

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 advocate for the state's insurance consumers.

In addition, the department supports a variety of policies that assist women and children—such as Family and Medical Leave and Flex time for its employees. Overall, the department believes that when necessary forms of insurance are both available and affordable to the state's citizens, all individuals as well as businesses and industries in the state benefit.

The Department of Insurance operates under two programs: Administration/Fiscal and Market Compliance. Together these programs work collectively to accomplish these goals:

- 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.
- II. Provide necessary administrative and operational support to the entire department, attract insurers to the state in order to promote a more competitive market, and work to stabilize the property insurance market.

For additional information, see:

[Commissioner of Insurance](#)

Commissioner of Insurance Budget Summary

	Prior Year Actuals FY 2010-2011	Enacted FY 2011-2012	Existing Oper Budget as of 12/1/11	Continuation FY 2012-2013	Recommended FY 2012-2013	Total Recommended Over/(Under) EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0



Commissioner of Insurance Budget Summary

	Prior Year Actuals FY 2010-2011	Enacted FY 2011-2012	Existing Oper Budget as of 12/1/11	Continuation FY 2012-2013	Recommended FY 2012-2013	Total Recommended Over/(Under) EOB
State General Fund by:						
Total Interagency Transfers	0	435,681	435,681	0	0	(435,681)
Fees and Self-generated Revenues	26,525,106	29,669,563	29,669,563	29,817,625	27,209,638	(2,459,925)
Statutory Dedications	1,286,854	1,345,748	1,345,748	1,318,320	1,325,000	(20,748)
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	1,193,012	2,025,981	2,221,509	879,812	879,812	(1,341,697)
Total Means of Financing	\$ 29,004,972	\$ 33,476,973	\$ 33,672,501	\$ 32,015,757	\$ 29,414,450	\$ (4,258,051)
Expenditures & Request:						
Commissioner of Insurance	\$ 29,004,972	\$ 33,476,973	\$ 33,672,501	\$ 32,015,757	\$ 29,414,450	\$ (4,258,051)
Total Expenditures & Request	\$ 29,004,972	\$ 33,476,973	\$ 33,672,501	\$ 32,015,757	\$ 29,414,450	\$ (4,258,051)
Authorized Full-Time Equivalents:						
Classified	239	237	237	237	235	(2)
Unclassified	28	28	28	28	28	0
Total FTEs	267	265	265	265	263	(2)



04-165 — Commissioner of Insurance

Agency 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 advocate for the state's insurance consumers.

In addition, the department supports a variety of policies that assist women and children—such as Family and Medical Leave and Flex time for its employees. Overall, the department believes that when necessary forms of insurance are both available and affordable to the state's citizens, all individuals as well as businesses and industries in the state benefit.

The Department of Insurance operates under two programs: Administration/Fiscal and Market Compliance. Together these programs work collectively to accomplish these goals:

- 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.
- II. Provide necessary administrative and operational support to the entire department, attract insurers to the state in order to promote a more competitive market, and work to stabilize the property insurance market.

For additional information, see:

[Commissioner of Insurance](#)

Commissioner of Insurance Budget Summary

	Prior Year Actuals FY 2010-2011	Enacted FY 2011-2012	Existing Oper Budget as of 12/1/11	Continuation FY 2012-2013	Recommended FY 2012-2013	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	435,681	435,681	0	0	(435,681)
Fees and Self-generated Revenues	26,525,106	29,669,563	29,669,563	29,817,625	27,209,638	(2,459,925)
Statutory Dedications	1,286,854	1,345,748	1,345,748	1,318,320	1,325,000	(20,748)
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	1,193,012	2,025,981	2,221,509	879,812	879,812	(1,341,697)
Total Means of Financing	\$ 29,004,972	\$ 33,476,973	\$ 33,672,501	\$ 32,015,757	\$ 29,414,450	\$ (4,258,051)
Expenditures & Request:						
Administrative	\$ 10,622,481	\$ 12,035,130	\$ 12,035,130	\$ 12,106,386	\$ 11,272,201	\$ (762,929)



Commissioner of Insurance Budget Summary

	Prior Year Actuals FY 2010-2011	Enacted FY 2011-2012	Existing Oper Budget as of 12/1/11	Continuation FY 2012-2013	Recommended FY 2012-2013	Total Recommended Over/(Under) EOB
Market Compliance	18,382,491	21,441,843	21,637,371	19,909,371	18,142,249	(3,495,122)
Total Expenditures & Request	\$ 29,004,972	\$ 33,476,973	\$ 33,672,501	\$ 32,015,757	\$ 29,414,450	\$ (4,258,051)
Authorized Full-Time Equivalents:						
Classified	239	237	237	237	235	(2)
Unclassified	28	28	28	28	28	0
Total FTEs	267	265	265	265	263	(2)



165_1000 — Administrative

Program Authorization: The Louisiana Constitution of 1974, Article IV, Section 11; Title 36, Chapter 17 of the Louisiana Revised Statutes; Title 22 of the Louisiana Revised Statutes; Act 83 of 1977 (Reorganization Act); Act 477 of 1992 (Reorganization Act); Act 850 of 1984 (Equal Opportunity in Insurance); Act 517 of 1992, (Operations of the Louisiana Insurance Guaranty Association with the Louisiana Department of Insurance); Act 1312 of 1999 (Insurance Fraud Assessment); Act 293 of 2003 (Insurance Fraud); Act 351 of 2003 (Flexible Rating); Act 459 of 2007 (Consumer Advocacy)

Program Description

The mission of the Administration is to provide necessary administrative and operational support to all areas of the department, and to attract insurers to do business in the state.

The goal of the Administration Program is:

- I. To provide necessary administrative and operational support to the entire department, and to attract insurers to do business in the state.

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 Commissioner also entails the following:

- Internal Audit- Reviews the department's internal processes and controls and recommends changes as necessary.
- 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; responsible the Department's Web site content and public information disseminated by the Department; writes Department's Public Service Announcements; coordinates consumer information booths at conferences, fairs or festivals.
- Office of Minority Affairs- Provides assistance to minority and disadvantaged persons who wish to participate in the insurance industry as producers or as employees of insurance companies or related service companies.
- Consumer Advocacy- Provides assistance to the public by receiving inquiries and complaints, preparing and disseminating information as the department deems appropriate to inform or assist consumers, provide direct assistance and advocacy for consumers, provide direct assistance and advocacy for consumers who request such assistance, report apparent or potential violations of law.

Office of Management & Finance - Oversees the management of the department's fiscal, budget and human resources, IT, purchasing, supplies, equipment, inventory/property control, 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, travel and statutory deposits.



- Information Technology- Maintains the department’s databases and systems, assists various divisions in developing on-line access to certain information services for the public, insurance industry and department staff.
- Assessments & Data Management- Invoices and collects Assessments (LA Insurance Rating, Fraud & HIPPA), receipts all revenue, classifies some revenue, maintains database on injury lawsuits in the state.
- 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.
- 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 liaison with the Legislative Fiscal Office and House Fiscal Affairs.
- 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- 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 office inventory including data base.

Administrative Budget Summary

	Prior Year Actuals FY 2010-2011	Enacted FY 2011-2012	Existing Oper Budget as of 12/1/11	Continuation FY 2012-2013	Recommended FY 2012-2013	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	10,592,482	12,005,130	12,005,130	12,076,386	11,242,201	(762,929)
Statutory Dedications	29,999	30,000	30,000	30,000	30,000	0
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Financing	\$ 10,622,481	\$ 12,035,130	\$ 12,035,130	\$ 12,106,386	\$ 11,272,201	\$ (762,929)
Expenditures & Request:						
Personal Services	\$ 5,454,952	\$ 5,910,315	\$ 5,906,846	\$ 5,790,873	\$ 5,032,000	\$ (874,846)
Total Operating Expenses	1,933,890	2,141,635	2,278,590	2,326,204	2,278,590	0
Total Professional Services	800,375	1,442,259	1,442,259	1,633,742	1,603,455	161,196
Total Other Charges	1,909,568	1,990,782	1,857,296	1,805,428	1,808,017	(49,279)
Total Acq& Major Repairs	523,696	550,139	550,139	550,139	550,139	0



Administrative Budget Summary

	Prior Year Actuals FY 2010-2011	Enacted FY 2011-2012	Existing Oper Budget as of 12/1/11	Continuation FY 2012-2013	Recommended FY 2012-2013	Total Recommended Over/(Under) EOB
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 10,622,481	\$ 12,035,130	\$ 12,035,130	\$ 12,106,386	\$ 11,272,201	\$ (762,929)
Authorized Full-Time Equivalents:						
Classified	60	60	60	60	60	0
Unclassified	8	8	8	8	8	0
Total FTEs	68	68	68	68	68	0

Source of Funding

This program is funded from Fees and Self-generated Revenues and Statutory Dedications. Fees and Self-generated Revenue funds are derived from various fees and licenses authorized by R.S. 22. The Statutory Dedications are funded by the Insurance Fraud Investigation Fund (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 2010-2011	Enacted FY 2011-2012	Existing Oper Budget as of 12/1/11	Continuation FY 2012-2013	Recommended FY 2012-2013	Total Recommended Over/(Under) EOB
Insurance Fraud Investigation Fund	\$ 29,999	\$ 30,000	\$ 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	\$ 12,035,130	68	Existing Oper Budget as of 12/1/11
Statewide Major Financial Changes:			
\$ 0	\$ 13,386	0	Civil Service Training Series
\$ 0	\$ (373,180)	0	State Employee Retirement Rate Adjustment
\$ 0	\$ (59,192)	0	Salary Base Adjustment
\$ 0	\$ (98,659)	0	Attrition Adjustment
\$ 0	\$ (155,295)	0	Personnel Reductions
\$ 0	\$ 550,139	0	Acquisitions & Major Repairs
\$ 0	\$ (550,139)	0	Non-Recurring Acquisitions & Major Repairs



Major Changes from Existing Operating Budget (Continued)

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ (733)	0	Risk Management
\$ 0	\$ (35,519)	0	Legislative Auditor Fees
\$ 0	\$ (1,095)	0	Maintenance in State-Owned Buildings
\$ 0	\$ 2,295	0	Capitol Park Security
\$ 0	\$ 130	0	UPS Fees
\$ 0	\$ 2,904	0	Civil Service Fees
\$ 0	\$ (17,261)	0	State Treasury Fees
\$ 0	\$ (201,906)	0	Non-recurring 27th Pay Period
Non-Statewide Major Financial Changes:			
\$ 0	\$ (341,124)	0	Non-recur excess IT funding in Professional Services associated with integrating certain systems into the Entity Management System.
\$ 0	\$ 502,320	0	Network service support agreement to maintain the department's network and desktop system and provide augmentation to the LDI IT staff. Approved by OIT
\$ 0	\$ 11,272,201	68	Recommended FY 2012-2013
\$ 0	\$ 0	0	Less Supplementary Recommendation
\$ 0	\$ 11,272,201	68	Base Executive Budget FY 2012-2013
\$ 0	\$ 11,272,201	68	Grand Total Recommended

Professional Services

Amount	Description
\$1,603,455	Professional service contracts used to assist the department on information technology projects, on-site training, and other miscellaneous contracts.
\$1,603,455	TOTAL PROFESSIONAL SERVICES

Other Charges

Amount	Description
Other Charges:	
	This program does not have funding for Other Charges for Fiscal Year 2012-2013
\$0	SUB-TOTAL OTHER CHARGES
Interagency Transfers:	
\$195,317	Department of Public Safety & Corrections/ Security
\$52,191	Civil Service Fees
\$5,485	CPTP Training
\$25,000	Department of Public Safety - Defensive Driving



Other Charges (Continued)

Amount	Description
\$10,752	Department of Public Safety - Rental space for computers in the data center
\$3,000	DOA - State Mail
\$6,788	DOA - State Printing
\$117,453	Legislative Auditor Fees
\$787,990	Maintenance of State-owned Buildings
\$204,167	Office of Risk Management Fees
\$274,373	Office of Telecommunications Management Fees
\$300	Secretary of State-Miscellaneous-Boxes
\$90	Secretary of State - Dues and Subscriptions
\$74,500	Secretary of State - Miscellaneous including microfilming of state records
\$23,421	Treasury Banking fees
\$12,390	UPS fees
\$14,800	Other/Advertising
\$1,808,017	SUB-TOTAL INTERAGENCY TRANSFERS
\$1,808,017	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
\$550,139	To replace personal computers, servers, and power vault storage units are needed
\$550,139	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

Level	Performance Indicator Name	Yearend Performance Standard FY 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Indicator Values			
				Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
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 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Number of licensed domestic insurers (LAPAS CODE - 912) Domestic Insurer- domiciled in Louisiana and licensed by the Louisiana Department of Insurance.	114	118	114	111	97
Number of licensed foreign/alien insurance companies (LAPAS CODE - 913) 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.	1,392	1,331	1,336	1,326	1,337
Number of surplus lines companies approved and monitored (LAPAS CODE - 914) Surplus Lines Insurer- not regulated, taxed or licensed by Louisiana, but monitored and must meet certain standards to be approved.	152	150	162	171	171
Total number of risk bearing companies licensed and approved (LAPAS CODE - 911)	2,322	1,711	1,728	1,761	1,741

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:



Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
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 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
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	2	0

3. (SUPPORTING) Through the Division of Minority Affairs, to assist minorities and other disadvantaged persons who wish to participate in the insurance industry in the state as producers or as employees of insurers or related service companies.

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 standard company is an insurer that rates a risk up or down from standard rates, depending upon various factors, and uses standard terms and conditions in its policies. It has been difficult for minority/disadvantaged producers to obtain the contract or company appointment that would allow them to sell the standard insurers' products to their clients. LDI conducts with informal counseling and educational/training across the state.



Performance Indicators

L e v e l	Performance Indicator Name	Yearend Performance Standard FY 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Indicator Values			
				Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
S	Number of educational seminars provided by the Division of Minority Affairs (LAPAS CODE - 24326)	Not Applicable	1	10	10	2	2

Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Number of appointments by companies of minority/disadvantaged producers, facilitated by the Division of Minority Affairs (LAPAS CODE - 10161)	11	6	12	69	1
This indicator was a supporting indicator in the past. Prior year results were aided by the Insure Louisiana Plan (LRS 22:2361) which brought six new companies into Louisiana. This indicator will be moved to a General Performance Indicator for FY 2012-13, as the prediction of the total number of appointments is indeterminable.					
Number of persons attending educational training seminars (LAPAS CODE - 13793)	90	125	108	94	168
This was a supporting indicator in the past. Prediction of the number of people attending training seminars is indeterminable.					
Number of minorities receiving services through LDI for training, individual telephone, email assistance to help obtain employment in the insurance industry or related service companies (LAPAS CODE - New)	199	341	362	522	231
New indicator to track all the minorities receiving assistance through the Division of Minority Affairs through training, individual telephone assistance, email assistance to help obtain employment in the insurance industry or related services companies.					

4. (KEY) Through the Office of the Consumer Advocacy, to provide assistance to the public by receiving inquiries and complaints, prepare and disseminate information to inform or assist consumers, provide direct assistance and advocacy for consumers who request such assistance, report apparent or potential violations of law.

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: Generally the Office of Consumer Advocacy is the second point of assistance for consumer who complains of a licensee's actions. Initially, complainants are referred to the consumer affairs division of the Office of Property and Casualty, Health, or Licensing and Life and Annuity, unless OCA receives a complaint under exigent circumstances.

Performance Indicators

L e v e l	Performance Indicator Name	Yearend Performance Standard FY 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Indicator Values			
				Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
K	Average number of days to conclude a complaint investigation (LAPAS CODE - 22837)	90	29	60	60	45	45
K	Number of community based presentations (LAPAS CODE - 22838)	40	106	60	60	60	60
This number includes speaking engagements and radio and television show appearances.							

Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Number of inquiries received (LAPAS CODE - 22839)	Not Applicable	66	130	106	26
Number of complaints received (LAPAS CODE - 22840)	Not Applicable	29	35	53	6
Number of inquiries/complaint investigations concluded (LAPAS CODE - 22841)	Not Applicable	85	165	162	29
Number of public information packets distributed to consumers (LAPAS CODE - 22842)	Not Applicable	710	4,829	9,433	10,541
Amount of claim payments/premium refunds recovered for complainants (LAPAS CODE - 22843)	\$ Not Applicable	\$ 237,857	\$ 218,697	\$ 120,352	\$ 33,149

5. (SUPPORTING) Through the Office of Management & Finance activity, for the Fiscal Affairs Division to collect, each fiscal year, revenue that the department is responsible to collect on its own behalf and on behalf of the state.

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 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
S	Total amount of revenues collected from taxes, assessments, fees, penalties and miscellaneous in \$ millions (LAPAS CODE - 890)	\$ 431.80	\$ 463.40	\$ 476.90	\$ 476.90	\$ 477.77	\$ 477.77

Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Number of different tax types collected (LAPAS CODE - 898)	7	7	7	7	7
Number of different fees and assessments collected (LAPAS CODE - 899)	66	64	71	73	74
Count includes only fees for which there were actual collections.					
Taxable premiums in (\$billions) (LAPAS CODE - 891)	\$ 14.70	\$ 15.20	\$ 15.60	\$ 15.75	\$ 16.23
Tax collections as percentage of taxable premiums (LAPAS CODE - 893)	1.62%	1.83%	1.81%	1.97%	2.01%
Total premiums subject to Louisiana Insurance Rating assessment in billions (LAPAS CODE - 894)	\$ 6.60	\$ 7.28	\$ 7.56	\$ 7.58	\$ 7.71
The LIRC has been abolished and the assessment formerly known as the LIRC assessment is known as the LA Insurance Rating Assessment. There is no change in the thing being measured or the method of measurement; therefore, LDI has left the values in place for prior years.					
Total amount of LA Insurance Rating assessment collected in \$ millions (LAPAS CODE - 895)	\$ 63.91	\$ 71.01	\$ 74.75	\$ 74.84	\$ 77.10
The LIRC has been abolished and the assessment formerly known as the LIRC assessment is known as the LA Insurance Rating Assessment. There is no change in the thing being measured or the method of measurement; therefore, LDI has left the values in place for prior years.					
LA Insurance Rating assessment collection as percentage of subject premiums. (LAPAS CODE - 896)	0.97%	0.98%	0.99%	0.99%	1.00%
The LIRC has been abolished and the assessment formerly known as the LIRC assessment is known as the LA Insurance Rating Assessment. There is no change in the thing being measured or the method of measurement; therefore, LDI has left the values in place for prior years.					
Amount reverted at end of fiscal year (in millions) (LAPAS CODE - 23501)	\$ 9.30	\$ 11.40	\$ 14.40	\$ 13.79	\$ 16.30
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 EOFY.					
Total fees collected in millions (LAPAS CODE - 6397)	\$ 19.03	\$ 21.28	\$ 22.46	\$ 19.92	\$ 21.60



Administrative General Performance Information (Continued)

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Administrative fund assessment as percentage of health premiums (LAPAS CODE - 24327)	0.03%	0.02%	0.02%	0.03%	0.03%
The costs associated with the administration and enforcement of Health Insurance Portability and Accountability Act, as defined in Louisiana law, is 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%	0.04%	0.04%	0.04%	0.04%
The cost is associated with the investigation, enforcement, public education and public awareness, and prosecution of insurance fraud in this state and funded by assessment on property, casualty and health insurers. It is distributed \$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 LDI's section on insurance fraud. This assessment is authorized in La. R.S. 40:1428, subject to a cap of .0375% of assessable premiums.					

6. (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 continue progress on ongoing initiatives to improve consumer and industry service and information access via internet.

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

Performance Indicator Name	Performance Indicator Values					
	Yearend Performance Standard FY 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
S Number of technology projects planned to maximize employee productivity, improve or maintain compatibility with regulated entities, and warehouse data (LAPAS CODE - 22835)	3	2	2	2	2	2
S Percent of technology planned projects completed which maximize employee productivity, improve or maintain compatibility with regulated entities, or warehouse data. (LAPAS CODE - 22836)	100%	100%	100%	100%	100%	100%





165_2000 — Market Compliance

Program Authorization: The Louisiana Constitution of 1974, Article IV, Section 11; Title 36, Chapter 17 of the Louisiana Revised Statutes; Title 22 of the Louisiana Revised Statutes; Act 83 of 1977 (Reorganization Act); Act 477 of 1992 (Reorganization Act); Act 850 of 1984 (Equal Opportunity in Insurance); Act 517 of 1992, (Operations of the Louisiana Insurance Guaranty Association with the Louisiana Department of Insurance); Act 1312 of 1999 (Insurance Fraud Assessment); Act 293 of 2003 (Insurance Fraud); Act 158 of 2000 (Producer Licensing), Act 351 of 2003 (Flexible Rating), Act 711 of 2004 (Automobile Theft and Insurance Fraud Prevention Authority)

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); and 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 Receivership – Oversees, with court-approval, the liquidation of assets of companies in receivership and brings them to a final court-approved closure.

Office of Licensing & Compliance - Oversees the licensing of producers and insurers in the state, investigates complaints related to Life & Annuity coverage's, reviews and approves/disapproves Life & Annuity contract/policy forms. In addition this the Office of Licensing & Compliance entails the following:

- Producer Licensing- Oversees new and renewal licensing of producers, insurance adjusters and public adjusters.
- Company Licensing- Oversees the licensing of all insurers and insurance related entities that require licensure in the state, including initial applications for license and all subsequent filings and applications.
- Consumer Affairs- Investigates consumer complaints related to Life & Annuity coverage's.
- Forms Review- Reviews and approves or disapproves all Life & Annuity contract/policy forms.

Office of Health Insurance - Reviews initial and renewal licensing applications from Medical Necessity Review Organizations (MNRO's) and performs statutory examinations of MNRO's, investigates health insurance related consumer complaints, reviews and approves/disapproves contract/policy forms, advertising and rates, provides health-insurance related information to senior citizens. In addition, this activity entails the following:

- HIPPA Quality Management- Investigates consumer complaints and performs forms review/approval of contract/policy forms, advertising and rates related to major medical and excess/stop-loss health related coverage's, enforces state and federal laws related to HIPPA, and handles complaints related to prompt payment of major medical claims.



- Supplemental Health/MNRO- Investigates consumer complaints and handles forms, advertising and rate review and approval/disapproval for Medicare Insurance Supplements; reviews licensing applications (initial and renewal), forms and performs statutory examinations of MNRO's and investigates health-insurance related to MNRO's.
- Senior Health Insurance Information Program (SHIIP)- Provides information and programs to assist seniors in matters related to health coverage's and benefits (Medicare, Medicaid, Medicare Supplements, Medicare HMO's for example) to maximize benefits and savings.
- Health Care Commission- Makes recommendations to the commissioner of insurance for reform of health care more affordable and available for Louisiana citizens.

Office of Financial Solvency - Monitors the financial health regulated entities through statutorily mandated field examinations and annual financial analysis, performs market conduct examinations of companies and producers, collects all insurance premium and surplus lines taxes. In addition, this activity entails the following:

- Financial Examinations- Performs financial examinations (field) and financial analysis of regulated entities to monitor their financial well-being and takes remedial action as necessary.
- Market Conduct Examinations- Performs market conduct examinations of insurers and producers to assure that policyholders, claimants and beneficiaries are being treated fairly and in line with laws, rules and regulations.
- Insurance Premium and Surplus Lines Tax- Performs annual desk examinations of all insurer tax returns filed, perform field examinations of selected surplus lines brokers, and collects all premium and surplus lines taxes are collections for the State General Fund.
- Actual Services- Provides actuarial analysis of insurance legislation provides actuarial expertise in analysis of reserve liabilities of insurers.

Office of Property & Casualty Insurance - Performs preparatory and support work for insurance rating in handling of rate and rule change submissions and reviews and as necessary acts on rates requiring approval, investigates consumer complaints against Property & Casualty contract/policy forms. In addition, this activity entails the following:

- Rate & Rule- Performs preparatory, support and actuarial work related to rates and rules submissions.
- Consumer Affairs- Investigates consumer complaints against Property & Casualty insurers and producers.
- Forms Review- Reviews and approves/disapproves Property & Casualty forms filings.
- LA Property & Casualty Insurance Commission- Reviews and examines factors affecting the availability and affordability of property and casualty insurance (auto, homeowners and worker's compensation) and report's recommendations to the Governor, the Commissioner of Insurance and the Legislature.

Office of Legal Services - Represents the department in hearings, promulgates rules and regulations, provides legal and policy opinions as requested by department staff, oversees the investigation of suspected incidents of claim fraud and producer/company fraud in the state. In addition this activity entails the following:

- Legal Services- Represents the department in hearings, promulgates rules and regulations, provides internal legal and policy opinions, as requested by department staff.

- Fraud- Investigates suspected incidents of claim fraud and producer/company fraud, and as appropriate, refers cases to law enforcement for further handling; performs background checks for producer and company licensing divisions.
- LA Auto Theft & Insurance Fraud Prevention Authority- Combats vehicles insurance fraud, including fraud by theft and other criminal acts. By law, the Authority solicits and accepts gifts, grants, donations, loans and other assistance from various entities which are deposited into a statutory dedicated fund. Provides bait cars and license plate readers to law enforcement and auto theft programs to the middle and high school students.

Market Compliance Budget Summary

	Prior Year Actuals FY 2010-2011	Enacted FY 2011-2012	Existing Oper Budget as of 12/1/11	Continuation FY 2012-2013	Recommended FY 2012-2013	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	435,681	435,681	0	0	(435,681)
Fees and Self-generated Revenues	15,932,624	17,664,433	17,664,433	17,741,239	15,967,437	(1,696,996)
Statutory Dedications	1,256,855	1,315,748	1,315,748	1,288,320	1,295,000	(20,748)
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	1,193,012	2,025,981	2,221,509	879,812	879,812	(1,341,697)
Total Means of Financing	\$ 18,382,491	\$ 21,441,843	\$ 21,637,371	\$ 19,909,371	\$ 18,142,249	\$ (3,495,122)
Expenditures & Request:						
Personal Services	\$ 14,668,453	\$ 16,156,385	\$ 16,309,825	\$ 16,044,663	\$ 14,365,756	\$ (1,944,069)
Total Operating Expenses	564,788	669,764	719,726	695,823	682,532	(37,194)
Total Professional Services	2,544,017	4,069,590	4,080,708	2,628,357	2,574,526	(1,506,182)
Total Other Charges	605,233	546,104	527,112	540,528	519,435	(7,677)
Total Acq & Major Repairs	0	0	0	0	0	0
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 18,382,491	\$ 21,441,843	\$ 21,637,371	\$ 19,909,371	\$ 18,142,249	\$ (3,495,122)
Authorized Full-Time Equivalents:						
Classified	179	177	177	177	175	(2)
Unclassified	20	20	20	20	20	0
Total FTEs	199	197	197	197	195	(2)



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 and the La. Insurance Rating Commission assessment authorized by R.S. 22:1419. The Statutory Dedications are funded by the Administrative Fund (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 from the Automobile Theft and Insurance Fraud Prevention Authority Fund (R.S. 22:2134); and the Insurance Fraud Investigation Fund (R.S. 22:2134) from assessments on various policies written in Louisiana. The Federal Funds are provided under the Health Care Financing Research, Demonstration and Evaluations Information Grant made under the authority of Section 4360 of the Omnibus Budget Reduction act of 1990 (Public Law 101-508). (Per R.S. 39:36B.(8), see table below for a listing of expenditures out of each Statutory Dedicated fund.)

Market Compliance Statutory Dedications

Fund	Prior Year Actuals FY 2010-2011	Enacted FY 2011-2012	Existing Oper Budget as of 12/1/11	Continuation FY 2012-2013	Recommended FY 2012-2013	Total Recommended Over/(Under) EOB
Administrative Fund- Department of Insurance	\$ 707,421	\$ 740,985	\$ 740,985	\$ 698,557	\$ 705,237	\$ (35,748)
Insurance Fraud Investigation Fund	359,336	362,763	362,763	362,763	362,763	0
Auto. Theft and Insurance Fraud Prev. Auth. Fund	190,098	212,000	212,000	227,000	227,000	15,000

Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 195,528	0	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 21,637,371	197	Existing Oper Budget as of 12/1/11
Statewide Major Financial Changes:			
0	31,730	0	Civil Service Training Series
0	(1,006,918)	0	State Employee Retirement Rate Adjustment
0	326,140	0	Salary Base Adjustment
0	(154,366)	0	Attrition Adjustment
0	(352,294)	(2)	Personnel Reductions
0	(195,528)	0	Non-recurring Carryforwards
0	(20,839)	0	Administrative Law Judges
0	(541,197)	0	Non-recurring 27th Pay Period
Non-Statewide Major Financial Changes:			



Major Changes from Existing Operating Budget (Continued)

General Fund	Total Amount	Table of Organization	Description
0	(1,581,850)	0	Non-Recur Federal funds associated with grants which will end on September 30, 2012.
\$ 0	\$ 18,142,249	195	Recommended FY 2012-2013
\$ 0	\$ 0	0	Less Supplementary Recommendation
\$ 0	\$ 18,142,249	195	Base Executive Budget FY 2012-2013
\$ 0	\$ 18,142,249	195	Grand Total Recommended

Professional Services

Amount	Description
\$2,574,526	Accounting, auditing, and legal contracts to assist the department in fulfilling legislatively mandated examinations of insurers, actuarial reviews of rate submissions, outreach programs, etc.
\$2,574,526	TOTAL PROFESSIONAL SERVICES

Other Charges

Amount	Description
	Other Charges:
\$227,000	Services associated with the Auto Theft and Insurance Fraud Prevention Authority.
\$227,000	SUB-TOTAL OTHER CHARGES
	Interagency Transfers:
\$500	Office Supplies
\$11,464	Department of Civil Service/ Law for administrative hearings
\$3,115	DOA - State Mail
\$184,406	Legal services provided by the Department of Justice
\$84,490	Office of Telecommunications Management for telephone services
\$960	DOA - State Printing
\$7,500	Advertising
\$292,435	SUB-TOTAL INTERAGENCY TRANSFERS
\$519,435	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
\$0	This program does not have funding for Acquisitions and Major Repairs for Fiscal Year 2012-2013



Acquisitions and Major Repairs (Continued)

Amount	Description
\$0	TOTAL ACQUISITIONS AND MAJOR REPAIRS

Performance Information

1. (KEY) Through the office of Receivership activity, to bring to court-approved closure of all estates of companies in receivership at the beginning of FY 2001 by the end of FY 2013, and to bring to court-approved closure within 5 years of their being in receivership estates of all companies placed in receivership after July 1, 2008.

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: Recovered assets of companies in receivership go to the companies' creditors, two of which are the Louisiana Insurance Guaranty Association (LIGA) and the Louisiana Life and Health Insurance Guaranty Association (LLHIGA). Neither the Department of Insurance nor the State General Fund receive any monies from the recovered assets of these companies. All final closures must be court approved.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
		K	Number of companies brought to final closure (LAPAS CODE - 904)	2	1	1	1
K	Total recovery of assets from liquidated companies (LAPAS CODE - 908)	\$ 18,592,845	\$ 35,860,785	\$ 5,995,458	\$ 5,995,458	\$ 14,008,118	\$ 14,008,118

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Number of companies in receivership at beginning of fiscal year (LAPAS CODE - 12273)	20	18	15	10	7
Average number of months estates currently in receivership have been held in receivership (LAPAS CODE - 24329)	Not Available	54	66	68	64



2. (KEY) Through the Office of Licensing and Compliance activity, to oversee the licensing of producers 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

Level	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
K	Number of producer license renewals processed (LAPAS CODE - 6417)	38,000	40,901	31,300	31,300	39,000	39,000
K	Number of company appointments processed (LAPAS CODE - 934)	475,000	540,384	500,000	500,000	525,000	525,000
K	Number of adjusters applications renewals processed (LAPAS CODE - New)	Not Applicable	22,894	Not Applicable	Not Applicable	11,500	11,500

New indicator to track performance and workflow for adjuster renewals. Adjuster renewals are biennial on a calendar cycle.

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Total number of licensed producers (LAPAS CODE - 933)	83,553	84,582	93,096	86,623	98,046
Total number of claims adjusters (LAPAS CODE - 24330)	Not Available	Not Available	24,938	32,015	35,715
Number of new producer licenses issued (LAPAS CODE - 6416)	23,066	30,610	25,615	16,423	17,914
This was a key indicator in the past. It is indeterminable to predict how many new producers may acquire a license.					
Number of new adjuster licenses issued (LAPAS CODE - New)	Not Applicable	Not Applicable	8,207	7,954	9,320
This new indicator will measure will measure the number of new adjuster licenses issued during the fiscal year.					



3. (KEY) Through the Company Licensing Division of the Office of Licensing & Compliance, to review company applications for Certificates of Authority within an average of 90 days, all other licensing and registration applications within 60 days and complete reviews of Certificates of Compliance and No Objection Letters within an average of 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

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
K	Average number of days to review Certificate of Authority/Surplus Lines applications (LAPAS CODE - 22844)	90	108	90	90	90	90
Includes applications for Certificate of Authority for domestic and foreign/alien insurers (including Health Maintenance Organizations) and applications for surplus lines approvals for foreign/alien insurers.							
K	Average number of days to review all other licensing/ registration applications (LAPAS CODE - 22845)	60	58	30	30	60	60
Includes Application for the following: adding lines to a Certificate of Authority; Meddical Necessity Review Organization; Dental Referral Plan registration; Risk Purchasing Group registration, Risk Retention Group registration, Third Party Administrator license, Vehicle Mechanical Breakdown Insurer license, Property Residual Value Insurer license, security registrations and discount Medical Plans.							
K	Average number of days to review Certificate of Compliance/No Objection Letter requests (LAPAS CODE - 22846)	30	33	15	15	30	30
Includes applications Certificate of Compliance, Letters of No Objection for insurers to expand to other states, amendments to articles of incorporation for domestic and foriegn/alien insurers, mergers of foreign insurers.							
K	Percentage of all applications/requests processed within the performance standard (LAPAS CODE - 22847)	75%	31%	80%	80%	80%	80%
K	Average number of days to review all company filings and applications (LAPAS CODE - 6420)	60	37	60	60	60	60



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Number of company licensing applications and filings received (LAPAS CODE - 940)	643	595	579	665	738
Number of company licensing applications and filings processed (LAPAS CODE - 941)	670	607	543	617	665

4. (KEY) Through the Life & Annuity Division, to assist consumers by investigating to conclusion consumer complaints against Life & Annuity insurers and producers within 40 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: 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 be happy with the way a claim 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 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
K	Average number of days to investigate to conclusion a Life & Annuity (L&A) complaint (LAPAS CODE - 13958)	60	32	40	40	40	40
K	Percentage of L&A complaint investigations completed within the performance standard (LAPAS CODE - 22848)	70%	83%	70%	70%	70%	70%



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Amount of claim payments/premium refunds recovered for complainants (LAPAS CODE - 13959)	\$ 1,184,194	\$ 1,935,824	\$ 1,633,359	\$ 1,626,822	\$ 2,345,714
The Life & Annuity recovery amounts include claim benefit amounts, premium refunds, coverage amounts extended, and other gains of this nature which recovered as a result of intervention of LDI on behalf of consumers. LDI has no control over the recovery amount due to its intervention.					
Number of L&A complaints received (LAPAS CODE - 13960)	490	464	441	450	444
Number of L&A complaint investigations concluded (LAPAS CODE - 13961)	505	471	458	449	421

5. (KEY) Through the Life & Annuity, Policy Forms Review Division in the Office of Licensing and Compliance, to pre-approve/disapprove all contract/policy forms, 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/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 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 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
K	Average number of days to process L&A contract/policy forms (LAPAS CODE - 13988)	25	22	25	25	30	30
K	Percentage of L&A contract/policy forms reviews completed within 30 days (LAPAS CODE - 22849)	60%	72%	70%	70%	70%	70%



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Percentage of L&A contract/policy forms approved (LAPAS CODE - 13987)	89%	90%	91%	89%	87%
Number of L&A contract/policy forms received (LAPAS CODE - 13990)	7,998	8,468	8,273	6,001	6,775
Number of L&A contract/policy forms processed (LAPAS CODE - 13991)	7,960	8,450	8,234	5,974	6,358

6. (KEY) Through the Office of Health Insurance, to investigate to conclusion consumer health-insurance related complaints within 42 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: 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 insurance company 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 be happy with the way the claim 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 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
K	Average number of days to investigate to conclusion a consumer health complaint (LAPAS CODE - 987)	42	48	42	42	42	42
K	Percentage of health complaint investigations concluded within 42 days (LAPAS CODE - 22856)	70%	56%	70%	70%	70%	70%



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Amount of claim payments/premium refunds recovered for health coverage complainants (LAPAS CODE - 989)	\$ 1,366,944	\$ 1,135,576	\$ 1,266,820	\$ 2,247,996	\$ 592,505
This was erroneously reported in LaPAS at EOY 2009. Fourth quarter results were reported without combining the total with prior quarters of FY 08-09. This restated amount more accurately reflects the total for 2008-09.					
Number of health complaints received (LAPAS CODE - 6424)	1,319	1,349	1,500	1,495	1,414
These results were erroneously reported in LaPAS at EOY 2008-09.					
Number of health complaint investigations concluded (LAPAS CODE - 6425)	1,362	1,347	1,384	1,463	1,396
These results were erroneously reported in LaPAS at EOY 2008-09.					
Amount of claim payments/premium refunds recovered from self-insured plans (LAPAS CODE - 24331)	\$ 131,824	\$ 135,616	\$ 121,164	\$ 100,147	\$ 106,805
Total shown in new indicator is limited to self-funded plans. In continues to be included in general indicator 989.					

7. (KEY) Through the Office of Health Insurance, to pre-approve or disapprove all major medical, supplemental health policies, contract forms and rates and advertising as authorized within an average of 35 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 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
K	Average number of days to process health contract/policy forms (LAPAS CODE - 12290)	30	33	35	35	35	35
K	Percentage of Health contract/policy forms reviews completed within the performance standard (LAPAS CODE - 22857)	65%	73%	65%	65%	65%	65%



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Percentage of health contract/policy forms, advertising and rates approved (LAPAS CODE - 985)	88%	77%	74%	82%	84%
Number of health contract and/or policy forms, advertising and rates received (LAPAS CODE - 986)	5,409	6,168	5,668	6,459	6,190
Number of health contract/policy forms, advertising and rates processed (LAPAS CODE - 10212)	5,544	6,282	6,337	6,695	7,089

8. (KEY) Through the Supplemental Health/MNRO Section of the Office of Health, to review licensing applications and filings (new and renewal) for MNROs and perform statutory examinations.

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: MNRO's (Medical Necessity Review Organizations) must, by statute, be examined no less frequently than once every three years. The first cycle began in fiscal 2003/04. Complaints or other indications of problems may lead to examination of an MNRO earlier than its scheduled examination date. Exit examinations may also occur earlier than the scheduled statutory examination date.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
K	Number of MNROs examined (LAPAS CODE - 14044)	36	35	18	18	22	22
Statute requires that MNRO's be examined at least once every three years. As of October 19, 2011, there are 78 MNRO licenses.							



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Number of MNRO filings and applications (new and renewal) received (LAPAS CODE - 12134)	109	103	109	82	80
Number of MNRO filings and applications (new and renewal) processed (LAPAS CODE - 12147)	105	102	104	92	76
Average number of days to process MNRO annual reports (LAPAS CODE - 22859)	26	30	26	20	14

9. (KEY) To assist senior citizens 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: Funding for the SHIIP (Senior Health Insurance Information Program) program will be based on basic funding grant; outreach contracts will be limited. The ability to meet the needs of the seniors will be limited.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
K	Number of seniors receiving services (telephone, home-site, fairs, group presentations, etc.) (LAPAS CODE - 12125)	40,000	16,061	32,000	32,000	20,000	20,000
K	Number of senior health group presentations provided (LAPAS CODE - 999)	475	248	350	350	250	250



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Number in attendance at senior health group presentations (LAPAS CODE - 996)	9,452	29,019	17,816	20,584	7,649
Number of senior health volunteer counselor training sessions conducted (LAPAS CODE - 17795)	0	11	8	8	20
Number of senior health publications distributed (LAPAS CODE - 1000)	35,152	66,887	111,433	25,067	277,591
Estimated savings to counseled senior health clients (LAPAS CODE - 995)	\$ 460,324	\$ 4,834,350	\$ 4,218,517	\$ 3,198,929	\$ 4,377,726
<p>SHIIP (Senior Health Insurance Information Program) is funded by a federal grant. Savings to seniors are calculated using a formula developed by the Federal Health Care Financing Administration. 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. Savings, if any, depend upon the situation of the individual senior being counseled.</p>					

10. (KEY) Through the Office of Financial Solvency, to monitor the financial soundness of regulated entities by performing examinations (according to statutorily mandated schedules) and financial analyses each year.

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 5 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. A zone examination is an examination involving other states in which a company does business; zone exams are fairly rare.



Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
K	Number of market conduct examinations performed (LAPAS CODE - 6411)	5	12	10	10	10	10
K	Number of companies analyzed - market conduct (LAPAS CODE - 11937)	140	191	140	140	150	150
K	Percentage of domestic companies examined - financial (LAPAS CODE - 11938)	17%	15%	18%	18%	18%	18%
K	Percentage of filings by domestic companies analyzed - financial (LAPAS CODE - 11939)	100%	90%	95%	95%	100%	100%
K	Percentage of companies other than domestic companies analyzed - financial (LAPAS CODE - 11940)	3%	14%	4%	4%	25%	25%
S	Number of zone examinations in which participating states file dissenting (minority) reports (LAPAS CODE - 13869)	0	0	0	0	0	0

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Number of companies examined - financial (LAPAS CODE - 6410)	27	42	24	29	23
Number of companies analyzed - financial (LAPAS CODE - 6412)	116	184	194	253	363



Market Compliance General Performance Information (Continued)

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Number of companies in administrative supervision at beginning of fiscal year (LAPAS CODE - 13768)	3	2	2	8	7
Number of companies placed in administrative supervision during fiscal year (LAPAS CODE - 921)	0	0	7	0	0
Number of companies returned to good health/ removed from supervision during fiscal year (LAPAS CODE - 922)	1	0	1	0	0
Number of filings of domestic companies analyzed (LAPAS CODE - 22850)	638	711	637	622	582

11. (KEY) To continue to perform field audits of selected surplus lines brokers and desk examinations of all 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

Explanatory Note: A surplus lines broker is a person who solicits, negotiates or procures a policy of insurance with an approved, unauthorized insurer, known as a surplus lines company, when insurance cannot be obtained from insurers licensed to do business in the state. All premium tax returns undergo desk examination.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
K	Additional taxes and penalties assessed as a result of audit in \$ millions (LAPAS CODE - 889)	\$ 0.70	\$ 1.04	\$ 0.70	\$ 0.70	\$ 0.70	\$ 0.70
K	Number of field examinations of surplus lines brokers performed (LAPAS CODE - 900)	90	141	100	100	100	100
This indicator changed from a supporting to a key indicator. This performance information is used on a quarterly basis to help determine workflow throughout the year.							
S	Number of desk examinations performed for tax purposes (LAPAS CODE - 901)	3,000	3,242	3,600	3,600	3,600	3,600
This performance standard is increased as the number of surplus lines producers has increased.							



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Percentage of surplus lines brokers examined (LAPAS CODE - 6396)	9%	7%	7%	7%	6%
Change from a key to general indicator. this indicator is not essential in tracking workflow throughout the year; however, it does give essential information at year end.					

12. (KEY) Through the Consumer Affairs Division of the Office of Property & Casualty, to investigate to conclusion consumer complaints against Property & Casualty insurers and producers within an average of 70 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: 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 terms and conditions of the policy. A consumer may expect payment for an item not covered by the policy or may not be happy with the way a claim 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 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
K Average number of days to conclude a P&C complaint investigation (LAPAS CODE - 10204)	80	91	75	75	70	70
K Percentage of property and casualty complaint investigations concluded within the performance standard (LAPAS CODE - New)	Not Applicable	91%	Not Applicable	Not Applicable	75%	75%
New key indicator to track the performance of all complaint investigations concluded within the performance standard. A similar performance indicator is tracked within the other complaint divisions in the LDI.						



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Amount of claim payments and/or premium refunds recovered for P&C complainants (LAPAS CODE - 954)	\$ 32,392,279	\$ 14,129,221	\$ 8,475,358	\$ 2,340,956	\$ 5,619,369
Number of P&C complaints received (LAPAS CODE - 14211)	4,398	2,551	3,010	2,117	1,743
Number of P&C complaints investigations concluded (LAPAS CODE - 14212)	8,143	3,609	3,186	2,049	1,838

13. (KEY) Through the Forms Review Division within the Office of Property & Casualty, to pre-approve or disapprove all contract forms for use by 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 the state's 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 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
K	Average number of days to process P&C contract/policy forms (LAPAS CODE - 13939)	35	21	30	30	30	30
K	Percentage of P&C contracts/policy forms reviews completed within 30 days (LAPAS CODE - 22852)	65%	57%	55%	55%	57%	57%



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Percentage of P&C contract/policy forms approved (LAPAS CODE - 13940)	52%	52%	54%	60%	59%
Percentage of all forms filed. This percentage does not recognize conditional approvals, forms received for informational purposes only, forms withdrawn and filings where companies adopt filing organizations' forms which the department had previously approved for use in Louisiana.					
Number of P&C contract/policy forms received (LAPAS CODE - 13942)	22,194	25,465	22,614	23,631	26,307
Number of P&C contract/policy forms processed (LAPAS CODE - 13943)	20,266	25,095	24,121	23,444	27,326
Percentage of P&C contract/policy forms disapproved (LAPAS CODE - 24953)	41%	34%	28%	31%	30%

14. (SUPPORTING) Through the Rate and Rule Division of the Office of Property & Casualty, to provide necessary preparatory activities for rate and rule change submissions that require action 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

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 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
S	Average number of days from receipt of submission/ rate filing by Office of Property & Casualty to referral to actuarial staff (LAPAS CODE - 13945)	18	10	15	15	18	18
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	11	14	14	12	12
S	Average number of days from receipt of rate filing/ submission to final action by LDI (LAPAS CODE - 20282)	31	26	32	32	29	29

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Total written premiums for calendar year ending during fiscal year (property, casualty, surety and inland marine) subject to regulation by the LDI - in \$ billions (Includes surplus lines and residual market) (LAPAS CODE - 974)	\$ 9.060	\$ 9.940	\$ 9.380	\$ 9.430	\$ 9.440
Total premiums written for calendar year ending during fiscal year (property, casualty, surety & inland marine) classified as surplus lines in \$ billions (LAPAS CODE - 22853)	\$ 1.26	\$ 1.06	\$ 0.99	\$ 0.99	\$ 0.94
Total written premiums for calendar year ending during fiscal year (property, casualty, surety & inland marine) classified as residual market in millions (LAPAS CODE - 22854)	\$ 187.70	\$ 265.90	\$ 281.07	\$ 222.90	\$ 209.90
Premiums in residual market include premiums from Louisiana Citizens Property Insurance and Louisiana Automobile Insurance Plan. Results exclude LWCC since the data is not provided to the Department of Insurance.					
Number of submissions reviewed by actuary (LAPAS CODE - 971)	623	594	559	603	565
Average percentage change in rates at fiscal year end (LAPAS CODE - 22855)	0.70%	0.21%	0.75%	0.66%	1.01%



15. (KEY) Through the Fraud Section, to reduce incidences of insurance fraud in the state through screening of licenses, 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 at a later date. 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 that 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 2010-2011	Actual Yearend Performance FY 2010-2011	Performance Standard as Initially Appropriated FY 2011-2012	Existing Performance Standard FY 2011-2012	Performance At Continuation Budget Level FY 2012-2013	Performance At Executive Budget Level FY 2012-2013
K	Percentage of initial claim fraud complaint investigations completed within 10 working days (LAPAS CODE - 12276)	85%	97%	85%	85%	85%	85%
K	Percentage of background checks completed within 15 working days (LAPAS CODE - 12278)	85%	85%	85%	85%	85%	85%

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Number of claim fraud investigations opened (LAPAS CODE - 12282)	1,560	1,090	1,747	2,213	2,640
Number of claim fraud investigations referred to law enforcement (LAPAS CODE - 959)	346	285	425	476	761
Number of producer investigations opened (LAPAS CODE - 12279)	114	67	97	97	198

This indicator has changed from counting producer and company investigations to counting only producers investigations. New separate indicators are added to count company investigations separately.



Market Compliance General Performance Information (Continued)

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	Prior Year Actual FY 2010-2011
Number of producer investigations referred to law enforcement (LAPAS CODE - 12281)	23	40	12	22	5
This indicator has changed from counting producer and company investigations to counting only producers investigations. New separate indicators are added to count company investigations seperately.					
Number of background checks performed for company and producer licensing divisions (LAPAS CODE - 962)	2,221	1,778	1,715	1,372	1,126
Number of company investigations opened (LAPAS CODE - 24332)	5	6	21	33	0
Number of company investigations referred to law enforcement (LAPAS CODE - 24333)	0	0	2	0	0
Number of claims adjuster investigations opened (LAPAS CODE - 23502)	Not Available	13	8	4	5
Number of claims adjuster investigations referred to law enforcement (LAPAS CODE - 24334)	Not Available	0	3	0	0



