

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 2015-2016	Enacted FY 2016-2017	Existing Oper Budget as of 12/01/16	Continuation FY 2017-2018	Recommended FY 2017-2018	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	26,043,455	28,606,463	28,606,463	29,501,727	28,507,968	(98,495)
Statutory Dedications	1,308,734	1,445,979	1,445,979	1,471,369	1,738,353	292,374
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	916,516	1,309,816	1,309,816	716,006	716,006	(593,810)
Total Means of Financing	\$ 28,268,705	\$ 31,362,258	\$ 31,362,258	\$ 31,689,102	\$ 30,962,327	\$ (399,931)
Expenditures & Request:						
Commissioner of Insurance	\$ 28,268,705	\$ 31,362,258	\$ 31,362,258	\$ 31,689,102	\$ 30,962,327	\$ (399,931)
Total Expenditures & Request	\$ 28,268,705	\$ 31,362,258	\$ 31,362,258	\$ 31,689,102	\$ 30,962,327	\$ (399,931)



Commissioner of Insurance Budget Summary

	Prior Year Actuals FY 2015-2016	Enacted FY 2016-2017	Existing Oper Budget as of 12/01/16	Continuation FY 2017-2018	Recommended FY 2017-2018	Total Recommended Over/(Under) EOB
Authorized Full-Time Equivalents:						
Classified	198	198	198	198	195	(3)
Unclassified	27	27	27	27	27	0
Total FTEs	225	225	225	225	222	(3)



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.

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 2015-2016	Enacted FY 2016-2017	Existing Oper Budget as of 12/01/16	Continuation FY 2017-2018	Recommended FY 2017-2018	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	26,043,455	28,606,463	28,606,463	29,501,727	28,507,968	(98,495)
Statutory Dedications	1,308,734	1,445,979	1,445,979	1,471,369	1,738,353	292,374
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	916,516	1,309,816	1,309,816	716,006	716,006	(593,810)
Total Means of Financing	\$ 28,268,705	\$ 31,362,258	\$ 31,362,258	\$ 31,689,102	\$ 30,962,327	\$ (399,931)
Expenditures & Request:						
Administrative	\$ 10,908,184	\$ 12,005,490	\$ 12,005,490	\$ 12,317,750	\$ 12,049,833	\$ 44,343



Commissioner of Insurance Budget Summary

	Prior Year Actuals FY 2015-2016	Enacted FY 2016-2017	Existing Oper Budget as of 12/01/16	Continuation FY 2017-2018	Recommended FY 2017-2018	Total Recommended Over/(Under) EOB
Market Compliance	17,360,521	19,356,768	19,356,768	19,371,352	18,912,494	(444,274)
Total Expenditures & Request	\$ 28,268,705	\$ 31,362,258	\$ 31,362,258	\$ 31,689,102	\$ 30,962,327	\$ (399,931)
Authorized Full-Time Equivalents:						
Classified	198	198	198	198	195	(3)
Unclassified	27	27	27	27	27	0
Total FTEs	225	225	225	225	222	(3)



165_1000 — Administrative

Program Authorization: La. Const. Art. IV, B 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.

Administrative Budget Summary

	Prior Year Actuals FY 2015-2016	Enacted FY 2016-2017	Existing Oper Budget as of 12/01/16	Continuation FY 2017-2018	Recommended FY 2017-2018	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	10,218,696	11,259,484	11,259,484	11,571,744	11,303,827	44,343
Statutory Dedications	30,000	30,000	30,000	30,000	30,000	0
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	659,488	716,006	716,006	716,006	716,006	0
Total Means of Financing	\$ 10,908,184	\$ 12,005,490	\$ 12,005,490	\$ 12,317,750	\$ 12,049,833	\$ 44,343
Expenditures & Request:						
Personal Services	\$ 6,509,442	\$ 6,476,536	\$ 6,468,951	\$ 6,797,466	\$ 6,552,173	\$ 83,222
Total Operating Expenses	1,872,997	2,035,318	2,035,318	2,085,318	2,085,318	50,000
Total Professional Services	393,677	1,083,853	1,091,438	1,091,438	1,091,438	0
Total Other Charges	1,673,734	1,866,207	1,866,207	1,799,952	1,777,328	(88,879)
Total Acq & Major Repairs	458,334	543,576	543,576	543,576	543,576	0
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 10,908,184	\$ 12,005,490	\$ 12,005,490	\$ 12,317,750	\$ 12,049,833	\$ 44,343



Administrative Budget Summary

	Prior Year Actuals FY 2015-2016	Enacted FY 2016-2017	Existing Oper Budget as of 12/01/16	Continuation FY 2017-2018	Recommended FY 2017-2018	Total Recommended Over/(Under) EOB
Authorized Full-Time Equivalents:						
Classified	60	60	60	60	59	(1)
Unclassified	8	8	8	8	8	0
Total FTEs	68	68	68	68	67	(1)

Source of Funding

This program is funded by Fees and Self-generated Revenues, Statutory Dedications, and Federal Funds. 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 Dedication Fund).

Administrative Statutory Dedications

Fund	Prior Year Actuals FY 2015-2016	Enacted FY 2016-2017	Existing Oper Budget as of 12/01/16	Continuation FY 2017-2018	Recommended FY 2017-2018	Total Recommended Over/(Under) EOB
Insurance Fraud Investigation Fund	\$ 30,000	\$ 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	\$ 12,005,490	68	Existing Oper Budget as of 12/01/16
Statewide Major Financial Changes:			
\$ 0	\$ 12,848	0	Civil Service Training Series
\$ 0	\$ (130,510)	0	Related Benefits Base Adjustment
\$ 0	\$ 80,187	0	Retirement Rate Adjustment
\$ 0	\$ 237,075	0	Salary Base Adjustment
\$ 0	\$ (116,378)	0	Attrition Adjustment
\$ 0	\$ 0	(1)	Personnel Reductions
\$ 0	\$ 543,576	0	Acquisitions & Major Repairs
\$ 0	\$ (543,576)	0	Non-Recurring Acquisitions & Major Repairs
\$ 0	\$ (71,351)	0	Risk Management
\$ 0	\$ 23,635	0	Legislative Auditor Fees



Major Changes from Existing Operating Budget (Continued)

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ (25,154)	0	Maintenance in State-Owned Buildings
\$ 0	\$ 1,147	0	Capitol Park Security
\$ 0	\$ (1,149)	0	UPS Fees
\$ 0	\$ 4,564	0	Civil Service Fees
\$ 0	\$ 6,617	0	State Treasury Fees
\$ 0	\$ 3,961	0	Office of Technology Services (OTS)
\$ 0	\$ (31,149)	0	Office of State Procurement
Non-Statewide Major Financial Changes:			
\$ 0	\$ 50,000	0	Funding for leased rental space to house records of liquidated insurance companies in accordance with the approved retention policy.
\$ 0	\$ 12,049,833	67	Recommended FY 2017-2018
\$ 0	\$ 0	0	Less Supplementary Recommendation
\$ 0	\$ 12,049,833	67	Base Executive Budget FY 2017-2018
\$ 0	\$ 12,049,833	67	Grand Total Recommended

Professional Services

Amount	Description
\$302,134	Other Professional Services
\$763,754	IT Consulting
\$25,550	Legal
\$1,091,438	TOTAL PROFESSIONAL SERVICES

Other Charges

Amount	Description
Other Charges:	
This program does not have funding for Other Charges.	
SUB-TOTAL OTHER CHARGES	
Interagency Transfers:	
\$192,437	Department of Public Safety & Corrections/Security
\$76,696	Civil Service Fees
\$6,962	CPTP Training
\$10,752	Department of Public Safety - Rental Space for Computers in the Data Center
\$3,156	Postage



Other Charges (Continued)

Amount	Description
\$10,288	State Printing
\$45,359	Legislative Auditor Fees
\$766,585	Maintenance of State-owned Buildings
\$220,449	Office of Risk Management Fees
\$65,204	Office of State Procurement
\$268	Interagency Transfers
\$7,934	Related Benefits
\$279,942	Office of Telecommunications Management Fees
\$57,634	Office of Technology Services (OTS)
\$19,376	Treasury Banking fees
\$13,964	UPS fees
\$322	Office Supplies
\$1,777,328	SUB-TOTAL INTERAGENCY TRANSFERS
\$1,777,328	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	Yearend Performance Standard FY 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Indicator Values			
				Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
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 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Number of licensed domestic insurers (LAPAS CODE - 912)	98	85	109	106	107
Domestic Insurer - domiciled in Louisiana and licensed by the Louisiana Department of Insurance.					
Number of licensed foreign/alien insurance companies (LAPAS CODE - 913)	2,578	1,343	1,312	1,314	1,302
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)	2,852	1,764	1,742	1,752	1,747
Total number of non-risk bearing companies licensed or approved (LAPAS CODE - 25961)	Not Available	742	761	848	698
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 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
S	Number of internal audits performed (LAPAS CODE - 6393)	4	3	4	4	4	4
S	Number of repeat internal audit findings (LAPAS CODE - 887)	1	1	0	0	0	0

Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
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	1	1	0

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

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
K	Number of community based presentations (LAPAS CODE - 22838)	60	44	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	214	360	360	360	360
K	Percentage of complaint files referred for additional regulatory review, as a result of audit (LAPAS CODE - 25338)	2%	0	2%	2%	2%	2%
K	Percentage of complaint files leading to additional staff training, as a result of audit (LAPAS CODE - 25339)	10%	27%	10%	10%	10%	10%

Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Number of inquiries received (LAPAS CODE - 22839)	68	273	6	6	48
Number of public information packets distributed to consumers (LAPAS CODE - 22842)	5,166	3,675	5,426	6,303	4,164
Percentage of LDI complaint files audited (LAPAS CODE - 25340)	Not Applicable	1%	7%	9%	5%

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	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
S	Number of educational seminars provided by the Division of Minority Affairs (LAPAS CODE - 24326)	3	3	3	3	3	3

Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Number of persons attending educational training seminars (LAPAS CODE - 13793)	291	366	105	759	130
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)	81	69	89	92	79
Number of workshops the Division of Diversity and Opportunity participated in via invitations (LAPAS CODE - 25162)	18	1	8	9	5
Number of minorities employed in career positions in companies responding to career survey (LAPAS CODE - 25335)	Not Available	Not Available	1,275	Not Available	Not Available
Prior to FY 2013-14, 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. Department plans to restart the survey in FY 2016-17.					
Number of companies responding to career survey (LAPAS CODE - 25336)	Not Applicable	Not Applicable	370	Not Available	Not Available
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	Yearend Performance Standard FY 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Indicator Values			
				Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
K	Number of senior health group presentations provided (LAPAS CODE - 999)	200	226	250	250	250	250
K	Total persons reached through presentations and/or booths and exhibits. (CMS PM2) (LAPAS CODE - 996)	40,000	58,063	31,200	31,200	33,500	33,500
K	Number of client contacts in-person, office, telephone call durations, and contacts by email, postal or fax (CMS PM1) (LAPAS CODE - 25346)	39,000	45,367	33,000	33,000	35,000	35,000
S	Total counseling hours provided (CMS PM8) (LAPAS CODE - 25344)	25,000	15,793	11,000	11,000	13,000	13,000
S	Total number of active SHIP counselors (LAPAS CODE - 25345)	150	80	63	63	75	75



Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Number of senior health counselors training sessions conducted (LAPAS CODE - 17795)	33	21	0	7	6
Indicator includes all training sessions conducted. This includes volunteers, contract workers, and employees. Training sessions range from webinars, video conferencing, personal training, etc.					
Estimated savings to counseled health clients (LAPAS CODE - 995)	\$ 6,707,269	\$ 6,378,429	\$ 2,887,954	\$ 1,503,681	\$ 1,183,532
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.					
Number of agencies reporting data (LAPAS CODE - 25401)	7	7	7	9	20
Number of volunteer counselors (LAPAS CODE - 25402)	Not Applicable	2	0	2	0
Number of Medicare beneficiaries in the state, as of September 30 (LAPAS CODE - 25403)	729,928	750,986	772,188	774,449	793,159

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	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
S	Total amount of revenues collected from taxes, assessments, fees, penalties, and miscellaneous in \$ millions (LAPAS CODE - 890)	\$ 586.12	\$ 646.52	\$ 590.43	\$ 590.43	\$ 827.16	\$ 827.16
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 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Number of different tax types collected (LAPAS CODE - 898)	7	7	7	7	7
Number of different fees and assessments collected (LAPAS CODE - 899)	73	76	72	74	71
Count includes only fees for which there were actual collections.					
Tax collections as percentage of taxable premiums (LAPAS CODE - 893)	2.01%	2.05%	2.04%	2.00%	2.04%
Total amount of LA Insurance Rating assessment collected in \$ millions (LAPAS CODE - 895)	\$ 78.10	\$ 78.70	\$ 83.10	\$ 86.90	\$ 85.80
Total fees collected in \$ millions (LAPAS CODE - 6397)	\$ 21.20	\$ 23.47	\$ 23.18	\$ 24.34	\$ 24.61
Total taxes collected \$ in millions (LAPAS CODE - 25813)	\$ 365.26	\$ 421.87	\$ 445.51	\$ 454.08	\$ 529.74
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)	\$ 15.40	\$ 18.15	\$ 19.17	\$ 18.15	\$ 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%	0.02%	0.03%	0.02%	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)	0.05%	0.04%	0.04%	0.04%	0.03%
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	Performance Indicator Values					
		Yearend Performance Standard FY 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
S	Number of desk examinations performed for tax purposes (LAPAS CODE - 901)	3,565	3,727	3,600	3,600	3,700	3,700
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 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Taxable premiums in \$ billions (LAPAS CODE - 891)	\$ 16.47	\$ 18.01	\$ 19.47	\$ 20.56	\$ 23.11
Total premiums subject to Louisiana Insurance Rating assessment in \$ billions (LAPAS CODE - 894)	\$ 7.80	\$ 7.87	\$ 8.84	\$ 9.08	\$ 9.29
LDI budget as percentage of total revenue collected (LAPAS CODE - 25404)	7.02%	5.88%	5.69%	5.69%	4.66%

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 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
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%	100%	100%	100%	100%	100%



165_2000 — Market Compliance

Program Authorization: La. Const. Art. IV, § 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.

Market Compliance Budget Summary

	Prior Year Actuals FY 2015-2016	Enacted FY 2016-2017	Existing Oper Budget as of 12/01/16	Continuation FY 2017-2018	Recommended FY 2017-2018	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	15,824,759	17,346,979	17,346,979	17,929,983	17,204,141	(142,838)
Statutory Dedications	1,278,734	1,415,979	1,415,979	1,441,369	1,708,353	292,374
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	257,028	593,810	593,810	0	0	(593,810)
Total Means of Financing	\$ 17,360,521	\$ 19,356,768	\$ 19,356,768	\$ 19,371,352	\$ 18,912,494	\$ (444,274)
Expenditures & Request:						
Personal Services	\$ 15,117,006	\$ 15,955,707	\$ 15,955,707	\$ 15,997,083	\$ 15,423,007	\$ (532,700)
Total Operating Expenses	331,066	506,858	506,858	471,383	471,383	(35,475)
Total Professional Services	1,719,222	2,488,266	2,488,266	2,496,949	2,496,949	8,683
Total Other Charges	193,227	405,937	405,937	405,937	521,155	115,218
Total Acq & Major Repairs	0	0	0	0	0	0
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 17,360,521	\$ 19,356,768	\$ 19,356,768	\$ 19,371,352	\$ 18,912,494	\$ (444,274)



Market Compliance Budget Summary

	Prior Year Actuals FY 2015-2016	Enacted FY 2016-2017	Existing Oper Budget as of 12/01/16	Continuation FY 2017-2018	Recommended FY 2017-2018	Total Recommended Over/(Under) EOB
Authorized Full-Time Equivalents:						
Classified	138	138	138	138	136	(2)
Unclassified	19	19	19	19	19	0
Total FTEs	157	157	157	157	155	(2)

Source of Funding

This program is funded from Fees and Self-generated Revenues and Statutory Dedications. 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. (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 2015-2016	Enacted FY 2016-2017	Existing Oper Budget as of 12/01/16	Continuation FY 2017-2018	Recommended FY 2017-2018	Total Recommended Over/(Under) EOB
Administrative Fund - Department of Insurance	\$ 709,227	\$ 749,989	\$ 749,989	\$ 767,018	\$ 948,601	\$ 198,612
Insurance Fraud Investigation Fund	438,483	476,008	476,008	484,369	532,752	56,744
Auto. Theft and Insurance Fraud Prev. Auth. Fund	131,024	189,982	189,982	189,982	227,000	37,018

Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 0	0	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 19,356,768	157	Existing Oper Budget as of 12/01/16
Statewide Major Financial Changes:			
0	24,316	0	Civil Service Training Series
0	(434,456)	0	Related Benefits Base Adjustment
0	197,259	0	Retirement Rate Adjustment
0	21,638	0	Salary Base Adjustment



Major Changes from Existing Operating Budget (Continued)

General Fund	Total Amount	Table of Organization	Description
0	(277,271)	0	Attrition Adjustment
0	0	(2)	Personnel Reductions
0	78,200	0	Administrative Law Judges
Non-Statewide Major Financial Changes:			
0	(253,403)	0	Non-recr Federal funding associated with the Health Premium Rate Review Program due to the expiration of the federal grant on September 30, 2016.
0	12,425	0	Funds training required by the National Association of Insurance Commissioners (NAIC) to maintain a staff development program.
0	100,000	0	Restores funding needed for the department to contract with certified examiners to perform market conduct examinations as necessary.
0	50,000	0	Upgrades the department's complaint tracking software application to be compliant with the uniform standards established by the National Association of Insurance Commissioners (NAIC).
0	37,018	0	Increases Statutory Dedications from the Automobile Theft and Insurance Fraud Prevention Fund for the purposes of fraud prevention. These funds are restricted only for the purposes of the Insurance Fraud Program expenditures.
\$ 0	\$ 18,912,494	155	Recommended FY 2017-2018
\$ 0	\$ 0	0	Less Supplementary Recommendation
\$ 0	\$ 18,912,494	155	Base Executive Budget FY 2017-2018
\$ 0	\$ 18,912,494	155	Grand Total Recommended

Professional Services

Amount	Description
\$153,300	Legal
\$332,509	Other Professional Services
\$2,011,140	Accounting & Auditing
\$2,496,949	TOTAL PROFESSIONAL SERVICES

Other Charges

Amount	Description
Other Charges:	
\$227,000	Public Safety & Fraud Prevention
\$227,000	SUB-TOTAL OTHER CHARGES
Interagency Transfers:	
\$173,896	Administrative Law Judge



Other Charges (Continued)

Amount	Description
\$2,128	Postage
\$100,000	Legal services provided by the Department of Justice
\$13,516	Office of Telecommunications
\$4,615	Advertising
\$294,155	SUB-TOTAL INTERAGENCY TRANSFERS
\$521,155	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

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

Performance Information

- (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 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
K	Number of producer license renewals processed (LAPAS CODE - 6417)	57,000	63,894	63,000	63,000	63,000	63,000
K	Number of company appointments processed (LAPAS CODE - 934)	520,000	585,155	550,000	550,000	550,000	550,000
K	Number of adjusters renewals processed (LAPAS CODE - 25030) Adjuster renewals are biennial on a calendar year cycle.	22,500	24,052	25,500	25,500	25,500	25,500
K	Percentage of all problematic applications and requests processed within 5 days (LAPAS CODE - New)	Not Available	Not Available	Not Available	Not Available	60	60

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Total number of licensed producers (LAPAS CODE - 933)	124,399	114,441	112,784	119,515	125,221
Total number of adjusters (LAPAS CODE - 24330)	44,813	54,710	51,185	56,538	63,304
Number of new producer licenses issued (LAPAS CODE - 6416)	17,653	18,015	37,741	25,529	28,171
Number of new adjuster licenses issued (LAPAS CODE - 25031)	8,639	11,035	9,245	13,040	13,979
Percentage of first time applications submitted electronically (LAPAS CODE - 25814)	84.5%	86.8%	97.1%	98.5%	99.3%
Percentage of renewal applications submitted electronically (LAPAS CODE - 25815)	95.9%	97.4%	97.2%	97.5%	98.4%

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 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
K	Average number of days to complete review of Certificate of Authority and health maintenance organization applications (LAPAS CODE - 22844)	60	58	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	60	50	50	50	50
	"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	35	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%	59%	75%	75%	75%	75%

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Number of company licensing applications and filings received (LAPAS CODE - 940)	624	621	733	711	591
Number of company licensing applications and filings processed (LAPAS CODE - 941)	549	575	727	591	608



3. (KEY) Through the Health Forms Division, to review for approval health 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

Level	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
K	Average number of days to process health form filing renews (LAPAS CODE - 12290)	35	23	35	35	35	35
K	Percentage of health filing reviews completed within the performance standard (LAPAS CODE - 22857)	65%	81%	65%	65%	65%	65%

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Number of health policy forms/contracts, Medicare supplement rates and discount medical plan applications and renewals received (LAPAS CODE - 986)	6,337	6,022	8,429	7,231	5,727
Number of health policy forms/contracts, Medicare supplement rates and discount medical plan applications and renewals processed (LAPAS CODE - 10212)	6,513	5,665	7,089	7,716	5,499
Percentage of health policy form filings approved (LAPAS CODE - 985)	84%	75%	83%	87%	93%

This percentage includes disability products approved through the Interstate Product Regulation Compact.



Market Compliance General Performance Information (Continued)

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Number of disability forms approved through the Interstate Insurance Product Regulation Compact (IIPRC) (LAPAS CODE - 25408)	19	9	10	30	36
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.					
Number of Utilization Review Organization (URO) applications received (LAPAS CODE - new)	Not Applicable	Not Applicable	Not Applicable	31	33
Number of Utilization Review Organization (URO) applications processed (LAPAS CODE - new)	Not Applicable	Not Applicable	Not Applicable	27	25
Average number of days to process Independent Review Organizations (IRO) (LAPAS CODE - new)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	65
Number of Independent Review Organizations (IRO) applications received (new and renewal) (LAPAS CODE - new)	Not Applicable	Not Applicable	Not Applicable	14	3
Number of Independent Review Organizations (IRO) applications processed (new and renewal) (LAPAS CODE - new)	Not Applicable	Not Applicable	Not Applicable	13	1

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 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
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	53	45	45	45	45
<p>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.</p>							
K	Percentage of life, annuity, and long-term care forms, advertising and rate reviews completed within the performance standard (LAPAS CODE - 22849)	70%	36%	50%	50%	50%	50%

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Percentage of life, annuity, and long-term care forms, advertising and rates which require pre-approval approved (LAPAS CODE - 13987)	91%	92%	87%	87%	91%
Number of life, annuity, and long-term care forms, advertising and rates received (LAPAS CODE - 13990)	5,308	4,717	4,134	3,857	3,240
Number of life, annuity, and long-term care forms, advertising and rates processed (LAPAS CODE - 13991)	5,578	4,767	3,969	3,654	3,673
Number of life, annuity, and long-term care forms, advertising and rates filed for informational purposes only (LAPAS CODE - 25406)	355	493	461	386	587
Number of life, annuity, and long-term care forms approved through the Interstate Insurance Product Regulation Compact (IIPRC) (LAPAS CODE - 25407)	1,584	1,853	1,797	2,000	1,721

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 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
K	Average number of days to process health rate reviews (LAPAS CODE - 25847)	60	54	90	90	90	90
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 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Number of health review rate filings received (LAPAS CODE - 25962)	Not Applicable	Not Applicable	75	141	67
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 - 25963)	Not Applicable	Not Applicable	9	151	75
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	Yearend Performance Standard FY 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Indicator Values			
				Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
K	Percentage of filings by domestic companies analyzed - financial (LAPAS CODE - 11939)	100%	89%	100%	100%	100%	100%

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Number of companies examined - financial (LAPAS CODE - 6410)	12	28	20	31	28
Percentage of domestic companies examined - financial (LAPAS CODE - 11938)	8%	19%	14%	23%	19%
Number of examinations coordinated with other states (LAPAS CODE - 25409)	Not Available	4	3	6	5
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)	283	251	229	236	225
Number of filings of domestic companies analyzed (LAPAS CODE - 22850)	623	621	684	616	573
Number of companies in administrative supervision at beginning of fiscal year (LAPAS CODE - 13768)	5	5	5	5	2
Number of companies placed in administrative supervision during fiscal year (LAPAS CODE - 921)	0	0	1	1	1



Market Compliance General Performance Information (Continued)

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Number of companies returned to good health/ removed from administrative supervision during fiscal year (LAPAS CODE - 922)	0	0	0	1	0
Number of companies in receivership at beginning of fiscal year (LAPAS CODE - 12273)	6	4	3	5	6
Number of companies in receivership brought to final closure (LAPAS CODE - 904)	2	1	2	1	2
Average number of months estates currently in receivership have been held in receivership (LAPAS CODE - 24329)	77	101	101	70	62

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 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
K	Average number of days to process property & casualty contract and policy forms (LAPAS CODE - 13939)	30	14	30	30	30	30
K	Percentage of property & casualty contract and policy forms reviews completed within the performance standard (LAPAS CODE - 22852)	60%	78%	65%	65%	65%	65%



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Number of property & casualty contract and policy forms received (LAPAS CODE - 13942)	21,725	19,504	19,385	23,597	22,010
Number of property & casualty contract and policy forms processed (LAPAS CODE - 13943)	24,516	20,651	19,267	23,314	23,400
Percentage of property & casualty contract and policy forms approved (LAPAS CODE - 13940)	69%	73%	77%	71%	68%
Percentage of property & casualty contract and policy forms disapproved (LAPAS CODE - 24953)	21%	15%	16%	20%	23%

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

Level	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
S	Average number of days from receipt of filing/ submission by Office of Property & Casualty to referral to actuarial staff (LAPAS CODE - 13945)	16	16	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)	12	11	12	12	12	12
S	Average number of days from receipt of rate filing/ submission to final action by LDI (LAPAS CODE - 20282)	28	27	28	28	28	28

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
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)	\$ 9.50	\$ 9.88	\$ 10.40	\$ 10.70	\$ 10.80
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	\$ 0.98	\$ 1.05	\$ 1.06	\$ 0.99
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)	\$ 197.71	\$ 245.98	\$ 248.80	\$ 241.60	\$ 212.24
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 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Number of submissions reviewed by actuary (LAPAS CODE - 971)	566	629	724	707	602
Total is counted on a fiscal year period.					
Average percentage change in rates at fiscal year end (LAPAS CODE - 22855)	2.32%	2.33%	2.50%	1.98%	2.46%
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 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
K	Percentage of initial claim fraud complaint investigations completed within 10 working days (LAPAS CODE - 12276)	90%	100%	90%	90%	90%	90%
K	Percentage of background checks completed within 15 working days (LAPAS CODE - 12278)	90%	99%	90%	90%	90%	90%



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Number of background checks performed for company and producer licensing divisions (LAPAS CODE - 962)	1,229	1,966	1,281	1,216	1,139
Number of claim fraud investigations opened (LAPAS CODE - 12282)	2,850	3,714	3,838	5,790	4,053
Number of claim fraud investigations referred to law enforcement (LAPAS CODE - 959)	1,037	878	1,693	1,751	1,844
Number of producer investigations opened (LAPAS CODE - 12279)	267	27	74	72	128
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)	8	9	10	13	15
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)	2	0	3	7	0
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)	3	2	5	9	8
Number of claims adjuster investigations referred to law enforcement (LAPAS CODE - 24334)	0	1	0	0	7
Number of POST certified fraud investigators (LAPAS CODE - 25410)	0	0	4	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 2015-2016	Actual Yearend Performance FY 2015-2016	Performance Standard as Initially Appropriated FY 2016-2017	Existing Performance Standard FY 2016-2017	Performance At Continuation Budget Level FY 2017-2018	Performance At Executive Budget Level FY 2017-2018
K	Number of companies analyzed - market conduct (LAPAS CODE - 11937)	25	35	40	40	40	40
K	Average number of days to conclude a life, annuity, or long-term care complaint investigation (LAPAS CODE - 13958)	42	28	42	42	42	42
K	Percentage of life, annuity, and long-term care complaint investigations completed within the performance standard (LAPAS CODE - 22848)	70%	83%	70%	70%	70%	70%
K	Average number of days to conclude a health insurance complaint investigation (LAPAS CODE - 987)	42	31	42	42	42	42
K	Percentage of health complaint investigations concluded within the performance standard (LAPAS CODE - 22856)	70%	75%	70%	70%	70%	70%
K	Average number of days to conclude a property & casualty complaint investigation (LAPAS CODE - 10204)	42	26	42	42	42	42
K	Percentage of property and casualty complaint investigations concluded within the performance standard (LAPAS CODE - 25032)	70%	84%	70%	70%	70%	70%



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2011-2012	Prior Year Actual FY 2012-2013	Prior Year Actual FY 2013-2014	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016
Number of life, annuity, and long-term care complaints received (LAPAS CODE - 13960)	449	435	385	544	529
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)	470	396	385	540	480
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)	\$ 2,167,956	\$ 1,695,534	\$ 2,395,775	\$ 2,853,699	\$ 943,724
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)	910	695	918	1,154	1,479
Number of health complaint investigations concluded (LAPAS CODE - 6425)	1,118	700	863	1,151	1,371
Amount of claim payments/premium refunds recovered for health coverage complainants (LAPAS CODE - 989)	\$ 1,306,572	\$ 522,423	\$ 691,785	\$ 517,056	\$ 1,380,300
Amount of claim payments/premium refunds recovered from self-insured plans (LAPAS CODE - 24331)	\$ 71,020	\$ 112,606	\$ 12,439	\$ 6,552	\$ 3,538
These results were erroneously reported in LaPAS at EOY 2013-2014.					
Number of property & casualty complaints received (LAPAS CODE - 14211)	1,627	2,014	1,512	1,714	2,182
Number of property & casualty complaint investigations concluded (LAPAS CODE - 14212)	1,702	1,979	1,484	1,744	2,013
Amount of claim payments and/or premium refunds recovered for property & casualty complainants (LAPAS CODE - 954)	\$ 1,841,169	\$ 3,899,844	\$ 2,406,061	\$ 1,292,770	\$ 4,178,168



