354,888	157	Recommended FY 2016-2017
\$ 0	\$ 0	0	Less Supplementary Recommendation
\$ 0	\$ 19,354,888	157	Base Executive Budget FY 2016-2017
\$ 0	\$ 19,354,888	157	Grand Total Recommended

Professional Services

Amount	Description
\$153,900	Legal
\$500,961	IT Projects, Training, and Public Awareness
\$1,833,405	Accounting & Auditing
\$2,488,266	TOTAL PROFESSIONAL SERVICES

Other Charges

Amount	Description
	Other Charges:
\$189,982	Public Safety & Fraud Prevention
\$189,982	SUB-TOTAL OTHER CHARGES
	Interagency Transfers:
\$95,696	Administrative Law Judge
\$2,128	Postage
\$100,000	Legal services provided by the Department of Justice
\$13,354	Office of Telecommunications
\$144	DOA - State Printing
\$4,633	Advertising
\$215,955	SUB-TOTAL INTERAGENCY TRANSFERS
\$405,937	TOTAL OTHER CHARGES



Acquisitions and Major Repairs

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

Performance Information

1. (KEY) 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 for sale to his/her clients. Licenses are issued for a two year period to Property & Casualty producers in one year, to Life and Health producers in alternating years. All license renewals are done by birth month.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
		K	Number of producer license renewals processed (LAPAS CODE - 6417)	60,000	63,842	57,000	57,000
K	Number of company appointments processed (LAPAS CODE - 934)	510,000	572,705	520,000	520,000	550,000	550,000
K	Number of adjusters renewals processed (LAPAS CODE - 25030)	19,000	25,039	22,500	22,500	25,500	25,500
	Adjuster renewals are biennial on a calendar year cycle.						
K	Average number of days to process problematic applications and renewals (LAPAS CODE - New)	5	4	5	5	5	5
	Problematic applications and renewals, which have background issues of a criminal, civil, or regulatory nature, must be handled manually.						



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Total number of licensed producers (LAPAS CODE - 933)	98,046	124,399	114,441	112,784	119,515
Total number of adjusters (LAPAS CODE - 24330)	35,715	44,813	54,710	51,185	56,538
Number of new producer licenses issued (LAPAS CODE - 6416)	17,914	17,653	18,015	37,741	25,529
Number of new adjuster licenses issued (LAPAS CODE - 25031)	9,320	8,639	11,035	9,245	13,040
Percentage of first time applications submitted electronically (LAPAS CODE - 25814)	74.2%	84.5%	86.8%	97.1%	98.5%
Percentage of renewal applications submitted electronically (LAPAS CODE - 25815)	92.9%	95.9%	97.4%	97.2%	97.5%

2. (KEY) Through the Company Licensing of the Division of the Office of Licensing, to review applications for all licenses 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 Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
K	Average number of days to complete review of Certificate of Authority and health maintenance organization applications (LAPAS CODE - 22844)	60	69	60	60	60	60
	As of FY 2012-2013 and as a result of adoption of federal NRRRA, this indicator no longer includes applications for surplus lines approvals for foreign/alien insurers.						
K	Average number of days to review all other licensing and registration applications (LAPAS CODE - 22845)	50	38	50	50	50	50



Performance Indicators (Continued)

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
	All other consists of applications for vehicle mechanical breakdown insurers, property residual value insurers, risk purchasing groups, risk retention groups, viatical settlement brokers, viatical settlement providers, viatical settlement investment agent, discount medical plans, utilization review organizations, independent review organizations, dental referral plans, dissolution of domestic insurers, and other applications.						
K	Average number of days to complete processing of requests for Certificate of Compliance or No Objection Letter (LAPAS CODE - 22846)	25	11	25	25	25	25
	Includes applications Certificate of Compliance, Letters of No Objection for insurers to expand to other states, amendments to articles of incorporation for domestic and foreign/alien insurers, mergers of foreign insurers.						
K	Percentage of all applications/requests processed within the performance standard (LAPAS CODE - 22847)	80%	47%	80%	80%	80%	80%

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values					
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	
Number of company licensing applications and filings received (LAPAS CODE - 940)	738	624	621	733	711	
Number of company licensing applications and filings processed (LAPAS CODE - 941)	665	549	575	727	591	

3. (KEY) Through the Health Forms Division, to review for approval helath policy forms, HMO subscribers, supplemental health policies, medicare supplement rates and advertising, and URO/IRO applications, renewals and annual reports 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 Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
K	Average number of days to process health filings, which include policy forms, health maintenance subscriber agreements, Medicare supplement advertising and rates (LAPAS CODE - 12290)	30	30	35	35	35	35
K	Percentage of health filing reviews completed within the performance standard (LAPAS CODE - 22857)	70%	69%	65%	65%	65%	65%

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Number of health policy forms and health maintenance organization subscriber agreements, Medicare supplement advertising and rates received (LAPAS CODE - 986)	6,190	6,337	6,022	8,429	7,231
Number of health policy forms and health maintenance organization subscriber agreements, Medicare supplement advertising and rates processed (LAPAS CODE - 10212)	7,089	6,513	5,665	7,089	7,716
Percentage of health policy forms and health maintenance organization subscriber agreements approved (LAPAS CODE - 985)	84%	84%	75%	83%	87%
This percentage includes disability products approved through the Interstate Product Regulation Compact.					
Number of disability forms approved through the Interstate Insurance Product Regulation Compact (IIPRC) (LAPAS CODE - 25408)	Not Applicable	19	9	10	30
The Louisiana Department of Insurance joined the Interstate Insurance Product Regulation Compact under the authority of La. R.S. 22:2381-2382. The individual disability income product line was not added to the IIPRC until January 11, 2012; therefore the health forms division did not receive filings until this date.					

4. (KEY) Through the Life, Annuity, & 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 contract policy 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 Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
K	Average number of days to process life, annuity, and long-term care forms, advertising and rates, which require pre-approval (LAPAS CODE - 13988)	35	51	35	35	35	34
As noted in the most recent FY 2014-2019 Strategic Plan, this indicator no longer counts information filings which require minimal processing. Average is now more representative of the efficiency of the approval process; however, the expectation is with removal of information filings from the count, the average number of processing days will increase.							
K	Percentage of life, annuity, and long-term care forms, advertising and rate reviews completed within the performance standard (LAPAS CODE - 22849)	70%	88%	70%	70%	70%	70%

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Percentage of life, annuity, and long-term care forms, advertising and rates which require pre-approval approved (LAPAS CODE - 13987)	87%	91%	92%	87%	87%
Number of life, annuity, and long-term care forms, advertising and rates received (LAPAS CODE - 13990)	6,775	5,308	4,717	4,134	3,857



Market Compliance General Performance Information (Continued)

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Number of life, annuity, and long-term care forms, advertising and rates processed (LAPAS CODE - 13991)	6,358	5,578	4,767	3,969	3,654
Number of life, annuity, and long-term care forms, advertising and rates filed for informational purposes only (LAPAS CODE - 25406)	380	355	493	461	386
Number of life, annuity, and long-term care forms approved through the Interstate Insurance Product Regulation Compact (IIPRC) (LAPAS CODE - 25407)	1,044	1,584	1,853	1,797	2,000

The Louisiana Department of Insurance joined the Interstate Insurance Product Regulation Compact under the authority of La. R.S. 22:2381-2382, effective January 1, 2009.

5. (KEY) Through the Health Division, to review premium rate increases for small group or individual market and Independent Review Organizations (IRO) and annual reports of IROs.

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. Until January 1, 2015, PI 22859 will continue to count average number of days to process MNRO annual reports; on this date, MNROs are repealed and IRO licensees will fill the role of independent review. (UROs are not required to file annual reports.)

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
K	Average number of days to process health rate reviews (LAPAS CODE - 25847)	Not Applicable	Not Available	60	60	60	60

The Premium Rate Review Division began the review of certain health insurance rates effective January 1, 2014; therefore, no prior history is available.



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Number of health review rate filings received (LAPAS CODE - new)	Not Applicable	Not Applicable	Not Applicable	75	141
New indicator will count all rate review filings that have been received in Premium Health Rate Review. Premium Rate Review Division began the review of certain health insurance rates effective January 1, 2014; therefore, no prior history is available. The Premium Rate Review became effective January 1, 2014. These results do not represent a full year. More filings received than processed due to the deadline date for submission was June 27, 2014.					
Number of health review rate filings processed (LAPAS CODE - new)	Not Applicable	Not Applicable	Not Applicable	9	151
New indicator will count all rate review filings that have been processed in Premium Health Rate Review. Premium Rate Review Division began the review of certain health insurance rates effective January 1, 2014; therefore, no prior history is available. The Premium Rate Review became effective January 1, 2014. These results do not represent a full year. More filings received than processed due to the deadline date for submission was June 27, 2014.					

6. (KEY) 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 Indicators

L e v e l Performance Indicator Name	Performance Indicator Values					
	Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
K Percentage of filings by domestic companies analyzed - financial (LAPAS CODE - 11939)	100%	99%	100%	100%	100%	100%



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Number of companies examined - financial (LAPAS CODE - 6410)	23	12	28	20	31
Percentage of domestic companies examined - financial (LAPAS CODE - 11938)	15%	8%	19%	14%	23%
Number of examinations coordinated with other states (LAPAS CODE - 25409)	Not Available	Not Available	4	3	6
The LDI did not track this number until this indicator was developed for the FY 2014-2019 Strategic Plan. It replaces Supporting Indicator 13869 which tracked the number of zone examinations in which participating states filed dissenting reports. All performance reported under PI 13869 since this indicator was first used in FY 2003 was zero.					
Number of companies analyzed - financial (LAPAS CODE - 6412)	363	283	251	229	236
Number of filings of domestic companies analyzed (LAPAS CODE - 22850)	582	623	621	684	616
Number of companies in administrative supervision at beginning of fiscal year (LAPAS CODE - 13768)	7	5	5	5	5
Number of companies placed in administrative supervision during fiscal year (LAPAS CODE - 921)	0	0	0	1	1
Number of companies returned to good health/ removed from administrative supervision during fiscal year (LAPAS CODE - 922)	0	0	0	0	1
Number of companies in receivership at beginning of fiscal year (LAPAS CODE - 12273)	7	6	4	3	5
Number of companies in receivership brought to final closure (LAPAS CODE - 904)	1	2	1	2	1
Average number of months estates currently in receivership have been held in receivership (LAPAS CODE - 24329)	64	77	101	101	70

7. (KEY) 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 Indicators

Level	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
K	Average number of days to process property & casualty contract and policy forms (LAPAS CODE - 13939)	30	99	30	30	30	30
K	Percentage of property & casualty contract and policy forms reviews completed within the performance standard (LAPAS CODE - 22852)	60%	60%	60%	60%	60%	60%

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Number of property & casualty contract and policy forms received (LAPAS CODE - 13942)	26,307	21,725	19,504	19,385	23,597
Number of property & casualty contract and policy forms processed (LAPAS CODE - 13943)	27,326	24,516	20,651	19,267	23,314
Percentage of property & casualty contract and policy forms approved (LAPAS CODE - 13940)	59%	69%	73%	77%	71%
Percentage of property & casualty contract and policy forms disapproved (LAPAS CODE - 24953)	30%	21%	15%	16%	20%

8. (SUPPORTING)Through the P&C Rating Division, to process 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 Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
S	Average number of days from receipt of filing/ submission by Office of Property & Casualty to referral to actuarial staff (LAPAS CODE - 13945)	16	19	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 (LAPAS CODE - 13949)	13	13	12	12	12	12
S	Average number of days from receipt of rate filing/ submission to final action by LDI (LAPAS CODE - 20282)	28	32	28	28	28	28

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Total written premiums (property, casualty, surety, & inland marine) subject to Louisiana regulation and/or taxation, \$ in billions (includes Surplus Lines and Residual Market) (LAPAS CODE - 974)	\$ 9.44	\$ 9.50	\$ 9.88	\$ 10.40	\$ 10.70
Total is for calendar year ending during fiscal year. Written premium in residual market includes premium reported by Louisiana Citizens Property Insurance and LWCC, but excludes Louisiana Automobile Insurance Plan and group self-insurance for workers' compensation since the data is not provided to the Department of Insurance.					
Total written premium (property, casualty, surety, & inland marine) classified as surplus lines \$ in billions (LAPAS CODE - 22853)	\$ 0.94	\$ 0.94	\$ 0.98	\$ 1.05	\$ 1.06
Total is for calendar year ending during fiscal year.					
Total written premiums (property, casualty, surety, & inland marine) classified as residual market in \$ millions (LAPAS CODE - 22854)	\$ 209.90	\$ 197.71	\$ 245.98	\$ 248.80	\$ 241.60
Total is for calendar year ending during fiscal year. Written premium in residual market includes premium reported by Louisiana Citizens Property Insurance and LWCC, but excludes Louisiana Automobile Insurance Plan and group self-insurance for workers' compensation since the data is not provided to the Department of Insurance.					



Market Compliance General Performance Information (Continued)

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Number of submissions reviewed by actuary (LAPAS CODE - 971)	565	566	629	724	707
Total is counted on a fiscal year period.					
Average percentage change in rates at fiscal year end (LAPAS CODE - 22855)	1.01%	2.32%	2.33%	2.50%	1.98%
Total is counted on a fiscal year period.					

9. (KEY) 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, and 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 Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
K	Percentage of initial claim fraud complaint investigations completed within 10 working days (LAPAS CODE - 12276)	85%	100%	90%	90%	90%	90%
K	Percentage of background checks completed within 15 working days (LAPAS CODE - 12278)	85%	100%	90%	90%	90%	90%



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Number of background checks performed for company and producer licensing divisions (LAPAS CODE - 962)	1,126	1,229	1,966	1,281	1,216
Number of claim fraud investigations opened (LAPAS CODE - 12282)	2,640	2,850	3,714	3,838	5,790
Number of claim fraud investigations referred to law enforcement (LAPAS CODE - 959)	761	1,037	878	1,693	1,751
Number of producer investigations opened (LAPAS CODE - 12279)	198	267	27	74	72
This indicator has changed from counting producer and company investigations to counting only producer investigations. New separate indicators are added to count company investigations separately.					
Number of producer investigations referred to law enforcement (LAPAS CODE - 12281)	5	8	9	10	13
This indicator has changed from counting producer and company investigations to counting only producer investigations. New separate indicators are added to count company investigations separately.					
Number of company investigations opened (LAPAS CODE - 24332)	0	2	0	3	7
Number of company investigations referred to law enforcement (LAPAS CODE - 24333)	0	0	0	0	0
Number of claims adjuster investigations opened (LAPAS CODE - 23502)	5	3	2	5	9
Number of claims adjuster investigations referred to law enforcement (LAPAS CODE - 24334)	0	0	1	0	0
Number of POST certified fraud investigators (LAPAS CODE - 25410)	0	0	0	4	4
Authority to commission fraud investigators who are POST certified to carry firearms passed by legislature in 2013 Regular Session, SB 180. Act 217 became effective August 1, 2013.					

10. (KEY) 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 Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2014-2015	Actual Yearend Performance FY 2014-2015	Performance Standard as Initially Appropriated FY 2015-2016	Existing Performance Standard FY 2015-2016	Performance At Continuation Budget Level FY 2016-2017	Performance At Executive Budget Level FY 2016-2017
K	Number of companies analyzed - market conduct (LAPAS CODE - 11937)	36	38	25	25	40	40
K	Average number of days to conclude a life, annuity, or long-term care complaint investigation (LAPAS CODE - 13958)	40	30	42	42	42	42
K	Percentage of life, annuity, and long-term care complaint investigations completed within the performance standard (LAPAS CODE - 22848)	70%	78%	70%	70%	70%	70%
K	Average number of days to conclude a health insurance complaint investigation (LAPAS CODE - 987)	42	33	42	42	42	42
K	Percentage of health complaint investigations concluded within the performance standard (LAPAS CODE - 22856)	70%	81%	70%	70%	70%	70%
K	Average number of days to conclude a property & casualty complaint investigation (LAPAS CODE - 10204)	42	33	42	42	42	42
K	Percentage of property and casualty complaint investigations concluded within the performance standard (LAPAS CODE - 25032)	70%	83%	70%	70%	70%	70%



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2010-2011	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015
Number of life, annuity, and long-term care complaints received (LAPAS CODE - 13960)	444	449	435	385	344
These results were erroneously reported in LaPAS at EOFY 2013-2014.					
Number of life, annuity, and long-term care complaint investigations concluded (LAPAS CODE - 13961)	421	470	396	385	540
These results were erroneously reported in LaPAS at EOFY 2013-2014.					
Amount of claim payments and premium refunds recovered for life, annuity, and long-term care complainants (LAPAS CODE - 13959)	\$ 2,345,714	\$ 2,167,956	\$ 1,695,534	\$ 2,395,775	\$ 2,853,699
The life, annuity, and long-term care recovery amounts include claim benefit amounts, premium refunds, coverage amounts extended, and other gains of this nature which are recovered as a result of the intervention of LDI on behalf of consumers.					
Number of health complaints received (LAPAS CODE - 6424)	1,414	910	695	918	1,154
Number of health complaint investigations concluded (LAPAS CODE - 6425)	1,396	1,118	700	863	1,151
Amount of claim payments/premium refunds recovered for health coverage complainants (LAPAS CODE - 989)	\$ 592,505	\$ 1,306,572	\$ 522,423	\$ 691,785	\$ 517,056
Amount of claim payments/premium refunds recovered from self-insured plans (LAPAS CODE - 24331)	\$ 106,805	\$ 71,020	\$ 112,606	\$ 12,439	\$ 6,552
These results were erroneously reported in LaPAS at EOY 2013-2014.					
Number of property & casualty complaints received (LAPAS CODE - 14211)	1,743	1,627	2,014	1,512	1,714
Number of property & casualty complaint investigations concluded (LAPAS CODE - 14212)	1,838	1,702	1,979	1,484	1,744
Amount of claim payments and/or premium refunds recovered for property & casualty complainants (LAPAS CODE - 954)	\$ 5,619,369	\$ 1,841,169	\$ 3,899,844	\$ 2,406,061	\$ 1,292,770



