

# Commissioner of Insurance



## Department Description

The mission of the Louisiana Department of Insurance (LDI) 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.

For additional information, see:

[Commissioner of Insurance](#)

## Department Budget Summary

|                                  | Prior Year<br>Actuals<br>FY 2024-2025 | Enacted<br>FY2025-2026 | Existing<br>Operating<br>Budget (EOB)<br>as of 12/01/25 | Continuation<br>FY 2026-2027 | Recommended<br>FY 2026-2027 | Total<br>Recommended<br>Over/(Under)<br>EOB |
|----------------------------------|---------------------------------------|------------------------|---|------------------------------|-----------------------------|---|
| <b>Means of Finance:</b>         |                                       |                        |   |                              |                             |   |
| State General Fund (Direct)      | \$0                                   | \$180,000              | \$180,000   | \$0                          | \$0                         | \$(180,000)                                 |
| <b>State General Fund by:</b>    |                                       |                        |   |                              |                             |   |
| Interagency Transfers            | 0                                     | 0                      | 0   | 0                            | 0                           | 0   |
| Fees & Self-generated            | 33,732,159                            | 41,069,124             | 41,069,124  | 42,909,164                   | 42,739,941                  | 1,670,817                                   |
| Statutory Dedications            | 23,236,208                            | 25,000,000             | 25,000,000  | 30,000,000                   | 30,000,000                  | 5,000,000                                   |
| Federal Funds                    | 936,150                               | 800,000                | 800,000   | 805,594                      | 800,000                     | 0   |
| <b>Total Means of Financing</b>  | <b>57,904,517</b>                     | <b>67,049,124</b>      | <b>67,049,124</b>                                       | <b>73,714,758</b>            | <b>73,539,941</b>           | <b>6,490,817</b>                            |
| <b>Expenditures and Request:</b> |                                       |                        |   |                              |                             |   |
| Commissioner of Insurance        | 57,904,517                            | 67,049,124             | 67,049,124  | 73,714,758                   | 73,539,941                  | 6,490,817                                   |
| <b>Total Expenditures</b>        | <b>57,904,517</b>                     | <b>67,049,124</b>      | <b>67,049,124</b>                                       | <b>73,714,758</b>            | <b>73,539,941</b>           | <b>6,490,817</b>                            |



## Department Budget Summary

|                                       | Prior Year<br>Actuals<br>FY 2024-2025 | Enacted<br>FY2025-2026 | Existing<br>Operating<br>Budget (EOB)<br>as of 12/01/25 | Continuation<br>FY 2026-2027 | Recommended<br>FY 2026-2027 | Total<br>Recommended<br>Over/(Under)<br>EOB |
|---------------------------------------|---------------------------------------|------------------------|---|------------------------------|-----------------------------|---|
| <b>Authorized Positions</b>           |                                       |                        |   |                              |                             |   |
| Classified                            | 203                                   | 205                    | 205   | 205                          | 204                         | (1)   |
| Unclassified                          | 27                                    | 27                     | 27  | 27                           | 27                          | 0   |
| <b>Total Authorized Positions</b>     | <b>230</b>                            | <b>232</b>             | <b>232</b>  | <b>232</b>                   | <b>231</b>                  | <b>(1)</b>                                  |
| Authorized Other Charges<br>Positions | 0                                     | 0                      | 0   | 0                            | 0                           | 0   |

## 04-165-Commissioner of Insurance

### Agency Description

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

The goals of the Commissioner of Insurance are:

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

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

### Agency Budget Summary

|                                       | Prior Year<br>Actuals<br>FY 2024-2025 | Enacted<br>FY2025-2026 | Existing<br>Operating<br>Budget (EOB)<br>as of 12/01/25 | Continuation<br>FY 2026-2027 | Recommended<br>FY 2026-2027 | Total<br>Recommended<br>Over/(Under)<br>EOB |
|---------------------------------------|---------------------------------------|------------------------|---|------------------------------|-----------------------------|---|
| <b>Means of Finance:</b>              |                                       |                        |   |                              |                             |   |
| State General Fund (Direct)           | \$0                                   | \$180,000              | \$180,000   | \$0                          | \$0                         | \$(180,000)                                 |
| <b>State General Fund by:</b>         |                                       |                        |   |                              |                             |   |
| Interagency Transfers                 | 0                                     | 0                      | 0   | 0                            | 0                           | 0   |
| Fees & Self-generated                 | 33,732,159                            | 41,069,124             | 41,069,124  | 42,909,164                   | 42,739,941                  | 1,670,817                                   |
| Statutory Dedications                 | 23,236,208                            | 25,000,000             | 25,000,000  | 30,000,000                   | 30,000,000                  | 5,000,000                                   |
| Federal Funds                         | 936,150                               | 800,000                | 800,000   | 805,594                      | 800,000                     | 0   |
| <b>Total Means of Finance</b>         | <b>57,904,517</b>                     | <b>67,049,124</b>      | <b>67,049,124</b>                                       | <b>73,714,758</b>            | <b>73,539,941</b>           | <b>6,490,817</b>                            |
| <b>Expenditures and Request:</b>      |                                       |                        |   |                              |                             |   |
| Administrative/Fiscal                 | 14,783,727                            | 16,640,153             | 16,640,153  | 18,126,893                   | 17,808,011                  | 1,167,858                                   |
| Market Compliance                     | 43,120,790                            | 50,408,971             | 50,408,971  | 55,587,865                   | 55,731,930                  | 5,322,959                                   |
| <b>Total Expenditures</b>             | <b>57,904,517</b>                     | <b>67,049,124</b>      | <b>67,049,124</b>                                       | <b>73,714,758</b>            | <b>73,539,941</b>           | <b>6,490,817</b>                            |
| <b>Authorized Positions</b>           |                                       |                        |   |                              |                             |   |
| Classified                            | 203                                   | 205                    | 205   | 205                          | 204                         | (1)   |
| Unclassified                          | 27                                    | 27                     | 27  | 27                           | 27                          | 0   |
| <b>Total Authorized Positions</b>     | <b>230</b>                            | <b>232</b>             | <b>232</b>  | <b>232</b>                   | <b>231</b>                  | <b>(1)</b>                                  |
| Authorized Other Charges<br>Positions | 0                                     | 0                      | 0   | 0                            | 0                           | 0   |



## 1651-Administrative/Fiscal

### Program Authorization

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

### Program Description

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

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

The Administrative/Fiscal Program includes the following activities:

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

### Program Budget Summary

| Prior Year<br>Actuals<br>FY 2024-2025   | Enacted<br>FY2025-2026 | Existing<br>Operating<br>Budget (EOB)<br>as of 12/01/25 | Continuation<br>FY 2026-2027 | Recommended<br>FY 2026-2027 | Total<br>Recommended<br>Over/(Under)<br>EOB |
|---|------------------------|---|------------------------------|-----------------------------|---|
| <b>Means of Finance:</b>                |                        |   |                              |                             |   |
| State General Fund (Direct)             | \$0                    | \$180,000   | \$180,000                    | \$0                         | \$0   |
| <b>State General Fund by:</b>           |                        |   |                              |                             |   |
| Interagency Transfers                   | 0                      | 0   | 0                            | 0                           | 0   |
| Fees & Self-generated                   | 13,847,577             | 15,660,153  | 15,660,153                   | 17,321,299                  | 17,008,011                                  |
| Statutory Dedications                   | 0                      | 0   | 0                            | 0                           | 0   |
| Federal Funds                           | 936,150                | 800,000   | 800,000                      | 805,594                     | 800,000                                     |
| <b>Total Means of Finance</b>           | <b>14,783,727</b>      | <b>16,640,153</b>                                       | <b>16,640,153</b>            | <b>18,126,893</b>           | <b>17,808,011</b>                           |
| <b>Expenditures and Request:</b>        |                        |   |                              |                             |   |
| Personnel Services                      | 8,616,223              | 9,274,688   | 9,274,688                    | 9,649,809                   | 9,386,599                                   |
| Operating Expenses                      | 2,705,065              | 3,279,055   | 3,379,055                    | 3,471,640                   | 3,393,132                                   |
| Professional Services                   | 1,175,394              | 1,530,826   | 1,430,826                    | 2,470,030                   | 2,430,826                                   |
| Other Charges                           | 1,618,916              | 1,827,972   | 1,827,972                    | 1,825,802                   | 1,887,842                                   |
| Acquisitions & Major Repairs            | 668,130                | 727,612   | 727,612                      | 709,612                     | 709,612                                     |
| <b>Total Expenditures &amp; Request</b> | <b>14,783,727</b>      | <b>16,640,153</b>                                       | <b>16,640,153</b>            | <b>18,126,893</b>           | <b>17,808,011</b>                           |
| <b>Authorized Positions</b>             |                        |   |                              |                             |   |
| Classified                              | 58                     | 59  | 59                           | 59                          | 58  |
| Unclassified                            | 14                     | 14  | 14                           | 14                          | 14  |
| <b>Total Authorized Positions</b>       | <b>72</b>              | <b>73</b>   | <b>73</b>                    | <b>73</b>                   | <b>72</b>                                   |
| Authorized Other Charges                | 0                      | 0   | 0                            | 0                           | 0   |
| Positions                               |                        |   |                              |                             |   |



## Source of Funding

This program is funded with the following:

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

## Adjustments from Existing Operating Budget

| General Fund                     | Total Amount      | Table of Organization | Description  |
|----------------------------------|-------------------|-----------------------|--|
| 180,000                          | 16,640,153        | 73                    | Existing Operating Budget as of 12/01/2025   |
| <b>Statewide Adjustments</b>     |                   |                       |  |
| \$0                              | \$709,612         | 0                     | Acquisitions & Major Repairs   |
| \$0                              | \$(178,074)       | 0                     | Attrition Adjustment   |
| \$0                              | \$18,371          | 0                     | Capitol Park Security  |
| \$0                              | \$8,047           | 0                     | Civil Service Fees   |
| \$0                              | \$9,663           | 0                     | Civil Service Training Series  |
| \$0                              | \$29,357          | 0                     | Group Insurance Rate Adjustment for Active Employees   |
| \$0                              | \$20,095          | 0                     | Group Insurance Rate Adjustment for Retirees   |
| \$0                              | \$19,240          | 0                     | Legislative Auditor Fees   |
| \$0                              | \$30,457          | 0                     | Maintenance in State-Owned Buildings   |
| \$0                              | \$170,005         | 0                     | Market Rate Classified   |
| \$0                              | \$(727,612)       | 0                     | Non-Recurring Acquisitions & Major Repairs   |
| \$0                              | \$451             | 0                     | Office of State Procurement  |
| \$0                              | \$70,075          | 0                     | Office of Technology Services (OTS)  |
| \$0                              | \$(85,136)        | (1)                   | Personnel Reductions   |
| \$0                              | \$96,045          | 0                     | Related Benefits Base Adjustment   |
| \$0                              | \$(87,705)        | 0                     | Retirement Rate Adjustment   |
| \$0                              | \$29,332          | 0                     | Risk Management  |
| \$0                              | \$137,661         | 0                     | Salary Base Adjustment   |
| \$0                              | \$701             | 0                     | State Treasury Fees  |
| \$0                              | \$1,156           | 0                     | UPS Fees   |
| <b>0</b>                         | <b>271,741</b>    | <b>(1)</b>            | <b>Total Statewide</b>   |
| <b>Non-Statewide Adjustments</b> |                   |                       |  |
| \$0                              | \$76,117          | 0                     | Increases funds for the digitization of records by the Secretary of State as well the costs of moving and destroying the records after the process is complete.                  |
| \$(180,000)                      | \$(180,000)       | 0                     | Non-recurs funds for the coverage of perinatal behavioral health treatment for policies through the health insurance exchange.   |
| \$0                              | \$1,000,000       | 0                     | Transfers funds from the Market Compliance Program to the Administrative/Fiscal Program for analysis of the state's insurance market to identify emerging trends and challenges. |
| <b>(180,000)</b>                 | <b>896,117</b>    | <b>0</b>              | <b>Total Non-Statewide</b>   |
| <b>0</b>                         | <b>17,808,011</b> | <b>72</b>             | <b>Total Recommended</b>   |



## Fees & Self-generated

| Fund  | Prior Year Actuals<br>FY 2024-2025 | Enacted<br>FY2025-2026 | Existing<br>Operating<br>Budget (EOB)<br>as of 12/01/25 | Continuation<br>FY 2026-2027 | Recommended<br>FY 2026-2027 | Total<br>Recommended<br>Over/(Under)<br>EOB |
|---|------------------------------------|------------------------|---|------------------------------|-----------------------------|---|
| Fees & Self-generated Revenues                            | 13,817,577                         | 15,630,153             | 15,630,153  | 17,291,299                   | 16,978,011                  | 1,347,858                                   |
| Insurance Fraud Investigation Dedicated Fund Account      | 30,000                             | 30,000                 | 30,000  | 30,000                       | 30,000                      | 0   |
| Auto. Theft and Insurance Fraud Prev. Auth. Ded Fund Acct | 0                                  | 0                      | 0   | 0                            | 0                           | 0   |

## Statutory Dedications

| Fund                               | Prior Year Actuals<br>FY 2024-2025 | Enacted<br>FY2025-2026 | Existing<br>Operating<br>Budget (EOB)<br>as of 12/01/25 | Continuation<br>FY 2026-2027 | Recommended<br>FY 2026-2027 | Total<br>Recommended<br>Over/(Under)<br>EOB |
|------------------------------------|------------------------------------|------------------------|---|------------------------------|-----------------------------|---|
| Louisiana Fortify Homes Program    | 0                                  | 0                      | 0   | 0                            | 0                           | 0   |
| Insure Louisiana Incentive Program | 0                                  | 0                      | 0   | 0                            | 0                           | 0   |

## Professional Services

| Amount                        | Description  |
|-------------------------------|--|
| <b>Professional Services:</b> |  |
| \$1,572,173                   | Information technology projects, on-site training, public awareness, one on one counseling sessions with beneficiaries, caregivers, advocates and Medicare professionals, and any other projects |
| \$833,078                     | IT Consulting from sources outside of state government   |
| \$25,575                      | Legal services   |
| <b>\$2,430,826</b>            | <b>TOTAL PROFESSIONAL SERVICES</b>   |

## Other Charges

| Amount   | Description                            |
|--|--|
| <b>Other Charges:</b>  |  |
| <b>This program does not have funding for Other Charges for the Fiscal Year.</b> |  |
| <b>Interagency Transfers:</b>  |  |
| \$100,171 Civil Service Fees   |  |
| \$14,179 Uniform Payroll System (UPS) Fees                                       |  |
| \$4,161 State Treasury Fees  |  |
| \$147,354 Capitol Park Security Fees   |  |
| \$131,815 Legislative Auditor Fees   |  |
| \$12,233 Office of State Procurement (OSP) Fees                                  |  |
| \$355,019 Office of Risk Management (ORM) Premiums                               |  |
| \$777,998 Maintenance in State-owned Buildings                                   |  |
| \$7,934 LWC - Unemployment Compensation  |  |
| \$268 Replacement Badges   |  |
| \$53,089 Printing  |  |
| \$2,108 Postage and Supplies   |  |
| \$110,068 Division of Administration - Telecommunication Services                |  |
| \$171,445 Office of Technology Services (OTS) Fees                               |  |
| <b>\$1,887,842</b>   | <b>SUB-TOTAL INTERAGENCY TRANSFERS</b> |
| <b>\$1,887,842</b>   | <b>TOTAL OTHER CHARGES</b>             |



## Acquisitions and Major Repairs

| Amount           | Description                                 |
|------------------|---|
|                  | <b>Acquisitions and Major Repairs:</b>      |
| \$709,612        | Replacement of obsolete IT equipment        |
| <b>\$709,612</b> | <b>TOTAL ACQUISITIONS AND MAJOR REPAIRS</b> |

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

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name                    | Actuals<br>FY 24-25 | Initially<br>Appropriated<br>FY 25-26 | Existing<br>Standard<br>FY 25-26 | Continuation<br>Budget<br>FY 26-27 | Executive<br>Budget<br>FY 26-27 |
|---|---------------------|---------------------------------------|----------------------------------|------------------------------------|---------------------------------|
| [K] Percentage of NAIC accreditation retained | 100%                | 100%                                  | 100%                             | 100%                               | 100%                            |

## General Performance Indicators

| Performance Indicator Name                                       | Prior Year<br>Actuals<br>FY 2020-2021 | Prior Year<br>Actuals<br>FY 2021-2022 | Prior Year<br>Actuals<br>FY 2022-2023 | Prior Year<br>Actuals<br>FY 2023-2024 | Prior Year<br>Actuals<br>FY 2024-2025 |
|--|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Total number of non-risk bearing companies licensed and approved | 820                                   | 827                                   | 845                                   | 841                                   | 862                                   |
| Total number of risk bearing companies licensed and approved     | 1,791                                 | 1,822                                 | 1,878                                 | 1,913                                 | 1,926                                 |
| Number of licensed domestic insurers                             | 101                                   | 103                                   | 101                                   | 103                                   | 102                                   |
| Number of licensed foreign/alien insurance companies             | 1,348                                 | 1,584                                 | 1,632                                 | 1,662                                 | 1,675                                 |

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

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name                 | Actuals<br>FY 24-25 | Initially<br>Appropriated<br>FY 25-26 | Existing<br>Standard<br>FY 25-26 | Continuation<br>Budget<br>FY 26-27 | Executive<br>Budget<br>FY 26-27 |
|--|---------------------|---------------------------------------|----------------------------------|------------------------------------|---------------------------------|
| [S] Percentage of audit plan completed     | 85%                 | 90%                                   | 90%                              | 95%                                | 95%                             |
| [S] Percentage of recommendations accepted | 88%                 | 100%                                  | 100%                             | 100%                               | 100%                            |

## General Performance Indicators

| Performance Indicator Name                                    | Prior Year<br>Actuals<br>FY 2020-2021 | Prior Year<br>Actuals<br>FY 2021-2022 | Prior Year<br>Actuals<br>FY 2022-2023 | Prior Year<br>Actuals<br>FY 2023-2024 | Prior Year<br>Actuals<br>FY 2024-2025 |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Number of internal audits performed                           | 6                                     | 10                                    | 9                                     | 9                                     | 11                                    |
| Number of internal audit recommendations accepted             | 40                                    | 19                                    | 21                                    | 15                                    | 24                                    |
| Number of repeat findings in the legislative auditor's report | 0                                     | 0                                     | 0                                     | 0                                     | 0                                     |
| Number of repeat internal audit findings                      | 3                                     | 1                                     | 1                                     | 0                                     | 1                                     |



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

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name  | Actuals<br>FY 24-25 | Initially<br>Appropriated<br>FY 25-26 | Existing<br>Standard<br>FY 25-26 | Continuation<br>Budget<br>FY 26-27 | Executive<br>Budget<br>FY 26-27 |
|---|---------------------|---------------------------------------|----------------------------------|------------------------------------|---------------------------------|
| [K] Number of community based presentations   | 164                 | 60                                    | 60                               | 60                                 | 60                              |
| [K] Number of files from other divisions audited  | 390                 | 360                                   | 360                              | 360                                | 360                             |
| [K] Number of complaint files referred for additional regulatory review, as a result of audit | 0                   | 2                                     | 2                                | 2                                  | 2                               |
| [K] Number of complaint files leading to additional staff training, as a result of audit      | 0.02                | 10                                    | 10                               | 10                                 | 10                              |

## General Performance Indicators

| Performance Indicator Name   | Prior Year<br>Actuals<br>FY 2020-2021 | Prior Year<br>Actuals<br>FY 2021-2022 | Prior Year<br>Actuals<br>FY 2022-2023 | Prior Year<br>Actuals<br>FY 2023-2024 | Prior Year<br>Actuals<br>FY 2024-2025 |
|--|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Number of inquiries received   | 0                                     | 217                                   | 409                                   | 777                                   | 858                                   |
| Number of public information packets distributed to consumers                          | 1,064                                 | 8                                     | 5,027                                 | 21,844                                | 39,738                                |
| Number of LDI complaint files audited  | 11                                    | 10                                    | 10                                    | 10                                    | 10                                    |
| Number of consumers assisted by the Office of Consumer Advocacy and Diversity division | 5,750                                 | 2,365                                 | 7,858                                 | 29,453                                | 19,140                                |

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

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name   | Actuals<br>FY 24-25 | Initially<br>Appropriated<br>FY 25-26 | Existing<br>Standard<br>FY 25-26 | Continuation<br>Budget<br>FY 26-27 | Executive<br>Budget<br>FY 26-27 |
|--|---------------------|---------------------------------------|----------------------------------|------------------------------------|---------------------------------|
| [S] Number of educational seminars provided by the Division of Diversity and Opportunity | 4                   | 5                                     | 5                                | 5                                  | 5                               |

## General Performance Indicators

| Performance Indicator Name  | Prior Year<br>Actuals<br>FY 2020-2021 | Prior Year<br>Actuals<br>FY 2021-2022 | Prior Year<br>Actuals<br>FY 2022-2023 | Prior Year<br>Actuals<br>FY 2023-2024 | Prior Year<br>Actuals<br>FY 2024-2025 |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Number of persons attending educational or training seminars  | 1,218                                 | 1,541                                 | 832                                   | 919                                   | 1,108                                 |
| Number of minorities receiving services through LDI for training or individual telephone or email assistance to help obtain employment in the insurance industry or related service companies | 44                                    | 72                                    | 44                                    | 72                                    | 44                                    |
| Number of workshops the Division of Diversity and Opportunity participated in via invitations   | 34                                    | 36                                    | 31                                    | 31                                    | 30                                    |



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

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name   | Actuals<br>FY 24-25 | Initially<br>Appropriated<br>FY 25-26 | Existing<br>Standard<br>FY 25-26 | Continuation<br>Budget<br>FY 26-27 | Executive<br>Budget<br>FY 26-27 |
|--|---------------------|---------------------------------------|----------------------------------|------------------------------------|---------------------------------|
| [S] Total counseling hours provided (CMS PM8)  | 0                   | 10,000                                | 10,000                           | 630                                | 630                             |
| [S] Total number of active SHIIP counselors  | 0                   | 25                                    | 25                               | 11                                 | 11                              |
| [K] Number of client contacts in-person, office, telephone call durations, and contacts by email, postal, or fax (CMS PM1) | 0                   | 20,500                                | 20,500                           | 2,500                              | 2,500                           |
| [K] Total persons reached through presentations and/or booths and exhibits. (CMS PM2)                                      | 0                   | 15,500                                | 15,500                           | 3,000                              | 3,000                           |
| [K] Number of senior health group presentations, health fairs, and training provided                                       | 0                   | 375                                   | 375                              | 150                                | 150                             |

## General Performance Indicators

| Performance Indicator Name  | Prior Year<br>Actuals<br>FY 2020-2021 | Prior Year<br>Actuals<br>FY 2021-2022 | Prior Year<br>Actuals<br>FY 2022-2023 | Prior Year<br>Actuals<br>FY 2023-2024 | Prior Year<br>Actuals<br>FY 2024-2025 |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Number of Medicare beneficiaries in the state, as of September 30 | 884,146                               | 893,380                               | 915,126                               | 940,073                               | 943,853                               |

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

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name   | Actuals<br>FY 24-25 | Initially<br>Appropriated<br>FY 25-26 | Existing<br>Standard<br>FY 25-26 | Continuation<br>Budget<br>FY 26-27 | Executive<br>Budget<br>FY 26-27 |
|--|---------------------|---------------------------------------|----------------------------------|------------------------------------|---------------------------------|
| [S] Total amount of revenues collected from taxes, assessments, fees, penalties and miscellaneous \$ in millions | 1,497.89            | 1,685.7                               | 1,685.7                          | 1,579.8                            | 1,579.8                         |

## General Performance Indicators

| Performance Indicator Name                                      | Prior Year<br>Actuals<br>FY 2020-2021 | Prior Year<br>Actuals<br>FY 2021-2022 | Prior Year<br>Actuals<br>FY 2022-2023 | Prior Year<br>Actuals<br>FY 2023-2024 | Prior Year<br>Actuals<br>FY 2024-2025 |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Amount reverted at end of fiscal year \$ in millions            | 16.35                                 | 22.65                                 | 19.51                                 | 8.23                                  | \$0                                   |
| Administrative fund assessment as percentage of health premiums | 0.02%                                 | 0.03%                                 | 0.02%                                 | 0.02%                                 | 0%                                    |
| Fraud assessment as percentage of subject premiums              | 0.03%                                 | 0.04%                                 | 0.04%                                 | 0.04%                                 | 0%                                    |
| LDI budget as percentage of total revenue collected             | 2.86%                                 | 2.77%                                 | 5.65%                                 | 5.26%                                 | 0%                                    |
| Total taxes collected \$ in millions                            | 1,043.52                              | 1,126.97                              | 1,315.15                              | 1,423.43                              | \$0                                   |
| Total fees collected \$ in millions                             | 45.04                                 | 51.71                                 | 49.68                                 | 54.34                                 | \$0                                   |
| Tax collections as percentage of taxable premiums               | 3.36%                                 | 3.36%                                 | 3.53%                                 | 3.48%                                 | 0%                                    |



## General Performance Indicators

| Performance Indicator Name  | Prior Year Actuals<br>FY 2020-2021 | Prior Year Actuals<br>FY 2021-2022 | Prior Year Actuals<br>FY 2022-2023 | Prior Year Actuals<br>FY 2023-2024 | Prior Year Actuals<br>FY 2024-2025 |
|---|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| Total amount of LA Insurance Rating assessment collected \$ in millions     | 77.45                              | 77.1                               | 79.65                              | 87.8                               | \$0                                |
| LA Insurance Rating assessment collection as percentage of subject premiums | 0.72%                              | 0.73%                              | 0.73%                              | 0.73%                              | 0%                                 |
| Number of different tax types collected                                     | 8                                  | 8                                  | 8                                  | 8                                  | 0                                  |
| Number of different fees and assessments collected                          | 71                                 | 70                                 | 68                                 | 66                                 | 63                                 |

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

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name                                 | Actuals<br>FY 24-25 | Initially Appropriated<br>FY 25-26 | Existing Standard<br>FY 25-26 | Continuation Budget<br>FY 26-27 | Executive Budget<br>FY 26-27 |
|--|---------------------|------------------------------------|-------------------------------|---------------------------------|------------------------------|
| [S] Number of desk examinations performed for tax purposes | 5,300               | 5,600                              | 5,600                         | 5,900                           | 5,900                        |

## General Performance Indicators

| Performance Indicator Name   | Prior Year Actuals<br>FY 2020-2021 | Prior Year Actuals<br>FY 2021-2022 | Prior Year Actuals<br>FY 2022-2023 | Prior Year Actuals<br>FY 2023-2024 | Prior Year Actuals<br>FY 2024-2025 |
|--|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| Taxable premiums \$ in billions  | 31.02                              | 33.54                              | 37.27                              | 40.85                              | 42.13                              |
| Total premiums subject to Louisiana Insurance Rating assessment \$ in billions | 10.67                              | 11.22                              | 12.21                              | 13.69                              | 14.54                              |

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

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name   | Actuals<br>FY 24-25 | Initially Appropriated<br>FY 25-26 | Existing Standard<br>FY 25-26 | Continuation Budget<br>FY 26-27 | Executive Budget<br>FY 26-27 |
|--|---------------------|------------------------------------|-------------------------------|---------------------------------|------------------------------|
| [S] Number of technology projects planned to maximize employee productivity, improve or maintain compatibility with regulated entities, and warehouse data | 6                   | 4                                  | 4                             | 6                               | 6                            |
| [S] Percent of planned technology projects reaching completion   | 100%                | 100%                               | 100%                          | 100%                            | 100%                         |

**Objective: 1651-09** Through the Office of Policy, Innovation and Research, to provide administrative and operational support across the LDI to enhance organizational effectiveness, attract and retain insurers to foster a competitive marketplace, drive stabilization of the property insurance sector and strengthen public trust through proactive outreach and responsive consumer engagement.

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name  | Actuals  | Initially Appropriated | Existing Standard | Continuation Budget | Executive Budget |
|---|----------|------------------------|-------------------|---------------------|------------------|
|   | FY 24-25 | FY 25-26               | FY 25-26          | FY 26-27            | FY 26-27         |
| [K] Percentage of all internal projects completed within the performance standard | 0%       | Not Applicable         | Not Applicable    | 90%                 | 90%              |

## General Performance Indicators

| Performance Indicator Name                | Prior Year Actuals |
|---|--------------------|--------------------|--------------------|--------------------|--------------------|
|   | FY 2020-2021       | FY 2021-2022       | FY 2022-2023       | FY 2023-2024       | FY 2024-2025       |
| Number of projects received               | 0                  | Not Applicable     | Not Applicable     | Not Applicable     | Not Applicable     |
| Number of projects completed              | 0                  | Not Applicable     | Not Applicable     | Not Applicable     | Not Applicable     |
| Number of legislation proposals developed | 0                  | Not Applicable     | Not Applicable     | Not Applicable     | Not Applicable     |

## 1652-Market Compliance

### Program Authorization

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

### Program Description

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

The goals for the Market Compliance Program are:

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

The Market Compliance Program includes the following activities:

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

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

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

## Program Budget Summary

|                               | Prior Year<br>Actuals<br>FY 2024-2025 | Enacted<br>FY2025-2026 | Existing<br>Operating<br>Budget (EOB)<br>as of 12/01/25 | Continuation<br>FY 2026-2027 | Recommended<br>FY 2026-2027 | Total<br>Recommended<br>Over/(Under)<br>EOB |
|-------------------------------|---------------------------------------|------------------------|---|------------------------------|-----------------------------|---|
| <b>Means of Finance:</b>      |                                       |                        |   |                              |                             |   |
| State General Fund (Direct)   | \$0                                   | \$0                    | \$0   | \$0                          | \$0                         | \$0   |
| <b>State General Fund by:</b> |                                       |                        |   |                              |                             |   |
| Interagency Transfers         | 0                                     | 0                      | 0   | 0                            | 0                           | 0   |
| Fees & Self-generated         | 19,884,582                            | 25,408,971             | 25,408,971  | 25,587,865                   | 25,731,930                  | 322,959                                     |
| Statutory Dedication          | 23,236,208                            | 25,000,000             | 25,000,000  | 30,000,000                   | 30,000,000                  | 5,000,000                                   |
| Federal Funds                 | 0                                     | 0                      | 0   | 0                            | 0                           | 0   |
| <b>Total Means of Finance</b> | <b>43,120,790</b>                     | <b>50,408,971</b>      | <b>50,408,971</b>                                       | <b>55,587,865</b>            | <b>55,731,930</b>           | <b>5,322,959</b>                            |



## Program Budget Summary

|   | Prior Year<br>Actuals<br>FY 2024-2025 | Enacted<br>FY2025-2026 | Existing<br>Operating<br>Budget (EOB)<br>as of 12/01/25 | Continuation<br>FY 2026-2027 | Recommended<br>FY 2026-2027 | Total<br>Recommended<br>Over/(Under)<br>EOB |
|---|---------------------------------------|------------------------|---|------------------------------|-----------------------------|---|
| <b>Expenditures and Request:</b>        |                                       |                        |   |                              |                             |   |
| Personnel Services                      | 17,108,658                            | 17,881,179             | 17,881,179  | 18,904,841                   | 18,461,949                  | 580,770                                     |
| Operating Expenses                      | 350,607                               | 779,603                | 779,603   | 800,964                      | 822,603                     | 43,000                                      |
| Professional Services                   | 2,112,593                             | 6,564,404              | 6,564,404   | 5,744,268                    | 6,294,586                   | (269,818)                                   |
| Other Charges                           | 23,548,931                            | 25,183,785             | 25,183,785  | 30,137,792                   | 30,152,792                  | 4,969,007                                   |
| Acquisitions & Major Repairs            | 0                                     | 0                      | 0   | 0                            | 0                           | 0   |
| <b>Total Expenditures &amp; Request</b> | <b>43,120,790</b>                     | <b>50,408,971</b>      | <b>50,408,971</b>                                       | <b>55,587,865</b>            | <b>55,731,930</b>           | <b>5,322,959</b>                            |
| <b>Authorized Positions</b>             |                                       |                        |   |                              |                             |   |
| Classified                              | 145                                   | 146                    | 146   | 146                          | 146                         | 0   |
| Unclassified                            | 13                                    | 13                     | 13  | 13                           | 13                          | 0   |
| <b>Total Authorized Positions</b>       | <b>158</b>                            | <b>159</b>             | <b>159</b>  | <b>159</b>                   | <b>159</b>                  | <b>0</b>                                    |
| Authorized Other Charges Positions      | 0                                     | 0                      | 0   | 0                            | 0                           | 0   |

## Source of Funding

This program is funded with the following:

- Fees and Self-generated Revenues derived from:
  - Various fees and licenses authorized by R.S. 22:821
  - Assessments on various insurance policies written in Louisiana
  - Louisiana Insurance Rating Commission assessment authorized by R.S. 22:1419
- Funds re-classified as Fees and Self-generated Revenues:
  - Administrative Dedicated Fund Account (Per R.S. 22:1071(D)(3)(b)
  - Insurance Fraud Investigation Dedicated Fund Account (Per R.S. 22:2134)
- Statutory Dedications from the following funds:
  - Louisiana Fortify Homes Program Fund created by R.S. 22:1483.1

## Adjustments from Existing Operating Budget

| General Fund                 | Total Amount | Organization | Table of<br>Description                              |
|------------------------------|--------------|--------------|--|
| 0                            | 50,408,971   | 159          | Existing Operating Budget as of 12/01/2025           |
| <b>Statewide Adjustments</b> |              |              |  |
| \$0                          | \$(45,993)   | 0            | Administrative Law Judges                            |
| \$0                          | \$(442,892)  | 0            | Attrition Adjustment                                 |
| \$0                          | \$32,858     | 0            | Civil Service Training Series                        |
| \$0                          | \$65,037     | 0            | Group Insurance Rate Adjustment for Active Employees |
| \$0                          | \$48,410     | 0            | Group Insurance Rate Adjustment for Retirees         |
| \$0                          | \$386,549    | 0            | Market Rate Classified                               |
| \$0                          | \$246,370    | 0            | Related Benefits Base Adjustment                     |
| \$0                          | \$(169,793)  | 0            | Retirement Rate Adjustment                           |
| \$0                          | \$414,231    | 0            | Salary Base Adjustment                               |
| 0                            | 534,777      | 0            | <b>Total Statewide</b>                               |



## Adjustments from Existing Operating Budget

| General Fund                     | Total Amount  | Table of Organization | Description   |
|----------------------------------|---------------|-----------------------|---|
| <b>Non-Statewide Adjustments</b> |               |                       |   |
| \$0                              | \$773,182     | 0                     | Increases Fees and Self-generated Revenues out of the Insurance Fraud Investigation Fund Account to provide for travel, AI support, supplies, cyber security, anti-fraud, and public awareness.   |
| \$0                              | \$15,000      | 0                     | Increases funds for more printing to address new and existing initiatives and to create new publications for distribution through the Office of Technology Services.  |
| \$0                              | \$5,000,000   | 0                     | Increases Statutory Dedications out of the Louisiana Fortify Homes Program Fund in accordance with Act 79 of the 2025 Regular Legislative Session which modified the fund's revenue stream and based on the most recent Revenue Estimating Conference (REC) forecast. |
| \$0                              | \$(1,000,000) | 0                     | Transfers funds from the Market Compliance Program to the Administrative/Fiscal Program for analysis of the state's insurance market to identify emerging trends and challenges.  |
| 0                                | 4,788,182     | 0                     | <b>Total Non-Statewide</b>  |
| 0                                | 55,731,930    | 159                   | <b>Total Recommended</b>  |

## Fees & Self-generated

| Fund  | Prior Year Actuals<br>FY 2024-2025 | Enacted<br>FY2025-2026 | Existing<br>Operating<br>Budget (EOB)<br>as of 12/01/25 | Continuation<br>FY 2026-2027 | Recommended<br>FY 2026-2027 | Total<br>Recommended<br>Over/(Under)<br>EOB |
|---|------------------------------------|------------------------|---|------------------------------|-----------------------------|---|
| Fees & Self-generated Revenues                                  | 17,929,732                         | 21,323,771             | 21,323,771  | 21,459,489                   | 20,873,548                  | (450,223)                                   |
| Administrative Ded Fund<br>Account - Department of<br>Insurance | 900,592                            | 1,230,367              | 1,230,367   | 1,239,021                    | 1,230,367                   | 0   |
| Insurance Fraud Investigation<br>Dedicated Fund Account         | 1,054,257                          | 2,854,833              | 2,854,833   | 2,889,355                    | 3,628,015                   | 773,182                                     |

## Statutory Dedications

| Fund                               | Prior Year Actuals<br>FY 2024-2025 | Enacted<br>FY2025-2026 | Existing<br>Operating<br>Budget (EOB)<br>as of 12/01/25 | Continuation<br>FY 2026-2027 | Recommended<br>FY 2026-2027 | Total<br>Recommended<br>Over/(Under)<br>EOB |
|------------------------------------|------------------------------------|------------------------|---|------------------------------|-----------------------------|---|
| Louisiana Fortify Homes<br>Program | 23,236,208                         | 25,000,000             | 25,000,000  | 30,000,000                   | 30,000,000                  | 5,000,000                                   |

## Professional Services

| Amount                        | Description  |
|-------------------------------|--|
| <b>Professional Services:</b> |  |
| \$168,795                     | Legal services   |
| \$1,634,671                   | IT projects, on-site training, public awareness, actuarial rate review, and other projects |
| \$4,440,000                   | Accounting and auditing  |
| \$51,120                      | Information technology consulting services   |
| <b>\$6,294,586</b>            | <b>TOTAL PROFESSIONAL SERVICES</b>   |

## Other Charges

| Amount                        | Description                         |
|-------------------------------|-------------------------------------|
| <b>Other Charges:</b>         |                                     |
| \$30,000,000                  | Fortify Homes Program               |
| <b>\$30,000,000</b>           | <b>SUB-TOTAL OTHER CHARGES</b>      |
| <b>Interagency Transfers:</b> |                                     |
| \$17,564                      | Division of Administrative Law Fees |



## Other Charges

| Amount              | Description   |
|---------------------|---|
| \$2,111             | Postage   |
| \$20,000            | Legal services provided by the Department of Justice    |
| \$28,516            | Division of Administration - Telecommunication Services |
| \$84,601            | Advertising   |
| <b>\$152,792</b>    | <b>SUB-TOTAL INTERAGENCY TRANSFERS</b>                  |
| <b>\$30,152,792</b> | <b>TOTAL OTHER CHARGES</b>                              |

## Acquisitions and Major Repairs

| Amount   | Description |
|--|-------------|
| <b>Acquisitions and Major Repairs:</b>   |             |
| This program does not have funding for Acquisitions and Major Repairs for the Fiscal Year. |             |

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

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name  | Actuals<br>FY 24-25 | Initially<br>Appropriated<br>FY 25-26 | Existing<br>Standard<br>FY 25-26 | Continuation<br>Budget<br>FY 26-27 | Executive<br>Budget<br>FY 26-27 |
|---|---------------------|---------------------------------------|----------------------------------|------------------------------------|---------------------------------|
| [K] Percentage of complete resident applications processed in three days or less    | Not Applicable      | Not Applicable                        | Not Applicable                   | 85%                                | 85%                             |
| [K] Percentage of all problematic applications and requests processed within 5 days | 57%                 | 60%                                   | 60%                              | 60%                                | 60%                             |

## General Performance Indicators

| Performance Indicator Name                    | Prior Year<br>Actuals<br>FY 2020-2021 | Prior Year<br>Actuals<br>FY 2021-2022 | Prior Year<br>Actuals<br>FY 2022-2023 | Prior Year<br>Actuals<br>FY 2023-2024 | Prior Year<br>Actuals<br>FY 2024-2025 |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Total number of adjusters                     | 103,377                               | 136,917                               | 135,930                               | 160,823                               | 142,008                               |
| Number of adjusters renewals processed        | 41,497                                | 45,636                                | 99,808                                | 55,744                                | 61,521                                |
| Number of new adjuster licenses issued        | 18,962                                | 32,197                                | 29,600                                | 25,211                                | 19,156                                |
| Number of new producer licenses issued        | 49,115                                | 53,555                                | 45,644                                | 49,598                                | 47,620                                |
| Number of producer license renewals processed | 73,699                                | 71,972                                | 151,932                               | 80,936                                | 85,448                                |
| Total number of licensed producers            | 178,702                               | 235,379                               | 207,984                               | 257,679                               | 226,216                               |
| Number of company appointments processed      | 868,305                               | 1,029,942                             | 1,968,534                             | 1,097,431                             | 1,044,222                             |



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

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name   | Actuals<br>FY 24-25 | Initially<br>Appropriated<br>FY 25-26 | Existing<br>Standard<br>FY 25-26 | Continuation<br>Budget<br>FY 26-27 | Executive<br>Budget<br>FY 26-27 |
|--|---------------------|---------------------------------------|----------------------------------|------------------------------------|---------------------------------|
| [K] Average number of days to complete review of Certificate of Authority and health maintenance organization applications | 46                  | 55                                    | 55                               | 50                                 | 50                              |
| [K] Average number of days to review all other licensing and registration applications                                     | 19                  | 50                                    | 50                               | 45                                 | 45                              |
| [K] Average number of days to complete processing of requests for Certificate of Compliance or No Objection Letter         | 7                   | 25                                    | 25                               | 20                                 | 20                              |
| [K] Percentage of all applications and requests processed within the performance standard                                  | 93%                 | 75%                                   | 75%                              | 80%                                | 80%                             |

## General Performance Indicators

| Performance Indicator Name                                     | Prior Year<br>Actuals<br>FY 2020-2021 | Prior Year<br>Actuals<br>FY 2021-2022 | Prior Year<br>Actuals<br>FY 2022-2023 | Prior Year<br>Actuals<br>FY 2023-2024 | Prior Year<br>Actuals<br>FY 2024-2025 |
|--|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Number of company licensing applications and filings received  | 593                                   | 501                                   | 459                                   | 396                                   | 466                                   |
| Number of company licensing applications and filings processed | 520                                   | 491                                   | 466                                   | 394                                   | 395                                   |

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

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name   | Actuals<br>FY 24-25 | Initially<br>Appropriated<br>FY 25-26 | Existing<br>Standard<br>FY 25-26 | Continuation<br>Budget<br>FY 26-27 | Executive<br>Budget<br>FY 26-27 |
|--|---------------------|---------------------------------------|----------------------------------|------------------------------------|---------------------------------|
| [K] Average number of days to process health form filing reviews                             | 20                  | 30                                    | 30                               | 30                                 | 30                              |
| [K] Percentage of health filing reviews completed within the performance standard of 30 days | 77%                 | 60%                                   | 60%                              | 60%                                | 60%                             |

## General Performance Indicators

| Performance Indicator Name   | Prior Year<br>Actuals<br>FY 2020-2021 | Prior Year<br>Actuals<br>FY 2021-2022 | Prior Year<br>Actuals<br>FY 2022-2023 | Prior Year<br>Actuals<br>FY 2023-2024 | Prior Year<br>Actuals<br>FY 2024-2025 |
|--|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Number of health policy forms/contracts, Medicare supplement rates and discount medical plan applications and renewals processed | 6,003                                 | 9,546                                 | 5,615                                 | 6,452                                 | 0                                     |
| Number of disability forms approved through the Interstate Insurance Product Regulation Compact (IIPRC)                          | 103                                   | 150                                   | 149                                   | 28                                    | 0                                     |
| Number of Utilization Review Organization (URO) applications received  | 8                                     | 18                                    | 1                                     | 5                                     | 4                                     |
| Number of Utilization Review Organization (URO) applications processed   | 7                                     | 12                                    | 5                                     | 4                                     | 0                                     |



## General Performance Indicators

| Performance Indicator Name  | Prior Year Actuals<br>FY 2020-2021 | Prior Year Actuals<br>FY 2021-2022 | Prior Year Actuals<br>FY 2022-2023 | Prior Year Actuals<br>FY 2023-2024 | Prior Year Actuals<br>FY 2024-2025 |
|---|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| Number of Independent Review Organizations (IRO) applications received (new and renewal)  | 2                                  | 2                                  | 0                                  | 0                                  | 0                                  |
| Number of Independent Review Organizations (IRO) applications processed (new and renewal)                                       | 2                                  | 2                                  | 0                                  | 0                                  | 0                                  |
| Percentage of health policy form filings approved   | 93%                                | 93%                                | 91%                                | 98%                                | 0%                                 |
| Number of health policy forms/contracts, Medicare supplement rates and discount medical plan applications and renewals received | 6,041                              | 9,198                              | 5,245                              | 6,466                              | 0                                  |

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

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name   | Actuals<br>FY 24-25 | Initially Appropriated<br>FY 25-26 | Existing Standard<br>FY 25-26 | Continuation Budget<br>FY 26-27 | Executive Budget<br>FY 26-27 |
|--|---------------------|------------------------------------|-------------------------------|---------------------------------|------------------------------|
| [K] Average number of days to process life, annuity and long-term care forms, advertising and rates, which require pre-approval  | 36                  | 45                                 | 45                            | 45                              | 45                           |
| [K] Percentage of life, annuity and long-term care forms, advertising and rate reviews completed within the performance standard | 94%                 | 50%                                | 50%                           | 60%                             | 60%                          |

## General Performance Indicators

| Performance Indicator Name  | Prior Year Actuals<br>FY 2020-2021 | Prior Year Actuals<br>FY 2021-2022 | Prior Year Actuals<br>FY 2022-2023 | Prior Year Actuals<br>FY 2023-2024 | Prior Year Actuals<br>FY 2024-2025 |
|---|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| Percentage of life, annuity and long-term care forms, advertising and rates which require pre-approval approved               | 91%                                | 97%                                | 87%                                | 87%                                | 0%                                 |
| Number of life, annuity, and long-term care forms, advertising and rates received   | 3,886                              | 3,375                              | 3,181                              | 2,840                              | 0                                  |
| Number of life, annuity, and long-term care forms, advertising and rates processed  | 3,928                              | 3,184                              | 3,007                              | 3,214                              | 0                                  |
| Number of life, annuity and long-term care forms, advertising and rates filed for informational purposes only                 | 470                                | 509                                | 449                                | 463                                | 0                                  |
| Number of life, annuity and long-term care forms approved through the Interstate Insurance Product Regulation Compact (IIPRC) | 2,350                              | 2,081                              | 1,678                              | 1,848                              | 1,753                              |

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

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name                                | Actuals<br>FY 24-25 | Initially Appropriated<br>FY 25-26 | Existing Standard<br>FY 25-26 | Continuation Budget<br>FY 26-27 | Executive Budget<br>FY 26-27 |
|---|---------------------|------------------------------------|-------------------------------|---------------------------------|------------------------------|
| [K] Average number of days to process health rate reviews | 58                  | 60                                 | 60                            | 60                              | 60                           |



## General Performance Indicators

| Performance Indicator Name                     | Prior Year Actuals<br>FY 2020-2021 | Prior Year Actuals<br>FY 2021-2022 | Prior Year Actuals<br>FY 2022-2023 | Prior Year Actuals<br>FY 2023-2024 | Prior Year Actuals<br>FY 2024-2025 |
|--|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| Number of health review rate filings received  | 52                                 | 57                                 | 15                                 | 14                                 | 15                                 |
| Number of health review rate filings processed | 48                                 | 57                                 | 15                                 | 14                                 | 13                                 |

**Objective: 1652-06** Through the Office of Financial Solvency, to monitor the financial soundness of regulated entities, and to manage estates of companies in receivership.

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name   | Actuals<br>FY 24-25 | Initially Appropriated<br>FY 25-26 | Existing Standard<br>FY 25-26 | Continuation Budget<br>FY 26-27 | Executive Budget<br>FY 26-27 |
|--|---------------------|------------------------------------|-------------------------------|---------------------------------|------------------------------|
| [K] Percentage of filings by domestic companies analyzed - financial | 102%                | 100%                               | 100%                          | 100%                            | 100%                         |

## General Performance Indicators

| Performance Indicator Name   | Prior Year Actuals<br>FY 2020-2021 | Prior Year Actuals<br>FY 2021-2022 | Prior Year Actuals<br>FY 2022-2023 | Prior Year Actuals<br>FY 2023-2024 | Prior Year Actuals<br>FY 2024-2025 |
|--|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| Percentage of domestic companies examined - financial  | 25%                                | 19.67%                             | 25%                                | 19.17%                             | 0%                                 |
| Number of companies in receivership at beginning of fiscal year  | 8                                  | 8                                  | 12                                 | 12                                 | 0                                  |
| Number of companies in administrative supervision at beginning of fiscal year                          | 3                                  | 2                                  | 2                                  | 2                                  | 0                                  |
| Number of filings of domestic companies analyzed   | 712                                | 704                                | 596                                | 685                                | 0                                  |
| Average number of months estates currently in receivership have been held in receivership              | 56                                 | 69                                 | 60                                 | 91                                 | 693                                |
| Number of financial examinations coordinated with other states   | 16                                 | 7                                  | 20                                 | 7                                  | 0                                  |
| Number of companies examined - financial   | 31                                 | 24                                 | 28                                 | 23                                 | 0                                  |
| Number of companies analyzed - financial   | 208                                | 197                                | 164                                | 174                                | 0                                  |
| Number of companies in receivership brought to final closure   | 0                                  | 0                                  | 0                                  | 0                                  | 0                                  |
| Number of companies placed in administrative supervision during fiscal year                            | 0                                  | 1                                  | 0                                  | 0                                  | 0                                  |
| Number of companies returned to good health/removed from administrative supervision during fiscal year | 0                                  | 1                                  | 0                                  | 0                                  | 0                                  |

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

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name  | Actuals<br>FY 24-25 | Initially Appropriated<br>FY 25-26 | Existing Standard<br>FY 25-26 | Continuation Budget<br>FY 26-27 | Executive Budget<br>FY 26-27 |
|---|---------------------|------------------------------------|-------------------------------|---------------------------------|------------------------------|
| [K] Average number of days to process property & casualty contract and policy forms                               | 18                  | 30                                 | 30                            | 30                              | 30                           |
| [K] Percentage of property & casualty contract and policy forms reviews completed within the performance standard | 51%                 | 75%                                | 75%                           | 65%                             | 65%                          |



## General Performance Indicators

| Performance Indicator Name  | Prior Year Actuals<br>FY 2020-2021 | Prior Year Actuals<br>FY 2021-2022 | Prior Year Actuals<br>FY 2022-2023 | Prior Year Actuals<br>FY 2023-2024 | Prior Year Actuals<br>FY 2024-2025 |
|---|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| Percentage of property & casualty contract and policy forms approved    | 87%                                | 79%                                | 90%                                | 91%                                | 93%                                |
| Number of property & casualty contract and policy forms received        | 18,228                             | 16,576                             | 16,570                             | 16,744                             | 18,131                             |
| Number of property & casualty contract and policy forms processed       | 18,442                             | 16,151                             | 15,833                             | 16,178                             | 18,897                             |
| Percentage of property & casualty contract and policy forms disapproved | 7%                                 | 7%                                 | 4%                                 | 0.2%                               | 1%                                 |

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

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name   | Actuals<br>FY 24-25 | Initially<br>Appropriated<br>FY 25-26 | Existing<br>Standard<br>FY 25-26 | Continuation<br>Budget<br>FY 26-27 | Executive<br>Budget<br>FY 26-27 |
|--|---------------------|---------------------------------------|----------------------------------|------------------------------------|---------------------------------|
| [S] Average number of days from receipt of filing/submission by Office of Property & Casualty to referral to actuarial staff                         | 10                  | 10                                    | 10                               | 10                                 | 10                              |
| [S] Average number of days from receipt of filing/submission by actuary from Office of Property & Casualty support staff to actuary's recommendation | 4                   | 10                                    | 10                               | 10                                 | 10                              |
| [S] Average number of days from receipt of rate filing/submission to final action by LDI   | 17                  | 20                                    | 20                               | 20                                 | 20                              |

## General Performance Indicators

| Performance Indicator Name   | Prior Year Actuals<br>FY 2020-2021 | Prior Year Actuals<br>FY 2021-2022 | Prior Year Actuals<br>FY 2022-2023 | Prior Year Actuals<br>FY 2023-2024 | Prior Year Actuals<br>FY 2024-2025 |
|--|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| Total written premium (property, casualty, surety, & inland marine) classified as surplus lines \$ in billions   | 1.3                                | 1.57                               | 1.94                               | 2.29                               | 2.43                               |
| Total written premiums (property, casualty, surety, & inland marine) classified as residual market \$ in millions  | 137.08                             | 168.95                             | 526.89                             | 706.85                             | 602.19                             |
| Average percentage change in rates at fiscal year end  | 1.23%                              | 4.6%                               | 12%                                | 6.4%                               | 0.6%                               |
| Number of submissions reviewed by actuary  | 706                                | 664                                | 813                                | 905                                | 857                                |
| Total written premiums (property, casualty, surety & inland marine) subject to Louisiana regulation and/or taxation, \$ in billions (includes Surplus Lines and Residual Market) | 25.38                              | 13.42                              | 14.91                              | 16.94                              | 17.97                              |



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

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name  | Actuals<br>FY 24-25 | Initially<br>Appropriated<br>FY 25-26 | Existing<br>Standard<br>FY 25-26 | Continuation<br>Budget<br>FY 26-27 | Executive<br>Budget<br>FY 26-27 |
|---|---------------------|---------------------------------------|----------------------------------|------------------------------------|---------------------------------|
| [K] Percentage of initial claim fraud complaint investigations completed within 10 working days | 99%                 | 95%                                   | 95%                              | 95%                                | 95%                             |
| [K] Percentage of background checks completed within 15 working days                            | 100%                | 95%                                   | 95%                              | 95%                                | 95%                             |
| [K] Percentage of investigative files closed within the reporting period.                       | 0%                  | 0%                                    | 0%                               | 100%                               | 100%                            |

## General Performance Indicators

| Performance Indicator Name   | Prior Year<br>Actuals<br>FY 2020-2021 | Prior Year<br>Actuals<br>FY 2021-2022 | Prior Year<br>Actuals<br>FY 2022-2023 | Prior Year<br>Actuals<br>FY 2023-2024 | Prior Year<br>Actuals<br>FY 2024-2025 |
|--|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Number of producer investigations opened   | 119                                   | 145                                   | 175                                   | 188                                   | 126                                   |
| Number of producer investigations referred to law enforcement                      | 41                                    | 27                                    | 27                                    | 29                                    | 48                                    |
| Number of claim fraud investigations opened  | 2,563                                 | 2,409                                 | 2,783                                 | 3,225                                 | 4,268                                 |
| Number of public adjuster investigations opened                                    | Not Applicable                        | Not Applicable                        | 20                                    | 10                                    | 0                                     |
| Number of public adjuster investigations referred to law enforcement               | Not Applicable                        | Not Applicable                        | 7                                     | 1                                     | 0                                     |
| Number of claims adjuster investigations opened                                    | 30                                    | 41                                    | 43                                    | 23                                    | 32                                    |
| Number of company investigations opened  | 30                                    | 31                                    | 43                                    | 17                                    | 74                                    |
| Number of company investigations referred to law enforcement                       | 6                                     | 6                                     | 2                                     | 1                                     | 5                                     |
| Number of claims adjuster investigations referred to law enforcement               | 9                                     | 11                                    | 9                                     | 2                                     | 13                                    |
| Number of POST certified fraud investigators                                       | 4                                     | 2                                     | 2                                     | 2                                     | 3                                     |
| Number of claim fraud investigations referred to law enforcement                   | 1,606                                 | 1,347                                 | 2,028                                 | 2,572                                 | 3,372                                 |
| Number of background checks performed for company and producer licensing divisions | 1,003                                 | 980                                   | 918                                   | 772                                   | 770                                   |

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

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name  | Actuals<br>FY 24-25 | Initially<br>Appropriated<br>FY 25-26 | Existing<br>Standard<br>FY 25-26 | Continuation<br>Budget<br>FY 26-27 | Executive<br>Budget<br>FY 26-27 |
|---|---------------------|---------------------------------------|----------------------------------|------------------------------------|---------------------------------|
| [K] Average number of days to conclude a property & casualty complaint investigation              | 28                  | 30                                    | 30                               | 30                                 | 30                              |
| [K] Number companies analyzed - market conduct  | 40                  | 50                                    | 50                               | 45                                 | 45                              |
| [K] Average number of days to conclude a life, annuity, or long-term care complaint investigation | 31                  | 30                                    | 30                               | 30                                 | 30                              |



| Performance Indicator Name   | Actuals<br>FY 24-25 | Initially<br>Appropriated<br>FY 25-26 | Existing<br>Standard<br>FY 25-26 | Continuation<br>Budget<br>FY 26-27 | Executive<br>Budget<br>FY 26-27 |
|--|---------------------|---------------------------------------|----------------------------------|------------------------------------|---------------------------------|
| [K] Percentage of life, annuity, and long-term care complaint investigations completed within the performance standard | 57%                 | 80%                                   | 80%                              | 75%                                | 75%                             |
| [K] Percentage of health complaint investigations concluded within the performance standard                            | 76%                 | 80%                                   | 80%                              | 75%                                | 75%                             |
| [K] Percentage of property and casualty complaint investigations concluded within the performance standard             | 65%                 | 80%                                   | 80%                              | 75%                                | 75%                             |
| [K] Average number of days to conclude a health insurance complaint investigation                                      | 23                  | 30                                    | 30                               | 30                                 | 30                              |

## General Performance Indicators

| Performance Indicator Name  | Prior Year<br>Actuals<br>FY 2020-2021 | Prior Year<br>Actuals<br>FY 2021-2022 | Prior Year<br>Actuals<br>FY 2022-2023 | Prior Year<br>Actuals<br>FY 2023-2024 | Prior Year<br>Actuals<br>FY 2024-2025 |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Amount of claim payments and premium refunds recovered for life, annuity, and long-term care complainants | 2,413,693                             | 2,864,114                             | 2,744,228                             | 2,169,901                             | \$0                                   |
| Number of life, annuity, and long-term care complaints received   | 380                                   | 322                                   | 350                                   | 393                                   | 0                                     |
| Number of life, annuity, and long-term care complaint investigations concluded                            | 406                                   | 325                                   | 348                                   | 383                                   | 0                                     |
| Number of property & casualty complaints received   | 3,541                                 | 7,839                                 | 3,491                                 | 2,806                                 | 0                                     |
| Number of property & casualty complaint investigations concluded  | 3,253                                 | 7,558                                 | 3,872                                 | 2,924                                 | 0                                     |
| Number of non-domestic Level 1 market conduct analyses  | 0                                     | 7                                     | 6                                     | 3                                     | 0                                     |
| Number of domestic Level 1 market conduct analyses  | 0                                     | 33                                    | 35                                    | 37                                    | 0                                     |
| Number of Level 2 market conduct analyses   | 0                                     | 0                                     | 3                                     | 0                                     | 0                                     |
| Number of coordinated solvency pre-exam assignments   | 0                                     | 24                                    | 28                                    | 23                                    | 0                                     |
| Number of regulatory reviews performed in market conduct  | 105                                   | 70                                    | 43                                    | 48                                    | 0                                     |
| Number of health complaints received  | 692                                   | 658                                   | 783                                   | 831                                   | 0                                     |
| Number of health complaint investigations concluded   | 732                                   | 663                                   | 765                                   | 844                                   | 0                                     |
| Amount of claim payments and/or premium refunds recovered for property & casualty complainants            | 53,972,495                            | 125,888,811                           | 23,294,845                            | 8,430,849                             | \$0                                   |
| Amount of claim payments/premium refunds recovered for health coverage complaints                         | 593,461                               | 304,941                               | 520,820                               | 750,998                               | \$0                                   |

**Objective: 1652-11** Through the Office of Legal Services, to provide legal advice and opinions to the commissioner and all offices within the LDI.

**Children's Budget Link** N/A

**HR Policies Beneficial to Women and Families Link** N/A

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

| Performance Indicator Name   | Actuals<br>FY 24-25 | Initially<br>Appropriated<br>FY 25-26 | Existing<br>Standard<br>FY 25-26 | Continuation<br>Budget<br>FY 26-27 | Executive<br>Budget<br>FY 26-27 |
|--|---------------------|---------------------------------------|----------------------------------|------------------------------------|---------------------------------|
| [S] Percentage of appeals submitted to the DAL within five days of receipt of the appeal request   | Not Applicable      | Not Applicable                        | Not Applicable                   | 100%                               | 100%                            |
| [S] Percentage of Emergency Rule notices sent to the Governor, Attorney General, Senate President, Speaker of the House, and chairpersons of House | Not Applicable      | Not Applicable                        | Not Applicable                   | 100%                               | 100%                            |
| [S] Percentage of regulations that allowed a 20 day period for public comments   | Not Applicable      | Not Applicable                        | Not Applicable                   | 100%                               | 100%                            |
| [S] Percentage of regulations that were posted on the LDI website within 5 days of submission to the Legislature                                   | 0%                  | 100%                                  | 100%                             | 100%                               | 100%                            |
| [S] Percentage of Notice of Intent for Regulations that were posted on the LDI website within 5 days of submission to the Legislature              | 0%                  | 100%                                  | 100%                             | 100%                               | 100%                            |
| [S] Percentage of Final Rule for Regulations that were posted on the LDI website within 5 days of submission to the Legislature                    | 0%                  | 100%                                  | 100%                             | 100%                               | 100%                            |

## General Performance Indicators

| Performance Indicator Name  | Prior Year<br>Actuals<br>FY 2020-2021 | Prior Year<br>Actuals<br>FY 2021-2022 | Prior Year<br>Actuals<br>FY 2022-2023 | Prior Year<br>Actuals<br>FY 2023-2024 | Prior Year<br>Actuals<br>FY 2024-2025 |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Number of administrative hearings and legal issues completed in the fiscal year | 171                                   | 74                                    | 54                                    | 83                                    | 0                                     |
| Number of rules, regulations, directives, advisory letters and bulletins issued | 69                                    | 45                                    | 44                                    | 25                                    | 0                                     |
| Number of lawsuits brought by the Commissioner or the Department of Insurance   | 12                                    | 14                                    | 14                                    | 14                                    | 0                                     |



