

# 2020-2021 Annual Report



### **LOUISIANA DEPARTMENT OF INSURANCE**

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LOUISIANA DEPARTMENT OF INSURANCE  
JAMES J. DONELON  
COMMISSIONER

February 21, 2022

Honorable Members of the Louisiana Legislature:

I respectfully submit the Louisiana Department of Insurance (LDI) Annual Report for your review. I am pleased to have the opportunity to share with the Legislature and the public a description of the operations performed by the LDI and the quantification of our performance during the 2020-2021 fiscal year as required by statute.

The LDI works diligently to balance the needs of insurance consumers with the insurance industry's need to operate a competitive business. We work to protect policyholders by making certain that insurers comply with all state laws and regulations while we strive to build a competitive marketplace in accordance with our mission to make insurance more affordable and available.

During the period covered by this report, hurricanes Laura, Delta and Zeta struck our state, creating the second-most expensive hurricane season on record. Policyholders filed 323,727 claims of all types and insurers paid or reserved to pay \$10.6 billion in insured losses. As the storms struck our state, the LDI immediately began monitoring the financial solvency of the companies operating within Louisiana's borders and began issuing bulletins, directives and advisories to industry reminding companies of their obligations to policyholders under the Louisiana Insurance Code.

All the while, the LDI assisted consumers with their claims at insurance resource centers, created radio advertisements advising people how to navigate their insurance claims and assisted them through the complaint process. During this reporting period, the LDI's Consumer Services group recorded 1,685 complaints related to the trio of hurricanes and recovered more than \$50 million on behalf of policyholders. In spring of 2021, the LDI secured special funding in the Legislature to launch market conduct exams of five insurers that performed poorly in the aftermath of the storms.

Homeowners insurance rates climbed by +2% during 2020 and rose by +3.1% in the first six months of 2021. Competition from dozens of insurers the LDI helped recruit after Hurricanes Katrina and Rita has helped keep rates in check while giving consumers choices.

Meanwhile, Act 283 of the 2020 Regular Session requiring licensed entities to report cybersecurity incidents to the LDI and to consumers took effect in August 2020. Several cyber events were reported to the LDI during the last fiscal year as a result of that law.

While our staff has worked to protect the interests of consumers in the challenging areas of long-term care, health, and workers' compensation, as well as in auto, homeowners, and many others, they have found time to support our community by pledging \$9,941 in the 2021 State Combined Charitable Campaign. Thank you for your interest in and support of the LDI's regulatory responsibilities and be assured that I look forward to working with you to continue to strengthen Louisiana's insurance market for the benefit of our state's citizens and businesses.

With best wishes and kindest personal regards, I remain

Very truly yours,

A handwritten signature in blue ink, appearing to read "Jim Donelon", with a large, sweeping flourish underneath.

James J. Donelon  
Commissioner of Insurance



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# **2020 – 2021**

## **Annual Report of the Commissioner of Insurance State of Louisiana**

*Data compiled from Department of Insurance records and annual statements of insurers transacting business in the state of Louisiana.*

**FISCAL YEAR BEGINNING JULY 1, 2020  
ENDING JUNE 30, 2021**

**James J. Donelon**  
Commissioner of Insurance

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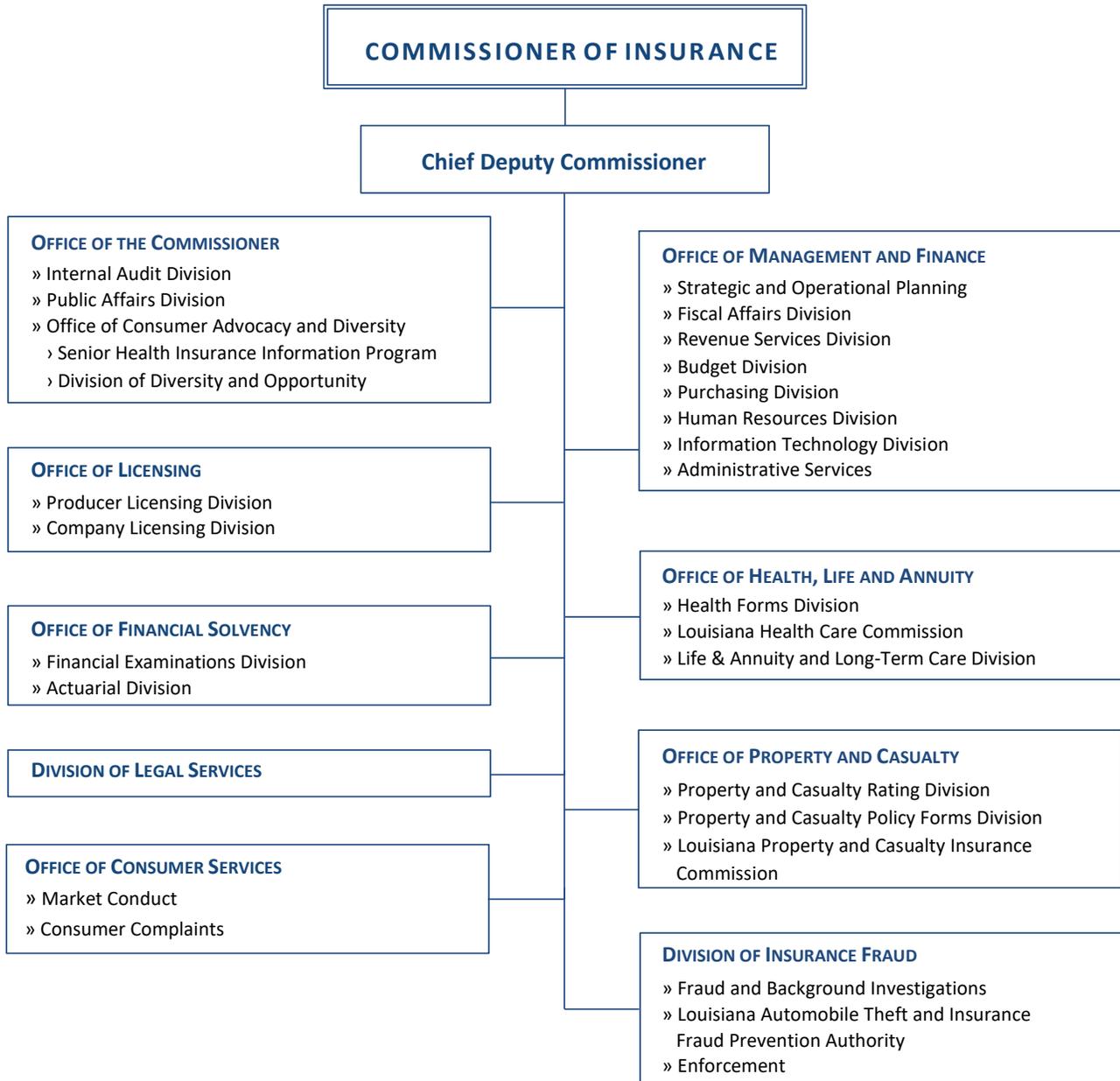
**This report is available on the  
Louisiana Department of Insurance website,  
[www.lidi.la.gov/annualreports](http://www.lidi.la.gov/annualreports).**



# Mission Statement

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

**AGENCY ORGANIZATION CHART  
AS OF THE 2020 - 2021 FISCAL YEAR**



# TABLE OF CONTENTS

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<b>MISSION STATEMENT .....</b>	<b>I</b>
<b>AGENCY ORGANIZATION CHART .....</b>	<b>II</b>
<b>TABLE OF CONTENTS .....</b>	<b>III</b>
<b>TEXT TABLES .....</b>	<b>V</b>
<b>CHARTS .....</b>	<b>VI</b>
<b>EXECUTIVE SUMMARY.....</b>	<b>1</b>
<b>OFFICE OF THE COMMISSIONER .....</b>	<b>3</b>
Internal Audit Division .....	4
Public Affairs Division .....	5
Office of Consumer Advocacy and Diversity.....	6
Senior Health Insurance Information Program.....	8
Division of Diversity and Opportunity Report as Required by La. R.S. 22:31(5) .....	10
<b>OFFICE OF MANAGEMENT AND FINANCE.....</b>	<b>13</b>
Strategic and Operational Planning .....	14
Fiscal Affairs Division .....	15
Revenue Services Division .....	20
Budget Division.....	22
Purchasing Division.....	22
Human Resources Division .....	22
Information Technology Division.....	23
Administrative Services .....	23
<b>OFFICE OF LICENSING.....</b>	<b>25</b>
Producer Licensing Division.....	26
Company Licensing Division .....	28
<b>OFFICE OF HEALTH, LIFE AND ANNUITY.....</b>	<b>31</b>
Premium Rate Review Division .....	32
Health Forms Division.....	33
Health Maintenance Organization Report as Required by La. R.S. 22:268 .....	36
Louisiana Health Care Commission .....	37
Life & Annuity and Long-Term Care Division .....	38
<b>OFFICE OF FINANCIAL SOLVENCY .....</b>	<b>41</b>
Financial Examinations Division.....	42
Actuarial Division.....	43

## TABLE OF CONTENTS

<b>OFFICE OF PROPERTY AND CASUALTY.....</b>	<b>45</b>
Property and Casualty Rating Division.....	46
Property and Casualty Forms Division.....	48
Louisiana Property and Casualty Insurance Commission .....	49
<b>DIVISION OF LEGAL SERVICES.....</b>	<b>51</b>
Legal Services .....	52
<b>DIVISION OF INSURANCE FRAUD .....</b>	<b>61</b>
Louisiana Automobile Theft and Insurance Fraud Prevention Authority .....	65
<b>OFFICE OF CONSUMER SERVICES .....</b>	<b>67</b>
Complaint Report as Required by La. R.S. 22:1972 .....	69
Complaint Dispositions.....	71
<b>APPENDICES.....</b>	<b>73</b>
Appendix A: Insurance Terms .....	74
Appendix B: Property and Casualty Insurance.....	79
Exhibit of Premiums and Losses as of December 31, 2020 .....	80
Rate Filings Dollar Impact – Three-Year History.....	82
Methods of Rate Filing – Three-Year History .....	84
Exhibit of Underwriting Gains and Losses by Line – Calendar Year 2020 .....	85
Appendix C: Life, Accident and Health Insurance .....	87
Exhibit of Premiums and Benefits as of December 31, 2020	
(a) Life Insurance .....	88
(b) Accident and Health Insurance .....	89
Appendix D: Aggregate Health Premium and Enrollment .....	91
Exhibit of Premiums, Enrollment and Utilization as of December 31, 2020.....	92
Appendix E: Health Maintenance Organizations .....	95
Exhibit of Premiums and Losses as of December 31, 2020 .....	96
Appendix F: Title Insurance .....	97
Exhibit of Premiums and Losses as of December 31, 2020 .....	98
Appendix G: Group Self-Insurance Funds.....	99
Premium Business Written – Calendar Year 2020 .....	100
Appendix H: Revenue Report as Required by La. R.S. 49:308.6(C) .....	101
Appendix I: LA 101 Life Insurance Exam Results Report as Required by La. R.S. 22:1545(I).....	109

## TABLE OF CONTENTS

### TEXT TABLES

1. Office of Consumer Advocacy and Diversity Audits by Coverage Type .....	6
2. Activities of the Office of Consumer Advocacy and Diversity – Three-Year History .....	7
3. Assistance Provided to Senior Citizens by the Senior Health Insurance Information Program and Counselors – Three-Year History .....	9
4. Activities of the Division of Diversity and Opportunity – Three-Year History .....	11
5. Total Department Fund Sources – Two-Year History .....	16
6. Total Department Collection of Funds – Two-Year History .....	18
7. Statement of Fiscal Year 2020-2021 Revenues and Expenditures .....	19
8. Revenue Services – Three-Year History by Category by Calendar Year .....	21
9. Activities of Producer Licensing – Three-Year History .....	27
10. Regulatory Activities of Company Licensing .....	29
11. Entities Licensed or Registered at Fiscal Year-End – Three-Year History .....	30
12. Activities of the Premium Rate Review Division .....	32
13. Activities of the Health Forms Division – Three-Year History .....	34
14. Health Form Filings Received by Coverage Type – Three-Year History .....	35
15. Fiscal Year 2020-2021 Independent Review Organizations and Utilization Review Organizations .....	36
16. Activities of the Life & Annuity and Long-Term Care Division – Three-Year History .....	39
17. Life, Annuity, Long-Term Care and Viatical Settlement Forms Received by Coverage Type – Three-Year History .....	40
18. Property and Casualty Line Filings – Three-Year History .....	47
19. Property and Casualty Forms Processed – Three-Year History .....	48
20. Actions Taken on Property and Casualty Forms Processed – Three-Year History .....	48
21. Legal Issues/Administrative Hearings – Three-Year History .....	52
22. Lawsuits Brought by the Commissioner or Department of Insurance – Calendar Year 2020 .....	57
23. Background Investigations – Three-Year History .....	62
24. Charges Against Claimants or Licensees Resulting from Referrals by Category .....	63
25. Actions Taken Regarding Producer, Claims Adjuster and Company Fraud – Three-Year History .....	64
26. Complaints Handled and Funds Recovered by Insurance Product .....	69
27. Fiscal Year 2020-2021 Complaint Disposition Percentages by Product and Total .....	71

## TABLE OF CONTENTS

### CHARTS

1. Fiscal Year 2020-2021 Total Department Fund Sources.....	16
2. Fiscal Year 2020-2021 Total Department Collection of Funds .....	18
3. Numbers of Complaints Received by Product Type and Total – Three-Year History .....	70
4. Dollars Recovered by Product Type and Total – Three-Year History .....	70
5. Closed Complaint Dispositions – Health .....	72
6. Closed Complaint Dispositions – Life, Annuity and Long-Term Care.....	72
7. Closed Complaint Dispositions – Property and Casualty .....	72
8. Closed Complaint Dispositions – Total LDI .....	72



# Executive Summary

# EXECUTIVE SUMMARY

The Louisiana Department of Insurance (LDI) continues to work toward its fundamental regulatory obligations of making sure insurers are solvent and financially able to deliver on their contractual responsibilities while ensuring insurers abide by the law and treat policyholders fairly. By verifying that Louisiana's insurers are financially sound, agents are knowledgeable, and regulated entities are responsive to their policyholders, the LDI performs an essential role in residents' lives and the state's economy.

During the 2020-2021 fiscal year, the LDI's regulatory work was instrumental to addressing the issues facing Louisiana. Three hurricanes – Laura, Delta and Zeta – struck our state, and the LDI ramped up its outreach to constituents about managing their insurance claims while issuing communications to industry reminding companies of their obligations under the Louisiana Insurance Code. The 2020 hurricane season was the second most expensive ever behind the 2005 storm season, and the LDI immediately increased its solvency monitoring of the companies that operate in our state.

The LDI is the third largest revenue generator in Louisiana behind the Department of Revenue and the Department of Natural Resources. The LDI collected \$1.172 billion in premium taxes and other sources during Fiscal Year 2020-2021 and transferred 95.9% of it to the state treasurer for distribution to the State General Fund and other dedicated funds and/or entities. The LDI's budget for the 2020-2021 fiscal year was \$33.49 million, including \$717,000 in federal funds. During the year, the LDI spent \$30.87 million.

The act of licensing insurers and producers assures stakeholders that insurance industry practitioners are knowledgeable, capable, financially responsible and in compliance with applicable laws. Electronic processing continues to improve the LDI's efficiency at discharging its regulatory duties. Regulation of the solvency and market conduct of insurers remains a paramount responsibility of the LDI, which evaluates insurers through in-house analysis and field examinations.

The LDI promulgates regulations, directives, advisory letters, bulletins and other administrative provisions through its Division of Legal Services. These documents are described in this report and are available in full on the LDI's website.

The Division of Insurance Fraud works to prevent fraud by performing background checks on licensees and investigating allegations of fraud against regulated entities. The public can access regulatory actions taken by the department through the online services section of our website. The Louisiana Automobile Theft and Insurance Fraud Prevention Authority educates the public about the risks of auto theft and insurance fraud and assists law enforcement in preventing these crimes.

The Office of Consumer Advocacy and Diversity, the LDI's educational arm, works to diversify the insurance industry and make sure all people in our state know how to protect themselves with insurance. The group's work teaching Louisianians about insurance, highlighting career paths for high-school and college students from demographic groups not historically well-represented in the insurance industry, and creating programs to help prepare students to be leaders in the insurance industry are documented in the first chapter of this report. The Senior Health Insurance Information Program, a resource for older Louisianians, also resides in the Office of Consumer Advocacy and Diversity.

The LDI serves the public and the insurance industry by responding to phone calls, public records requests and other requests through the mail and web-based systems. The LDI places a premium on public outreach and engagement.

This annual report includes historical comparisons in most tables, including three-year histories in the activities tables. It also includes links to the LDI website, which provides frequently accessed information to the public and regulated entities. This document and prior annual reports will remain accessible on the department's website at [www.lidi.la.gov/annualreports](http://www.lidi.la.gov/annualreports).



# Office of the Commissioner

# OFFICE OF THE COMMISSIONER

*The Louisiana Department of Insurance was reaccredited by the National Association of Insurance Commissioners in 2019.*

## INTERNAL AUDIT DIVISION

The purpose of the Internal Audit Division is to appraise the adequacy and effectiveness of internal processes and controls, and to assess the quality of performance at the LDI when compared to established standards and regulations. The division provides independent assurance and consulting activities designed to add value and improve the operations of the LDI. Internal Audit also ensures adequate controls are in place to monitor insurance industry compliance with LDI regulations.

The division strives to provide more consulting engagements than audit engagements and to be more proactive than reactive. It aims to be a relevant, trusted internal audit program that management and staff seek out for advice prior to the development of new policies and procedures.

During Fiscal Year 2020-2021, the division completed five audits and two consulting engagements. Internal Audit made 25 recommendations that were accepted by management to improve controls and the efficiency and effectiveness of the LDI's processes and operations. The division also began using TeamMate audit management software to manage audit programs and workpapers and to create more efficient reports.

In Fiscal Year 2020-2021, the Internal Audit Division implemented a Quality Improvement and Assessment Program (QAIP) to assess the quality of the division's performance and its conformity with the Institute of Internal Auditors (IIA) standards. As part of QAIP, the division continually monitors the quality of its work via workpaper reviews, checklists, engagement evaluations and surveys completed by stakeholders of each engagement conducted. An assessment conducted at the end of the 2020-2021 fiscal year found the Internal Audit Division to generally conform to these standards. A new periodic self-assessment is planned to be conducted for Fiscal Year 2021-2022. The division also tracks various performance measure indicators and has met or exceeded its target performance indicators for the 2021-2022 fiscal year.

## PUBLIC AFFAIRS DIVISION

The mission of the Public Affairs Division is to raise the profile of the Department of Insurance so that the LDI can better enforce insurance laws and regulations, improve market conditions, create competition within the market, and protect the public.

The division's primary function is to communicate timely, accurate, and relevant information to consumers, the insurance industry, the media, and other stakeholders on behalf of the agency so they may be empowered to act lawfully, ethically, and in their own best interests. This is accomplished through the dissemination of material such as news releases, publications, newsletters and columns. Information is also communicated through LDI website, social media, and public service announcements. The division also manages the public email system, prepares public presentations, and arranges media interviews and speaking engagements for the commissioner.

The Public Affairs Division creates and manages public awareness projects to inform the public about the LDI's services and to encourage storm season preparedness. The division also manages public awareness campaigns for promoting the Medicare counseling services provided by the Senior Health Insurance Information Program (SHIIP) and preventing insurance fraud and vehicle theft through the Louisiana Automobile Theft and Insurance Fraud Prevention Authority.

This division produces and maintains consumer guides on topics including purchasing homeowners, renters, health, automobile, and life insurance; preparing for disasters; spotting insurance fraud; and becoming a licensed producer or adjuster in Louisiana.

During the 2020-2021 fiscal year, the division conducted an 11-week radio and streaming campaign from mid-January through mid-April to encourage those affected by hurricanes Laura and Delta to contact the department for assistance and file supplemental claims. While the campaign heavily targeted the Lake Charles area, it also targeted those affected in Lafayette, Alexandria, Shreveport, Monroe and surrounding areas. Also in response to the hurricanes, the division distributed over a dozen news releases on topics such as the issuance of emergency rules, advice for after the storm, additional living expenses, hurricane deductibles, proof of loss deadlines, reporting of hurricane data, and directing insurers to handle claims in good faith.

In the midst of the Covid-19 pandemic, the commissioner was able to keep the public informed by conducting media interviews via telephone and Zoom.

# OFFICE OF CONSUMER ADVOCACY AND DIVERSITY

The Office of Consumer Advocacy and Diversity is charged with educating and assisting consumers with insurance questions and guaranteeing that the rights of insurance consumers in Louisiana are upheld. The Policyholder Bill of Rights (La.R.S. 22:41) lays out certain rights an insurance policyholder has, such as prompt service from agents, policy cancellation rights and the right to file a complaint with the LDI.

The Division of Diversity and Opportunity and the Senior Health Insurance Information Program (SHIIP) are housed within the Office of Consumer Advocacy and Diversity.

Part of the Office of Consumer Advocacy and Diversity’s mission focuses on responding to consumer inquiries, performing quality management audits of consumer complaints and assisting other LDI divisions. The office receives a random 10% sample of consumer complaints for internal audit review and reports any violations of rules, regulations, or laws to the appropriate official, division, or office of the department, which may take further action as deemed appropriate. The office also performs secondary reviews of complaint files from the Office of Consumer Services upon policyholder request. Because of the need for other staff to assist consumers affected by hurricanes Laura and Delta, an Office of Consumer Advocacy and Diversity Insurance Specialist was designated to maintain the auditing functions and continue other daily operations.

Table 1 summarizes the inquiries and file audits handled by the Office of Consumer Advocacy and Diversity during Fiscal Year 2020-2021.

**TABLE 1**    **AUDITS BY COVERAGE TYPE**

<i>Category</i>	<i>Audits</i>	<i>Inquiries</i>	<i>Percent</i>
Property and Casualty	372	0	72.79%
Health	84	0	16.45%
Life, Annuity and Long-Term Care	55	0	10.76%
<b>TOTALS</b>	<b>511</b>	<b>0</b>	<b>100.0%</b>

Another mission of the office is advocating for Louisiana insurance consumers by conducting community outreach. Staff participate in events and speaking engagements across the state to provide insurance information resources and explain the services available to consumers through the Department of Insurance.

During the fiscal year, staff coordinated with other organizations, such as the Federal Emergency Management Agency, the U.S. Department of Housing and Urban Development and the Louisiana Housing Corporation, to provide residents with ‘boots-on-the-ground’ services following each hurricane. Staff found most policyholders needed help in reading and understanding their policies, knowing what questions to ask their agents and adjusters, and understanding their rights as policyholders.

**OFFICE OF THE COMMISSIONER**  
**OFFICE OF CONSUMER ADVOCACY AND DIVERSITY**

Table 2 summarizes the outreach activities of the Office of Consumer Advocacy and Diversity.

**ACTIVITIES OF THE OFFICE OF CONSUMER ADVOCACY AND DIVERSITY**      **TABLE 2**  
**THREE-YEAR HISTORY**

	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
Speaking Engagements	49	37	27
Informational Packets Distributed	1,064	12,845	14,282

This fiscal year came with its own unique challenges due to the Covid-19 pandemic. Before staff were able to switch to virtual outreach, there was a sharp decline in the number of events conducted and handouts distributed. However, staff were able to quickly resume outreach via Zoom and give virtual presentations to organizations across Louisiana.

One initiative the office was able to conduct virtually was the Homeowner’s 101 class hosted by the U.S. Department of Housing and Urban Development. These classes are geared to help first-time home buyers understand their insurance needs before they purchase a home. During the fiscal year, the office conducted 24 sessions with over 970 attendees. In the future, the office would like to start conducting homeowners classes specifically tailored to disaster recovery, as they are seeing an increase in requests on that topic.

When hurricanes Laura and Delta hit the southwest portion of the state, the office was able to safely travel to affected areas and assist consumers face-to-face using proper personal protective equipment (PPE). Staff participated in a Disaster Recovery Outreach Project from Sept. 28 through Nov. 7, 2020, at the Henry Heights Community Center in Lake Charles, where they assisted 262 families and made 93 inquiries to insurers on behalf of policyholders. Online, Consumer Advocacy and Diversity staff served as panelists on 13 webinars, where they assisted 726 consumers regarding homeowners insurance and disaster recovery.

Looking ahead, the office aims to increase its outreach and help consumers navigate insurance issues prior to the need to file a complaint. The goal is to be of service to insurance consumers preemptively rather than reactively when a disaster strikes.

# **SENIOR HEALTH INSURANCE INFORMATION PROGRAM**

The Senior Health Insurance Information Program (SHIIP) mission is to empower, educate, and assist Medicare-eligible individuals, their families, and their caregivers through objective outreach, counseling, and training. SHIIP staff help seniors understand Medicare coverage by providing free and unbiased guidance via telephone or face-to-face sessions.

Each year during Medicare Open Enrollment, SHIIP help beneficiaries understand their coverage options and benefits to choose the plan that best fits their needs.

During the 2020-2021 fiscal year, the Covid-19 pandemic caused a great shift in the way services were provided to Medicare beneficiaries within the SHIIP Program. Throughout each quarter of the year, staff made changes in how they educated, counseled and assisted beneficiaries. No in-person presentations or events were held because of concerns about the pandemic, and the total number of beneficiaries SHIIP assisted declined by 51%. SHIIP conducted other business by transitioning to virtual meetings with partners and other organizations who play a vital part in the program. SHIIP also conducted performance reviews of SHIIP Partners online.

One area of concern is the prevalence of TV commercials featuring “older” celebrities promoting Medicare Advantage Plans with additional benefits such as food cards, transportation, vision, dental and hearing for a zero monthly premium. Many viewers call the number provided in the advertisement and believe they are speaking to an unbiased counselor, when in fact they are connected to a licensed agent who wants to sell them a specific product that may not be in their best interest. SHIIP receives many calls from frantic beneficiaries who realize their providers are no longer in the network or worry the switch may cause them to lose their employer or retiree coverage.

Another alarming trend is the plethora of what appear to be official mailings and phone calls from the Social Security Administration or Medicare. Medicare beneficiaries respond without realizing their action facilitates the means for an agent to contact them and complete enrollment into a Medicare Advantage Plan that may negatively affect their health care needs. Automated phone calls about Medicare enrollment have become such a problem that the Centers for Medicare Services (CMS) has received more than 20,000 complaints since January 2021. In response, CMS formed a task force to investigate these issues, and the National Association of Insurance Commissioners (NAIC) has referred this issue to its Senior Issues Task Force.

Looking ahead, SHIIP will work to obtain more SHIIP partners in hopes of reaching more Medicare beneficiaries and providing them with honest and reliable information. SHIIP will also continue to participate in training sessions that enable staff and partners to provide the highest quality of service to beneficiaries.

**TABLE 3 ASSISTANCE PROVIDED TO SENIOR CITIZENS BY THE SENIOR HEALTH INSURANCE INFORMATION PROGRAM AND COUNSELORS\*  
 THREE-YEAR HISTORY**

	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
Number of Hours Logged by Counselors	9,368	19,706	23,053
Number of Seniors Receiving Services (provided via telephone, email, postal mail and face-to-face contact)	42,081	78,958	81,024
Number of Senior Health Group Presentations Provided (health fairs, senior fairs and enrollment events)	210	490	548
Number of Individuals in Attendance at Presentations	7,985	43,432	44,749
Number of Senior Health Counselor Training Sessions Conducted (virtual only)	1	10	12
Number of Persons Provided Enrollment Assistance	1,246	5,078	**

\* This summary includes reports from Senior Health Insurance Information Program partners received subsequent to the Louisiana Performance Accountability System (LaPAS) submission in September.

\*\* Unable to report data due to implementation of new data collection system.

## DIVISION OF DIVERSITY AND OPPORTUNITY

La. R.S. 22:31(5) Report by the Division of Diversity and Opportunity

*To submit an annual report by April first of each year to the House and Senate insurance committees relative to educational and informational services made available to minorities, the number and types of inquiries, and all available relevant information from applicants and producers.*

The Division of Diversity and Opportunity is legislatively charged with assisting minorities and disadvantaged individuals find opportunities in the insurance industry. This is accomplished through the following means:

- Promoting the skills and training necessary to prepare for careers in insurance and creating awareness about opportunities available in the insurance industry.
- Conducting or participating in training sessions and InVest programs at 11 high schools and three colleges in Louisiana to prepare individuals for careers in insurance.
- Providing information on managing risks to small business owners, minority business owners and church leaders through participation in workshops and seminars.
- Sponsoring workshops to help those already in the industry earn continuing education credits and providing one-on-one counseling to minority agents, and small and minority agencies.
- Surveying insurance companies biennially to obtain statistical information on the number of minorities employed in industry-related career positions in order to develop programs that assist minorities and the disadvantaged in finding opportunities in the insurance industry.
- Helping small, minority and disadvantaged agencies win contracts with insurers by coaching them on the qualifications and requirements to obtain those contracts.
- Posting job opportunities in the insurance industry on the LDI website at [www.lidi.la.gov/industry/resources-and-publications/diversity-opportunity/job-opportunities](http://www.lidi.la.gov/industry/resources-and-publications/diversity-opportunity/job-opportunities).

The Covid-19 pandemic prevented the division from offering the in-person InVest Program to high school and college students, but virtual platforms allowed the division to expand on other projects such as the continuing education and risk management workshops. Attendance for these virtual events increased outreach tremendously as more organizations requested the easier-to-conduct virtual events, and more people were able to access and participate without the travel required for in-person attendance.

Diversity and Opportunity accomplishments this fiscal year include:

- Conducted three virtual continuing education agent workshops.
- Responded to 54 inquiries, seven of which were requests for assistance with obtaining standard contracts with standard insurers.
- Participated in 34 workshops and seminars throughout Louisiana to provide students and consumers with information on educational and employment opportunities within the insurance industry.
- Worked with the Eighth Episcopal District of African Methodist Episcopal Church (consists of approximately 115 churches in Louisiana and their congregations) to distribute information created by the division and assist them in obtaining proper insurance coverage for the church and for the underinsured and uninsured congregations.

**OFFICE OF THE COMMISSIONER**  
**OFFICE OF CONSUMER ADVOCACY AND DIVERSITY**

- Distributed consumer guides at a variety of events including legislative town hall meetings, community events and church conferences. The division also participated in business workshops and seminars with presentations titled Managing Risks for Your Business and Managing Risk for Your Place of Worship.
- Collaborated with the Louisiana Municipal Association Black Caucus, the Police Jury Association of Louisiana Black Caucus and the Louisiana Legislative Black Caucus to develop awareness about opportunities in the insurance industry.

**ACTIVITIES OF THE DIVISION OF DIVERSITY AND OPPORTUNITY TABLE 4**  
**THREE-YEAR HISTORY**

	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
Agents/Agencies Assisted	17	25	32
Consumer/Producer Complaints/General Information Cases Handled	54	55	70
Complaints Referred to Consumer Services	9	4	2
Training/Seminars Conducted	34	31	40
Training/Seminar Attendees	1,218	933	939
Business Plan Assistance	1	2	1
Company Positions Posted	4	2	7
Industry Jobs Obtained from Postings	0	0	0
Agents Assisted with Obtaining Contracts	7	2	0
Students Who Completed Invest Program	0	337	224

There are several issues where Diversity and Opportunity staff would like to see improvement. One main concern is the lack of insurance literacy among the Louisiana population. In effort to remedy this situation, the division will continue to provide resources and programs to educate small business owners and church leaders about managing risks with proper insurance products and coverage.

Another area of concern is the lack of opportunities for minority agents to obtain lucrative contracts with standard companies. Minority agents are as experienced and knowledgeable as other agents, but have not historically been given access to the larger companies that offer more competitive rates, limiting their ability to grow and expand their agencies. The problem stems from companies entering the market and either contracting with managing general agents (MGAs) or large agencies in the area. Also, some of the requirements, such as a certain amount of premium volume needed to obtain a contract, are too stringent to allow small agencies to qualify. Finally, some companies refuse to write in certain ZIP codes or census tracts where these agents live and service clients. The division will continue to encourage companies to provide more opportunities for small and minority agents to obtain contracts. The division will also continue to work with faculty and staff at the University of Louisiana Lafayette, University of Louisiana Monroe and Southern University System to promote their insurance programs.

## Helpful Links

Sign up for updates from the LDI, [www.ldi.la.gov/subscriptions/email-notification-request](http://www.ldi.la.gov/subscriptions/email-notification-request).

The interactive Shop Your Rates: Automobile and Homeowners Insurance Rate Comparison Guides, [www.ldi.la.gov/online-services/shop-your-rates](http://www.ldi.la.gov/online-services/shop-your-rates), allow consumers to view sample rates for different areas of the state.

LDI videos on YouTube, [www.youtube.com/user/LAInsuranceDept](http://www.youtube.com/user/LAInsuranceDept), allow viewers to watch informational videos on insurance topics.

The Consumer Advocacy and Medicare Update monthly newsletter, [www.ldi.la.gov/consumers/resources-publications/consumer-advocacy/newsletters](http://www.ldi.la.gov/consumers/resources-publications/consumer-advocacy/newsletters), spotlights issues of interest to consumers.

A list of upcoming LDI meetings, including Office of Consumer Advocacy and Diversity and Senior Health Insurance Information Program presentations, across the state of Louisiana can be found at [www.ldi.la.gov/events](http://www.ldi.la.gov/events). This page also contains a link to regulatory public hearings.



# Office of Management and Finance

# OFFICE OF MANAGEMENT AND FINANCE

The Office of Management and Finance oversees the day-to-day operations of the LDI to make sure employees have the facilities, supplies and services they need to perform their duties effectively and efficiently and that the LDI follows laws and best practices in managing its finances, operations and assets. It is the LDI's largest office with 41 full-time employees and three student workers.

The Office of Management and Finance has eight divisions: Strategic and Operational Planning, Fiscal Affairs Division, Revenue Services Division, Budget Division, Purchasing Division, Human Resources Division, Information Technology (IT) Division, and Administrative Services.

During Fiscal Year 2020-2021, the Office of Management and Finance played a critical role in managing the workplace during the pandemic. Human resources and facilities management planned for employee health and safety during Covid-19, while the IT Division gave employees the tools they needed to maintain productivity while working remotely.

A major initiative of the Office of Management and Finance during the 2020-2021 fiscal year was converting the LDI to the LaGov Enterprise Resource Planning system - the new statewide system for processing financials, logistics, human resources, payroll and business intelligence. LaGov is scheduled to replace the legacy Integrated Statewide Information System within the next few years, and Office of Management and Finance divisions participated in numerous workshops and training sessions throughout the year in preparation for this transition. The switch to the LaGov system required a major overhaul of the LDI's budgetary and accounting code structure and significant formatting changes within the LDI's internal workflow systems, all requiring IT's assistance.

The LDI is the third largest revenue generator in the state behind the Department of Revenue and the Department of Natural Resources. The LDI collected \$1.172 billion in premium taxes and other sources during Fiscal Year 2020-2021 and transferred 95.9% of it to the state treasurer for distribution to the State General Fund and other dedicated funds and/or entities. The LDI's budget for the 2020-2021 fiscal year was \$33.49 million, including \$717,000 in federal funds. During the year, the LDI spent \$30.87 million.

## STRATEGIC AND OPERATIONAL PLANNING

Strategic and Operational Planning has drafted the annual operations plan and managed planning and performance efforts since they were mandated by the Legislature in 1997. Strategic and Operational Planning assesses progress toward the LDI's goals and objectives by monitoring 33 performance measures each quarter, tracking 12 supporting performance indicators twice a year, and reporting general performance in 95 areas. The LDI's performance information and other activity information can be found at [www.doa.la.gov/Pages/opb/lapas/login.aspx#View](http://www.doa.la.gov/Pages/opb/lapas/login.aspx#View).

Strategic and Operational Planning also collects information for legislative fiscal notes and writes economic and family impact statements for all rules promulgated by the LDI. During the 2021 Regular Legislative Session, the office provided information to the Legislative Fiscal Office for its development of 18 fiscal notes.

## FISCAL AFFAIRS DIVISION

The Fiscal Affairs Division manages and protects the Department of Insurance's real and monetary assets. It is responsible for travel, accounts payable and accounts receivable.

In Fiscal Year 2020-2021, revenue at the LDI totaled \$1.172 billion, a 9.2% increase from the previous year. Revenues grew because of growth in premium tax collections and enhanced regulation and collection of fees.

The LDI serves as a collection agent for many other entities and distributes money to both the State General Fund and dedicated programs. In Fiscal Year 2020-2021, the LDI transferred \$1.125 billion to the state treasury and specific programs, an increase of 8.8% over the previous year. This money from insurance premium taxes, insurance rating assessments, and most of the insurance fraud assessment represents 95.9% of the resources the LDI collects. It is not used to finance the department's operations.

Only 4.1% of the revenue collected by the LDI, or \$47.2 million, was available to finance the operations of the LDI. Receipts from regulatory fees; the Health Insurance Portability and Accountability Act Assessment (HIPAA); federal grants for the Senior Health Insurance Information Program; \$683,007 of the Insurance Fraud Assessment; and funds from the Louisiana Automobile Theft and Insurance Fraud Prevention Authority covered the costs of the work of the LDI.

The actual spending of the LDI is much lower. The LDI's budgetary authority from the Legislature for the 2020-2021 fiscal year was \$33.49 million. In Fiscal Year 2020-2021, the LDI spent \$30.87 million.

Collected revenue that is above the LDI's budget authority and any unspent funds at the end of the year revert to the general fund.

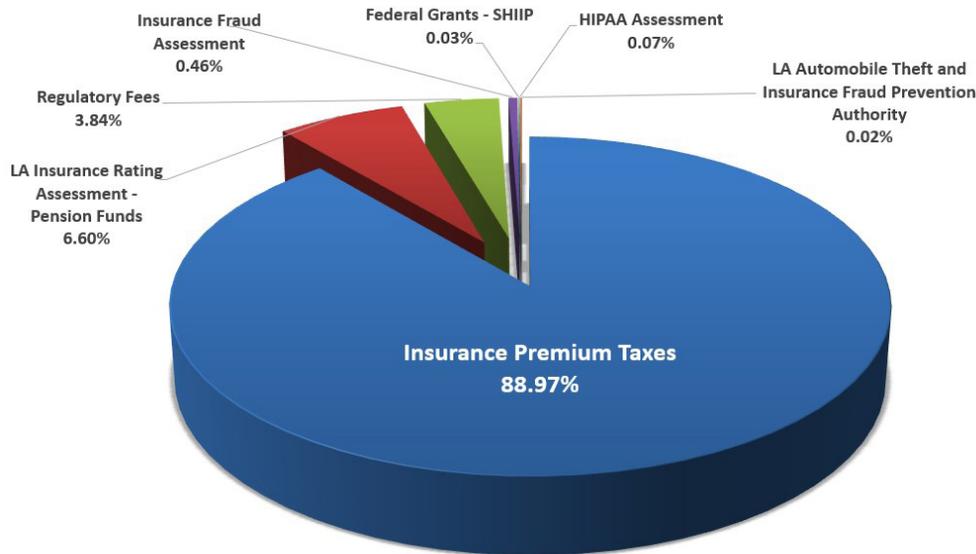
## DEPARTMENT FUND SOURCES

The LDI receives money from a variety of sources. Of the \$1.172 billion the LDI received, 89%, or \$1.044 billion, came from premium taxes. In the most recent fiscal year, the LDI also collected \$77.5 million in rating assessments for pension funds and \$45 million in regulatory fees and licenses. The LDI also collected \$5.3 million in the Insurance Fraud Assessment, which excludes \$187,000 that was transferred to the Louisiana Automobile Theft and Insurance Fraud Prevention Authority Fund.

For an overview of the major categories of funds collected by the LDI and where they come from, see Chart 1 and Table 5 on page 16.

**OFFICE OF MANAGEMENT AND FINANCE**  
**FISCAL AFFAIRS DIVISION**

**CHART 1 TOTAL FISCAL YEAR 2020-2021 DEPARTMENT FUND SOURCES**



**TOTAL DEPARTMENT FUND SOURCES TABLE 5**  
**TWO-YEAR HISTORY**

	<i>Fiscal Year 2020-2021</i>		<i>Fiscal Year 2019-2020</i>	
Insurance Premium Taxes	88.97%	\$1,043,522,634.41	88.77%	\$953,772,736.25
Louisiana Insurance Rating Assessment - Pension Funds	6.60%	77,453,328.90	7.05%	75,723,247.58
Regulatory Fees and Licenses	3.84%	45,041,924.74	3.48%	37,440,042.86
Insurance Fraud Assessment	0.46%	5,336,397.43	0.53%	5,656,461.07
Federal Grants	0.03%	366,289.38	0.05%	539,308.00
Health Information Portability and Accountability Act Assessment (HIPAA)	0.07%	909,109.13	0.10%	1,126,188.83
Income Not Available*	0.01%	133,314.74	0%	38,355.71
Louisiana Automobile Theft and Insurance Fraud Prevention Authority	0.02%	187,097.00	0.02%	190,650.00
<b>TOTALS</b>	<b>100.0%</b>	<b>\$1,172,950,095.73</b>	<b>100.0%</b>	<b>\$1,074,486,990.30</b>

\*Income Not Available consists of collections by the department which cannot be expended. These State General Fund collections include the sale of surplus property, prior year accounts receivable collections, etc.

## **DEPARTMENT COLLECTION OF FUNDS**

The LDI acts as a collection agent for a variety of state programs and entities. This section of the annual report provides greater detail about how the money is used.

The LDI collected \$1.173 billion in Fiscal Year 2020-2021. The majority of funds collected by the department were deposited into the state Department of Treasury for use as general funds. Other funds were distributed to dedicated programs.

Of this money, \$1.044 billion was classified as state general funds, including \$1.043 billion in premium taxes, with the largest portion of the tax collections coming from the Medicaid-Healthy Louisiana Program at \$544.2 million.

The remaining \$129.7 million collected by the LDI went to dedicated programs, including various law enforcement and firefighter retirement programs, which received \$74.8 million, and the Municipal Fire and Police Civil Service, which received \$2.7 million.

The collection of regulatory fees, federal grants and statutory dedicated funds totaled almost \$47.2 million. As previously stated, this money is used by the LDI as its operating source.

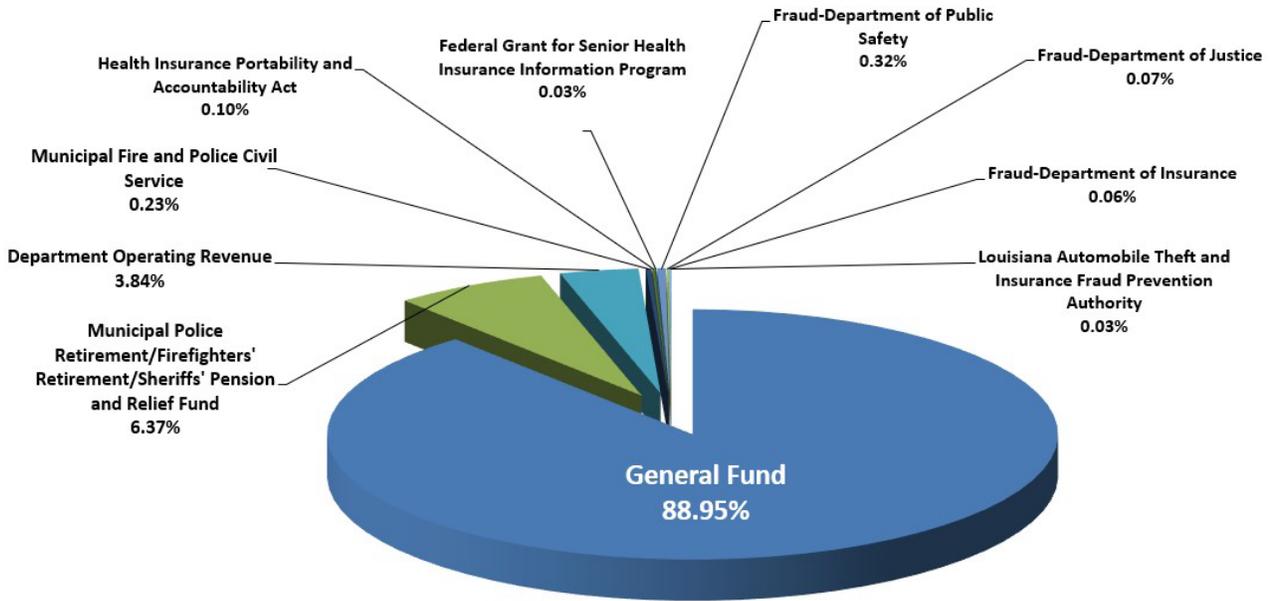
Proceeds from the Insurance Fraud Assessment are divided among the Department of Public Safety (75%), Department of Justice (15%) and Department of Insurance (10%). Prior to making the allocations specified, the commissioner of insurance is authorized to withhold the sum of \$30,000 to defray the cost of collecting the assessment and withhold \$187,000 to fund the Louisiana Automobile Theft and Insurance Fraud Prevention Authority, in accordance with La. R.S. 40:1428(A)(4)(a).

For more detail about where money the LDI collects goes, see Chart 2 and Table 6 on page 18. More detail is available in Appendix H on page 101.

Table 7 on page 19 contains a statement of revenues and expenditures at the LDI.

**OFFICE OF MANAGEMENT AND FINANCE**  
**FISCAL AFFAIRS DIVISION**

**CHART 2 TOTAL FISCAL YEAR 2020-2021 DEPARTMENT COLLECTION OF FUNDS**



**TABLE 6 TOTAL DEPARTMENT COLLECTION OF FUNDS TWO-YEAR HISTORY**

	<i>Fiscal Year 2020-2021</i>		<i>Fiscal Year 2019-2020</i>	
General Fund	88.95%	\$1,043,655,949.15	88.75%	\$953,811,091.96
Municipal Police Retirement/Firefighters' Retirement/Sheriffs' Pension and Relief Fund	6.37%	74,782,524.43	6.80%	73,112,101.18
Department Operating Revenue	3.84%	45,041,924.74	3.48%	37,440,042.86
Municipal Fire and Police Civil Service	0.23%	2,670,804.47	0.24%	2,611,146.40
Health Insurance Portability and Accountability Act	0.10%	1,118,480.86	0.12%	1,275,791.78
Federal Grant for the Senior Health Insurance Information Program	0.03%	366,289.38	0.05%	539,308.00
Fraud Assessment: Department of Public Safety	0.32%	3,793,570.77	0.38%	4,049,591.22
Fraud Assessment: Department of Justice	0.07%	859,820.08	0.09%	952,710.50
Fraud Assessment: Department of Insurance	0.06%	683,011.83	0.06%	654,173.25
Louisiana Automobile Theft and Insurance Fraud Prevention Authority	0.03%	381,170.95	0.03%	271,637.95
<b>TOTALS*</b>	<b>100.0%</b>	<b>\$1,173,353,546.66</b>	<b>100.0%</b>	<b>\$1,074,717,595.10</b>

\*Total includes \$403,450.93 of carry forward funds from Fiscal Year 2019-2020. (This figure is composed of \$5.25 of Fraud - Carry Forward funds; \$194,073.95 of Louisiana Automobile Theft and Insurance Fraud Prevention Authority - Carry Forward funds, and \$209,371.73 of Health Information Portability and Accountability Act funds.)

**OFFICE OF MANAGEMENT AND FINANCE**  
**FISCAL AFFAIRS DIVISION**

**STATEMENT OF FISCAL YEAR 2020-2021 REVENUES AND EXPENDITURES**

**TABLE 7**

<i>Revenues</i>	
Insurance Premium Taxes	\$1,043,522,634.41
Louisiana Insurance Rating Assessment - Pension Fund	77,453,328.90
Regulatory Fees	45,041,924.74
Insurance Fraud Assessment	5,336,397.43
Fraud - Carry Forward from Fiscal Year 2019-2020	5.25
Health Insurance Portability and Accountability Act Assessment	909,109.13
Health Insurance Portability and Accountability Act - Carry Forward from Fiscal Year 2019-2020	209,371.73
Louisiana Automobile Theft and Insurance Fraud Prevention Authority	187,090.00
Louisiana Automobile Theft and Insurance Fraud Prevention Authority - Carry Forward from Fiscal Year 2019-2020	194,073.95
Federal Grant - Senior Health Insurance Information Program	366,289.38
Income Not Available	133,314.74
Total Revenues	\$1,173,353,546.66
<i>Expenditures</i>	
Personal Services	\$23,491,750.74
Travel	26,262.02
Operating Services	2,442,739.47
Supplies	102,043.91
Professional Services	2,448,268.72
Other Charges	174,774.66
Capital Outlay	620,352.89
Interagency Transfers	1,563,611.46
Total Expenditures	\$30,869,803.87
<i>Transfer Out</i>	
General Fund:	
Premium Taxes	\$499,327,995.87
Income Not Available	133,314.74
Medicaid-Healthy Louisiana Program <sup>1</sup>	544,194,638.54
Reversion to General Fund	16,351,352.78
Municipal Police Retirement/Firefighters' Retirement/Sheriffs' Pension and Relief Fund	74,782,524.43
Municipal Fire and Police Civil Service	2,670,804.47
Insurance Fraud Assessment:	
Department of Public Safety	3,793,570.77
Department of Justice	859,820.08
Total Transfer Out	\$1,142,114,021.68
<i>Funds Carried Forward Into Fiscal Year 2021-2022</i>	
Insurance Fraud Assessment	\$0.83
Health Insurance Portability and Accountability Act	163,323.99
Louisiana Automobile Theft and Insurance Fraud Prevention Authority	206,396.29
Total Funds Carried Forward	\$369,721.11

<sup>1</sup>Funds are paid quarterly to the Louisiana Department of Insurance as part of the companies' premium taxes. The funds are then audited for accuracy and transferred directly to the Louisiana Department of Health via the State.

## REVENUE SERVICES DIVISION

The Revenue Services Division is responsible for enforcing all tax-related statutes of Title 22, the Louisiana Insurance Code, and creating receipts and images of all revenues received by the LDI through fees, fines, premium taxes, penalties and assessments. A major function of the division is the collection and classification of taxes and penalties from licensed insurance companies and surplus lines producers. In addition, this division is responsible for the collection and classification of annual fees for admitted and approved unauthorized insurers.

For the calendar year ending Dec. 31, 2020, the division collected \$869.9 million in taxes from licensed insurers and \$88.5 million in taxes from surplus lines producers.

For a detailed schedule of fees and amounts collected, see Appendix H on page 101.

The division is also responsible for compiling, sorting and distributing premium data to parishes and municipalities for tax reconciliation purposes.

The Revenue Services Division is responsible for the allocation of all revenue except producer licensing and for classifying all statutory deposits, receipts and fines. The division also invoices, collects and classifies the annual Louisiana Insurance Rating Assessment, Insurance Fraud Assessment, and Health Insurance Portability and Accountability Act Assessment.

All revenue is received in accordance with state laws and regulations in conjunction with department policies and procedures. It is the responsibility of the division to process and collect all revenue in a timely manner, process any associated documentation, and audit all forms related to assessments for accuracy and invoice notification.

The Louisiana Legislature, insurance companies, brokers, producers, and the Office of Property and Casualty use the data collected and reports prepared by the division. Data collected by the Revenue Services Division form the basis for assessments made by the commissioner of insurance.

Each year, the division collects the Louisiana Insurance Rating and Insurance Fraud Assessments. The Louisiana Insurance Rating Assessment is based on the premium written by each admitted property and casualty company. Only premiums for rate regulated lines of business are included in this assessment. The Insurance Fraud Assessment is based on premium written by each admitted property and casualty company and 50% of premium written by each accident and health company to pay the cost of investigation, enforcement and prosecution of insurance fraud and anti-fraud education in the state. The Louisiana Insurance Rating Assessment in 2020 was 0.00725% of 2019 premiums. As such, the Louisiana Insurance Rating Assessment was \$77.4 million based on \$10.7 billion in premiums, with no credits allowed to domestic or foreign insurers. Premium taxes are calculated on premiums written during the calendar year.

The Insurance Fraud Assessment in 2020 was 0.000375% of 2019 premiums. As such, the Insurance Fraud Assessment was \$6.8 million based on \$11.1 billion in property and casualty premiums and \$7.0 billion in accident and health premiums.

## HISTORICAL DATA

The following schedules aggregate three years of historical data on a calendar-year basis.

**REVENUE SERVICES**  
**THREE-YEAR HISTORY BY CATEGORY BY CALENDAR YEAR** **TABLE 8**

<i>Life, Accident and Health Companies (Including HDMI)</i>			
<i>Year</i>	<i>Gross Premiums</i>	<i>Gross Tax<sup>1</sup></i>	<i>Net Tax<sup>2</sup></i>
2020	\$6,578,098,287	\$148,059,570	\$100,077,048
2019	6,436,679,363	144,874,640	99,790,992
2018	6,363,224,715	143,222,830	97,122,418
<i>Fire and Casualty Companies</i>			
2020	11,616,193,534	345,790,685	254,356,838
2019	11,675,591,831	347,640,335	258,592,914
2018	11,347,536,053	337,712,825	252,527,533
<i>Health Maintenance Organizations</i>			
2020	10,801,257,914	594,069,325	510,940,696
2019	9,647,213,374	530,596,736	450,629,160
2018	9,277,479,696	510,261,383	424,398,067
<i>Title Companies</i>			
2020	203,960,592	6,122,825	4,485,324
2019	165,389,706	4,965,770	3,571,374
2018	155,895,346	4,680,170	3,261,264
<i>Surplus Lines Producers</i>			
2020	1,825,916,118	88,556,885	88,556,885
2019	1,709,004,530	82,886,696	82,886,696
2018	1,512,994,465	73,374,910	73,374,910
<b>TOTALS</b>			
2020	31,025,464,444	1,182,599,289	958,416,790
2019	29,633,878,803	1,110,964,177	895,471,135
2018	28,657,130,276	1,069,252,119	880,684,192

<sup>1</sup>Gross Tax is before statutorily authorized credits.

<sup>2</sup>Net Tax is after credits and represents actual collections.

## BUDGET DIVISION

The Budget Division is responsible for managing the department's appropriation by compiling the necessary information for budget development and projections and for monitoring budget changes through expenditures, revenue collections, passage of new legislation and mid-year budget adjustments.

The LDI's budget for the 2020-2021 fiscal year was \$33.49 million, including \$717,000 in federal funds. This budget was an increase of 2.03% from the previous year because of continuation level adjustments associated with salaries and related benefits.

During the year, the LDI spent \$30.87 million, a 2% increase from the previous year, mainly because of increases in the cost of benefits such as pension and retirement expenses.

The LDI's biggest expenditure was staff, at \$23.49 million, followed by professional services, at \$2.45 million, and operating services, at \$2.44 million. The LDI had \$2.6 million left over as unexpended budget authority, of which \$2.01 million in cash reverted to the State General Fund. The remaining \$609,000 of unexpended budget authority is associated with both statutory dedicated funds (\$258,000) and federal funds (\$351,000) and is not carried forward into Fiscal Year 2021-2022. Any unused cash in the statutory dedicated funds remains in the funds as balances for use in the ensuing fiscal year. The expenditure of federal funds is limited to the grant year/fiscal year. Any unused federal funds are only available for use in ensuing grant years/fiscal years if carryforward approval has been granted by the federal government.

Because of the pandemic, travel expenditures were down significantly as events were canceled or held virtually.

## PURCHASING DIVISION

The Purchasing Division procures, maintains, and distributes supplies; manages requests for proposals (RFPs); and manages professional service contracts in keeping with state laws and regulations.

During the 2020-2021 fiscal year, the Purchasing Division experienced delays in the delivery of goods ordered because of low supply inventory and/or shipping delays.

## HUMAN RESOURCES DIVISION

Human Resources (HR) handles all personnel-related matters for the LDI, including hiring, benefits, payroll, grievances and appeals, workers' compensation and safety programs, and compliance with Civil Service rules and regulations.

A major focus for HR during the 2020-2021 fiscal year was developing Covid-19 protocols and procedures to keep employees safe when working in the office and allow them to work at home when needed.

HR is working on streamlining online approvals for payroll by employees and supervisors. HR is also investigating options for an online filing system for all employee files.

## OFFICE OF MANAGEMENT AND FINANCE

As of June 30, 2021, the LDI had 226 total employees. Of this total, there were 197 classified employees, 26 unclassified employees and three students. In Fiscal Year 2020-2021, 73 personnel actions were processed, including new hires, separations, promotions, reallocations and more.

## INFORMATION TECHNOLOGY DIVISION

The Information Technology (IT) Division provides technology support to all offices in the Department of Insurance using a mix of LDI staff and professional services contractors so department employees can work effectively and efficiently and regulated entities can interact electronically with department divisions in an efficient and secure manner.

Over the 2020-2021 fiscal year, IT played a key role in making sure the LDI had the systems, tools and equipment for employees to work productively at home because of the Covid-19 pandemic. IT completed 6,228 service requests from users during Fiscal Year 2020-2021, an increase from the previous year.

Cybersecurity has become an increasingly important focus area for the IT Division. During the fiscal year, there was an increase in the number of cybersecurity attacks, specifically phishing attempts via email. The IT Division is now responsible for providing feedback and recommendations on any cybersecurity incidents that licensees report to the commissioner of insurance. To assist with this burgeoning area of work, the IT Division hired an external company during the fiscal year to perform penetration/security testing on LDI systems and corrected any issues found during testing.

The IT Division also continued its work modifying LDI systems to integrate with NAIC/NIPR's new systems during the fiscal year.

In Fiscal Year 2020-2021, IT hired an additional staff member to assist with application development management.

## ADMINISTRATIVE SERVICES

Administrative Services manages the Poydras Building, telecommunications, vehicles, property inventory, mail, document storage, shredding and filing.

## HELPFUL LINKS

Requests for Proposals, [www.ldi.la.gov/consumers/resources-publications/request-for-proposal](http://www.ldi.la.gov/consumers/resources-publications/request-for-proposal). Current Requests for Proposals can be accessed from the LDI homepage under the Consumers tab.

Strategic Plan 2020-2025, [www.ldi.la.gov/docs/default-source/documents/legaldocs/strategic-plan-2020-2025.pdf](http://www.ldi.la.gov/docs/default-source/documents/legaldocs/strategic-plan-2020-2025.pdf). The LDI updates its five-year strategic plan every three years.

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# Office of Licensing

# OFFICE OF LICENSING

The Office of Licensing is responsible for ensuring the public is served by competent and law-abiding insurance companies and professionals. The office is split into two divisions: the Producer Licensing Division and the Company Licensing Division.

In Fiscal Year 2020-2021, both divisions streamlined application and licensing paperwork by using automated systems supported by live representatives on hand to trouble-shoot questions. Electronic submissions for initial applications for producers and companies as well as recurring annual reports have allowed both divisions to meet their performance goals for processing these documents.

## PRODUCER LICENSING DIVISION

Producer Licensing licenses all producers (also known as agents), managing general agents, claims adjusters, public adjusters, surplus lines brokers and more. The division issues initial and renewal licenses.

A major responsibility for the Producer Licensing Division is to make sure agents are knowledgeable and trustworthy as they dispense insurance advice to Louisiana families. Producer Licensing conducts background checks on applicants to assess the timing and severity of factors such as criminal history, lawsuits and disciplinary actions in Louisiana or other states. Applicants must undergo training, pass an examination and complete continuing education once licensed, all of which are monitored by the Producer Licensing Division. If a licensee is found to be non-compliant, the division issues fines and other regulatory actions.

At the end of Fiscal Year 2020-2021, Louisiana had 178,702 actively licensed producers and 103,377 actively licensed adjusters.

Investments in the division's technology have paid off as Louisiana has endured repeated above average hurricane seasons. In 2019, the division instituted a streamlined method to register catastrophe adjusters via the online Industry Access system. The new process has handled over 12,824 registrations since then with real-time confirmations for submitting insurers. This allows insurers to deploy catastrophe adjusters to hard-hit locations much faster than when insurance companies had to file paper applications to work a storm.

Over Fiscal Year 2020-2021, the division saw a significant rise in the number of new producer licenses and company appointments issued. In the 2019-2020 fiscal year, 32,602 new producer licenses were issued. In the 2020-2021 fiscal year, 49,115 new producer licenses were issued, an increase of 50%. Some of this increase can be attributed to an increased need for producers as insurance needs become more complicated. It is also possible the economic upheaval caused by the pandemic caused more people to consider careers in the insurance field. Regardless of the amount of applications, 99% of all initial and renewal applications are filed electronically, enabling them to be processed more quickly and efficiently.

As the world weathered the Covid-19 pandemic, many in-person business interactions were postponed and applicants were not able to sit for licensing exams or fingerprinting. The Producer Licensing Division is looking at options for remote testing and fingerprinting to broaden access and ensure the application process is smooth and accessible.

## 2021 Louisiana 101 Life Insurance Exam Results Report

The purpose of this report is to provide statistics on test takers of the 101 Louisiana Life Insurance Exam during the period of Jan. 1, 2021, to Dec. 31, 2021, to meet reporting requirements of La. R.S. 22:1545.

Performance data from first-time test takers is generally more stable; therefore, data from repeat test takers is not included in this report. All demographics included in this report are voluntarily self-reported by the test takers. A passing score requires a minimum grade of 70%.

The report results can be found in Appendix I on page 109.

ACTIVITIES OF PRODUCER-LICENSING  
THREE-YEAR HISTORY

TABLE 9

	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
Resident Life, Health and Accident Licenses Issued	3,331	2,354	3,036
Nonresident Life, Health and Accident Licenses Issued	29,770	18,185	16,093
Resident Property and Casualty Licenses Issued	1,098	1,278	1,742
Nonresident Property and Casualty Licenses Issued	8,162	11,468	13,051
Claims Adjuster Licenses Issued	18,630	16,134	18,953
Public Adjuster Licenses Issued	332	102	63
Company Appointments Processed	868,305	736,723	697,467
Producer License Renewal Applications Processed	73,699	60,997	53,982
Adjuster License Renewal Applications Processed	41,497	40,040	35,621
Number of Insurance Exams Monitored	12,691	9,590	10,390
Continuing Education Course Applications Approved	1,301	1,182	1,449

## COMPANY LICENSING DIVISION

Company Licensing reviews initial applications, annual reports and renewal applications for insurance companies doing business in the state of Louisiana. The division also works with insurers new to the state to process applications to do business in Louisiana. Company Licensing reviews over 500 applications per year to approve or disapprove applications from foreign and domestic insurance companies, third party administrators, dental referral plans, medical plans, health maintenance organizations and more. This includes examining all applications to ensure insurers meet all requirements set by Louisiana law.

Companies are also subject to a yearly review by the Company Licensing Division to make certain that applicable laws and statutes are being followed to safeguard policyholders. If a company is found to be non-compliant, the division issues fines and other regulatory actions. Members of the public can search online for final regulatory actions at [www.lds.la.gov/onlineservices/regulatoryactions](http://www.lds.la.gov/onlineservices/regulatoryactions). Regulatory actions are also included in national databases such as the Regulatory Information Retrieval System of the National Association of Insurance Commissioners, which allows participating states to work together to identify and shut down bad actors in the industry.

In Fiscal Year 2020-2021, Company Licensing saw increases in Form A Exemption and Domestic Acquisition filings, which is indicative of consolidation in the insurance industry. Company Licensing processes applications for dissolution of domestic insurance companies, foreign and domestic acquisitions and mergers, and change of control, among other responsibilities.

## HELPFUL LINKS

Document Search, [www.lds.la.gov/onlineservices/documentsearch/](http://www.lds.la.gov/onlineservices/documentsearch/). Retrieval system for specific forms and documents relevant to regulated entities, including advisory letters, bulletins and directives.

Product Filing Requirements, [ia.lds.state.la.us/productmatrix/](http://ia.lds.state.la.us/productmatrix/). Includes a fee calculator, FAQs and additional help. Copy link into web browser to view.

Agent and Adjuster Search, [www.lds.la.gov/onlineservices/ProducerAdjusterSearch/](http://www.lds.la.gov/onlineservices/ProducerAdjusterSearch/).

REGULATORY ACTIVITIES OF COMPANY LICENSING TABLE 10

<i>Fiscal Year 2020-2021 Applications</i>	<i>Number Received</i>	<i>Number Approved</i>	<i>Number Disapproved</i>	<i>Number Withdrawn</i>	<i>Number Pending</i>
<b>Domestic Entities</b>					
Captives	0	0	0	0	0
Certificates of Authority (Initial)	0	0	0	0	0
Dissolutions	2	1	0	0	1
Acquisitions/Mergers	9	8	0	1	0
Form A Exemption Requests	8	7	0	1	0
Regulation 66 Requests*	140	122	0	1	17
Letters of No Objection to Expansion	9	7	0	2	0
Health Maintenance Organization Service Area Expansions	1	1	0	0	0
Mutual Holding Company Conversions	0	0	0	0	0
Article Amendments	17	15	0	0	2
Health Maintenance Organizations	1	1	0	0	0
Redomesticate from Louisiana	0	0	0	0	0
<b>Subtotal</b>	<b>187</b>	<b>162</b>	<b>0</b>	<b>5</b>	<b>20</b>
<b>Foreign Entities</b>					
Certificates of Authority (Initial)	34	22	1	2	9
Surplus Lines Approvals (Initial)	24	19	1	0	4
Accredited Reinsurers	0	0	0	0	0
Mergers	11	9	0	1	1
Withdrawals	7	6	0	0	1
Acquisitions	52	45	1	0	6
<b>Subtotal</b>	<b>128</b>	<b>101</b>	<b>3</b>	<b>3</b>	<b>21</b>
<b>Domestic, Foreign and Alien Entities</b>					
Third Party Administrator Exceptions	0	0	0	0	0
Third Party Administrator Applications	55	40	3	3	9
Risk Purchasing Groups	15	13	2	0	0
Risk Retention Groups	12	9	1	0	2
Medical Discount Plans	18	10	0	1	7
Dental Referral Plans	0	0	0	0	0
Viatical Settlement Brokers	0	0	0	0	0
Viatical Settlement Providers	1	1	0	0	0
Security Registrations	1	1	0	0	0
Security Exemptions	0	0	0	0	0
Utilization Review Organization Applications	13	1	3	6	3
Independent Review Organization Applications	2	2	0	0	0
Specialty Insurers - Vehicle Mechanical Breakdown Insurers	0	0	0	0	0
Amendments of Certificate of Authority/Article Amendments	69	62	1	0	6
Adding Lines to Certificate of Authority	29	22	1	2	4
Certificates of Compliance	63	52	5	3	3
Multiple Employer Welfare Arrangement	0	0	0	0	0
Viatical Investment Agents	0	0	0	0	0
<b>Subtotal</b>	<b>278</b>	<b>213</b>	<b>16</b>	<b>15</b>	<b>34</b>
<b>TOTALS</b>	<b>593</b>	<b>476</b>	<b>19</b>	<b>23</b>	<b>75</b>

\*Regulation 66 is no longer processed separately when a company applies for a Domestic Certificate of Authority.

**OFFICE OF LICENSING**  
**COMPANY LICENSING DIVISION**

**TABLE 11 ENTITIES LICENSED OR REGISTERED AT FISCAL YEAR-END  
THREE-YEAR HISTORY**

	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
<b>Risk Bearing</b>			
<b>Domestic</b>			
Domestic Insurers	86	88	90
Domestic Health Maintenance Organizations	14	14	13
Captives	1	2	2
<b>Total Domestics</b>	<b>101</b>	<b>104</b>	<b>105</b>
<b>Non-Domiciliary</b>			
Foreign/Alien Insurers Admitted	1,348	1,341	1,335
Surplus Lines (estimated)	209	198	194
<b>Total Non-Domiciliaries</b>	<b>1,557</b>	<b>1,539</b>	<b>1,529</b>
<b>Other</b>			
Risk Retention Groups	101	95	78
Vehicle Mechanical Breakdowns	14	15	26
Accredited Reinsurers	14	14	13
Property Residual Values	2	2	2
Multiple Employer Welfare Arrangements	2	2	2
<b>Total Other</b>	<b>133</b>	<b>128</b>	<b>121</b>
<b>TOTAL RISK BEARING</b>	<b>1,791</b>	<b>1,771</b>	<b>1,755</b>
<b>Non-Risk Bearing</b>			
Third Party Administrators	428	398	345
Risk Purchasing Groups	232	238	211
Utilization Review Organizations	85	86	75
Discount Medical Plans	33	31	30
Viatical Settlement Providers	16	15	11
Independent Review Organizations	16	16	13
Home Service Contract Providers	0	0	0
Viatical Settlement Brokers	5	5	5
Security Registrations	1	1	1
Dental Referral Plans	4	3	3
Viatical Investment Agents	0	0	0
Medical Necessity Review Organizations	0	0	0
<b>TOTAL NON-RISK BEARING</b>	<b>820</b>	<b>793</b>	<b>694</b>
<b>TOTALS</b>	<b>2,611</b>	<b>2,564</b>	<b>2,449</b>



# Office of Health, Life and Annuity

# OFFICE OF HEALTH, LIFE AND ANNUITY

The Office of Health, Life and Annuity consolidates the regulation of state and federal requirements applicable to commercial and government-operated health benefit plans. This office provides protection to Louisiana consumers, oversees statutory and regulatory compliance of health benefit plans, and recommends public policy changes to improve market competitiveness and consumers' access to health insurance.

## PREMIUM RATE REVIEW DIVISION

The Premium Rate Review Division began reviewing certain health insurance rates in the small group and individual markets on Jan. 1, 2014. This division performs a detailed analysis and review of these rate filings. While the LDI does not have approval authority over health insurance rates, the department does have statutory authority to:

- Review rates for compliance with federal and state law and disapprove rate filings that are not in compliance with state or federal law.
- Review proposed rate increases to determine whether the increase is reasonable and actuarially justified.
- Post on the department website any proposed rate increase which meets or exceeds a 10% increase and allow the public to submit comments.
- Post on the department website the final determination for the rate increases that meet or exceed a 10% increase and undertake any other actions necessary pursuant to Section 2794 of the Public Health Service Act.

Table 12 includes Fiscal Year 2020-2021 rates that were subject to review, rates found reasonable or unreasonable, as well as rate filings that were withdrawn.

**TABLE 12**    **ACTIVITIES OF THE PREMIUM RATE REVIEW DIVISION**

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Rate Filings Received	52
Reasonable Findings	48
Unreasonable Findings	0
Filings Withdrawn	0

## HEALTH FORMS DIVISION

The Health Forms Division reviews all health and accident product forms including both major medical and supplemental, limited or excepted benefit products. The division conducts reviews of organizations responsible for internal claims, appeals and external reviews. Health Forms also reviews certain health insurance rates and advertising in the small group and individual markets.

Additionally, the division handles requests to the commissioner to review eligibility for external reviews in instances where the health insurance issuer denied the external review request based on ineligibility.

During Fiscal Year 2020-2021, in the midst of the Covid-19 pandemic, the division found that many private insurers and employers who offer insurance promoted the availability of telemedicine, Covid-19 diagnostic tests and vaccines when eligible.

Health insurance premiums paid during the 2020 calendar year that were subject to assessment totaled \$4,002,004,242. These premiums were assessed at .00023%. A total of \$920,433.81 was collected from 21 health insurance issuers.

In Fiscal Year 2020-2021, the division processed over 6,000 policy forms and rate reviews in the midst of the challenges posed by Covid-19 restrictions when health insurance issuers and regulators were working remotely. An internal audit process was implemented to identify areas that need improvement or additional training.

Several Acts have been passed related to the ongoing pandemic, and the Health Forms Division is working to ensure issuers are compliant with current legislation, including:

- Act 276 of the 2020 Regular Session (La. R.S. 22:1842), which requires each health plan issuer to display information online regarding covered telemedicine medical services, telehealth healthcare services and remote patient monitoring services.
- Act 230 of the 2020 Regular Session (La. R.S. 22:1057), which states that coverage cannot be denied for Covid-19 diagnostic tests, antibody tests and antiviral drugs when ordered by a physician. Coverage shall not be subject to cost-sharing until Dec. 31, 2021.
- The CARES Act passed by the U.S. Senate in March 2020, which requires expedited coverage of Covid-19 vaccines and their administration without cost-sharing. It builds on a provision included in the Affordable Care Act (ACA) that requires non-grandfathered private health plans to cover certain preventive services, including recommended vaccines, without cost-sharing.
- Act 89 of the 2021 Regular Session, which added dental plans and policies to the External Review Act.

The division will continue its mission to provide Louisiana citizens with access to affordable health care coverage and services by ensuring that health insurance issuers provide required notices in their products informing policyholders of their rights. To streamline future operations, the division will continue to improve workflow and the timely review of filings by cross-training staff on different types of products and processes.

**OFFICE OF HEALTH, LIFE AND ANNUITY**  
**HEALTH FORMS DIVISION**

The counts reported in Table 13 represent the number of forms included in health insurance filings that are received and processed. Each regulated entity’s forms are counted separately. After the LDI receives health insurance filings, forms may be reclassified such that multiple forms initially counted separately are combined into a single form. The most common reasons for reclassification are the erroneous classification of multiple parts of a single form as separate forms and the filing of supporting documents as forms. As an example, an initial filing of five forms at the time of receipt may be reclassified and processed as two forms. Consequently, the numbers reported for forms received and forms processed in Table 13 may not reconcile. The same circumstances may also impact forms that are reported as pending.

**TABLE 13 ACTIVITIES OF THE HEALTH FORMS DIVISION**  
**THREE-YEAR HISTORY**

	<i>Fiscal Year</i> <b>2020-2021</b>	<i>Fiscal Year</i> <b>2019-2020</b>	<i>Fiscal Year</i> <b>2018-2019</b>
<b>Policy Forms, Advertisements and Rates Received</b>			
Forms Received	4,219	3,326	3,403
Advertisements Received	625	787	800
Rate Forms Received	1,197	1,265	1,121
<b>TOTALS</b>	<b>6,041</b>	<b>5,378</b>	<b>5,324</b>
<b>Policy Forms, Advertisements and Rates Processed</b>			
Approved	5,431	4,729	4,896
Accepted/Filed	114	127	147
Acknowledged/Informational	81	58	47
Disapproved	108	433	79
Withdrawn by Company	269	267	277
<b>TOTAL PROCESSED</b>	<b>6,003</b>	<b>5,614</b>	<b>5,446</b>
<b>Policy Forms, Advertisements and Rates Pending</b>			
All Health Policy Forms, Advertisements and Rate Filings Pending at End of Fiscal Year	926	694	537

HEALTH FORM FILINGS RECEIVED BY COVERAGE TYPE TABLE 14  
THREE-YEAR HISTORY

*Total Number of Forms, Medicare Supplement Insurance Advertisements and/or Rates*

	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
<b>Comprehensive Coverage Types</b>			
Major Medical	890	494	542
Health Maintenance Organization	561	629	541
<b>Limited Benefit Coverage Types</b>			
Short-Term Limited Duration	121	125	134
Medicare Supplement/Select	1,241	1,625	1,560
Disability	356	243	345
Dental	664	555	502
Hospital Indemnity	382	329	215
Accident Only	301	244	312
Cancer/Dread Disease	92	45	137
Miscellaneous	1,050	605	631
Accidental Death/Dismemberment	65	80	65
Critical Illness	188	192	245
Vision	130	212	95
<b>TOTALS</b>	<b>6,041</b>	<b>5,378</b>	<b>5,324</b>

**OFFICE OF HEALTH, LIFE AND ANNUITY**  
**HEALTH FORMS DIVISION**

In addition to its detailed analysis and review of the policy forms and advertising of regulated entities, the Health Forms Division oversees the review and approval process for the licensure of independent review organizations and utilization review organizations. While the Licensing Division issues independent review organization and utilization review organization licenses, the Office of Health, Life and Annuity plays a pivotal role in the review of applications by examining the affairs of the independent review organizations and utilization review organizations.

**TABLE 15** **FY 20-21 INDEPENDENT REVIEW ORGANIZATIONS AND UTILIZATION REVIEW ORGANIZATIONS**

Independent Review Organization Applications Received	2
Independent Review Organization Applications Processed	2
Independent Review Organization Applications Pending Final Action	0
Utilization Review Organization Applications Received	8
Utilization Review Organization Applications Processed	7
Utilization Review Organization Applications Pending Final Action	1

## **HEALTH MAINTENANCE ORGANIZATION REPORT**

LA. R.S. 22:268 REPORT BY THE COMMISSIONER

*The secretary and the commissioner each shall report annually to the governor on the activities of his office with respect to health maintenance organizations and shall make such suggestions for change or improvement as may be in the best interest of the state and the industry.*

The policy forms of all major medical insurance issuers, including those of health maintenance organizations, are subject to the forms approval process of the LDI. Health maintenance organization filings represented about 39% of all comprehensive coverage forms and about 0.09% of all filings reviewed by the Office of Health, Life and Annuity (see Table 14 on page 35).

All health insurance issuers, including health maintenance organizations, are subject to the provisions of the federal Affordable Care Act of 2010.

For additional information on premiums and losses for health maintenance organizations in Louisiana, see Appendix E on page 95.

## LOUISIANA HEALTH CARE COMMISSION

The Louisiana Health Care Commission was created by law in 1992. Statutory authority and membership of the commission are contained in La. R.S. 22:2161. It is a 47-member advisory board that undertakes comprehensive review of complex health care issues facing Louisiana. Through a broad perspective, the commission studies the issues affecting the availability, affordability and delivery of quality health care in Louisiana. The commission is also tasked with examining national health care reform initiatives.

### MEETINGS AND 2021-2022 FISCAL YEAR

The commission holds quarterly public meetings each year and encourages anyone interested in hearing about state and national health care issues to attend and provide feedback. The commission is composed of a diverse group of individuals who bring a variety of perspectives to the discussions. Members represent the views of providers, insurance companies, agents, consumers, regulators and volunteer groups.

This fiscal year, the commission held quarterly meetings via Zoom, bringing in experts on a variety of topics to address health care issues affecting Louisiana. One of the biggest points of interest this fiscal year was Covid-19 and the availability of vaccines. Meeting discussions also included updates on Covid-19 from a hospital and provider perspective, the successful use of telemedicine during the pandemic, and the status of ACA litigation and federal balance billing legislation.

Commission members also addressed the high cost of health care, including facility costs, prescription drug costs and high administrative expenses. Other areas of discussion included the need for improvement in transparency of health care pricing, behavioral and mental health treatment, and access to care for rural populations.

After holding the first combined LDI Conference of the Louisiana Health Care Commission, the Property and Casualty Commission and the Louisiana Auto Theft and Insurance Fraud Prevention Authority in March of 2020, there was no event held in Fiscal Year 2020-2021 due to pandemic restrictions.

Fiscal year meeting information and minutes can be found at [www.ldi.la.gov/consumers/boards-commissions/health-care-commission/lhcc-meetings](http://www.ldi.la.gov/consumers/boards-commissions/health-care-commission/lhcc-meetings).

## LIFE & ANNUITY AND LONG-TERM CARE DIVISION

The Life & Annuity and Long-Term Care Division conducts reviews of all life, annuity, viatical settlement and long-term care contract forms to be issued in Louisiana for compliance with all relevant laws. Through thorough review, the division ensures that forms issued to policyholders provide the protections and benefits afforded under Louisiana law.

The division also interacts directly with industry filers and the Interstate Insurance Compact to ensure lines of communication are open to allow for discussion on products that are new-to-market, any existing issues that may affect citizens of Louisiana, or changes in law that may be necessary due to the changing market.

In Fiscal Year 2020-2021, the number of filings processed remained consistent except for a larger number of long-term care rate increase filings received and approved. There has also been an increase in filings of “innovative” products with non-standard features, which require a more extensive review than a product without these non-standard features.

In Fiscal Year 2020-2021, the division focused on reducing processing times while increasing knowledge of staff to improve confidence in reviews and limit mistakes. Despite similar filing numbers to those received in the past, staff significantly reduced the average number of days to process filings. This efficiency is due to increased training on product knowledge to better provide a thorough review while maintaining speed, as well as instituting a “triage” protocol for reviewing filings. The triage approach allows staff to review filings as they are received and process quick or immediate reviews first, then move on to more complex filings that require in-depth analysis.

The division also instituted time frame changes so that filings are reviewed and any objections/dispositions submitted within 10 calendar days of receipt, and so that any subsequent responses are submitted within five calendar days. This has further reduced the amount of time that filings sit in a reviewer’s queue.

Looking ahead, the division will focus on staff continuing education and cross training, as well as monitoring the industry to stay ahead of the curve as new products are developed. The division will continue to monitor long-term care rates to determine if there is a need for changes to state regulations in the future.

**OFFICE OF HEALTH, LIFE AND ANNUITY**  
**LIFE & ANNUITY AND LONG-TERM CARE DIVISION**

**TABLE 16**      **ACTIVITIES OF THE LIFE & ANNUITY AND LONG-TERM CARE DIVISION**  
**THREE-YEAR HISTORY**

	<i>Fiscal Year</i> <b>2020-2021</b>	<i>Fiscal Year</i> <b>2019-2020</b>	<i>Fiscal Year</i> <b>2018-2019</b>
<b>Policy Forms, Annual Certifications, Advertisements and Rates Received</b>			
Forms Received	3,544	3,680	4,818
Advertisements Received	50	113	125
Rates Received	292	214	252
<b>TOTALS</b>	<b>3,886</b>	<b>4,007</b>	<b>5,195</b>
<b>Policy Forms, Annual Certifications, Advertisements and Rates Processed</b>			
Approved	3,141	4,299	4,429
Accepted/Filed	2	5	2
Acknowledged/Informational	480	503	517
Disapproved	80	43	185
Withdrawn by Company	225	204	195
Departmental Withdrawal of Approval	0	2	0
<b>TOTAL PROCESSED</b>	<b>3,928</b>	<b>5,056</b>	<b>5,328</b>

**OFFICE OF HEALTH, LIFE AND ANNUITY**  
**LIFE & ANNUITY AND LONG-TERM CARE DIVISION**

**TABLE 17** LIFE, ANNUITY, LONG-TERM CARE AND VIATICAL SETTLEMENT FORMS RECEIVED BY COVERAGE TYPE

	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
<b>Life Insurance Coverage Types</b>			
Adjustable Life	200	407	766
Credit Life	0	5	23
Endowment	4	10	21
Term Life	828	307	208
Variable Life	113	109	176
Whole Life	486	680	1,163
Life Other/Special	646	744	886
<b>Annuity Coverage Types</b>			
Annuities	1,175	1,121	1,092
Equity Indexed Annuities	284	235	304
<b>Long-Term Care/Viatical Settlement</b>			
Long-Term Care	116	265	504
Viatical Settlement	34	124	52
<b>TOTALS</b>	<b>3,886</b>	<b>4,007</b>	<b>5,195</b>

## HELPFUL LINKS

Health Care Resources for the Uninsured brochures, [www.lidi.la.gov/healthuninsured](http://www.lidi.la.gov/healthuninsured). Brochures created by the Louisiana Health Care Commission Access to Care Subcommittee that contain health care resources for the uninsured and underinsured populations of the Acadiana, central, greater Baton Rouge, Houma, New Orleans, northeast, northshore, northwest and southwest regions of Louisiana.

Coverage to Care resources, [www.cms.gov/About-CMS/Agency-Information/OMH/equity-initiatives/from-coverage-to-care](http://www.cms.gov/About-CMS/Agency-Information/OMH/equity-initiatives/from-coverage-to-care). An effort to help educate consumers about their new coverage and to connect them with primary care and preventive services.



# Office of Financial Solvency

# OFFICE OF FINANCIAL SOLVENCY

The Office of Financial Solvency provides continuous regulatory oversight of insurers doing business in Louisiana, which includes financial analysis to ensure the health and solvency of every insurer. The office comprises the Financial Examinations Division and the Actuarial Division. Both divisions work together to provide a full picture of the financial health of all insurers approved to do business in the state.

## FINANCIAL EXAMINATIONS DIVISION

The Financial Examination Division includes the Financial Examination Unit and the Financial Analysis Unit. At least once every five years, the Financial Examination Unit performs on-site examinations of the financial, corporate and marketing practices of insurers domiciled in the state to make sure they are in compliance with the Louisiana Insurance Code. The LDI completed 31 financial examinations in Fiscal Year 2020-2021.

The Financial Analysis Unit analyzes the financial statements that insurers create and are required to submit on a regular schedule. The work of the Financial Analysis Unit is critical for early detection of financial trouble among insurers, because insurers in financial strain may not be solvent enough to pay claims, especially during catastrophes. The LDI analyzed the financial filings of 208 companies in Fiscal Year 2020-2021.

Financial Solvency's goal is to broaden and enhance the identification of risk inherent in insurer operations and use that evaluation to inform ongoing monitoring of insurers. The work of this division enables the commissioner of insurance to be more proactive and better positioned to identify and respond to any serious threat to the stability of insurers from current or emerging risks.

During Fiscal Year 2020-2021, the Office of Financial Solvency was instrumental in maintaining the LDI's Accreditation for 2021. Accreditation is a certification given to a state insurance department once it has demonstrated it has met and continues to meet an assortment of legal, financial, organizational, and licensing and change of control standards as determined by the National Association of Insurance Commissioners.

The division also closely monitored the health of the property and casualty markets after hurricanes Laura, Delta and Zeta hit the Louisiana coast during the 2020-2021 fiscal year.

## ACTUARIAL DIVISION

The Actuarial Division is composed of the Life and Health Actuarial Unit and the Property and Casualty Actuarial Unit. Both units provide actuarial expertise to determine the adequacy of reserve liabilities on both the health and property and casualty sides of the insurance market in our state. The division also provides actuarial analysis of all rule and rate filings for regulated property and casualty programs, and provides actuarial review of Medicare supplement and long-term care rate requests. The LDI does not approve health insurance rates, although it does review them for actuarial soundness. In all cases, actuarial review includes ensuring the rates are not excessive, inadequate or unfairly discriminatory.

In the 2020-2021 fiscal year, the division undertook special projects monitoring both the property and casualty and health care markets for any ill effects and actuarial impacts from the devastating 2020 hurricane season or the Covid-19 pandemic. The division began a data call for each of the three hurricanes that made landfall during the fiscal year: Laura, Delta and Zeta. The results of the data call thus far can be found at [www.lidi.la.gov/datacallresults](http://www.lidi.la.gov/datacallresults).

### HELPFUL LINK

Market Share Reports, [www.lidi.la.gov/onlineservices/TopTwentyPremiums/](http://www.lidi.la.gov/onlineservices/TopTwentyPremiums/). Downloadable PDF and Excel® reports by year on the top 20 property and casualty insurers, health insurers and life insurers, plus premiums written by line for all carriers, including Louisiana Citizens Property Insurance Corp. (Citizens). Except for Citizens, the data source is the National Association of Insurance Commissioners.

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# Office of Property and Casualty

# OFFICE OF PROPERTY AND CASUALTY

The Office Property and Casualty consolidates the regulation of state and federal requirements applicable to commercial and personal lines of property and casualty insurance. The office works to protect consumers by ensuring continued compliance with laws and regulations.

The Office of Property and Casualty has three divisions:

- Rating Division
- Forms Division
- Louisiana Property and Casualty Insurance Commission

In Fiscal Year 2020-2021, policyholders filed 316,879 insurance claims of all types related to hurricanes Laura, Delta and Zeta, as well as an unknown number of other claims related to catastrophic weather events such as tropical storms or the February 2021 freeze. These events have put the Office of Property and Casualty on high alert as it monitors the property and casualty market and addresses any questions that result from adverse weather events.

In accordance with the reporting provision of La. R.S. 22:1333(D), no insurers filed a plan for writing new business in tandem with a request to change named-storm/hurricane deductibles on policies that had been in force for more than three years.

## RATING DIVISION

The Rating Division examines property and casualty insurance companies' rate and rule filings for compliance with Louisiana insurance laws. Prior review/approval is required before an insurance company can use its rates and rules in Louisiana. The Rating Division makes sure the rates and rules comply with Title 22 laws and are not excessive, inadequate or unfairly discriminatory.

In Fiscal Year 2020-2021, the Rating Division kept an eye on catastrophe claims. The Rating Division also monitored reinsurance prices, because if companies face higher reinsurance costs, they could seek rate adjustments to recover these expenses. Meanwhile, Louisiana policyholders are concerned about the rising cost of insurance premiums, including homeowners, private passenger automobile, commercial automobile, commercial property and more.

Table 18 on page 47 shows the three-year history of actions taken by the Office of Property and Casualty on all rate, rule and informational filings.

See Appendix B on page 79 for tables displaying data on Rate Filings Dollar Impact, Methods of Rate Filing, and Louisiana Property and Casualty Market Exhibit of Underwriting Gains and Losses by Line of Business.

PROPERTY AND CASUALTY LINE FILINGS      TABLE 18  
THREE-YEAR HISTORY

All Lines 7/1/2020 to 6/30/2021				
<i>Filing Disposition</i>	<i>P&amp;C Filings Reviewed <sup>1</sup></i>	<i>Rate Filings Reviewed by Actuarial Division <sup>2</sup></i>	<i>Rate Filings Not Reviewed by Actuarial Division <sup>3</sup></i>	<i>All Filings Reviewed Other Than Rate Filings</i>
Acknowledged	90	0	85	5
Approved	2,505	1,451	351	703
Disapproved	122	84	6	32
Withdrawn	208	130	10	68
<b>TOTALS</b>	<b>2,925</b>	<b>1,665</b>	<b>452</b>	<b>808</b>
All Lines 7/1/2019 to 6/30/2020				
<i>Filing Disposition</i>	<i>P&amp;C Filings Reviewed <sup>1</sup></i>	<i>Rate Filings Reviewed by Actuarial Division <sup>2</sup></i>	<i>Rate Filings Not Reviewed by Actuarial Division <sup>3</sup></i>	<i>All Filings Reviewed Other Than Rate Filings</i>
Acknowledged	88	0	83	5
Approved	2,289	1,429	268	592
Disapproved	183	126	21	36
Withdrawn	208	150	8	50
<b>TOTALS</b>	<b>2,768</b>	<b>1,705</b>	<b>380</b>	<b>683</b>
All Lines 7/1/2018 to 6/30/2019				
<i>Filing Disposition</i>	<i>P&amp;C Filings Reviewed <sup>1</sup></i>	<i>Rate Filings Reviewed by Actuarial Division <sup>2</sup></i>	<i>Rate Filings Not Reviewed by Actuarial Division <sup>3</sup></i>	<i>All Filings Reviewed Other Than Rate Filings</i>
Acknowledged	39	0	35	4
Approved	2,038	1,285	218	535
Disapproved	215	167	3	45
Withdrawn	193	131	5	57
<b>TOTALS</b>	<b>2,485</b>	<b>1,583</b>	<b>261</b>	<b>641</b>

1. Includes only filings where the review was completed in the fiscal year for property and casualty lines regulated under La. R.S. 22:1451 et seq. and includes Workers' Compensation Group Self-Insured Fund rate filings reviewed in accordance with La. R.S. 23:1191 et seq. and Regulation 42. This category includes rate filings made in accordance with La. R.S. 22:1464(E), 1464(A)(1) or 1451(D).

2. Includes only rate filings where the review was completed in the fiscal year by the Actuarial Division for property and casualty lines regulated under La. R.S. 22:1451 et seq. (referred to as "Modified Prior Approval") and includes Workers' Compensation Group Self-Insured Fund rate filings reviewed in accordance with La. R.S. 23:1191 et seq. and Regulation 42. It does not include rate filings made in accordance with La. R.S. 22:1464(E), 1464(A)(1) or 1451(D) (referred to, respectively, as "Consent-to-Rate," "Individually Risk Rated" and "Commercial Informational").

3. Rate filings made in accordance with La. R.S. 22:1464(E), 1464(A)(1) or 1451(D). These filings may be reviewed for statutory compliance but are not reviewed by the Actuarial Division.

## FORMS DIVISION

The Forms Division reviews policy forms to make sure they comply with the law and avoid inconsistent, ambiguous or misleading language. Insurers must have their forms approved before they can write certain coverages unless exempted by statute.

The forms review process emphasizes:

- Compliance with all applicable state and federal laws, rules and regulations.
- Avoidance of any inconsistent, ambiguous or misleading language, text or format.
- Assurance that exceptions to coverage and conditions are clear and reasonable.
- Assurance of consumer protection to the extent authorized by law.

The total number of forms processed for the 2020-2021 fiscal year was 18,442, of which 87% were approved prior to use by either receiving LDI approval or utilizing the Certified Approved process. There was an increase in the number of forms processed this fiscal year due to a change made in the 2020 Legislative Session that requires written notice of cancellation when initiated by the insured. Legislative changes encouraged by the LDI simplified filing fees, which resulted in fewer refund requests and fewer requests for additional filing fees, resulting in a more streamlined review process in the Forms Division.

**TABLE 19 PROPERTY AND CASUALTY FORMS PROCESSED  
THREE-YEAR HISTORY**

<i>Fiscal Year</i>	<i>Total Number of Forms Processed</i>
2020-2021	18,442
2019-2020	17,404
2018-2019	20,935

Table 20 presents the numbers of approval and disapproval actions taken on all forms processed. However, this table does not include numbers for forms received for informational purposes only, forms withdrawn or filings where companies adopt forms developed by rating organizations which the Forms Division had previously approved for use in Louisiana.

**TABLE 20 ACTIONS TAKEN ON PROPERTY AND CASUALTY FORMS PROCESSED  
THREE-YEAR HISTORY**

<i>Fiscal Year</i>	<i>Approved</i>	<i>Disapproved</i>
2020-2021	16,093	1,335
2019-2020	13,702	2,398
2018-2019	16,173	2,184

## OFFICE OF PROPERTY AND CASUALTY

### LOUISIANA PROPERTY AND CASUALTY INSURANCE COMMISSION

Catastrophic weather events have required that staff investigate loss settlement provisions, especially regarding additional living expenses, and the time frame for filing claims and completing repairs.

A top priority for the Forms Division is to ensure procedures and training materials contain current legislative guidance/updates.

# LOUISIANA PROPERTY AND CASUALTY INSURANCE COMMISSION

The Louisiana Property and Casualty Insurance Commission (LPCIC) studies property and casualty insurance issues to find ways to make insurance more affordable and available. The commission originated to study auto insurance issues but has expanded to include all property and casualty insurance. It has 24 members composed of representatives from state government, law enforcement and the insurance industry. The Legislature created the commission with the following mission:

- The commission shall review and examine the availability and affordability of property and casualty insurance in the state of Louisiana.
- The commission shall undertake a comprehensive study and provide oversight and enforcement recommendations of the effectiveness of law enforcement and implementation of programs aimed at enforcement throughout the state of those laws and programs which affect automobile insurance rates.

During the 2020-2021 fiscal year, the LPCIC did not meet due to the Covid-19 pandemic but continued to study trends in the insurance market. Some of the issues observed include:

- Business interruption claims due to the pandemic.
- Litigation over the language in business interruption policies requiring “direct physical loss” or excluding coverage for virus or pandemic.
- Increase in cyberattacks and how it will affect the availability and affordability of cyber insurance.
- Issues in homeowners insurance such as nonrenewal and rate increases.

The LPCIC makes recommendations for legislation on property and casualty insurance issues and strives to make specific proposals and provide draft legislation. Some of the key issues on the commission’s agenda are:

- Distracted/hands-free driving.
- Effects of civil-justice reform on auto insurance.
- Issues with homeowners and commercial insurance after natural disasters.
- Potential issues of marijuana legalization on auto, workers’ compensation, and other property and casualty insurance.
- Innovation and technology in insurance.

The LPCIC submits a detailed annual report to the governor, commissioner of insurance and Legislature. The LPCIC is authorized under La. R.S. 22:2171.

## **HELPFUL LINKS**

Search property and casualty rate filings, [www.lidi.la.gov/online-services/rate-filing-search](http://www.lidi.la.gov/online-services/rate-filing-search).

Product Filing Requirements for Insurers, [ia.lidi.state.la.us/productmatrix/](http://ia.lidi.state.la.us/productmatrix/).

Explanation of rate and form compliance web-based system used by the LDI. Copy link into the web browser to view.

Shop Your Rates: Automobile and Home Insurance Rate Comparison guides, [www.lidi.la.gov/online-services/shop-your-rates](http://www.lidi.la.gov/online-services/shop-your-rates).



# Division of Legal Services

# DIVISION OF LEGAL SERVICES

The Division of Legal Services provides legal advice and opinions to the commissioner and all offices within the LDI. The Division of Legal Services prepares bulletins, directives and advisory letters as requested by the commissioner and drafts Declaratory Orders in response to requests from regulated entities. Additionally, the division represents the LDI in legal proceedings before courts and in administrative hearings before the Division of Administrative Law. The Division of Legal Services conducts hearings for mergers and acquisitions involving entities regulated by the LDI, drafts legislation and provides testimony at legislative committee hearings on behalf of the LDI for important insurance-related issues.

In Fiscal Year 2020-2021, the Division of Legal Services tracked 171 activities related to legal representation of the LDI in its enforcement and regulatory capacity. Each attorney works closely with different LDI offices and divisions to enforce the requirements of Title 22, the Louisiana Insurance Code. This fiscal year, there was an increase in regulatory guidance issued due to the challenges presented by numerous hurricanes that affected Louisiana and by the Covid-19 pandemic.

The Division of Legal Services successfully defended the position of the LDI in numerous appeals of regulatory actions against regulated entities and licenses of applicants. Staff attorneys completed a comprehensive review of all active advisory letters, bulletins, directives and regulations. As a result, outdated guidance was repealed or revised and reissued, and regulations were updated to reflect current law. Additionally, the division prepared numerous legal opinions in response to requests from divisions within the LDI, new regulations for promulgation and requests for Declaratory Orders submitted by regulated entities.

To make operations more effective and efficient, the Division of Legal Services created a new attorney position to handle cybersecurity and public records issues. There have also been changes made to the legal RMS system and to the LAPIS system to make them more useful.

The top priority of the division moving forward is to provide competent and professional legal representation to and on behalf of the LDI.

## ADMINISTRATIVE HEARINGS

**TABLE 21**      **LEGAL ISSUES/ADMINISTRATIVE HEARINGS**  
**THREE-YEAR HISTORY**

	<i>Fiscal Year</i> <b>2020-2021</b>	<i>Fiscal Year</i> <b>2019-2020</b>	<i>Fiscal Year</i> <b>2018-2019</b>
Bail Bond Forfeitures	117	17	36
Cease and Desist Orders	8	1	4
Failure to Pay Taxes, Fines or Assessments	0	0	1
Misappropriations	4	2	3
Misrepresentations	7	6	19
Revocation of Certificate of Authority/License	14	12	1
Unlicensed/Unauthorized Producers or Companies	4	2	5
Other	17	22	25
<b>TOTALS</b>	<b>171</b>	<b>62</b>	<b>94</b>

### FINES COLLECTED

In Fiscal Year 2020-2021, the Division of Legal Services assisted the commissioner of insurance in collecting \$8,500 in fines.

La. R.S. 22:1972 requires the reporting of penalties and costs of proceedings against regulated entities which were brought under the Unfair Trade Practices Act. The Division of Legal Services reports no fines were imposed on regulated entities under the Unfair Trade Practices Act during Fiscal Year 2020-2021.

### RULES, REGULATIONS, DIRECTIVES, ADVISORY LETTERS, BULLETINS

A list of regulations, rules, directives, advisory letters and bulletins written, amended, revised and rescinded/ repealed in Fiscal Year 2020-2021 follows.

The following documents can be found on the LDI website here:

[www.lidi.la.gov/onlineservices/documentsearch/](http://www.lidi.la.gov/onlineservices/documentsearch/)

- Advisory Letter 01-02: Use of Mold Exclusions in Insurance Policy Forms (Revised and Reissued July 28, 2020)
- Advisory Letter 04-02: Adjustment of Automobile Insurance Claims Payment for Paint and Materials (Revised and Reissued July 28, 2020)
- Advisory Letter 07-01: Repair of Motor Vehicles - Statement of Principles (Revised and Reissued July 28, 2020)
- Advisory Letter 16-02: Mandatory Registration by Producer Agencies (Revised and Reissued August 31, 2020)
- Advisory Letter 2020-03: Use of Standard Pollution Exclusions (October 5, 2020)
- Advisory Letter 2020-04: ACT 310 of the 2020 Regular Session of the Louisiana Legislature (Originally issued on October 22, 2020, Revised and Reissued December 9, 2020)
- Advisory Letter 2021-01: ACT 310 of the 2020 Regular Session of the Louisiana Legislature (March 11, 2021)
- Bulletin 06-03: Acts 2004, No. 780 of the Regular Session of the Louisiana Legislature and Regulation 46, Long-Term Care Insurance (Revised and Reissued September 21, 2020)
- Bulletin 06-05: Authorized and Unauthorized Questions for Use on a Life Insurance Application (Revised and Reissued September 21, 2020)
- Bulletin 07-01: Written Catastrophe Response Plans (Revised and Reissued August 4, 2020)
- Bulletin 07-02: Unlawful Marketing and/or Sales Practices of Medicare Related Products (Revised and Reissued October 5, 2020)

## **DIVISION OF LEGAL SERVICES**

- Bulletin 07-06: Loss Cost Multiplier Worksheets (Revised and Reissued July 28, 2020)
- Bulletin 08-07: Filing Procedures for Compliance with the Provisions of the Terrorism Risk Insurance Program Reauthorization Act of 2007 (Rescinded July 28, 2020)
- Bulletin 08-10: Autism Diagnosis and Treatment Coverages (Rescinded September 21, 2020)
- Bulletin 09-10: Appointments and Terminations of Insurance Producers Electronic Submission Required (Revised and Reissued August 31, 2020)
- Bulletin 09-11: Change of Address Electronic Submission Required (Revised and Reissued August 31, 2020)
- Bulletin 09-12: Non-Resident Licensing and Renewal Requests Electronic Submission Required (Revised and Reissued August 31, 2020)
- Bulletin 10-03: Fraud Investigations and Claims Audits by Health Insurance Issuers and Health Maintenance Organizations (Revised and Reissued October 5, 2020)
- Bulletin 15-01: Filing Procedures for Compliance with the Provisions of the Terrorism Risk Insurance Program Reauthorization Act of 2015 (Rescinded January 20, 2021)
- Bulletin 2020-03: Data Call Relating to Hurricane Laura Insurance Claims (Originally issued October 7, 2020, Revised and Reissued October 8, 2020)
- Bulletin 2020-04: Data Call Relating to Hurricane Delta Insurance Claims (October 27, 2020)
- Bulletin 2020-05: Data Call Relating to Hurricane Zeta Insurance Claims (November 19, 2020)
- Bulletin 2020-06: Guidance for Filing Demographic Hiring Survey (November 20, 2020)
- Bulletin 2020-07: Timely Payments of Property and Casualty Claims and Bad Faith Damages (December 11, 2020)
- Bulletin 2021-01: Filing Procedures for Compliance with the Provisions of the Terrorism Risk Insurance Program Reauthorization Act of 2019 (January 10, 2021)
- Bulletin 2021-02: Time Periods for Proof of Loss Submission and for Completion of Repairs Under Replacement Cost Coverage for Damages Related to Catastrophic Events (February 11, 2021)
- Bulletin 2021-03: Good Faith Claim Settlement Practices and Policyholder Service Obligations (February 26, 2021)
- Bulletin 2021-04: Information Security Program of the Insurance Data Security Law (Originally Issued on June 3, 2021. Revised and Reissued June 10, 2021)
- Directive 18: Automobile Total Loss Settlements (Rescinded May 27, 2021)

## DIVISION OF LEGAL SERVICES

- Directive 34: Salvage on Paid Losses (Rescinded August 4, 2020)
- Directive 38: Funeral Service Policies (Rescinded September 22, 2020)
- Directive 62: Return of Premium Benefit on Accident and Health Insurance (Rescinded September 21, 2020)
- Directive 67: Stated Premium Must Include All Charges (Rescinded July 28, 2020)
- Directive 69: Agency Contract Terminations-Replaces Directive No. 68 (Rescinded August 31, 2020)
- Directive 73: Coverage of Chiropractic Services (Revised and Reissued September 21, 2020)
- Directive 103: Insurance Agent's Licenses: Appointment to Represent Company (Revised and Reissued August 31, 2020)
- Directive 106: Solvency Requirements for Charters of Liquidated Insurance Companies (Revised and Reissued August 4, 2020)
- Directive 127: Managing General Agents (Revised and Reissued August 31, 2020)
- Directive 129: Participating Policies (Policyholder Dividends) (Revised and Reissued August 4, 2020)
- Directive 135: Use of Discounts and Credits by Group Self-Insurance Funds for Workers' Compensation (Revised and Reissued August 4, 2020)
- Directive 137: Withdrawal of Absolute/Total Pollution Exclusion (Revised and Reissued July 28, 2020)
- Directive 143: Aftermarket Crash Parts Disclosure Requirement (Revised and Reissued July 28, 2020)
- Directive 167: Coverage of Mental Health Services (Rescinded September 21, 2020)
- Directive 173: Binding Arbitration and/or Appraisal Provisions (Revised and Reissued October 5, 2020)
- Directive 175: Policy Forms - Subrogation Provisions (Revised and Reissued July 28, 2020)
- Directive 177: Health Insurance Issuer Guidelines for Replacement of a Health Benefit Plan of Similar Benefits (Revised and Reissued September 21, 2020)
- Directive 179: Individual Health Insurance - Good Health Classification Factor (Rescinded September 21, 2020)
- Directive 181: Credit Information Reporting Requirement - Personal lines Only (Revised and Reissued July 28, 2020)
- Directive 183: Automobile Insurer Responsible for All Towing and Storage Service Charges (Revised and Reissued July 28, 2020)

## DIVISION OF LEGAL SERVICES

- Directive 186: Proper Use of Cost of Airbag in Determining “Total Loss” of Vehicle (Revised and Reissued July 28, 2020)
- Directive 192: Application of Regulation 86 - Dependent Coverage of Newborns in the Group and Individual Market (Revised and Reissued September 21, 2020)
- Directive 193: Requirements for Compliance with LSA-R.S. 22:250.4, LSA-R.S. 22:250.15 and Regulation 86 (Revised and Reissued September 21, 2020)
- Directive 198: Louisiana Citizens Property Insurance Corporation Regular Assessment Recoupment and Remittance and Emergency Assessment Collection and Remittance (Rescinded February 10, 2021)
- Directive 203: Payment and Reimbursement for Health Care Services Rendered by a Licensed Chiropractor and the Co-Payment, Coinsurance, Deductible or Benefit Limitation Imposed on an Enrollee or Insured for Health Care Services Rendered by a Licensed Chiropractor (Rescinded September 21, 2020)
- Directive 216: Mental Health Parity Reporting Requirements for Health Insurance Issuers (September 9, 2020)
- Emergency Rule 45: Suspension of Certain Statutes Regarding Cancellations, Terminations, NonRenewals, and Nonreinstatements, Premium Payments, Claim Filings and Related Provisions Regarding Any and All Insurance Matters Affecting Insureds in Louisiana Caused by the State of Emergency Declared by Governor John Bel Edwards on August 21, 2020, Due to Hurricane Laura  
Effective Date: August 27, 2020  
Termination Date: November 18, 2020
- Health Policy Memorandum 03-01: Notice Required for Certain Cancellations, Non-Renewals, and Premium Increases by Health Accident Insurers (Rescinded September 21, 2020)
- Regulation 30: Certificates of Insurance Coverage  
Final Promulgation Date: December 2020 (Amended)
- Regulation 39: Statement of Actuarial Opinion  
Final Promulgation Date: January 2021 (Amended)
- Regulation 42: Group Self-Insurance Funds  
Final Promulgation Date: January 2021 (Amended)
- Regulation 45: Filing of Affirmative Action Plans  
Final Promulgation Date: December 2020 (Amended)
- Regulation: 81 - Military Personnel Automobile Liability Insurance Premium Discount and Insurer Premium Tax Credit Program  
Final Promulgation Date: November 2020 (Amended)

## DIVISION OF LEGAL SERVICES

- Regulation 109: Producer, Adjuster and Related Licenses  
Final Promulgation Date: June 2021 (Amended)
- Regulation 112: Adoption of NAIC Handbooks, Guidelines, Forms, and Instructions  
Final Promulgation Date: July 2020 (Amended)
- Rule 4: Interlocal Risk Management Agency  
Final Promulgation Date: August 2020 (Amended)
- Rule 9: Pre-Licensing Education  
Final Promulgation Date: May 2021 (Amended)
- Rule 10: Continuing Education  
Final Promulgation Date: May 2021 (Amended)
- Rule 14: Records Management  
Final Promulgation Date: June 2021 (Repealed)

**TABLE 22 LAWSUITS BROUGHT BY THE COMMISSIONER OR DEPARTMENT OF INSURANCE  
CALENDAR YEAR 2020**

<i>Docket Number</i>	<i>Court</i>	<i>Plaintiffs (at any time)</i>	<i>Defendants (at any time)</i>	<i>Cause of Action</i>	<i>Relief Sought</i>	<i>Current Status</i>	<i>Counsel Information</i>
686310	19th JDC	Louisiana Department of Insurance	Brookwood Properties, L.L.C and Brookwood Capital, L.L.C.	Petition for Declaratory Judgment and Injunctive Relief	Judgment declaring that protection plan sold by defendants constitutes insurance as defined under Louisiana law and that Brookwood and its agents are required to be licensed to sell insurance.  Permanent injunction enjoining and prohibiting Brookwood from offering for sale its Protection Plan or any other similar insurance policy without fully complying with Louisiana law.	Closed	J. Alan Harrell; Jeffrey Barbin; Gregory Reba; Shelton Blunt (Phelps Dunbar LLP); Harry J. Phillips; (Taylor, Porter, Brooks & Phillips, L.L.P.)
628016	19th JDC	James J. Donelon, Commissioner of Insurance for the State of Louisiana	Snider Mutual Funeral Association	Petition for Rehabilitation	Receivership Proceeding	Pending - Under Order of Rehabilitation	Walter Corey Louisiana Department of Insurance

## DIVISION OF LEGAL SERVICES

<i>Docket Number</i>	<i>Court</i>	<i>Plaintiffs (at any time)</i>	<i>Defendants (at any time)</i>	<i>Cause of Action</i>	<i>Relief Sought</i>	<i>Current Status</i>	<i>Counsel Information</i>
646352	19th JDC	James J. Donelon, Commissioner of Insurance for the State of Louisiana	Blackwell and Golden Funeral Association	Petition for Rehabilitation	Receivership Proceeding	Pending - Under Order of Rehabilitation	Walter Corey Louisiana Department of Insurance
660611	19th JDC	James J. Donelon, Commissioner of Insurance for the State of Louisiana	Pride of Carroll Life Insurance Company	Petition for Rehabilitation	Receivership Proceeding	Pending - Under Order of Rehabilitation	Walter Corey Louisiana Department of Insurance
650039	19th JDC	James J. Donelon, Commissioner of Insurance for the State of Louisiana	Sabine Mutual Benevolent Funeral Association	Petition for Rehabilitation	Receivership Proceeding	Pending - Under Order of Rehabilitation	Walter Corey Louisiana Department of Insurance
629200	19th JDC	James J. Donelon, Commissioner of Insurance for the State of Louisiana	Louisiana Employers-Managed Insurance Holdings (LEMIC) and Employers Mutual Insurance Holdings Company (EMIHC)	Petition for Rehabilitation	Receivership Proceeding	Pending - Under Order of Rehabilitation	Sue A. Buser (Burglass & Tankersley, L.L.C.) Michael Guy Louisiana Assistant Attorney General
641928	19th JDC	James J. Donelon, Commissioner of Insurance for the State of Louisiana	Louisiana Health Cooperative, Inc.	Petition for Rehabilitation	Receivership Proceeding	Pending - Under Order of Rehabilitation	Sue A. Buser (Burglass & Tankersley, L.L.C.); Michael Guy Louisiana Assistant Attorney General
651069	19th JDC	James J. Donelon, Commissioner of Insurance for the State of Louisiana, In His Capacity as Rehabilitator of Louisiana Health Cooperative, Inc.	Terry S. Shilling, George G. Cromer, Warner L. Thomas, IV, William A. Oliver, Charles D. Calvi, Patrick C. Powers, CGI Technologies and Solutions, INC., Group Resources Incorporated, Beam Partners, LLC, Milliman Inc., Buck Consultants, LLC. And Travelers Casualty and Surety Company of America	Petition for Damages	Compensatory damages caused by defendant's conduct; all administrative costs incurred as a result of receivership; fees, expenses and compensation of any kind paid by defendant and all other relief Plaintiff may be entitled to.	Pending	J.E. Cullens, Jr.; Ed Walters, Jr; Darrel J. Papillion, David Abboud Thomas, Jennifer Wise Moroux (Walters, Papillion, Thomas, Cullens, LLC)

## DIVISION OF LEGAL SERVICES

<i>Docket Number</i>	<i>Court</i>	<i>Plaintiffs (at any time)</i>	<i>Defendants (at any time)</i>	<i>Cause of Action</i>	<i>Relief Sought</i>	<i>Current Status</i>	<i>Counsel Information</i>
694171	19th JDC	James J. Donelon, Commissioner of Insurance for the State of Louisiana, In His Capacity as Rehabilitator of Excalibur National Holdings, Inc.	Jeffrey C. Pollick, Dennis P. Nyland, Antonio Scognamiglio, The Bank of Tampa, Seacoast Banking Corporation of Florida d/b/a Seacoast National Bank, Katrina Rigali Trump and Capital Specialty Insurance Company	Petition for Damages and Jury Demand	Compensatory damages caused by defendant's conduct; all administrative costs incurred as a result of receivership; fees, expenses and compensation of any kind paid by defendant and all other relief Plaintiff may be entitled to.	Pending	J.E. Cullens, Jr.; Andree Matherne Cullens; S. Layne Lee (Walters, Papillion, Thomas, Cullens, LLC)
642353	19th JDC	James J. Donelon, Commissioner of Insurance for the State of Louisiana	Affirmative Casualty Insurance Company and Affirmative Direct Insurance Company	Petition for Liquidation	Receivership Proceeding	Pending - Under Order of Liquidation	Michael Guy Louisiana Assistant Attorney General
3:20-cv-00604	United States District Court-Middle District of Louisiana	James J. Donelon, In His Official Capacity as Commissioner of Insurance for the State of Louisiana	Jessica K. Altman, Insurance Commissioner of the Commonwealth of Pennsylvania, In Her Capacity as Statutory Rehabilitator of Senior Health Insurance Company of Pennsylvania	Complaint for Declaratory Relief and Permanent Injunction	<p>1. That it be declared by the Court that no provision of the Rehabilitator's Plan can affect the rates paid by or benefits accorded to Louisiana policyholders of SHIP without compliance with all applicable provisions of Louisiana law and regulations.</p> <p>2. A permanent injunction enjoining the Rehabilitator from attempting to enforce against any Louisiana policyholders of SHIP any plan adopted at the request of the Rehabilitator in the Commonwealth Court of Pennsylvania that affects the rates paid by or benefits accorded to Louisiana policyholders of SHIP without compliance with all applicable provisions of Louisiana law and regulations.</p>	Pending	David S. Rubin, George P. Holmes (Butler Snow) Elizabeth Baker Murrill (Solicitor General-Louisiana Department of Justice)

## DIVISION OF LEGAL SERVICES

<i>Docket Number</i>	<i>Court</i>	<i>Plaintiffs (at any time)</i>	<i>Defendants (at any time)</i>	<i>Cause of Action</i>	<i>Relief Sought</i>	<i>Current Status</i>	<i>Counsel Information</i>
700647	19th JDC	James J. Donelon, Commissioner of Insurance for the State of Louisiana	Allstate Insurance Company, State Farm Fire and Casualty Company, National Association of Mutual Insurance Companies, American Property Casualty Insurance Association, Encompass Insurance Company, Esurance Insurance Company	Petition for Declaratory Judgment	The Commissioner seeks a declaratory judgment declaring the proper statutory interpretation and application of Act 61 of the 2017 Regular Session of the Louisiana Legislature as to policies of insurance issued or delivered in this State that provide coverage for the peril of fire.	Pending	Harry J. "Skip" Phillips, Jr. (Taylor, Porter, Brooks, & Phillips L.L.P.)

## HELPFUL LINKS

Regulatory documents issued during Fiscal Year 2020-2021 and all currently effective advisory letters, bulletins, directives, rules and regulations can be found at [www.ldi.la.gov/onlineservices/documentsearch/](http://www.ldi.la.gov/onlineservices/documentsearch/). This document search feature may be filtered by keywords in the document name, document type, LDI office associated with the subject matter and year of promulgation.

For information on rules or regulations currently in the adoption process, [www.ldi.la.gov/public-hearing-and-rulemaking-notices](http://www.ldi.la.gov/public-hearing-and-rulemaking-notices). Actions posted here remain available for at least one year in accordance with La. R.S. 49:974.



# Division of Insurance Fraud

# DIVISION OF INSURANCE FRAUD

The Division of Insurance Fraud investigates suspected fraud and addresses concerns of violations of the Louisiana Insurance Code. The division consists of the Fraud and Background Investigations Unit and the Louisiana Automobile Theft and Insurance Fraud Prevention Authority. Insurance Fraud receives referrals from the public and from entities regulated by the LDI. All referrals are protected and confidential to encourage anyone with information about insurance fraud to report it to the LDI. The division assists state and federal authorities in fraud investigations. When there is an indication of criminal violation, the Insurance Fraud Division partners with the Office of the Attorney General and Louisiana State Police to complete the case.

The Division of Insurance Fraud investigates all forms of suspected insurance fraud:

- Claims fraud.
- Producer fraud, including bail bond agents and bail enforcement agents.
- Claims adjuster fraud.
- Company fraud, including fraud committed by a company or fraud committed against a company (i.e., insider fraud).
- Provider fraud, which includes doctors, attorneys, body shops, pharmacies or any person or entity playing a role in the insurance process.

Insurance Fraud investigators work with various offices and divisions within the LDI to issue regulatory actions such as fines, suspensions, revocations, and cease and desist orders.

Another duty of the division is to conduct background investigations on companies, officers, directors, medical necessity review organizations, claims adjusters and other entities applying to conduct the business of insurance in the state. This includes changes of officers and directors of domestic companies currently authorized to do business in the state.

**TABLE 23 BACKGROUND INVESTIGATIONS  
THREE-YEAR HISTORY**

	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
Company Applications Received	125	127	117
Company Applications Approved	122	123	116
Company Biographical Affidavits Received	809	897	890
Company Biographical Affidavits Approved	796	881	843

## DIVISION OF INSURANCE FRAUD

The Division of Insurance Fraud received 2,560 reports of suspected fraudulent claims during Fiscal Year 2020-2021. Since its inception in 2007, the Division of Insurance Fraud's database has accumulated 40,340 entries of suspected fraudulent claims. La. R.S. 22:1926 and 40:1424 require that all cases of suspected fraudulent activity be reported to the Division of Insurance Fraud. LDI staff referred 1,715 claim fraud investigations to Louisiana State Police during the fiscal year. There were 52 arrests resulting in 126 charges for crimes as a result of criminal referrals related to suspected fraudulent insurance claims.

**CHARGES AGAINST CLAIMANTS OR LICENSEES  
RESULTING FROM REFERRALS BY CATEGORY** **TABLE 24**

<i>Category</i>	<i>Number of Charges*</i>	<i>Percent of Crimes</i>
Insurance Fraud	50	40%
Forgery	17	14%
Automobile Insurance Fraud	15	12%
Obtaining Controlled Dangerous Substance by Fraud	14	11%
Unfair Trade Practices	14	11%
Theft	5	4%
Filing False Public Records	4	3%
Filing a False Affidavit to Support Theft of a Motor Vehicle	3	2%
Computer Fraud	3	2%
Identity Theft	1	1%

\* An arrest may include multiple charges.

Investigations of insurance agents, claims adjusters and companies may involve misrepresentation; misappropriation (by any person) of funds belonging to the policyholder; activities of premium finance companies; activities by unlicensed and/or unauthorized entities; and the issuance/use of fraudulent insurance identification cards or certificates of insurance.

Investigations include the compilation, research and analysis of information obtained by the Division of Insurance Fraud from consumer complaints, producers, companies, LDI offices and additional sources. A detailed analysis is done to determine if sufficient evidence exists to justify LDI action and/or criminal referral. After the 2020 hurricane season, there was an uptick in agent fraud and issues regarding public adjusters adhering to Louisiana laws.

## DIVISION OF INSURANCE FRAUD

**TABLE 25 ACTIONS TAKEN REGARDING PRODUCER, CLAIMS ADJUSTER AND COMPANY FRAUD  
THREE-YEAR HISTORY**

	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
Number of Investigations Opened	179	168	124
Cease and Desist Orders Served	32	12	10
Notices of Proposed Action Served	18	11	17
Criminal Referrals to Law Enforcement	50	34	8
Arrests Made as a Result of Criminal Referrals	3	2	0

The Division of Insurance Fraud investigates all applicants for written consent in accordance with federal law, 18 U.S.C. § 1033. Prior to engaging in the business of insurance, anyone convicted of certain felonies must apply for and be granted written consent from the commissioner of insurance. Extensive background investigation by the Division of Insurance Fraud aids the decision-making process.

Per La. R.S. 22:572.1, anti-fraud plans must be submitted by admitted insurers and health maintenance organizations (HMOs) through the LDI Industry Access Portal Anti-Fraud Plans Module for approval between January 1 and April 1 of each year. Supplemental annual filings are required each year by insurers and HMOs to report the number of Louisiana claims processed during the previous year and the number of claims the company referred to the LDI as suspicious. After its initial filing, the insurance company or HMO need only report material changes in the anti-fraud plan. The plan submitter can assume substantial compliance unless written rejection notice from the LDI is received within 45 days of filing.

The Louisiana Automobile Theft and Insurance Fraud Prevention Authority (LATIFPA) works with local and statewide associations to promote education and awareness about motor vehicle theft, auto insurance fraud and other criminal acts. LATIFPA supports state and local law enforcement by providing grants for fraud fighting tools such as license plate readers.

During Fiscal Year 2020-2021, the Division of Insurance Fraud and LATIFPA worked on the SR 28 Task Force to report to the Legislature regarding fraud initiatives to reduce insurance costs. The division's top priority moving forward is to increase fraud reporting and awareness.

# Louisiana Automobile Theft and Insurance Fraud Prevention Authority

The Louisiana Automobile Theft and Insurance Fraud Prevention Authority (LATIFPA) and its board of directors work to create and execute programs that help reduce auto theft and auto insurance fraud in Louisiana. Leaders work to create partnerships with law enforcement agencies and conduct public awareness campaigns. LATIFPA's 11-member board of directors is composed of private citizens, legislators, and representatives from a variety of state agencies. LATIFPA was created by the Legislature under La. R.S. 22:2131 and operates under a special fund created by La. R.S. 22:2134.

LATIFPA's education initiative in Fiscal Year 2020-2021 was significantly hampered by the Covid-19 pandemic. In a typical year, LATIFPA's education initiative includes outreach to school districts and community organizations. During this fiscal year, LATIFPA distributed brochures to continue its public awareness campaigns about motor vehicle theft and insurance fraud.

A recent, sharp increase in auto theft and the theft of catalytic converters has been seen across the country and it is affecting Louisiana as well. According to the National Insurance Crime Bureau, car thefts increased across the country by nearly 10% from 2019 to 2020, and the number of catalytic converter thefts per month nationwide increased from 282 in 2019 to 1,203 in 2020.

In Fiscal Year 2020-2021, LATIFPA continued to see strong results from its License Plate Recognition Program, which grants technology to law enforcement agencies around the state to help recover stolen vehicles. The use of LATIFPA-sponsored license plate readers throughout Louisiana resulted in 19,197,626 plate reads, 78 arrests, and the recovery of 60 stolen vehicles and 10 stolen license plates valued at \$762,061. There was \$173,731.37 in expenditures for the License Plate Recognition Program for this fiscal year, and six new partners were added to the program.

LATIFPA's primary concern in 2021 is the dramatic increase in the number of auto thefts and burglaries. This increase not only leads to property damage and theft for Louisianians, but also makes the people of Louisiana feel less safe in their communities.

In response to these concerns, LATIFPA is implementing targeted public awareness campaigns and developing two new grant programs to help law enforcement agencies prevent these crimes. One of these programs, which is aimed at aiding law enforcement in the investigation and prevention of catalytic converter theft, will fund catalytic converter identification kits. The other program will fund public signage that reminds citizens to hide their valuables, lock their cars and take their keys when parking their cars.

Over the next year, LATIFPA will continue to prioritize reducing instances of auto burglaries through public awareness efforts. Leaders will continue growing the License Plate Recognition Program and look for other opportunities to expand reach in reducing auto theft and insurance fraud for all Louisianians.

For more information about LATIFPA, see the Division of Administration's Boards and Commissions website or look up LATIFPA's annual report on the LDI website.

## **DIVISION OF INSURANCE FRAUD**

### **HELPFUL LINKS**

To search Regulatory Action on the website, [\*www.lds.gov/OnlineServices/RegulatoryActions\*](http://www.lds.gov/OnlineServices/RegulatoryActions).

For more information about the Louisiana Automobile Theft and Insurance Fraud Prevention Authority, [\*www.lds.gov/latifpa\*](http://www.lds.gov/latifpa).

To report insurance fraud, [\*www.lds.gov/consumers/insurance-fraud/report-insurance-fraud\*](http://www.lds.gov/consumers/insurance-fraud/report-insurance-fraud)

Division of Administration Boards and Commissions, [\*wwwcfprd.doa.louisiana.gov/boardsandcommissions/viewBoard.cfm?board=413\*](http://wwwcfprd.doa.louisiana.gov/boardsandcommissions/viewBoard.cfm?board=413).



# Office of Consumer Services

# OFFICE OF CONSUMER SERVICES

The Office of Consumer Services was created by Act 274 of the 2015 Regular Legislative Session and consists of the Market Conduct and Consumer Complaint divisions. The office monitors the marketing, customer service and claims handling practices of health, property and casualty, and life and annuity insurance issuers and producers conducting business in the state of Louisiana. As the public-facing aspect of regulatory compliance, Consumer Services' work is vital to the department's regulation efforts.

The Market Conduct Division performs examinations and analysis of insurers to ensure that policyholders, claimants and beneficiaries are being treated fairly and in line with laws, rules and regulations. In Fiscal Year 2020-2021, 40 companies were analyzed, and the division conducted an examination on three companies.

The Consumer Complaint Division investigates complaints with an unbiased perspective to determine whether the insurer or producer performed in compliance with the law and with the terms and conditions of the policy. The complaint process often helps policyholders work through concerns they have with their insurer, get answers, move forward with a claim and win additional resources. However, the complaint process is a neutral, fact-based inquiry, and 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. 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 be found to have acted properly and within the law. Overall, the division completed complaint investigations in an average of 38 days.

The Office of Consumer Services made improving the insurance literacy of consumers in Louisiana a top priority and will continue in its efforts to help consumers better understand their policies and how to navigate the claims process. In this commitment, Consumer Services staff are encouraged to expand their professional development and refine their investigation abilities through participation in various respected industry designation programs.

In anticipation of the number of calls the LDI would receive due to the 2020 hurricanes, the Office of Consumer Services established a dedicated team to handle calls specifically from consumers affected by the multiple hurricane events. As of June 30, 2021, staff received 4,613 complaints, with homeowners being the highest coverage type generating complaints. The office recovered more than \$56.9 million on behalf of consumers, which is the largest recovery amount since the creation of the Office of Consumer Services in 2015. These high recoveries demonstrate the vital role the LDI consumer complaint process can play after a disaster.

# COMPLAINT REPORT

LA. R.S. 22:1972 REPORT BY THE COMMISSIONER

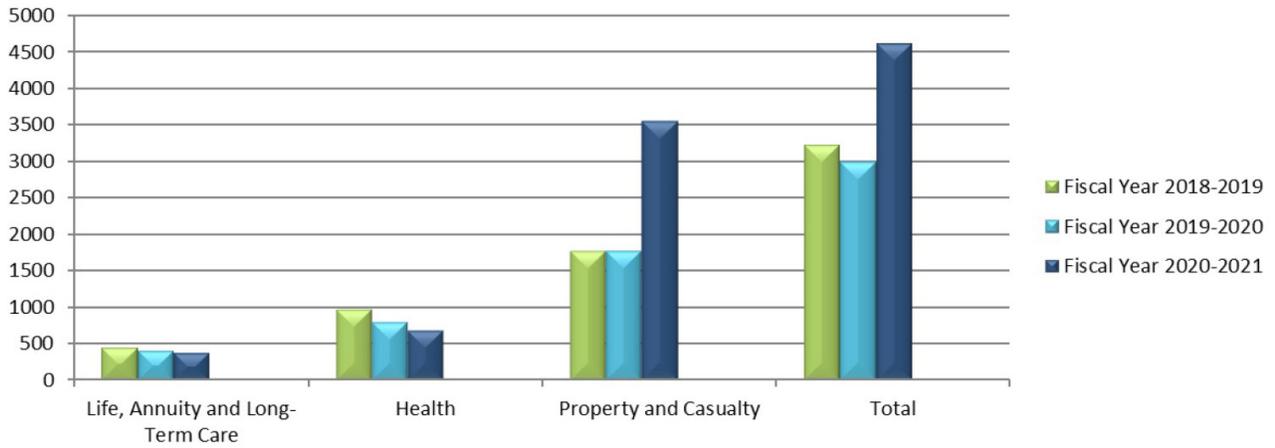
*The commissioner of insurance shall annually submit a report to the Senate and House of Representatives Committees on Insurance relative to complaints received and actions taken pursuant to the provisions of this Part. Such report shall contain information relative to the number of complaints received, and the disposition of same, the amount collected in penalties, the cost of all related proceedings, and such other information as the commissioner deems pertinent or the insurance committees shall request.*

**COMPLAINTS HANDLED AND FUNDS RECOVERED BY INSURANCE PRODUCT**    **TABLE 26**

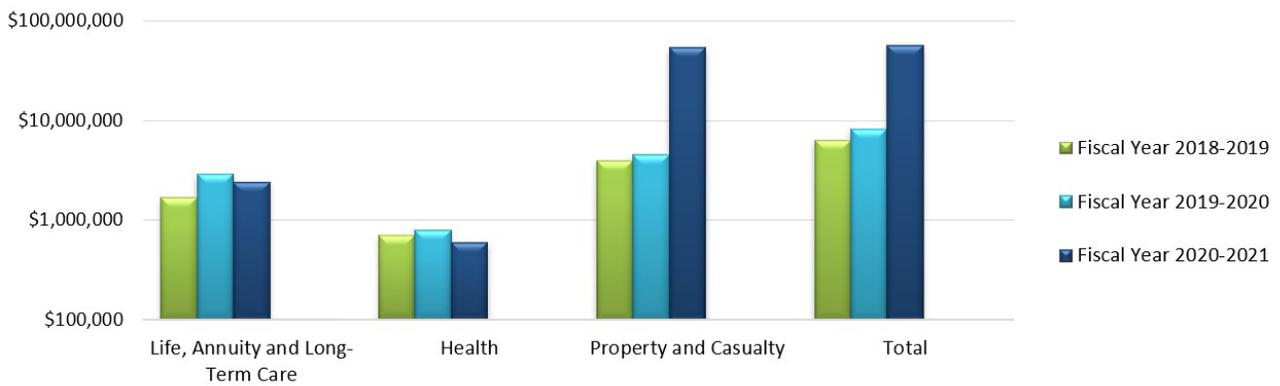
<i>Fiscal year 2020-2021</i>	<i>Life, Annuity and Long-Term Care</i>	<i>Health</i>	<i>Property and Casualty</i>	<i>Total</i>
<b>Complaints Received</b>	380	692	3,541	4,613
<b>Amount of Benefits and Funds Recovered</b>	\$2,413,693	\$593,461	\$53,972,495	\$56,979,649

The three-year trends in numbers of complaints received and dollars recovered for consumers are shown in Charts 3 and 4 on page 70.

**CHART 3** NUMBER OF COMPLAINTS RECEIVED BY PRODUCT TYPE AND TOTAL THREE-YEAR HISTORY



**CHART 4** DOLLARS RECOVERED BY PRODUCT TYPE AND TOTAL THREE-YEAR HISTORY



## COMPLAINT DISPOSITIONS

When a file is closed, it is assigned a disposition code. LDI disposition codes are uniform with those used by other states and are in accordance with guidelines set forth by the National Association of Insurance Commissioners. For example, disposition codes favorable to the complainant are used when the company position is overturned, additional recovery is acquired by the complainant, a premium or rating problem is resolved in the complainant’s favor or other similar actions occur. If a file is closed because coverage is not provided for the complainant’s loss under the policyholder’s contract, the company’s or producer’s position is upheld, or it is determined that a policy was not in force at the time of the loss, the disposition is recorded as favorable to the regulated entity. Neutral closures are reserved for withdrawn complaints, insufficient information provided, questions of fact or law, the filing of a lawsuit or similar dispositions.

The table below provides closed complaint disposition percentages by product type and for the LDI as a whole. The dispositions include favorable to the complainant, favorable to the regulated entity the complaint is against, and neutral.

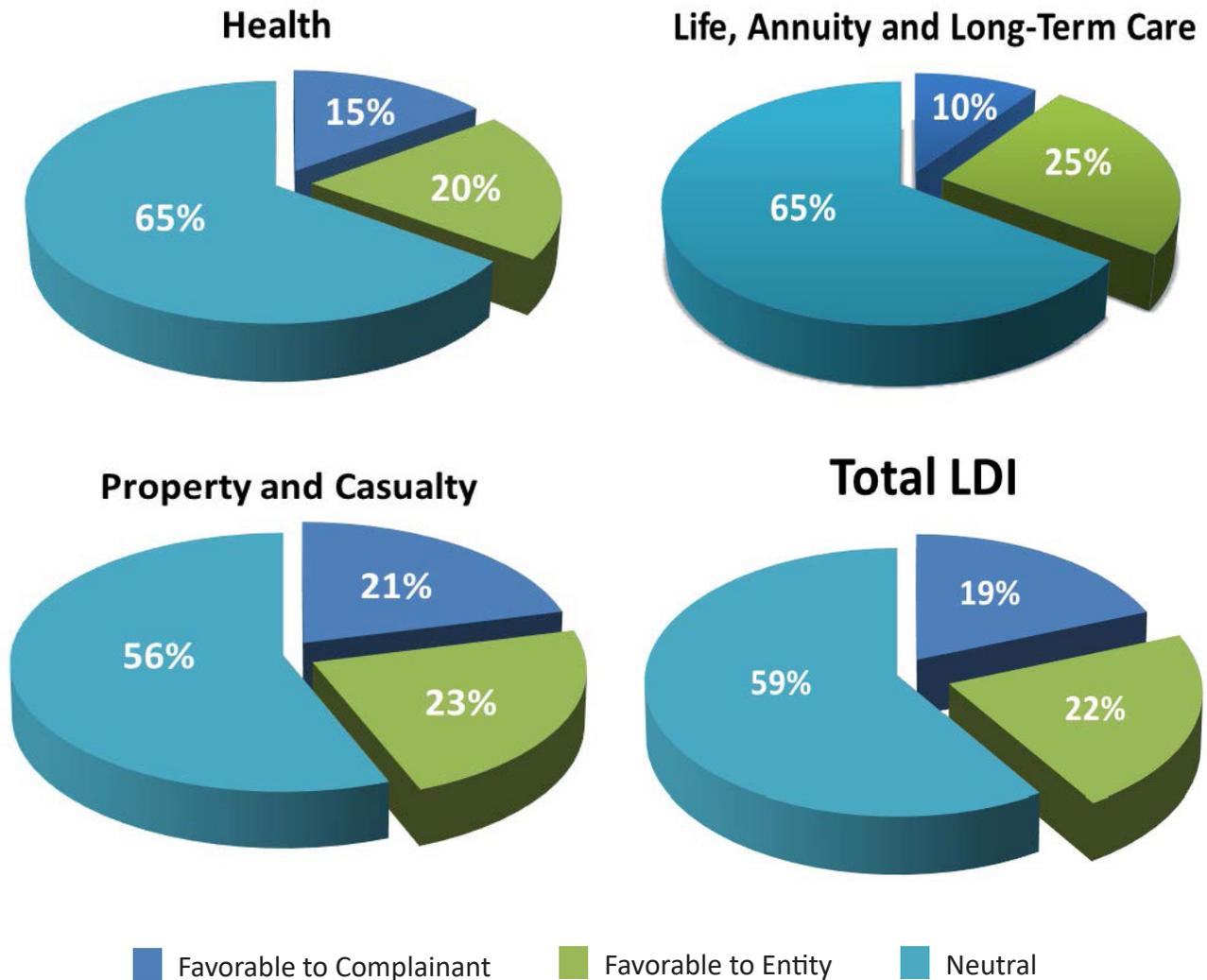
**FY 20-21 COMPLAINT DISPOSITION PERCENTAGES BY PRODUCT AND TOTAL**

**TABLE 27**

<i>Category</i>	<i>Life, Annuity and Long-Term Care</i>	<i>Health</i>	<i>Property and Casualty</i>	<i>Total</i>
<b>Favorable to Complainant</b>	10%	15%	21%	19%
<b>Favorable to Regulated Entity</b>	25%	20%	23%	22%
<b>Neutral</b>	65%	65%	56%	59%
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Charts 5-8 provide a visual representation of the complaint dispositions shown in Table 27 on page 72.

CHARTS 5-8 CLOSED COMPLAINT DISPOSITIONS



## HELPFUL LINKS

Complaint Filing, [www.lidi.la.gov/onlineservices/ConsumerComplaintForm](http://www.lidi.la.gov/onlineservices/ConsumerComplaintForm). Identifies the types of complaints the LDI can assist with and what documents are needed for a specialist to investigate a formal complaint. A series of screens leads the complainant through the process, including uploading supporting documentation. Complainants can also track the status of their complaint online.

View complaint data for companies who write insurance in Louisiana, [www.lidi.la.gov/complaintdata](http://www.lidi.la.gov/complaintdata).



# Appendices

<b>APPENDIX A:</b>	<b>INSURANCE TERMS</b>
<b>APPENDIX B:</b>	<b>PROPERTY AND CASUALTY INSURANCE</b>
<b>APPENDIX C:</b>	<b>LIFE, ACCIDENT AND HEALTH INSURANCE</b>
<b>APPENDIX D:</b>	<b>AGGREGATE HEALTH PREMIUM AND ENROLLMENT</b>
<b>APPENDIX E:</b>	<b>HEALTH MAINTENANCE ORGANIZATIONS</b>
<b>APPENDIX F:</b>	<b>TITLE INSURANCE</b>
<b>APPENDIX G:</b>	<b>GROUP SELF-INSURANCE FUNDS</b>
<b>APPENDIX H:</b>	<b>REVENUE REPORT AS REQUIRED BY LA. R.S. 49:308.6(C)</b>
<b>APPENDIX I:</b>	<b>LOUISIANA 101 LIFE INSURANCE EXAM RESULTS REPORT, CALENDAR YEAR 2021</b>

# APPENDIX A

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## INSURANCE TERMS

The tables in the subsequent appendices show gross direct premium writings in Louisiana, on a **calendar year basis**, for all insurers segregated by line of business. These categories do not provide information about specific insurance coverages or classes of insureds. The data contained hereafter may conflict with other areas of the Annual Report due to the treatment of some premiums as non-taxable. Following is a brief description of terms used throughout the appendices.

### SOURCE

*Barron's Business Guides: Dictionary of Insurance Terms, Fourth Edition; NAIC Glossary of Insurance Terms*

### GENERAL TERMS

**Alien Company:** an insurance company formed according to the laws of a foreign country. The company must conform to state regulatory standards to legally sell insurance products in that state.

**Direct:** premiums collected by the insurer from policyholders, before reinsurance premiums are deducted. Insurers share some direct premiums and the risk involved with their reinsurers.

**Domestic Company:** insurance company incorporated according to the laws of the state in which a risk is located and the policy issued. The insurance company is domiciled in that state.

**Earned Premium:** portion of a premium paid by an insured that has been allocated to the insurance company's loss experience, expenses and profit year to date.

**Foreign Company:** insurance company whose domicile is in a state other than the one in which the company is writing business in Louisiana.

**Loss Ratio:** relationship of incurred losses plus loss adjustment expense to earned premiums.

**Losses Incurred:** important quantitative measure for an insurance company indicating the percentage of each premium dollar that is going to pay for losses. Based on losses incurred, appropriate reserves are established. Changes in incurred losses over several policy periods indicate the trend in the loss picture and the accuracy of the basic premium charged to reflect expected losses.

**Market Share:** the ratio of direct premiums written by a company to the total direct premiums written by all companies writing that line of business.

**Risk Retention Group:** group-owned insurer organized for the purpose of assuming and spreading the liability risks to its members.

**Written Premium:** total premiums generated from all policies written by an insurance company within a given period of time.

## APPENDIX A – INSURANCE TERMS

### LINES OF BUSINESS

**Aggregate Write-Ins:** coverages not generally described on the previous page (e.g., Involuntary Unemployment Insurance, Automobile Warranty, etc.).

**Aircraft Hull Insurance:** coverage on an all risks basis whether the airplane is on the ground or in the air.

**Aircraft Liability Insurance:** coverage for the insured in the event that the insured's negligent acts and/or omissions result in losses in connection with the use, ownership, or maintenance of aircraft. Liability coverage can be provided for bodily injury and/or property damage to passengers and also to individuals who are not passengers.

**Allied Lines:** property insurance closely associated with fire insurance and usually purchased in conjunction with a Standard Fire Policy. Allied lines include data processing insurance, demolition insurance, earthquake insurance, increased cost of construction clause, radioactive contamination insurance, sprinkler leakage insurance, standing timber insurance, vandalism and malicious mischief insurance, water damage insurance.

**Annuity:** contract sold by insurance companies that pays a monthly (or quarterly, semiannual or annual) income benefit for the life of a person (the annuitant), for the lives of two or more persons, or for a specified period of time. The annuitant can never outlive the income from the annuity.

**Auto Liability Insurance:** coverage if an insured is legally liable for bodily injury or property damage caused by an automobile.

**Automobile Physical Damage Insurance:** coverage in the event an insured's automobile is damaged, destroyed, or lost through fire, theft, vandalism, malicious mischief, collision or windstorm. There are two kinds of property damage coverage – collision insurance and comprehensive insurance.

**Boiler and Machinery Insurance:** covers losses resulting from the malfunction of boilers and machinery. Most property insurance policies exclude these losses, which is why a separate boiler and machinery policy or a commercial package policy is needed. The insurance covers business property, other property involved, and legal fees, if any.

**Burglary and Theft:** coverage for property taken or destroyed by breaking and entering the insured's premises, burglary or theft, forgery or counterfeiting, fraud, kidnap and ransom, and off-premises exposure.

**Commercial Auto Insurance:** coverage for motor vehicles owned by a business engaged in commerce that protects the insured against financial loss because of legal liability for motor vehicle related injuries, or damage to the property of others caused by accidents arising out of the ownership, maintenance, use, or care-custody & control of a motor vehicle.

**Commercial Package Policy:** insurance policy that is commercial lines in orientation and is composed of two or more of the following coverages: Commercial Property, Business Crime, Business Automobile, Boiler and Machinery, Commercial General Liability, Inland Marine Insurance and Farmowners and Ranchowners Insurance (Commercial Multiple Peril Policy).

**Credit Insurance:** commercial coverage against losses resulting from the failure of business debtors to pay their obligation to the insured, usually due to insolvency. The coverage is geared to manufacturers, wholesalers and service providers who may be dependent on a few accounts and therefore could lose significant income in the event of an insolvency.

## APPENDIX A – INSURANCE TERMS

**Credit Accident and Health Insurance:** coverage provided to or offered to borrowers in connection with a consumer credit transaction where the proceeds are used to repay a debt or an installment loan in the event the consumer is disabled as the result of an accident, including business not exceeding 120 months duration.

**Credit Life Insurance:** insurance issued to a creditor (lender) to cover the life of a debtor (borrower) for an outstanding loan. If the debtor dies prior to repayment of the debt, the policy will pay off the balance of the amount outstanding.

**Crop Insurance:** coverage protecting the insured against loss or damage to crops from a variety of perils, including but not limited to fire, lightening, loss of revenue, tornado, windstorm, hail, flood, rain, or damage by insects.

**Dental Insurance:** policies providing only dental treatment benefits such as routine dental examinations, preventive dental work, and dental procedures needed to treat tooth decay and diseases of the teeth and jaw.

**Earthquake Insurance:** coverage that can be purchased as an endorsement to many property policies such as the standard fire policy or as a separate policy. Coverage is for direct damage resulting from earthquake or volcanic eruption.

**Farmowners Comprehensive Personal Liability Insurance:** provides the same coverage as a comprehensive personal liability insurance policy, plus coverage to exposures that are peculiar to farms, such as farm business operations, farm employees engaged in farm business activities, and liability arising out of selling farm products.

**Fidelity Bond:** coverage that guarantees that the insurance company will pay the insured business or individual for money or other property lost because of dishonest acts of its bonded employees, either named or by positions. The bond covers all dishonest acts, such as larceny, theft, embezzlement, forgery, misappropriation, wrongful abstraction, or willful misapplication, whether employees act alone or as a team.

**Financial Guaranty:** a surety bond, insurance policy, or an indemnity contract (when issued by an insurer), or similar guaranty types under which loss is payable upon proof of occurrence of financial loss to an insured claimant, obligee or indemnitee as a result of failure to perform a financial obligation or any other permissible product that is defined as or determined to be financial guaranty insurance.

**Fraternal Life Insurance:** group coverage for members of a fraternal association, usually on a nonprofit basis.

**Group Insurance:** single policy under which individuals in a natural group (such as employees of a business firm) and their dependents are covered.

**Group Accident and Health:** coverage written on a group basis (e.g., employees of a single employer and their dependents) that pays scheduled benefits or medical expenses caused by disease, accidental injury or accidental death. Excludes amounts attributable to uninsured accidents and health plans and the uninsured portion of partially insured accident and health plans.

**Group Credit-Life:** contracts sold in connection with loan/credit transactions or other credit transactions, which do not exceed a stated duration and/or amount and provide insurance protection against death.

**Health Maintenance Organization:** prepaid group health insurance plan that entitles members to services of participating physicians, hospitals and clinics.

## APPENDIX A – INSURANCE TERMS

**Homeowners Insurance Policy:** package policy that combines (1) coverage against the insured’s property being destroyed or damaged by various perils, and (2) coverage for liability exposure of the insured.

**Inland Marine Insurance:** business risks coverage for (1) property damage or destruction of an insured’s property and (2) liability exposure of an insured for damage or destruction of someone else’s property under his or her care, custody or control. The insured (shipper) needs this insurance because the carrier (who can also be the insured and purchase inland marine insurance) may be found not at fault for damage to a property; or the carrier may not have any insurance or adequate insurance.

**Individual Health:** health insurance where the policy is issued to an individual covering the individual and/or their dependents in the individual market. This includes conversions from group policies.

**Industrial Life:** also called “debit” insurance, is insurance under which premiums are paid monthly or more often, the face amount of the policy does not exceed a stated amount, and the words “industrial policy” are printed in prominent type on the face of the policy.

**International:** includes all business transacted outside the U.S. and its territories and possessions where the appropriate line of business is not determinable.

**Life Insurance:** protection against the death of an individual in the form of payment to a beneficiary – usually a family member, business or institution.

**Long-Term Care:** policies that provide coverage for not less than one year for diagnostic, preventive, therapeutic, rehabilitative, maintenance, or personal care services provided in a setting other than an acute care unit of a hospital, including policies that provide benefits for cognitive impairment or loss of functional capacity.

**Malpractice Insurance:** professional liability coverage for physicians, lawyers and other specialists against suits alleging negligence or errors and omissions that have harmed clients.

**Marine Insurance:** coverage for goods in transit and the vehicles of transportation on waterways, land and air (Ocean Marine Insurance).

**Medicare Supplement:** coverage sold on an individual or group basis to help fill the “gaps” in the protections granted by the federal Medicare program. It is structured to pay part or all of Medicare’s deductibles and co-payments. Also known as “Medigap” insurance.

**Mortgage Guarantee:** insurance that indemnifies a lender for loss upon foreclosure if a borrower fails to meet required mortgage payments.

**Mortgage Insurance:** life insurance that pays the balance of a mortgage if the mortgagor (insured) dies.

**Multi-Peril:** personal and business property coverage combining several types of property insurance in one policy.

**Other Insurance:** presence of other contract(s) covering the same conditions. When more than one policy covers the exposure, each policy will pay an equal share of the loss.

## APPENDIX A – INSURANCE TERMS

**Other Liability Coverage:** protects the insured against legal liability resulting from negligence, carelessness or a failure to act causing property damage or personal injury to others. Can include General Liability; Umbrella Liability; Professional Liability; Contractor, Construction and Landlord Liability; and Environmental Liability.

**Private Passenger Auto (PPA):** filings that include singularly or in any combination coverage such as the following: Auto Liability, Personal Injury Protection (PIP), Medical Payments (MP), Uninsured/Underinsured (UM/UIM); Specified Causes of Loss, Comprehensive, and Collision.

**Product Liability Coverage:** protects manufacturers, merchants and distributors exposure to lawsuits by people who have sustained bodily injury or property damage through the use of the product.

**Reinsurance:** a transaction between a primary insurer and another licensed (re) insurer where the reinsurer agrees to cover all or part of the losses and/or loss adjustment expenses of the primary insurer. The assumption is in exchange for a premium. Indemnification is on a proportional or non-proportional basis.

**Self-Insurance Plan:** type of insurance often used for high frequency low severity risks where risk is not transferred to an insurance company but retained and accounted for internally.

**Short-Term Medical:** policies that provide major medical coverage for a short period of time, typically 30 to 180 days. These policies may be renewable for multiple periods.

**Surety Bond:** a three-party agreement whereby a guarantor (insurer) assumes an obligation or responsibility to pay a second party (obligee) should the principal debtor (obligor) become in default.

**Surplus Lines:** specialized property or liability coverage available via nonadmitted insurers where coverage is not available through an admitted insurer, licensed to sell that particular coverage in the state.

**Title Insurance:** coverage that guarantees the validity of a title to real and personal property. Buyers of real and personal property and mortgage lenders rely upon the coverage to protect them against losses from undiscovered defects in existence when the policy is issued.

**Viatical Settlements:** contracts or agreements in which a buyer agrees to purchase all or a part of a life insurance policy.

**Vision Insurance:** limited benefit expense policies that provide benefits for eye care and eye care accessories. Generally provides a stated dollar amount per annual eye examination. Benefits often include a stated dollar amount for glasses and contacts. May include surgical benefits for injury or sickness associated with the eye.

**Warranty:** coverage that protects against manufacturer's defects past the normal warranty period and for repair after breakdown to return a product to its originally intended use. Warranty insurance generally protects consumers from financial loss caused by the seller's failure to rectify or compensate for defective or incomplete work and cost of parts and labor necessary to restore a product's usefulness. Includes but is not limited to coverage for all obligations and liabilities incurred by a service contract provider, mechanical breakdown insurance and service contracts written by insurers.

**Workers' Compensation Insurance:** insurance that covers an employer's liability for injuries, disability or death to persons in their employment, without regard to fault, as prescribed by state or federal workers' compensation laws and other statutes.

# **APPENDIX B**

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## **PROPERTY AND CASUALTY INSURANCE**

## APPENDIX B – PROPERTY AND CASUALTY INSURANCE

### PROPERTY AND CASUALTY INSURERS EXHIBIT OF PREMIUMS AND LOSSES BUSINESS IN LOUISIANA AS OF DECEMBER 31, 2020

Line #	Line of Business	Direct Premium Written	Direct Premium Earned	Dividends Paid on Direct Business	Direct Unearned Premium Reserve	Direct Loss Paid (Deducting Salvage)	Direct Losses Incurred
01	Fire	381,713,928	373,947,096	227,532	171,555,438	389,339,179	954,119,424
02.1	Allied Lines	512,447,202	483,499,257	894,121	231,850,799	874,406,799	1,961,919,278
02.2	Multiple Peril Crop	90,045,949	88,986,029	-	4,250,917	131,876,570	140,024,550
02.3	Federal Flood	267,319,245	260,927,118	-	145,564,379	113,895,716	129,989,657
02.4	Private Crop	4,193,909	4,213,630	-	17,497	15,757,461	16,636,421
02.5	Private Flood	19,011,989	17,268,483	-	7,563,935	2,199,709	3,484,852
03	Farmowners Multiple Peril	14,501,405	15,031,798	-	6,879,494	31,297,954	37,600,227
04	Homeowners Multiple Peril	2,060,408,247	2,009,379,181	9,994,418	1,047,293,368	3,860,389,017	5,003,443,988
05.1	Commercial Multiple Peril (Non-Liability)	425,039,309	410,007,809	124,496	186,252,585	665,986,384	1,237,506,822
05.2	Commercial Multiple Peril (Liability)	138,156,732	139,083,825	45,580	64,686,091	63,772,883	58,420,477
06	Mortgage Guaranty	66,096,404	67,594,986	-	19,980,311	7,384,968	27,803,793
08	Ocean Marine	153,183,488	145,446,376	4,009	72,506,950	86,239,322	121,284,195
09	Inland Marine	443,926,563	451,457,619	196,758	125,962,599	300,233,359	360,907,465
10	Financial Guaranty	8,672,590	3,173,540	-	41,472,982	-	-
11	Medical Malpractice	104,029,924	102,639,957	1,399,700	45,537,808	21,451,712	5,941,379
12	Earthquake	5,817,737	5,748,981	9,894	2,328,453	65,875	793,138
13	Group Accident and Health	51,526,041	52,908,016	-	17,929,796	32,832,970	36,474,972
14	Credit Accident and Health	125,500	178,351	-	17,721	68,970	(27,152)
15.1	Collectively Renewable Accident and Health	493	564	-	72	-	44
15.2	Non-Cancelable Accident and Health	-	2,821	-	9,139	-	-
15.3	Guaranteed Renewable Accident and Health	13,470,755	12,203,176	-	78,235,862	10,386,712	10,221,846
15.4	Non-Renewable Accident and Health	3,930,433	3,918,508	272	1,918,827	1,142,274	773,407
15.5	Other Accident Only	1,333,034	1,492,769	-	183,863	42,309	(208,627)
15.6	Medicare Title XVIII	-	-	-	-	-	-
15.7	All Other Accident and Health	4,485,034	4,578,711	-	358,571	1,143,319	1,582,320
15.8	Federal Employees Health Benefits Program	-	-	-	-	-	-
16	Workers' Compensation	775,825,028	781,674,336	98,877,952	281,806,305	374,735,647	394,998,004
17.1	Other Liability - Occurrence	834,788,932	810,409,892	532,826	391,830,808	385,440,453	484,669,942
17.2	Other Liability - Claims-made	235,930,088	229,647,005	28,080	123,953,516	57,597,082	117,009,406
17.3	Excess Workers' Compensation	46,511,637	47,422,694	-	12,381,452	27,857,394	4,870,171
18	Products Liability	46,741,942	46,173,210	1,179	21,926,566	19,543,814	2,981,817
19.1	Private Passenger Auto No-Fault	47,696	44,728	-	4,817	362,590	384,214
19.2	Private Passenger Auto Liability	3,068,212,345	3,096,577,259	66,086,421	828,666,413	1,808,587,478	1,672,806,453
19.3	Commercial Auto No-Fault	416,483	381,898	-	225,852	226,482	223,461
19.4	Commercial Auto Liability	724,844,847	706,082,589	631,378	309,958,004	505,574,916	605,138,600
21.1	Private Passenger Auto Physical Damage	1,680,171,336	1,691,408,417	37,389,933	465,612,046	1,114,456,753	1,141,893,166
21.2	Commercial Auto Physical Damage	132,987,584	131,986,319	132,946	48,893,964	79,035,977	83,446,683
22	Aircraft (All Perils)	48,232,745	44,322,491	-	25,088,969	39,386,912	48,618,059
23	Fidelity	12,082,278	12,977,533	49	7,594,924	1,733,619	844,158
24	Surety	111,872,636	111,996,878	-	54,073,666	27,633,909	17,908,691
26	Burglary and Theft	6,263,199	6,955,754	5	2,423,704	2,922,765	3,847,393
27	Boiler and Machinery	35,904,855	37,589,766	613	15,790,134	13,059,900	17,056,634
28	Credit	32,711,064	32,917,369	-	28,188,702	18,431,743	23,592,695
29	International	-	-	-	-	-	-
30	Warranty	8,569,755	6,906,024	-	12,710,099	5,779,365	5,944,403
34	Aggregate Write-Ins, Other Lines of Business	21,917,951	23,427,104	-	20,314,416	19,489,895	18,419,254
<b>35</b>	<b>TOTALS</b>	<b>12,593,468,312</b>	<b>12,472,589,867</b>	<b>216,578,162</b>	<b>4,923,801,814</b>	<b>11,111,770,156</b>	<b>14,753,345,680</b>

DATA SOURCE: 2020 Property and Casualty Annual Statement, Exhibit of Premiums and Losses (State Page) for all companies writing business in Louisiana.

CAUTION: This page is unaudited and may contain inadvertent errors.

## APPENDIX B – PROPERTY AND CASUALTY INSURANCE

### PROPERTY AND CASUALTY INSURERS EXHIBIT OF PREMIUMS AND LOSSES BUSINESS IN LOUISIANA AS OF DECEMBER 31, 2020

Line #	Line of Business	Direct Losses Unpaid	Direct Defense and Cost Containment Expense Paid	Direct Defense and Cost Containment Expense Incurred	Direct Defense and Cost Containment Expense Unpaid	Commissions and Brokerage Expenses	Taxes, Licenses and Fees
01	Fire	650,527,515	5,594,915	22,154,056	20,809,625	50,346,810	12,521,639
02.1	Allied Lines	1,247,135,668	11,611,858	42,839,502	39,968,210	65,337,388	11,198,321
02.2	Multiple Peril Crop	22,283,015	4,549	12,913	91,939	7,006,461	(41,621)
02.3	Federal Flood	29,948,934	4,738,223	5,145,037	720,826	49,021,420	8,162,350
02.4	Private Crop	1,490,001	541	423	96	605,741	32,667
02.5	Private Flood	4,904,934	68,472	46,506	171,903	2,110,433	513,414
03	Farmowners Multiple Peril	10,731,147	739,296	924,265	964,939	2,161,397	726,613
04	Homeowners Multiple Peril	1,450,675,309	54,948,621	77,580,947	63,750,433	275,727,791	89,182,797
05.1	Commercial Multiple Peril (Non-Liability)	693,399,183	10,169,209	37,545,936	35,365,440	69,191,885	16,013,434
05.2	Commercial Multiple Peril (Liability)	243,319,141	26,714,066	23,474,056	88,564,395	24,408,694	5,950,195
06	Mortgage Guaranty	57,936,246	33,105	98,205	196,158	-	3,469,866
08	Ocean Marine	229,983,066	15,461,310	20,356,503	32,406,750	27,742,974	5,346,669
09	Inland Marine	137,608,180	4,312,330	7,380,093	7,346,715	81,642,517	16,192,197
10	Financial Guaranty	-	-	-	-	-	571,171
11	Medical Malpractice	148,953,163	22,071,970	25,135,874	106,842,071	10,048,771	2,080,303
12	Earthquake	1,364,133	1,960	71,246	91,655	642,425	151,687
13	Group Accident and Health	24,640,045	257,567	229,407	542,192	6,000,559	1,558,791
14	Credit Accident and Health	47,350	-	(265)	102	33,211	3,119
15.1	Collectively Renewable Accident and Health	150	-	-	-	-	52
15.2	Non-Cancelable Accident and Health	-	-	-	-	-	32
15.3	Guaranteed Renewable Accident and Health	28,118,146	4,821	(9,419)	33,614	1,367,018	269,401
15.4	Non-Renewable Accident and Health	1,195,348	400	(1,900)	2,390	435,526	102,931
15.5	Other Accident Only	251,971	118	(7,316)	5,984	304,193	21,654
15.6	Medicare Title XVIII	-	-	-	-	-	-
15.7	All Other Accident and Health	1,928,571	45,617	36,500	65,008	1,272,086	166,400
15.8	Federal Employees Health Benefits Program	-	-	-	-	-	32
16	Workers' Compensation	2,117,325,288	59,325,001	50,566,415	233,852,438	68,540,741	53,538,346
17.1	Other Liability - Occurrence	1,687,447,531	89,494,855	106,309,323	352,402,590	119,154,272	19,459,918
17.2	Other Liability - Claims-made	443,395,045	29,710,331	33,395,543	114,148,714	39,794,413	6,521,675
17.3	Excess Workers' Compensation	314,169,082	1,780,837	1,855,513	15,873,513	6,696,886	1,219,436
18	Products Liability	132,440,925	20,540,634	24,903,479	68,420,244	7,417,544	940,666
19.1	Private Passenger Auto No-Fault	1,427,189	54,335	67,027	153,640	130,912	159,690
19.2	Private Passenger Auto Liability	2,052,668,903	132,374,965	137,929,629	365,875,456	228,459,970	84,731,159
19.3	Commercial Auto No-Fault	541,024	118,878	172,314	206,264	86,619	11,555
19.4	Commercial Auto Liability	1,148,696,784	71,408,446	87,141,713	156,981,424	99,560,331	23,800,455
21.1	Private Passenger Auto Physical Damage	115,472,184	4,796,063	5,165,806	4,818,837	134,735,572	49,504,164
21.2	Commercial Auto Physical Damage	21,991,720	1,959,696	1,701,554	2,501,760	18,064,810	4,017,421
22	Aircraft (All Perils)	51,587,297	2,701,008	4,860,905	9,120,616	7,879,889	1,908,163
23	Fidelity	7,700,671	198,452	(127,466)	775,457	1,826,755	558,187
24	Surety	66,822,117	5,626,387	2,343,312	14,271,171	27,474,235	4,901,900
26	Burglary and Theft	2,460,861	10,008	154,135	354,368	1,143,490	215,552
27	Boiler and Machinery	12,558,646	190,335	327,332	359,719	2,106,933	1,314,660
28	Credit	11,840,389	130,056	156,629	59,188	11,287,343	927,076
29	International	-	-	-	-	-	1,543
30	Warranty	353,083	9,853	10,306	783	154,456	297,001
34	Aggregate Write-Ins, Other Lines of Business	45,725,178	113,339	145,903	254,379	4,652,349	785,107
35	<b>TOTALS</b>	<b>13,221,065,133</b>	<b>577,322,427</b>	<b>720,091,941</b>	<b>1,738,371,006</b>	<b>1,454,574,820</b>	<b>429,007,788</b>

DATA SOURCE: 2020 Property and Casualty Annual Statement, Exhibit of Premiums and Losses (State Page) for all companies writing business in Louisiana.

CAUTION: This page is unaudited and may contain inadvertent errors.

## APPENDIX B – PROPERTY AND CASUALTY INSURANCE

The table below displays the action taken on all rate filings reviewed by the Actuarial Division and the market impact of these filings as requested by the filing company compared to the market impact of these rate filings as approved by the Office of Property and Casualty.

### RATE FILINGS DOLLAR IMPACT THREE-YEAR HISTORY

All Lines 7/1/2020 to 6/30/2021				
<i>Filing Disposition</i>	<i>Rate Filings Reviewed by Actuarial Division <sup>1</sup></i>	<i>Percent of Total Rate Filings Reviewed</i>	<i>Requested Dollar Impact of Rate Filings</i>	<i>Approved Dollar Impact of Rate Filings</i>
Disapproved	84	5%	\$4,982,598	\$0
Total Approved	1,451	87%	\$159,021,896	\$148,546,868
Approved with Amended Rate Request <sup>2</sup>	132	8%	\$25,435,769	\$15,285,014
All Other Approvals	1,319	79%	\$133,586,127	\$133,261,855
Withdrawn	130	8%	\$32,327,134	\$0
<b>TOTALS</b>	<b>1,665</b>	<b>100%</b>	<b>\$196,331,628</b>	<b>\$148,546,868</b>
All Lines 7/1/2019 to 6/30/2020				
<i>Filing Disposition</i>	<i>Rate Filings Reviewed by Actuarial Division <sup>1</sup></i>	<i>Percent of Total Rate Filings Reviewed</i>	<i>Requested Dollar Impact of Rate Filings</i>	<i>Approved Dollar Impact of Rate Filings</i>
Disapproved	126	7%	\$32,519,890	\$0
Total Approved	1,429	84%	\$(147,524,413)	\$(175,490,200)
Approved with Amended Rate Request <sup>2</sup>	128	8%	\$65,059,413	\$37,093,626
All Other Approvals	1,301	76%	\$(212,583,826)	\$(212,583,826)
Withdrawn	150	9%	\$20,790,245	\$0
<b>TOTALS</b>	<b>1,705</b>	<b>100%</b>	<b>\$(94,214,277)</b>	<b>\$(175,490,200)</b>
All Lines 7/1/2018 to 6/30/2019				
<i>Filing Disposition</i>	<i>Rate Filings Reviewed by Actuarial Division <sup>1</sup></i>	<i>Percent of Total Rate Filings Reviewed</i>	<i>Requested Dollar Impact of Rate Filings</i>	<i>Approved Dollar Impact of Rate Filings</i>
Disapproved	167	11%	\$25,414,684	\$0
Total Approved	1,285	81%	\$36,845,736	\$19,400,872
Approved with Amended Rate Request <sup>2</sup>	84	5%	\$50,563,859	\$33,097,464
All Other Approvals	1,201	76%	\$(13,718,123)	\$(13,696,592)
Withdrawn	131	8%	\$15,719,097	\$0
<b>TOTALS</b>	<b>1,583</b>	<b>100%</b>	<b>\$77,979,517</b>	<b>\$19,400,872</b>

1. Includes only rate filings where the review was completed in the fiscal year by the Actuarial Division for property and casualty lines regulated under La. R.S. 22:1451 et seq. (referred to as “Modified Prior Approval”) and includes Workers’ Compensation Group Self-Insured Fund rate filings reviewed in accordance with La. R.S. 23:1191 et seq. and Regulation 42. It does not include rate filings made in accordance with La. R.S. 22:1464(E), 1464(A)(1) or 1451(D) (referred to respectively as “Consent-to-Rate”, “Individually Risk Rated” and “Commercial Informational”).

2. As a result of the rate filing’s review, either the requested rates were amended or corrected.

## APPENDIX B – PROPERTY AND CASUALTY INSURANCE

The table on page 84 summarizes the three-year history of rate filings by type of filing. Prior approval, consent-to-rate, individually risk rated and commercial deregulation are the only property and casualty filing types authorized in Louisiana under Title 22. In addition to Title 22, Title 23 authorizes the commissioner of insurance to review all workers' compensation group self-insured rate filing, which is delegated to the Actuarial Division. Workers' compensation is a form of property and casualty, so these reviews are also shown in this table.

The provisions are as follows:

### **Prior Approval**

The prior approval provisions for rates and rules apply to the review process performed by the Office of Property and Casualty for the majority of rate and rule filings received. Rate filings set the base rate of the coverage, and then rule filings apply certain underwriting criteria that establishes the premium.

The company must submit a filing with the Office of Property and Casualty and wait 45 days before implementing a newly requested rate and/or rule revision. The Office of Property and Casualty can approve an earlier implementation of a new or revised rate and/or rule if the rate and/or rule has been reviewed and approved before the expiration of the 45-day wait period.

If an insurer has submitted a rate and/or rule filing to the LDI for review and the LDI does not disapprove the filing or inform the insurer that the filing is incomplete within 45 days of the filing's receipt by the Office of Property and Casualty, the insurer can implement the rate and/or rule pursuant to La. R.S. 22:1451(C)(2).

### **Consent-to-Rate**

Pursuant to La. R.S. 22:1464, a company may exceed the rate previously approved for use in Louisiana and charge a rate in excess of the rate on a specific, usually high, risk. In these situations, the insured must "consent" to the rate increase in writing, and then the insurer files a written application setting forth the reasons for the excess rate and obtains the approval of the commissioner. Regulation 111 sets forth the specifics relative to the time period for the submission and the elements required for a consent-to-rate filing.

### **Individually Risk Rated**

Pursuant to La. R.S. 22:1464, a company may individually rate an insured risk for excess property and casualty insurance coverages that are not written according to manual rates or rating plans. Examples of this include excess flood insurance, adding higher liability coverage or an endorsement/rider that expands the scope of the policy to cover high valued items.

### **Commercial Deregulation**

The commercial deregulation provision is outlined in La. R.S. 22:1451(D). All commercial filings, both rate and rule, are filed with the Office of Property and Casualty. If an insurance program's premiums are designated by the insurance company as being negotiated, each policy written in that program has an annual premium of \$10,000 or greater, and if the line of business is any other than workers' compensation or medical malpractice, the company is required to submit an informational filing to the Office of Property and Casualty.

## APPENDIX B – PROPERTY AND CASUALTY INSURANCE

### METHODS OF RATE FILING THREE-YEAR HISTORY

All Lines 7/1/2020 to 6/30/2021			
<i>Filing Type</i>	<i>Total Number of Filings Reviewed</i> <sup>1</sup>	<i>Number of Filings Reviewed Favorably</i> <sup>2</sup>	<i>Number of Filings Not Reviewed Favorably</i> <sup>3</sup>
Modified Prior Approval Rate Filings <sup>4</sup>	1,664	1,450	214
Consent-to-Rate Rate Filings <sup>5</sup>	403	395	8
Individually Risk Rated Rate Filings <sup>6</sup>	25	24	1
Commercial Informational Rate Filings <sup>7</sup>	24	17	7
Filings Other Than Rate Filings	808	708	100
Workers' Compensation Group Self-Insured Funds <sup>8</sup>	1	1	0
<b>TOTALS: ALL FILING METHODS</b>	<b>2,925</b>	<b>2,595</b>	<b>330</b>
All Lines 7/1/2019 to 6/30/2020			
<i>Filing Type</i>	<i>Total Number of Filings Reviewed</i> <sup>1</sup>	<i>Number of Filings Reviewed Favorably</i> <sup>2</sup>	<i>Number of Filings Not Reviewed Favorably</i> <sup>3</sup>
Modified Prior Approval Rate Filings <sup>4</sup>	1,703	1,427	276
Consent-to-Rate Rate Filings <sup>5</sup>	341	316	25
Individually Risk Rated Rate Filings <sup>6</sup>	3	3	0
Commercial Informational Rate Filings <sup>7</sup>	36	32	4
Filings Other Than Rate Filings	683	597	86
Workers' Compensation Group Self-Insured Funds <sup>8</sup>	2	2	0
<b>TOTALS: ALL FILING METHODS</b>	<b>2,768</b>	<b>2,377</b>	<b>391</b>
All Lines 7/1/2018 to 6/30/2019			
<i>Filing Type</i>	<i>Total Number of Filings Reviewed</i> <sup>1</sup>	<i>Number of Filings Reviewed Favorably</i> <sup>2</sup>	<i>Number of Filings Not Reviewed Favorably</i> <sup>3</sup>
Modified Prior Approval Rate Filings <sup>4</sup>	1,581	1,283	298
Consent-to-Rate Rate Filings <sup>5</sup>	228	223	5
Individually Risk Rated Rate Filings <sup>6</sup>	1	1	0
Commercial Informational Rate Filings <sup>7</sup>	32	29	3
Filings Other Than Rate Filings	641	539	102
Workers' Compensation Group Self-Insured Funds <sup>8</sup>	2	2	0
<b>TOTALS: ALL FILING METHODS</b>	<b>2,485</b>	<b>2,077</b>	<b>408</b>

1. Includes only filings where the review was completed in the fiscal year for property and casualty lines regulated under La. R.S. 22:1451 et seq. and includes Workers' Compensation Group Self-Insured Fund rate filings reviewed in accordance with La. R.S. 23:1191 et seq. and Regulation 42. This category includes rate filings made in accordance with La. R.S. 22:1464(E), 1464(A)(1) or 1451(D).

2. Filings "Reviewed Favorably" include those reviewed and approved by the commissioner in accordance with La. R.S. 22:1451 et seq. or in accordance with Workers' Compensation Group Self-Insured Fund rate filings reviewed in accordance with La. R.S. 23:1191 et seq. and Regulation 42. "Reviewed Favorably" also includes filings reviewed and found to be compliant with the requirements of La. R.S. 22:1464(E), 1464(A)(1) or 1451(D), i.e., consent-to-rate, individually risk rated or informational filings.

3. Filings "Not Reviewed Favorably" are those reviewed and disapproved by the commissioner in accordance with La. R.S. 22:1451 et seq. or in accordance with Workers' Compensation Group Self-Insured Fund rate filings reviewed in accordance with La. R.S. 23:1191 et seq. and Regulation 42. "Not Reviewed Favorably" also includes filings reviewed and found not to be compliant with the requirements of La. R.S. 22:1464(E), 1464(A)(1) or 1451(D), i.e., consent-to-rate, individually risk rated or informational filings, and includes filings withdrawn before a review is completed.

4. See Footnote 2 for table 18 on page 47.

5. La. R.S. 22:1464(E).

6. La. R.S. 22:1464(A)(1).

7. La. R.S. 22:1451(D).

8. La. R.S. 23:1191 et seq. and Regulation 42.

## APPENDIX B – PROPERTY AND CASUALTY INSURANCE

Not all lines of business shown in the table below are subject to rate regulation. Lines not subject to rate regulation by the Office of Property and Casualty include federal flood, ocean marine, health and accident, and aircraft. Per state law, the Louisiana Workers' Compensation Corp. and surplus lines insurers are exempt from rate and form filing requirements per La. R.S. 23:1395 and La R.S. 22:446 respectively. An exception is set forth in La R.S. 22:1456, which requires that both admitted and surplus lines insurers file all taxi cab rates with the Office of Property and Casualty for prior approval.

### LOUISIANA PROPERTY AND CASUALTY MARKET EXHIBIT OF UNDERWRITING GAINS AND LOSSES BY LINE OF BUSINESS - CALENDAR YEAR 2020

Line of Business	(A) Direct Premium Written	(B) Direct Premium Earned	(C) Dividends Paid	(D) Incurred Losses & Adjustment Expenses	(E) Estimated Underwriting Expenses	(F) Estimated Other Income/ (Expense)	(G) Estimated Underwriting Gain/(Loss), Excluding Investment Income
Fire	381,713,928	373,947,096	227,532	979,974,055	124,849,493	1,266,772	(729,837,212)
Allied Lines	512,447,202	483,499,257	894,121	2,011,203,391	307,733,132	6,056,015	(1,830,275,373)
Multiple Peril Crop	90,045,949	88,986,029	-	140,037,463	8,853,422	(19,187)	(59,924,043)
Federal Flood	267,319,245	260,927,118	-	135,134,694	85,842,564	1,028,180	40,978,040
Private Crop	4,193,909	4,213,630	-	16,636,844	730,127	(176)	(13,153,517)
Private Flood	19,011,989	17,268,483	-	3,484,852	5,473,272	273,939	8,584,298
Farmowners Multiple Peril	14,501,405	15,031,798	-	38,524,492	5,380,577	2,929	(28,870,341)
Homeowners Multiple Peril	2,060,408,247	2,009,379,181	7,113,996	5,084,441,843	797,897,303	4,929,976	(3,875,143,984)
Commercial Multiple Peril (Non-Liability)	425,039,309	410,007,809	124,496	1,275,052,758	150,854,390	(190,349)	(1,016,214,183)
Commercial Multiple Peril (Liability)	138,274,683	139,118,846	45,580	81,884,925	55,914,338	(3,631)	1,270,371
Mortgage Guaranty	66,096,404	67,594,986	-	27,901,998	17,300,162	(5,898,871)	16,493,955
Ocean Marine	156,813,851	146,219,789	4,009	142,460,547	57,403,150	(358,032)	(54,005,949)
Inland Marine	443,926,563	451,457,619	196,758	368,287,508	147,894,138	636,585	(64,284,200)
Financial Guaranty	8,672,590	3,173,540	-	-	3,634,573	207,129	(253,903)
Medical Malpractice	104,029,924	102,639,957	1,399,700	31,077,253	43,855,612	513,511	26,820,904
Earthquake	5,817,737	5,748,981	9,894	864,384	1,286,920	(28,727)	3,559,056
Group Accident and Health	51,526,041	52,908,016	-	36,704,380	14,583,805	(45,651)	1,574,179
Credit Accident and Health	125,500	178,351	-	(27,417)	47,537	3,025	161,255
Other Accident and Health	23,219,749	22,196,549	272	12,386,855	7,586,866	872,276	3,094,832
Workers' Compensation	776,654,589	781,910,987	98,877,952	442,232,741	240,334,988	(1,697,483)	(1,232,177)
Other Liability-Occurrence	834,788,932	810,409,892	532,826	588,918,393	254,902,231	247,487	(33,696,071)
Other Liability-Claims-Made	235,930,088	229,647,005	28,080	150,337,568	82,269,737	(178,205)	(3,166,585)
Excess Workers' Compensation	46,511,637	47,422,694	-	6,725,684	15,033,081	(911)	25,663,018
Products Liability	46,741,942	46,173,210	1,179	32,536,252	13,925,288	(38,969)	(328,478)
Private Passenger Auto Liability	3,068,260,041	3,096,621,987	66,086,421	1,811,187,323	949,610,505	3,284,101	273,021,839
Commercial Auto Liability	725,672,042	706,827,455	631,378	693,103,982	233,544,154	1,220,387	(219,231,671)
Private Passenger Auto Physical Damage	1,680,171,336	1,691,408,417	37,389,933	1,147,058,972	534,436,288	1,317,541	(26,159,235)
Commercial Auto Physical Damage	132,987,584	131,986,319	132,946	85,148,006	43,688,790	250,946	3,267,523
Aircraft (All Perils)	48,232,745	44,322,491	-	53,478,964	14,400,404	(220,895)	(23,777,772)
Fidelity	12,082,278	12,977,533	49	716,692	5,043,578	(15,719)	7,201,495
Surety	111,872,636	111,996,878	-	20,252,003	56,225,976	2,215,376	37,734,276
Burglary and Theft	6,263,199	6,955,754	5	4,001,528	2,230,169	(1,752)	722,300
Boiler and Machinery	35,904,855	37,589,766	613	17,383,966	11,022,424	(251,799)	8,930,963
Credit	32,711,064	32,917,369	-	23,749,324	17,157,335	154,365	(7,834,924)
International	-	-	-	-	1,543	-	(1,543)
Warranty	8,569,755	6,906,024	-	5,954,709	872,002	(466)	78,847
Aggregate Write-Ins, Other Lines of Business	21,917,951	23,427,104	-	18,565,157	7,086,041	4,742	(2,219,352)
<b>Totals</b>	<b>12,598,456,899</b>	<b>12,473,997,920</b>	<b>213,697,740</b>	<b>15,487,382,089</b>	<b>4,318,905,914</b>	<b>15,534,461</b>	<b>(7,530,453,362)</b>

(A) Actual Reported Louisiana Experience, 2020 Property & Casualty Annual Statement, Page 19 (State Page), column 1.

(B) Actual Reported Louisiana Experience, 2020 Property & Casualty Annual Statement, Page 19 (State Page), column 2.

(C) Actual Reported Louisiana Experience, 2020 Property & Casualty Annual Statement, Page 19 (State Page), column 3.

(D) Actual Reported Louisiana Experience, 2020 Property & Casualty Annual Statement, Page 19 (State Page), columns 6 & 9.

(E) Actual Reported Louisiana Experience - Commission & Premium Tax Expenses, 2019 P&C Annual Statement (Page 19 (State Page) , columns 11 & 12) +

Estimated Louisiana Experience based upon Nationwide Ratio of Other Adjustment, Acquisition & General Expenses to Earned Premium (2020 Insurance Expense Exhibit - Part III, Columns 11, 27, & 29).

(F) Estimated Louisiana Experience based upon Nationwide Ratio of Other Income/Expense to Earned Premium, 2020 Insurance Expense Exhibit - Part III, Column 31.

(G) Calculation = Cols. B - C - D - E + F

Data Source: 2020 P&C Annual Statement, Exhibit of Premiums & Losses (State Page) for all companies writing business in Louisiana. This page is unaudited and may contain inadvertent error-s.

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# APPENDIX C

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## LIFE, ACCIDENT AND HEALTH INSURANCE

**APPENDIX C – LIFE, ACCIDENT AND HEALTH INSURANCE**

**LIFE INSURERS EXHIBIT OF PREMIUMS AND BENEFITS  
BUSINESS IN LOUISIANA AS OF DECEMBER 31, 2020**

<b>Life Insurance</b>					
<i>Direct Premiums and Annuity Considerations</i>	<i>Ordinary</i>	<i>Credit Life</i>	<i>Group</i>	<i>Industrial</i>	<i>Total</i>
Life Insurance	1,923,284,534	36,804,703	475,947,595	3,132,696	2,439,169,526
Annuity Considerations	2,777,160,654	-	899,859,203	-	3,677,019,860
Deposit-Type Contract Funds	56,729,089		269,822,996		326,552,085
Other Considerations	12,592,547	-	665,932,391	-	678,524,938
<b>TOTALS</b>	<b>4,769,766,828</b>	<b>36,804,703</b>	<b>2,311,562,185</b>	<b>3,132,696</b>	<b>7,121,266,409</b>
<i>Direct Dividends to Life Policyholders</i>					
Life Insurance					
Paid in Cash or Left on Deposit	24,403,445	-	353,444	5,356	24,762,245
Applied to Pay Renewal Premiums	24,795,427	-	441,594	4	25,237,025
Applied to Provide Paid-Up Additions or Shorten the Endowment or Premium-Paying Agent	156,325,614	-	30	357,665	156,683,309
Other	2,084,972	-	-	-	2,084,972
<b>Total Life</b>	<b>207,609,458</b>	<b>-</b>	<b>795,069</b>	<b>363,025</b>	<b>208,767,552</b>
<i>Direct Dividends to Annuity Holders</i>					
Annuities					
Paid in Cash or Left on Deposit	7,060,506	-	30,734	-	7,091,240
Applies to Provide Paid-Up Annuities	1,312,126	-	-	-	1,312,126
Other	5,777,513	-	1,781,870	-	7,559,383
<b>Total Annuities</b>	<b>14,150,145</b>	<b>-</b>	<b>1,812,604</b>	<b>-</b>	<b>15,962,749</b>
<b>GRAND TOTALS</b>	<b>221,759,605</b>	<b>-</b>	<b>2,607,673</b>	<b>363,025</b>	<b>224,730,304</b>
<i>Direct Claims and Benefits Paid</i>					
Death Benefits	1,268,263,769	12,646,048	486,619,297	9,945,379	1,777,474,491
Matured Endowments	3,497,981	-	143,383	641,344	4,282,707
Annuity Benefits	774,551,503	-	334,097,055	87,871	1,108,736,432
Surrender Values and Withdrawals for Life Contracts	2,808,037,789	-	1,297,702,312	977,765	4,106,717,862
Aggregate Write-Ins for Miscellaneous Direct Claims and Benefits Paid	5,565,390	-	2,338,422	3,562	7,907,374
All Other Benefits, Except Accident and Health	17,006,559	-	1,110,764	9,195	18,126,520
<b>TOTALS</b>	<b>4,876,922,981</b>	<b>12,646,048</b>	<b>2,122,011,229</b>	<b>11,665,118</b>	<b>7,023,245,385</b>

DATA SOURCE: 2020 Life Annual Statement (State Page) for all companies writing business in Louisiana.

CAUTION: This page is unaudited and may contain inadvertent errors.

APPENDIX C – LIFE, ACCIDENT AND HEALTH INSURANCE

LIFE INSURERS EXHIBIT OF PREMIUMS AND BENEFITS  
BUSINESS IN LOUISIANA AS OF DECEMBER 31, 2020

Direct Death Benefits and Matured Endowments Incurred	Life Insurance												Total		
	Ordinary			Credit Life			Group			Industrial			Number	Amount	
	Number	Amount		Number	Amount		Number	Amount		Number	Amount				
Unpaid December 31, Prior Year	7,385	160,749,024		141	1,556,514		1,547	67,242,616		2,465	1,741,620		11,538	231,289,779	
Incurred During Current Year	49,151	1,346,197,307		4,453	13,100,369		21,521	483,721,737		15,419	13,028,217		90,544	1,856,047,625	
Settled During Current Year															
By Payment in Full	48,820	1,262,384,071		4,429	12,637,518		21,094	474,639,755		13,956	11,195,357		88,299	1,760,856,696	
By Payment on Compromised Claims	77	945,299		-	-		126	564,029		-	-		203	1,509,328	
<b>Totals Paid</b>	<b>48,897</b>	<b>1,263,329,370</b>		<b>4,429</b>	<b>12,637,518</b>		<b>21,220</b>	<b>475,203,784</b>		<b>13,956</b>	<b>11,195,357</b>		<b>88,502</b>	<b>1,762,366,024</b>	
Reduction by Compromise	10	999,145		-	-		11	54,001		721	1,316,656		742	2,369,802	
Amount Rejected	131	5,125,044		-	-		27	796,316		2	2,003		160	5,923,363	
<b>Total Settlements</b>	<b>49,038</b>	<b>1,269,453,559</b>		<b>4,429</b>	<b>12,637,518</b>		<b>21,258</b>	<b>476,054,101</b>		<b>14,679</b>	<b>12,514,016</b>		<b>89,404</b>	<b>1,770,659,189</b>	
Unpaid December 31, Current Year	7,499	237,492,776		165	2,019,366		1,810	74,910,251		3,205	2,255,820		12,679	316,678,215	
<b>Policy Exhibit</b>															
In Force December 31, Prior Year	2,815,988	286,982,113,258		502,111	2,559,012,543		173,246	151,909,899,107		793,346	496,780,464		4,284,691	441,947,805,375	
Issued During Year	278,827	25,447,774,426		308,448	1,473,996,509		25,802	18,003,081,777		86	47,279		613,163	44,924,899,992	
Other Changes to In Force (Net)	(254,910)	(18,424,161,024)		(413,005)	(1,685,118,908)		(13,321)	(16,974,043,206)		(30,880)	(20,684,144)		(712,116)	(37,104,007,279)	
In Force December 31, Current Year	2,839,906	294,005,726,669		397,553	2,347,890,144		185,726	152,938,937,679		762,552	476,143,599		4,185,737	449,768,698,089	

Accident and Health Insurance	Dividends on Direct Business						Direct Losses Incurred	
	Direct Premiums		Direct Premium Earned		Direct Losses Paid		Direct Losses Incurred	
	Number	Amount	Number	Amount	Number	Amount	Number	Amount
Group Policies	1,415,273,422	1,414,564,760	423,874	1,022,909,697	1,030,769,656			
Federal Employees Health Benefits Program	13,112,781	13,225,355	-	11,895,735	11,642,239			
Credit (Group and Individual)	28,362,105	30,197,176	-	8,195,562	7,895,722			
Collectively Renewable Policies	242,107	248,656	-	858,618	15,011			
Medicare Title XVIII	416,303,372	410,264,299	-	316,751,684	315,917,651			
Other Individual Policies								
Non-cancellable	80,872,637	80,880,691	5,447,266	68,835,326	73,285,614			
Guaranteed Renewable	507,192,737	507,466,466	1,839,643	298,842,904	312,541,682			
Non-renewable for Stated Reasons Only	6,621,387	6,660,209	145,368	2,304,508	2,373,517			
Other Accident Only	1,439,868	1,321,458	-	536,055	238,134			
All Other	28,835,337	28,746,198	125	13,946,509	13,590,318			
<b>Totals</b>	<b>624,961,961</b>	<b>625,075,018</b>	<b>7,432,400</b>	<b>384,465,305</b>	<b>402,029,266</b>			
<b>TOTALS</b>	<b>2,498,255,750</b>	<b>2,493,575,268</b>	<b>7,856,274</b>	<b>1,745,076,597</b>	<b>1,768,269,540</b>			

DATA SOURCE: 2020 Life Annual Statement (State Page) for all companies writing business in Louisiana.

CAUTION: This page is unaudited and may contain inadvertent errors.

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# **APPENDIX D**

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## **AGGREGATE HEALTH PREMIUM AND ENROLLMENT**

**APPENDIX D – AGGREGATE HEALTH PREMIUM AND ENROLLMENT**

**HEALTH INSURANCE EXHIBIT OF PREMIUMS, ENROLLMENT AND UTILIZATION  
IN LOUISIANA AS OF DECEMBER 31, 2020**

	<i>Total</i>	<i>Individual Comprehensive</i>	<i>Group Comprehensive</i>	<i>Medicare Supplement</i>
<b>Total Members at End of:</b>				
Prior Year	5,032,324	134,342	446,904	47,411
First Quarter	5,188,940	144,243	445,545	48,569
Second Quarter	5,324,352	141,152	434,442	49,568
Third Quarter	5,418,303	139,544	425,746	51,276
Current Year	5,507,266	134,213	424,605	52,908
<b>Current Year Member Months</b>	<b>63,909,953</b>	<b>1,628,740</b>	<b>5,206,612</b>	<b>599,623</b>
<b>Total Member Ambulatory Encounters for Year:</b>				
Physician	23,025,691	1,160,605	4,074,283	1,092,876
Non Physician	18,701,614	895,114	2,418,189	344,023
<b>Totals</b>	<b>41,727,305</b>	<b>2,055,719</b>	<b>6,492,472</b>	<b>1,436,899</b>
Hospital Patient Days Incurred	2,111,505	33,274	77,527	75,407
Number of Inpatient Admissions	316,546	6,833	15,311	7,746
Health Premiums Written	18,462,608,685	1,031,850,203	2,513,556,636	123,108,446
Life Premiums Direct	1,699,511	-	-	-
Property and Casualty Premiums Written	-	-	-	-
Health Premiums Earned	18,379,574,572	1,028,644,990	2,510,453,403	123,159,735
Property and Casualty Premiums Earned	-	-	-	-
Amount Paid for Provision of Health Care Services	14,834,403,452	704,891,524	1,994,244,471	91,582,210
Amount Incurred for Provision of Health Care Services	15,118,896,793	723,916,739	2,041,944,072	93,770,291

DATA SOURCE: 2020 Health Annual Statement, Exhibit of Premiums, Enrollment and Utilization (by state), for all companies writing business in Louisiana.

CAUTION: This page is unaudited and may contain inadvertent errors.

**APPENDIX D – AGGREGATE HEALTH PREMIUM AND ENROLLMENT**

**HEALTH INSURANCE EXHIBIT OF PREMIUMS, ENROLLMENT AND UTILIZATION  
IN LOUISIANA AS OF DECEMBER 31, 2020**

	<i>Vision Only</i>	<i>Dental Only</i>	<i>Federal Employees Health Benefits Plan</i>	<i>Title XVIII Medicare</i>	<i>Title XIX Medicaid</i>	<i>Other</i>
<b>Total Members at End of:</b>						
Prior Year	310,042	389,928	73,514	322,698	2,894,108	413,377
First Quarter	329,680	408,422	74,123	340,605	2,991,248	406,505
Second Quarter	322,289	395,937	73,923	343,794	3,153,539	409,708
Third Quarter	321,881	391,758	73,595	349,121	3,265,519	399,863
Current Year	319,681	392,238	73,608	349,917	3,360,250	399,846
<b>Current Year Member Months</b>	<b>3,889,734</b>	<b>4,781,289</b>	<b>886,219</b>	<b>4,134,033</b>	<b>37,948,848</b>	<b>4,834,855</b>
<b>Total Member Ambulatory Encounters for Year:</b>						
Physician	-	-	914,474	6,581,440	9,201,641	372
Non-physician	39,722	2	462,253	3,419,806	11,121,143	1,362
<b>Totals</b>	<b>39,722</b>	<b>2</b>	<b>1,376,727</b>	<b>10,001,246</b>	<b>20,322,784</b>	<b>1,734</b>
Hospital Patient Days Incurred	-	-	31,169	747,409	1,146,481	238
Number of Inpatient Admissions	-	-	5,184	90,917	190,400	155
Health Premiums Written	23,520,577	120,463,268	473,889,327	4,631,111,131	9,308,163,459	236,945,638
Life Premiums Direct	-	-	-	-	-	1,699,511
Property and Casualty Premiums Written	-	-	-	-	-	-
Health Premiums Earned	23,518,921	116,445,721	476,683,594	4,624,918,344	9,237,533,802	238,216,061
Property and Casualty Premiums Earned	-	-	-	-	-	-
Amount Paid for Provision of Health Care Services	15,567,115	87,659,546	424,233,187	3,670,764,455	7,640,687,580	204,773,365
Amount Incurred for Provision of Health Care Services	15,607,241	88,113,135	429,563,046	3,772,540,803	7,765,032,442	188,409,026

DATA SOURCE: 2020 Health Annual Statement, Exhibit of Premiums, Enrollment and Utilization (by state), for all companies writing business in Louisiana.

CAUTION: This page is unaudited and may contain inadvertent errors.

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# **APPENDIX E**

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## **HEALTH MAINTENANCE ORGANIZATIONS**

HEALTH MAINTENANCE ORGANIZATIONS EXHIBIT OF PREMIUMS AND LOSSES  
BUSINESS IN LOUISIANA AS OF DECEMBER 31, 2020

NAIC Number	Company Name	Total Members	Direct Premium Written	Market Share	Cumulative Market Share	Direct Premium Earned	Direct Losses Incurred	Loss Ratio
13970	Louisiana Healthcare Connections Inc	510,302	2,689,015,042	18.43%	18.43%	2,689,015,042	2,299,117,081	85.50%
95833	United Healthcare of LA Inc	487,855	2,639,932,995	18.09%	36.52%	2,605,425,416	2,161,085,666	82.95%
95642	Humana Health Benefit Plan of LA Inc	414,275	2,574,089,487	17.64%	54.16%	2,574,082,766	2,091,290,164	81.24%
14064	Community Care Health Plan of LA Inc	297,792	1,586,749,301	10.87%	65.03%	1,563,095,600	1,293,512,324	82.75%
14143	AmeriHealth Caritas LA Inc	223,762	1,314,318,700	9.01%	74.04%	1,314,318,700	1,126,297,607	85.69%
95643	HMO LA Inc	175,597	1,197,537,381	8.21%	82.24%	1,197,457,563	970,568,616	81.05%
13607	Peoples Health Inc	82,778	1,177,794,470	8.07%	90.31%	1,177,794,470	998,041,629	84.74%
15616	Aetna Better Health Inc	145,179	864,037,248	5.92%	96.24%	850,643,485	730,586,562	85.89%
95584	Vantage Health Plan Inc	38,022	401,445,320	2.75%	98.99%	401,445,320	315,468,795	78.58%
95173	Aetna Health Inc LA	9,283	74,080,422	0.51%	99.49%	75,465,053	56,338,763	74.66%
15550	Magellan Complete Care of LA Inc	2,371	67,410,735	0.46%	99.96%	67,410,735	47,368,146	70.27%
16635	CHRISTUS Health Plan LA	4,813	4,635,535	0.03%	99.99%	4,635,535	2,815,278	60.73%
16625	Dignity Care Corp	100	1,810,215	0.01%	100.00%	1,810,215	2,201,058	121.59%
<b>13 HMOs</b>	<b>TOTAL</b>	<b>2,392,129</b>	<b>14,592,856,851</b>	<b>100.00%</b>		<b>14,522,599,900</b>	<b>12,094,691,689</b>	<b>83.28%</b>

DATA SOURCE: 2020 Health Annual Statement, Exhibit of Premiums, Enrollment and Utilization (by state), for all companies writing business in Louisiana.

CAUTION: The information contained on this page is unaudited and not a complete financial analysis, nor is it an expression of opinion on any insurer. This page may contain inadvertent errors.

# APPENDIX F

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## TITLE INSURANCE

**TITLE INSURANCE EXHIBIT OF PREMIUMS AND LOSSES  
BUSINESS IN LOUISIANA AS OF DECEMBER 31, 2020**

NAIC Number	Company Name	Domicile	Direct Premium Written			Other Income	Net Premium Earned	Direct Loss & Allocated Loss Adjustment Expenses	Direct Loss Allocated Loss Adjustment Expenses Incurred	Direct Known Claim Reserves
			Direct Operations	Non-Affiliated Agencies	Affiliated Agencies					
12309	Alliant National Title Insurance Co Inc	CO	-	2,679,525	-	-	2,609,327	4,101	4,101	
51411	American Guarantee Title Insurance Co	OK	95,395	982,860	-	-	1,041,773	18,406	19,480	
51578	AmTrust Title Insurance Co	NY	-	28,982	-	300	28,064	-	-	
50229	Chicago Title Insurance Co	FL	1,496,367	14,031,551	783,664	2,238,220	16,066,743	417,427	215,279	
50083	Commonwealth Land Title Insurance Co	FL	200	13,545,406	229,397	12,785	13,665,889	972,198	456,185	
50130	Doma Title Insurance Inc	SC	-	289,844	-	-	277,033	2,359	911	
51586	Fidelity National Title Insurance Co	FL	3,915,474	42,562,287	3,474,937	718,413	48,388,992	952,422	587,966	
50814	First American Title Insurance Co	NE	1,123,978	3,744,852	38,861	5,171,966	4,942,055	1,016,414	3,657,606	
51527	First American Title Insurance Co of LA	LA	-	57,449,529	-	3,437	56,378,628	657,444	214,790	
50369	Investors Title Insurance Co	NC	-	2,455	-	1,525	9,352	33,046	5,818	
51020	National Title Insurance of NY Inc	NY	-	-	540,167	-	521,472	76,307	99,588	
50520	Old Republic National Title Insurance Co	FL	430,432	8,521,417	-	527,630	8,758,301	31,575	207,035	
16334	Pulsar Title Insurance Co Inc	LA	-	61,968	3,799,075	-	3,751,841	-	-	
51632	Radian Title Insurance Inc	OH	-	-	8,350	550	8,407	6,726	-	
50440	Real Advantage Title Insurance Co	CA	-	-	73,811	2,170	70,392	31,530	30,470	
50784	Security Title Guaratee Corp Baltimore	MD	-	5,921,093	-	181,014	5,716,430	80,879	314,361	
50121	Stewart Title Guarantee Co	TX	10,000	15,706,674	35,485	243,958	15,995,310	637,537	178,721	
50016	Title Resources Guarantee Co	TX	-	1,268,994	(604)	14,750	1,244,705	2,464	2,536	
50030	US National Title Insurance Co	MS	10,852	623,457	450,292	-	947,406	34,006	183,434	
50050	Westcor Land Title Insurance Co	SC	6,463	550,793	301,473	21,199	811,416	12,459	13,023	
51152	WFG National Title Insurance Co	SC	-	18,872,677	111,144	410,525	18,585,623	225,446	315,437	
<b>21 Companies</b>		<b>TOTALS</b>	<b>7,089,161</b>	<b>186,844,364</b>	<b>9,846,052</b>	<b>9,548,442</b>	<b>199,819,159</b>	<b>5,138,050</b>	<b>3,325,146</b>	<b>6,506,741</b>

DATA SOURCE: 2020 Title Annual Statement, Schedule T for all companies writing business in Louisiana.

CAUTION: The information contained on this page is unaudited and not a complete financial analysis, nor is it an expression of opinion on any insurer. This page may contain inadvertent errors.

# APPENDIX G

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## GROUP SELF-INSURANCE FUNDS

**APPENDIX G – GROUP SELF-INSURANCE FUNDS**

**STATE OF LOUISIANA  
GROUP SELF-INSURANCE PREMIUM BUSINESS  
WRITTEN CALENDAR YEAR 2020**

<i>Fund Name</i>	<i>Premium Written</i>
LAC Self-Insured Fund <sup>(d)</sup>	\$6,868,953
Louisiana Association of Clerks of Court <sup>(b)</sup>	492,539
Louisiana Automobile Dealers Association Self Insurers' Fund <sup>(d)</sup>	9,050,521
Louisiana Construction and Industry Self Insurers' Fund <sup>(d)</sup>	25,276,215
Louisiana Health Care Self Insurance Fund <sup>(d)</sup>	11,925,089
Louisiana Home Builders' Association Self Insurers' Fund <sup>(a)</sup>	20,756,230
Louisiana Hospital Association Workers' Compensation Group SIF <sup>(d)</sup>	6,608,137
Louisiana Housing Council Group Self-Insured Fund <sup>(a)</sup>	13,708,882
Louisiana Loggers Self-Insured Fund <sup>(d)</sup>	3,888,136
Louisiana Municipal Risk Management Agency Group SIF <sup>(d)</sup>	20,739,442
Louisiana Public Schools Risk Management Agency <sup>(c)</sup>	4,616,515
Louisiana Restaurant Association Self Insurers' Fund <sup>(d)</sup>	15,629,317
Louisiana Rural Parish Insurance Cooperative (SIF) <sup>(d)</sup>	2,729,895
Police Jury Assoc. of Louisiana d/b/a Parish Government Risk Management Agency <sup>(d)</sup>	12,450,463
Property Casualty Alliance of Louisiana <sup>(b)</sup>	2,208,974
<b>TOTAL</b>	<b>\$156,949,308</b>

DATA SOURCE: Audited Financial Statements for all Group Self-Insurance Funds for Workers' Compensation and Inter-Local Risk Management Agencies writing coverage in Louisiana.

<sup>(a)</sup> As of March 31, 2020

<sup>(b)</sup> As of June 30, 2020

<sup>(c)</sup> As of October 1, 2020

<sup>(d)</sup> As of December 31, 2020

CAUTION: The information contained on this page is unaudited and not a complete financial analysis, nor is it an expression of opinion on any insurer. This page may contain inadvertent errors.

# **APPENDIX H**

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## **REVENUE REPORT**

**AS REQUIRED BY**  
**LA. R.S. 49:308.6(C)**

**APPENDIX H – REVENUE REPORT**

**MULTI-YEAR COMPARISON OF REVENUES BY TYPE  
SUMMARY**

<i>Description</i>	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
<b>Self-Generated Fees</b>	<b>\$45,041,926</b>	<b>\$37,440,043</b>	<b>\$27,021,698</b>
Assessments:			
<i>Health Insurance Portability and Accountability Act Assessment, Interest</i>	909,109	1,126,189	951,003
<i>Louisiana Insurance Rating Assessment</i>	77,453,328	75,723,248	80,161,595
<i>Insurance Fraud Investigation Assessment</i>	5,523,398	5,843,461	5,286,667
<b>Total Assessments</b>	<b>\$83,885,835</b>	<b>\$82,692,898</b>	<b>\$86,399,265</b>
<b>Federal Funds</b>	<b>\$366,289</b>	<b>\$539,308</b>	<b>\$622,222</b>
Miscellaneous/Other Revenue:			
<i>Louisiana Automobile Theft and Insurance Fraud Prevention Authority (Gifts, Grants, Donations), Interest</i>	97	3,650	7,353
<i>Income Not Available</i>	133,314	38,356	30,334
<i>Premium Taxes</i>	1,043,522,634	953,772,736	914,774,551
<b>Total Other Major State Revenue</b>	<b>\$1,043,656,045</b>	<b>\$953,814,742</b>	<b>\$914,812,238</b>
<b>Interagency Transfers</b>	-	-	-
<b>TOTAL COLLECTIONS</b>	<b>\$1,712,950,095</b>	<b>\$1,074,486,991</b>	<b>\$1,028,855,423</b>

## APPENDIX H – REVENUE REPORT

### MULTI-YEAR COMPARISON OF REVENUES BY TYPE SELF-GENERATED FEES

Description	Revised Statute	Fee Amount	Fiscal Year 2020-2021	Fiscal Year 2019-2020	Fiscal Year 2018-2019
Certificate of Authority, Initial Certificate	22:821(B)(1), 22:269(B)(1), 22:214 (2) (a)	2,500/500/25	\$62,775	\$84,750	\$68,800
Initial Examination of Insurance Companies	22:269(B)(4)	1,000	-	-	1,500
Securities Fees - Registration of Securities	22:821(B)(6)	200	255	260	200
Filing a Charter, Other Documents and Amendments thereto	22:821(B)(8)	25	7,375	7,550	5,100
Approval Fee of Foreign or Alien Surplus Lines Insurers	22:821(B)(17)	1,050	221,550	186,900	192,150
Third Party Administrators - Licensing Fee	22:821(B)(15)(a)	500	21,600	16,200	16,000
Third Party Administrators - Annual Report Filing Fee	22:821(B)(15)(b)	300	125,100	116,700	117,350
Acquisition of Control or Merger with a Domestic Insurer - Statement Fee	22:821(B)(16)	2,500	5,000	-	5,150
Risk Purchasing Group - Registration Fee	22:821(B)(18)(a)	100	1,700	3,200	4,055
Risk Purchasing Group - Annual Renewal	22:821(B)(18)(b)	50	11,750	13,350	16,775
Viatical Settlement Broker - First Time Applicant	22:821(B)(19)(a)	50	-	250	50
Viatical Settlement Broker - Annual Renewal	22:821(B)(19)(a)	50	850	5,800	350
Viatical Settlement Investment Agent - Annual Renewal	22:821(B)(19)(b)	50	-	-	(50)
Viatical Settlement Provider - First Time Applicant	22:821(B)(19)(c)	1,000	1,100	2,400	4,550
Vehicle Mechanical Breakdown Insurer	22:362(A)	1,500	22,500	27,000	54,025
Property Residual Value Insurer - Renewal Fee	22:382(A)	1,500	1,500	-	-
Dental Referral Plan - Initial License	22:1166	250	-	500	-
Producer License - First Time Applicant, includes: Each Addtl. Line of Authority for Limited Lines only \$50 Specialty Limited Lines Credit Insurance Specialty Limited Lines Motor Vehicle Title Insurance	22:821(B)(3)(b) 22:821(B)(31)(a-b); 22:1549(B)(4)&(5) 22:821(B)(32)(a-b); 22:1550(B)(1)(d)& (B)(2)	75+50 each addtl. line 250<21 emp/1,000>20 emp 250<21 emp/1,000>20 emp	3,998,955	2,757,475	2,674,793
Producer License - Includes: Initial Company Appointment (yearly) Renewal Co. Appointment of Individual (yearly by Jan.1) Initial Company Appointment of Business Entity	22:821(B)(3)(b), 22:1549(D), 22:1550(D) 22:821(B)(3)(b), 22:1549(D), 22:1550(D) 22:821(B)(3)(b), 22:1549(D), 22:1550(D)	30 20 100	29,934,265	24,435,580	14,365,835
Producer License - Renewal Fee (every 2 yrs), includes: Producer Renewal Fee Specialty Limited Lines Credit Insurance Specialty Limited Lines Motor Vehicle Title Insurance	22:821(B)(3)(b), 22:1549(D), 22:1150(D) 22:821(B)(31)(c-d); 22:1549(C) 22:821(B)(32)(d-e); 22:1550(C)	50=1 line/55=2+ lines 125<21 emp/500>20 emp 125<21 emp/500>20 emp	3,467,115	3,299,095	2,931,803
Producer License - Surplus Line Broker - First Time Applicant	22:821(B)(3)(a)	250	105,250	98,750	104,750
Producer License - Surplus Line Broker - Renewal Fee	22:821(B)(3)(a)	350	539,865	542,470	503,510
Producer License - Failure to File Producer License Timely (Late Fee)	22:821(B)(3)(c), 22:1547(C)(2)	50	332,920	267,610	260,250
Producer License - Continuing Education Provider/ Course Application Fee	22:821(B)(29)(a-b)	250/25	52,405	45,780	48,725
Producer License - Duplicate Producer License/Name Change	22:821(B)(3)(g) REPEALED	15	-	-	60
Producer License - Invalid/Bad Address	22:1547(G)	50	35,550	39,700	37,250
Securities Fees - Registration of Dealer	22:821 (B)(6)	50	60	-	-
Managing General Agent - Initial Registration	22:821(B)(14)(a)	300	1,800	600	1,700
Managing General Agent - Annual Registration	22:821(B)(14)(b)	300	14,100	14,400	12,600

**APPENDIX H – REVENUE REPORT**

**MULTI-YEAR COMPARISON OF REVENUES BY TYPE  
SELF-GENERATED FEES  
(CONTINUED)**

<i>Description</i>	<i>Revised Statute</i>	<i>Fee Amount</i>	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
Managing General Agent - Insurer's Initial Notice of Appointment	22:821(B)(14)(c)	300	5,100	900	900
Managing General Agent - Insurer's Annual Notice of Appointment	22:821(B)(14)(d)	300	18,000	17,000	20,100
Company Filing of Life, Health and Accident Insurance Policy Forms - Per Product	22:821(B)(11)(a)	100	205,350	216,700	206,601
Company Filing of Property and Casualty Insurance Policy Forms - Per Product	22:821(B)(10)	100	200,699	54,440	57,065
Company Filing to Adopt a Reference or Item Filing of Advisory Organization's Form Reference Filing	22:821(B)(10)	20	(20)	5,075	2,375
Company Filing of Property and Casualty Insurance Policy Endorsements, Amendments, or Riders	22:821(B)(10)	25	-	67,905	83,535
Impounded Auto Sale	14:98(D)(2)(a)(d), 14:98 (E)(2)(a)(d)	-	730	-	-
Company Filing of Life, Health and Accident Insurance Policy Forms or Health Maintenance Organization Submission - Per Product	22:821(B)(11)(a)	100	56,025	48,275	46,300
Company Filing of Medicare Supplement Insurance Premium Rates, Rate Schedule and Supporting Documents - Per Type	22:821(B)(11)(b)	100	16,200	20,900	21,800
Company Filing of Medicare Supplement Insurance Advertisements - Per Submission	22:821(B)(11)(c)	100	21,200	27,900	25,800
Health Care Conference (FY 17-18 & FY 18-19) LDI Annual Conference (FY 19-20)			-	42,275	32,955
Market Conduct - State Examiner	22:308, 22:705, 22:1985, 22:976(B)		-	-	200
Annual Financial Regulation Fee/Annual Statement (Health Maintenance Organization)	22:821(B)(2), 22:269(B)(3)(a)	1,000/250	1,431,672	1,420,214	1,441,560
Fines/Stipulations	22:13, 22:14, 22:16, 22:18, 22:33, 22:35, 22:68(E), 22:88(M)(1)(2)(3), 22:184, 22:216, 22:250, 22:252, 22:257, 22:269, 22:271, 22:316, 22:348, 22:371, 22:391, 22:440, 22:444, 22:456, 22:457, 22:536, 22:591, 22:597, 22:709, 22:714, 22:796, 22:833, 22:846, 22:855, 22:987, 22:1011, 22:1071, 22:1143, 22:1167, 22:1191, 22:1211, 22:1283, 22:1292, 22:1460, 22:1529, 22:1546, 22:1547, 22:1549, 22:1550, 22:1552, 22:1554, 22:1556, 22:1557, 22:1558, 22:1559, 22:1562, 22:1585, 22:1623, 22:1625, 22:1627, 22:1651, 22:1654, 22:1671, 22:1672, 22:1699, 22:1700, 22:1731, 22:1770, 22:1837, 22:1860, 22:1877, 22:1892, 22:1924, 22:1925, 22:1929, 22:1946, 22:1964, 22:1969, 22:1970, 22:1994, 22:1995, 22:2007, 22:2036, 22:2060, 22:2069, 22:2090, 22:2198, 22:2245, 22:2394, 22:2399		308,895	285,284	518,912

## APPENDIX H – REVENUE REPORT

### MULTI-YEAR COMPARISON OF REVENUES BY TYPE SELF-GENERATED FEES (CONTINUED)

<i>Description</i>	<i>Revised Statute</i>	<i>Fee Amount</i>	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
Lawsuit Fees	9:2800.7(H)	5	-	60	15
Annual Premium Tax Fee (\$90,000)	22:794, 22:821(D)	90,000	90,000	90,000	90,000
Copies, Certified Copies and Other Fees (Miscellaneous)	LA Administrative Code Title 4 Chapter 3:30; 22:821(B)(4)	0.25	1,435	578	750
Professional Employer Organization New License	22:1748	500	21,500	14,800	14,000
Professional Employer Organization Renewal	22:1748	300	50,900	53,100	49,000
Limited Licensing for Motor Vehicle Rental Company - Initial License	22:821(B)(33)(a)(i-i), 22:1763(B)	500/100	350	2,020	310
Limited Licensing for Motor Vehicle Rental Company - Renewal	22:821(B)(33)(a)(i-i), 22:1763(B)	250/50	2,100	500	2,000
Service of Process	22:821(B)(22)	25	6,150	3,717	3,020
Claims Adjuster License and Registration - Business Entity - Initial License	22:821(B)(23)(a)	55	2,310	2,860	4,730
Claims Adjuster License and Registration - Business Entity - Renewal	22:821(B)(23)(a)	50	8,000	6,100	6,950
Claims Adjuster License and Registration - Resident/Non-Resident - Initial License	22:821(B)(23)(b)	55	1,093,245	909,800	1,070,125
Claims Adjuster License and Registration - Resident/Non-Resident - Renewal	22:821(B)(23)(b)	50	2,105,755	1,976,415	1,683,620
Claims Adjuster License and Registration - Catastrophe and Emergency Claims Adjuster	22:821(B)(23)(c)	25	179,575	18,000	2,400
Public Adjuster License - Business Entity - Initial License	22:821(B)(24)(a)	55	2,275	330	165
Public Adjuster License - Business Entity - Renewal	22:821(B)(24)(a)	50	450	550	450
Public Adjuster License - Resident/Non-Resident - Initial License	22:821(B)(24)(b)	55	16,775	5,390	3,300
Public Adjuster License - Resident/ Non-Resident - Renewal	22:821(B)(24)(b)	50	4,800	4,450	3,800
Risk Retention Group - Initial Registration	22:821(B)(21)	1,000	9,000	4,000	7,000
Certificate of Compliance	22:821(B)(25)	10	2,160	1,530	1,959
Filing of Vehicle Mechanical Breakdown Insurance Policies - Per Submission	22:821(B)(26)	25	3,500	3,220	4,500
Discount Medical Plan - Application	22:1260.4(A)	250	200	-	-
Prelicensing or Continuing Education - Provider Application	22:821(B)(29)(a)	250	5,425	5,525	8,450
Prelicensing or Continuing Education - Program or Course Application	22:821(B)(29)(b)	25	1,535	1,275	425
Appraisers - First Time Applicant	22:821(B)(34)	55	22,155	4,695	2,490
Appraisers - Renewal Fee	22:821(B)(34)	50	1,530	815	600
Utilization Review Organization (other than a Health Insurance Issuer) - Application Fee	22:821(B)(36)	1,500	10,500	18,000	16,500
Independent Review Organization - Application Fee	22:821(B)(37)	500	1,000	500	3,000
Independent Review Organization - Annual Report Filing Fee	22:281(B)(37)(b) REPEALED	500	-	500	-

**APPENDIX H – REVENUE REPORT**

**MULTI-YEAR COMPARISON OF REVENUES BY TYPE  
SELF-GENERATED FEES  
(CONTINUED)**

<i>Description</i>	<i>Revised Statute</i>	<i>Fee Amount</i>	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
Consultant License - First Time Applicant	22:821(B)(38)(a-b)	75	11,455	8,475	7,950
Consultant License - Producer Renewal Fee (Every two years)	22:821(B)(38)(a-b)	50	705	500	655
Consultant License - Failure to File License Timely (Per License) (Late Fee)	22:821(B)(38); 22:821(b)(3)(c)	50	250	200	-
Claims Adjuster License - Failure to File License Timely (Per License) (Late Fee)	22:821(B)(23)(d)	50	150,700	128,450	144,650
Viatical Settlement Provider - Annual Renewal	22:821(B)(19)(c)	500	7,000	500	3,500
<b>TOTAL SELF-GENERATED FEES</b>			<b>\$45,041,926</b>	<b>\$37,440,043</b>	<b>\$27,021,698</b>

**APPENDIX H – REVENUE REPORT**

**MULTI-YEAR COMPARISON OF REVENUES BY TYPE  
ASSESSMENTS**

<i>Health Insurance Portability and Accountability Act Assessment- Administrative Fund</i>	<i>Revised Statute</i>	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
HIPAA Assessment	22:1071(D)(2)(a)	909,072	1,124,847	949,912
HIPAA Interest	22:1071(D)(3)(b)	37	1,342	1,091
<b>TOTAL ADMINISTRATIVE FUND</b>		<b>\$909,109</b>	<b>\$1,126,189</b>	<b>\$951,003</b>

<i>Louisiana Insurance Rating Assessment</i>	<i>Revised Statute</i>	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
Sheriffs’ Pension Fund, Municipal Police Retirement Fund, Firefighters’ Retirement Fund	22:1476(A)(3)	74,782,524	73,112,101	69,489,927
Municipal Fire and Police Civil Service	22:1476(A)(2)	2,670,804	2,611,147	2,481,783
Department of Insurance	22:1476(B) Act 226 of 2019 Regular Session repealed LDI portion effective 7/1/19	-	-	8,189,885
<b>TOTAL LOUISIANA INSURANCE RATING ASSESSMENT</b>		<b>\$77,453,328</b>	<b>\$75,723,248</b>	<b>\$80,161,595</b>

<i>Insurance Fraud Investigation Fund Assessment</i>	<i>Revised Statute</i>	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
Fraud Assessment - Administrative Fee	40:1428(A)(4)(a)	30,000	30,000	30,000
Fraud Assessment - Louisiana Automobile Theft and Insurance Fraud Prevention Authority	40:1428(A)(4)(a)	187,000	187,000	187,000
Fraud Assessment - Department of Insurance - 10%	40:1428(A)	653,007	624,159	548,473
Fraud Assessment- Department of Justice - 15%	40:1428(A)	859,820	952,711	662,822
Fraud Assessment - Department of Public Safety - 75%	40:1428(A)	3,793,571	4,049,591	3,858,372
<b>TOTAL INSURANCE FRAUD INVESTIGATION FUND ASSESSMENT</b>		<b>\$5,523,398</b>	<b>\$5,843,461</b>	<b>\$5,286,667</b>

**APPENDIX H – REVENUE REPORT**

**MULTI-YEAR COMPARISON OF REVENUES BY TYPE  
FEDERAL/MISCELLANEOUS/OTHER REVENUE**

<i>Federal</i>	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
Senior Health Insurance Information Program Grant	366,289	539,308	622,222
<b>TOTAL FEDERAL FUNDS</b>	<b>\$366,289</b>	<b>\$539,308</b>	<b>\$622,222</b>

<i>Louisiana Automobile Theft and Insurance Fraud Prevention Authority</i>	<i>Revised Statute</i>	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
LATIFPA Fund (Gifts, Grants, Donations)	22:2133(2)	-	-	1,500
LATIFPA Fund Interest	22:2134(A)	97	3,650	5,853
<b>TOTAL LATIFPA</b>		<b>\$97</b>	<b>\$3,650</b>	<b>\$7,353</b>

<i>Income Not Available</i>	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
Income Not Available	2,759	27,466	20,662
Income Not Available - Prior Year Accounts Receivable Collections	130,555	10,890	9,672
<b>TOTAL INCOME NOT AVAILABLE</b>	<b>\$133,314</b>	<b>\$38,356</b>	<b>\$30,334</b>

<i>Insurance Premium Taxes</i>	<i>Revised Statute</i>	<i>Fiscal Year 2020-2021</i>	<i>Fiscal Year 2019-2020</i>	<i>Fiscal Year 2018-2019</i>
Medicaid-Enrolled Managed Care Organization - Bayou Health Plan	22:842(B)	544,194,639	457,885,185	438,902,527
Life, Accident and Health	22:838, 22:842, 22:270	106,442,947	112,769,151	109,894,695
Fire Casualty and Miscellaneous	22:838, 22:831	254,516,105	255,605,012	249,672,225
Surplus Lines	22:439	92,933,854	83,663,349	73,629,665
Fireman Training	22:837	3,451,512	3,381,642	3,317,082
Fire Department	22:345	23,853,553	23,012,775	22,238,779
Penalties	22:846, 22:796, 22:440	589,177	307,892	294,666
Retaliatory	22:836	249,141	239,246	239,501
<b>Sub-Totals</b>		<b>\$1,026,230,928</b>	<b>\$936,864,252</b>	<b>\$898,189,140</b>
Fire Marshal	22:835	17,291,706	16,908,484	16,585,411
<b>TOTAL INSURANCE PREMIUM TAXES</b>		<b>\$1,043,522,634</b>	<b>\$953,772,736</b>	<b>\$914,774,551</b>

# APPENDIX I

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## LOUISIANA 101 LIFE INSURANCE EXAM RESULTS REPORT CALENDAR YEAR 2021

### LA. R.S. 22:1545(I) REPORT BY THE COMMISSIONER

*1. (1) The commissioner of insurance shall prepare, publicly announce, and publish a report that summarizes statistical information relating to life insurance producer examinations administered during the preceding calendar year. Each report shall include the following information for all examinees combined and separately by gender, race or ethnicity, race or ethnicity within gender, education level, and native language:*

*(a) The total number of examinees.*

*(b) The percentage and number of examinees who passed the examination.*

*(c) Standard deviation of scaled scores on the examination.*

*(2) The commissioner of insurance shall prepare and make available upon request a report of summary statistical information relating to each life insurance test form administered during the preceding calendar year. The report shall show, for each test form, for all examinees combined and separately for African-American examinees, American Indian examinees, Hispanic examinees, white examinees, and other examinees, the correct-answer rate and correlations.*

*(3) The reports referred to in Paragraphs (1) and (2) of this Subsection shall be published no later than May first of the current year.*

## LOUISIANA 101 LIFE INSURANCE EXAM RESULTS REPORT

### FIRST TIME TAKERS BY GENDER AND FAIL/PASS STATUS CALENDAR YEAR 2021

<i>Gender</i>	<i>Fail</i>	<i>Pass</i>	<i>Total</i>	<i>Percent of Total</i>
Female	432	421	853	57.06%
Percent Female	50.64%	49.36%	100.00%	
Percent Fail or Pass	61.98%	52.76%		
Male	174	269	443	29.63%
Percent Male	39.11%	60.89%	100.00%	
Percent Fail or Pass	24.96%	33.71%		
Chose Not to Respond	84	103	187	12.51%
Percent Chose Not to Respond	44.92%	55.08%	100.00%	
Percent Fail or Pass	12.05%	12.91%		
Left Blank	7	5	12	0.80%
Percent Left Blank	58.33%	41.67%	100.00%	
Percent Fail or Pass	1.00%	0.63%		
Total	697	798	1,495	100.00%
Percent Fail or Pass	46.62%	53.38%	100.00%	
Percent of Total	100.00%	100.00%		

### FIRST TIME TAKERS BY ETHNICITY AND FAIL/PASS STATUS CALENDAR YEAR 2021

<i>Ethnicity</i>	<i>Fail</i>	<i>Pass</i>	<i>Total</i>	<i>Percent of Total</i>
Asian American/Pacific Islander	7	12	19	1.27%
Percent Asian Americans/Pacific Islanders	36.84%	63.16%	100.00%	
Percent Fail or Pass	1.00%	1.50%		
Black/African-American	422	335	757	50.64%
Percent Blacks/African-Americans	55.75%	44.25%	100.00%	
Percent Fail or Pass	60.55%	41.98%		
Hispanic/Latin American	18	21	39	2.61%
Percent Hispanics/Latin Americans	46.15%	53.85%	100.00%	
Percent Fail or Pass	2.58%	2.63%		
Native American	3	7	10	0.67%
Percent Native Americans	30.00%	70.00%	100.00%	
Percent Fail or Pass	0.43%	0.88%		
Caucasian/White (non-Hispanic)	139	297	436	29.16%
Percent Caucasians/Whites (non-Hispanic)	31.88%	68.12%	100.00%	
Percent Fail or Pass	19.94%	37.22%		
Chose Not to Respond	101	121	222	14.85%
Percent Chose Not to Respond	45.50%	54.50%	100.00%	
Percent Fail or Pass	14.49%	15.16%		
Left Blank	7	5	12	0.80%
Percent Left Blank	58.33%	41.67%	100.00%	
Percent Fail or Pass	1.00%	0.63%		
Total	697	798	1,495	100.00%
Percent Fail or Pass	46.62%	53.38%	100.00%	
Percent of Total	100.00%	100.00%		

FIRST TIME TAKERS BY ETHNICITY, GENDER AND FAIL/PASS STATUS  
CALENDAR YEAR 2021

Fail	Gender				
	Ethnicity	Female	Male	Chose Not to Respond	Left Blank
Asian American/Pacific Islander	5	2	0	0	7
Percent Asian Americans/Pacific Islanders Who Failed	71.43%	28.57%	0.0%	0.0%	100.0%
Percent Gender Group Who Failed	1.16%	1.15%	0.0%	0.0%	
Black/African-American	305	113	4	0	422
Percent Blacks/African-Americans Who Failed	72.27%	26.78%	.95%	0.0%	100.0%
Percent Gender Group Who Failed	70.60%	64.94%	4.76%	0.0%	
Hispanic/Latin American	12	6	0	0	18
Percent Hispanics/Latin Americans Who Failed	66.67%	33.33%	0.0%	0.0%	100.0%
Percent Gender Group Who Failed	2.78%	3.45%	0.0%	0.0%	
Native American	1	2	0	0	3
Percent Native Americans Who Failed	33.33%	66.67%	0.0%	0.0%	100.0%
Percent Gender Group Who Failed	0.23%	1.15%	0.0%	0.0%	
Caucasian/White (non-Hispanic)	90	49	0	0	139
Percent Caucasians/Whites (non-Hispanic) Who Failed	64.75%	35.25%	0.0%	0.0%	100.0%
Percent Gender Group Who Failed	20.83%	28.16%	0.0%	0.0%	
Chose Not to Respond	19	2	80	0	101
Percent Chose Not to Respond Who Failed	18.80%	2.0%	79.20%	0.0%	100.0%
Percent Gender Group Who Failed	4.40%	1.15%	95.24%	0.0%	
Left Blank	0	0	0	7	7
Percent Left Blank Who Failed	0.0%	0.0%	0.0%	100.0%	100.0%
Percent Gender Group Who Failed	0.0%	0.0%	0.0%	100.0%	
Totals	432	174	84	7	697

Pass	Gender				
	Ethnicity	Female	Male	Chose Not to Respond	Left Blank
Asian American/Pacific Islander	9	3	0	0	12
Percent Asian Americans/Pacific Islanders Who Passed	75%	25%	0.0%	0.0%	100.0%
Percent Gender Group Who Passed	2.14%	1.12%	0.0%	0.0%	
Black/African-American	215	119	1	0	335
Percent Blacks/African-Americans Who Passed	64.18%	35.52%	.30%	0.0%	100.0%
Percent Gender Group Who Passed	51.07%	44.24%	0.97%	0.0%	
Hispanic/Latin American	16	5	0	0	21
Percent Hispanics/Latin Americans Who Passed	76.19%	23.81%	0.0%	0.0%	100.0%
Percent Gender Group Who Passed	3.80%	1.86%	0.0%	0.0%	
Native American	2	5	0	0	7
Percent Native Americans Who Passed	28.57%	71.43%	0.0%	0.0%	100.0%
Percent Gender Group Who Passed	0.48%	1.86%	0.0%	0.0%	
Caucasian/White (non-Hispanic)	164	133	0	0	297
Percent Caucasians/Whites (non-Hispanic) Who Passed	55.22%	44.78%	0.0%	0.0%	100.0%
Percent Gender Group Who Passed	38.95%	49.44%	0.0%	0.0%	
Chose Not to Respond	15	4	102	0	121
Percent Chose Not to Respond Who Passed	12.40%	3.30%	84.30%	0.0%	100.0%
Percent Gender Group Who Passed	3.56%	1.49%	99.03%	0.0%	
Left Blank	0	0	0	5	5
Percent Left Blank Who Passed	0.0%	0.0%	0.0%	100.0%	100.0%
Percent Gender Group Who Passed	0.0%	0.0%	0.0%	100.0%	
Totals	421	269	103	5	798

**LOUISIANA 101 LIFE INSURANCE EXAM RESULTS REPORT**

**FIRST TIME TAKERS BY HIGHEST LEVEL OF EDUCATION AND FAIL/PASS STATUS  
CALENDAR YEAR 2021**

<i>Highest Level of Education</i>	<i>Fail</i>	<i>Pass</i>	<i>Total</i>	<i>Percent of Total</i>
Less Than 12th Grade Percent of this Education Level Percent of Fail or Pass	12 70.59% 1.72%	5 29.41% 0.63%	17 100.00%	1.14%
High School Diploma or Equivalent Percent of this Education Level Percent of Fail or Pass	198 59.28% 28.41%	136 40.72% 17.04%	334 100.00%	22.34%
Some College Percent of this Education Level Percent of Fail or Pass	228 49.35% 32.71%	234 50.65% 29.32%	462 100.00%	30.90%
Two-Year College Degree (Associate Degree) Percent of this Education Level Percent of Fail or Pass	67 44.37% 9.61%	84 55.63% 10.53%	151 100.00%	10.10%
Four-Year College Degree (Bachelor's Degree) Percent of this Education Level Percent of Fail or Pass	72 33.49% 10.33%	143 66.51% 17.92%	215 100.00%	14.38%
Advanced Degree (Master's Degree or Doctorate) Percent of this Education Level Percent of Fail or Pass	30 25.42% 4.30%	88 74.58% 11.02%	118 100.00%	7.90%
Chose Not to Respond Percent Chose Not to Respond Percent of Fail or Pass	90 45.45% 12.90%	108 54.55% 13.54%	198 100.00%	13.24%
Totals	697	798	1,495	100.0%

**FIRST TIME TAKERS BY PRIMARY LANGUAGE AND FAIL/PASS STATUS  
CALENDAR YEAR 2021**

<i>Primary Language</i>	<i>Fail</i>	<i>Pass</i>	<i>Total</i>	<i>Percent of Total</i>
English Percent of English Language Percent of Fail or Pass	584 46.42% 83.79%	674 53.58% 84.46%	1,258 100.0%	84.15%
Spanish Percent of Spanish Language Percent of Fail or Pass	10 55.56% 1.43%	8 44.44% 1.00%	18 100.0%	1.20%
Vietnamese Percent of Vietnamese Language Percent of Fail or Pass	3 42.86% 0.43%	4 57.14% 0.50%	7 100.0%	0.47%
Other Percent of Other Language Percent of Fail or Pass	4 36.36% 0.57%	7 63.64% 0.88%	11 100.0%	0.75%
Chose Not to Respond Percent of Chose Not to Respond Percent of Fail or Pass	96 47.76% 13.77%	105 52.24% 13.17%	201 100.0%	13.44%
Totals	697	798	1,495	100.0%



**2020-2021 ANNUAL REPORT  
OF THE  
LOUISIANA DEPARTMENT OF INSURANCE  
[WWW.LDI.LA.GOV](http://WWW.LDI.LA.GOV)  
1-800-259-5300**