

Commissioner of Insurance



Department Description

The mission of the Department of Insurance is to regulate the insurance industry in the state and to serve as advocate for the state's insurance consumers. The department continues to assist consumers in the aftermath of Hurricanes Katrina and Rita, and expect this effort to be ongoing through the fiscal year covered by this plan. The department is also working to help stabilize the property insurance market in the state so that insurance can remain available at a fair price.

The goals of the department are:

To regulate the insurance industry in the state (licensing of producers, insurance adjusters, public adjusters, insurers, and serve as advocate for insurance consumers) and work to stabilize the property insurance market post Hurricane Katrina and Rita.

To provide necessary administrative and operational support to the entire department, and attract insurers to the state in order to promote a more competitive market.

The Department of Insurance is composed of two agencies: Commissioner of Insurance and Patient's Compensation Fund Oversight Board.

For additional information, see:

[Commissioner of Insurance](#)

Commissioner of Insurance Budget Summary

	Prior Year Actuals FY 2006-2007	Enacted FY 2007-2008	Existing Oper Budget as of 12/01/07	Continuation FY 2008-2009	Recommended FY 2008-2009	Total Recommended Over/Under EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0



Commissioner of Insurance Budget Summary

	Prior Year Actuals FY 2006-2007	Enacted FY 2007-2008	Existing Oper Budget as of 12/01/07	Continuation FY 2008-2009	Recommended FY 2008-2009	Total Recommended Over/Under EOB
Fees and Self-generated Revenues	26,127,590	29,677,929	29,908,284	30,380,467	29,949,741	41,457
Statutory Dedications	887,388	1,238,594	1,238,594	1,148,594	4,908,294	3,669,700
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	255,936	313,455	313,455	453,109	533,661	220,206
Total Means of Financing	\$ 27,270,914	\$ 31,229,978	\$ 31,460,333	\$ 31,982,170	\$ 35,391,696	\$ 3,931,363
Expenditures & Request:						
Commissioner of Insurance	\$ 27,270,914	\$ 31,229,978	\$ 31,460,333	\$ 31,982,170	\$ 31,631,996	\$ 171,663
Patient's Compensation Fund Oversight Board	0	0	0	0	3,759,700	3,759,700
Total Expenditures & Request	\$ 27,270,914	\$ 31,229,978	\$ 31,460,333	\$ 31,982,170	\$ 35,391,696	\$ 3,931,363
Authorized Full-Time Equivalents:						
Classified	251	259	260	260	293	33
Unclassified	28	29	29	29	31	2
Total FTEs	279	288	289	289	324	35



04-165 — Commissioner of Insurance

Agency Description

The mission of the Commissioner of Insurance is to regulate the insurance industry in the state and to serve as advocate for the state's insurance consumers. The agency continues to assist consumers in the aftermath of Hurricanes Katrina and Rita, and expect this effort to be ongoing through the fiscal year covered by this plan. The agency is also working to help stabilize the property insurance market in the state so that insurance can remain available at a fair price.

The goals of the department are:

- I. To regulate the insurance industry in the state (licensing of producers, insurance adjusters, public adjusters, insurers, and serve as advocate for insurance consumers) and work to stabilize the property insurance market post Hurricane Katrina and Rita.
- II. To provide necessary administrative and operational support to the entire department, and attract insurers to the state in order to promote a more competitive market.

The Commissioner of Insurance is composed of two programs: Administration/Fiscal Program and Market Compliance Program.

For additional information, see:

[Commissioner of Insurance](#)

Commissioner of Insurance Budget Summary

	Prior Year Actuals FY 2006-2007	Enacted FY 2007-2008	Existing Oper Budget as of 12/01/07	Continuation FY 2008-2009	Recommended FY 2008-2009	Total Recommended Over/Under EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	26,127,590	29,677,929	29,908,284	30,380,467	29,949,741	41,457
Statutory Dedications	887,388	1,238,594	1,238,594	1,148,594	1,148,594	(90,000)
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	255,936	313,455	313,455	453,109	533,661	220,206
Total Means of Financing	\$ 27,270,914	\$ 31,229,978	\$ 31,460,333	\$ 31,982,170	\$ 31,631,996	\$ 171,663
Expenditures & Request:						
Administrative	\$ 8,664,334	\$ 11,240,923	\$ 11,240,923	\$ 11,114,577	\$ 11,853,948	\$ 613,025



Commissioner of Insurance Budget Summary

	Prior Year Actuals FY 2006-2007	Enacted FY 2007-2008	Existing Oper Budget as of 12/01/07	Continuation FY 2008-2009	Recommended FY 2008-2009	Total Recommended Over/Under EOB
Market Compliance	18,606,580	19,989,055	20,219,410	20,867,593	19,778,048	(441,362)
Total Expenditures & Request	\$ 27,270,914	\$ 31,229,978	\$ 31,460,333	\$ 31,982,170	\$ 31,631,996	\$ 171,663
Authorized Full-Time Equivalents:						
Classified	251	259	260	260	251	(9)
Unclassified	28	29	29	29	29	0
Total FTEs	279	288	289	289	280	(9)



165_1000 — Administrative

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

Program Description

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

The goal of the Administration/Fiscal Program is:

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

The Administration/Fiscal Program is organizationally composed of the Office of the Commissioner and Office of Management and Finance.

Office of the Commissioner - Internal Audit, Minority Affairs (LRS36:687), and Public Affairs (LRS 36:690).

Office of Management and Finance - (LRS 36:684) Fiscal Affairs, Information Technology, Assessments and Data Management, Human Resources, Administrative Services, Strategic and Operational Planning.

Administrative Budget Summary

	Prior Year Actuals FY 2006-2007	Enacted FY 2007-2008	Existing Oper Budget as of 12/01/07	Continuation FY 2008-2009	Recommended FY 2008-2009	Total Recommended Over/Under EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	8,634,334	11,210,923	11,210,923	11,084,577	11,823,948	613,025
Statutory Dedications	30,000	30,000	30,000	30,000	30,000	0
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Financing	\$ 8,664,334	\$ 11,240,923	\$ 11,240,923	\$ 11,114,577	\$ 11,853,948	\$ 613,025
Expenditures & Request:						



Administrative Budget Summary

	Prior Year Actuals FY 2006-2007	Enacted FY 2007-2008	Existing Oper Budget as of 12/01/07	Continuation FY 2008-2009	Recommended FY 2008-2009	Total Recommended Over/Under EOB
Personal Services	\$ 4,562,481	\$ 5,513,226	\$ 5,513,226	\$ 5,701,541	\$ 5,473,082	\$ (40,144)
Total Operating Expenses	1,891,959	1,916,778	1,916,778	1,935,515	1,928,900	12,122
Total Professional Services	61,320	1,164,835	1,164,835	1,189,297	1,464,890	300,055
Total Other Charges	2,008,520	2,098,445	2,098,445	2,123,532	2,207,473	109,028
Total Acq & Major Repairs	140,054	547,639	547,639	164,692	779,603	231,964
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 8,664,334	\$ 11,240,923	\$ 11,240,923	\$ 11,114,577	\$ 11,853,948	\$ 613,025
Authorized Full-Time Equivalents:						
Classified	61	66	66	66	64	(2)
Unclassified	7	8	8	8	8	0
Total FTEs	68	74	74	74	72	(2)

Source of Funding

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

Administrative Statutory Dedications

Fund	Prior Year Actuals FY 2006-2007	Enacted FY 2007-2008	Existing Oper Budget as of 12/01/07	Continuation FY 2008-2009	Recommended FY 2008-2009	Total Recommended Over/Under EOB
Insurance Fraud Investigation Fund	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 0

Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 0	0	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 11,240,923	74	Existing Oper Budget as of 12/01/07
Statewide Major Financial Changes:			
\$ 0	\$ 75,644	0	Annualize Classified State Employee Merits
\$ 0	\$ 60,645	0	Classified State Employees Merit Increases



Major Changes from Existing Operating Budget (Continued)

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 3,169	0	Civil Service Training Series
\$ 0	\$ (64,960)	0	State Employee Retirement Rate Adjustment
\$ 0	\$ 13,908	0	Group Insurance for Active Employees
\$ 0	\$ 4,611	0	Group Insurance for Retirees
\$ 0	\$ 243,691	0	Salary Base Adjustment
\$ 0	\$ (240,494)	0	Attrition Adjustment
\$ 0	\$ (155,186)	(2)	Personnel Reductions
\$ 0	\$ 172,203	0	Acquisitions & Major Repairs
\$ 0	\$ (547,639)	0	Non-Recurring Acquisitions & Major Repairs
\$ 0	\$ (22,955)	0	Risk Management
\$ 0	\$ 18,256	0	Legislative Auditor Fees
\$ 0	\$ 20,329	0	Maintenance in State-Owned Buildings
\$ 0	\$ 97	0	UPS Fees
\$ 0	\$ (10,386)	0	Civil Service Fees
\$ 0	\$ (520)	0	CPTP Fees
\$ 0	\$ 29,707	0	State Treasury Fees
\$ 0	\$ (28,800)	0	Office of Computing Services Fees
\$ 0	\$ 648,400	0	Office of Information Technology Projects
Non-Statewide Major Financial Changes:			
\$ 0	\$ 1,151	0	Maintenance of Data Processing Equipment - Hardware. The microfilm equipment is available on state contract with applicable maintenance costs.
\$ 0	\$ 74,500	0	Commodities and Services - Secretary of State - State Archives. Permanent records that will require microfilming, as part of the Department's ongoing records management program and for continued compliance with Title 44 of the Louisiana Revised Statutes.
\$ 0	\$ 300,055	0	For the design, development, and implementation of an information system that will collect, validate, and report relevant market data.
\$ 0	\$ 28,800	0	Provides funding for operational expenses for the department for administrative oversight.
\$ 0	\$ (30,029)	0	Group Insurance Funding from Other Line Items.
\$ 0	\$ 18,828	0	Annualization of Fiscal Year 2007-2008 pay increase for state employees.
\$ 0	\$ 11,853,948	72	Recommended FY 2008-2009
\$ 0	\$ 0	0	Less Hurricane Disaster Recovery Funding
\$ 0	\$ 11,853,948	72	Base Executive Budget FY 2008-2009
\$ 0	\$ 11,853,948	72	Grand Total Recommended



Professional Services

Amount	Description
\$542,382	Professional service contracts used to assist the department on information technology projects, on-site training, and other miscellaneous contracts.
\$425,000	Legal Systems Re-engineering Project will integrate multiple on-line legal systems into the department's database and bring them into compliance with the department's information technology software development standards.
\$497,508	Industry Access System Re-engineering Project will modify the current system such that the new system will become a portal to all of the department's systems accessed by industry and the general public.
\$1,464,890	TOTAL PROFESSIONAL SERVICES

Other Charges

Amount	Description
	Other Charges:
	This program does not have funding for Other Charges for Fiscal Year 2008-2009.
\$0	SUB-TOTAL OTHER CHARGES
	Interagency Transfers:
\$188,554	Capitol Security - Public Safety Services
\$37,927	Civil Service Fees
\$5,945	CPTP Training
\$25,000	Department of Public Safety - Defensive Driving
\$10,752	Department of Public Safety - Rental space for computers in the data center
\$10,000	Dept of Labor - Unemployment Compensation
\$685	DOA - Forms Management
\$3,268	DOA - State Mail
\$12,315	DOA - State Printing
\$70,784	Legislative Auditor Fees
\$867,769	Maintenance of State-owned Buildings
\$231,469	Office of Risk Management Fees
\$433,076	Office of Telecommunications Management Fees
\$67	Secretary of State - Dues and Subscriptions
\$101,030	Secretary of State - Miscellaneous including microfilming of state records
\$50,690	Treasury Banking fees
\$15,577	UPS fees
\$168,204	Third Party Leases for LEAF payments to DOA as per the Office of Finance and Support Services for replacement acquisitions.
\$2,233,112	SUB-TOTAL INTERAGENCY TRANSFERS
\$2,233,112	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
\$779,603	Replacement of computers, software, printers, servers, accessories, and tables.
\$779,603	TOTAL ACQUISITIONS AND MAJOR REPAIRS



Performance Information

1. (KEY) Through the Office of the Commissioner, to retain accreditation by the National Association of Insurance Commissioners (NAIC).

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

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

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

Explanatory Note: The National Association of Insurance Commissioners (NAIC) is the national organization that exists to promote effective insurance regulations and protection of consumers. The accreditation remains in effect until suspended or revoked. Periodic audits are conducted by the NAIC to determine if continued accreditation is appropriate. This indicator is expressed as a percentage because the LAPAS system can accept only numeric expression. The most recent review of DOI by NAIC occurred in 2003.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
		K Percentage of NAIC accreditation retained (LAPAS CODE - 6389)	100%	100%	100%	100%	100%

Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007
Number of licensed domestic insurers (LAPAS CODE - 912)	119	116	115	114	114
Number of licensed foreign/alien insurance companies (LAPAS CODE - 913)	1,335	1,391	1,408	1,415	1,392
Number of surplus lines companies approved and monitored (LAPAS CODE - 914)	140	149	148	151	152
Total number of companies licensed and approved (LAPAS CODE - 911)	2,125	2,486	1,671	2,694	2,322



2. (SUPPORTING) Through the Internal Audit Division, to identify the adequacy or weaknesses of the department's internal control processes by performing scheduled internal audits to assure that there are no repeat findings in the annual legislative auditor's report.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

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

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

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
S	Number of repeat internal audit findings (LAPAS CODE - 887)	0	0	0	0	0	0
S	Number of repeat findings in the legislative auditor's report (LAPAS CODE - 6395)	0	0	0	0	0	0

Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values					
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007	
Number of internal audits scheduled (LAPAS CODE - 13786)	3	3	4	4	5	
Number of internal audits performed (LAPAS CODE - 6393)	3	3	4	4	5	
Percentage of internal audit recommendations accepted (LAPAS CODE - 6394)	100%	100%	100%	100%	100%	
Number of different tax types collected (LAPAS CODE - 898)	8	8	7	7	7	
Number of different fees and assessments collected (LAPAS CODE - 899)	40	33	67	64	66	
Taxable premiums in (\$billions) (LAPAS CODE - 891)	\$ 11	\$ 12	\$ 13	\$ 13	\$ 15	
Tax collections as percentage of taxable premiums (LAPAS CODE - 893)	2%	2%	2%	2%	2%	



Administrative General Performance Information (Continued)

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007
Total premiums subject to Louisiana Insurance Rating assessment in billions (LAPAS CODE - 894)	\$ 5	\$ 5	\$ 6	\$ 6	\$ 7
Total amount of LA Insurance Rating assessment collected in \$ millions (LAPAS CODE - 895)	\$ 47	\$ 52	\$ 58	\$ 61	\$ 64
LA Insurance Rating assessment collection as percentage of subject premiums. (LAPAS CODE - 896)	1%	1%	1%	1%	1%
Total fees collected in millions (LAPAS CODE - 6397)	\$ 16	\$ 17	\$ 18	\$ 18	\$ 19
Total amount of revenues collected from taxes, assessments, fees, penalties and miscellaneous in \$ millions (LAPAS CODE - 890)	\$ 235	\$ 270	\$ 280	\$ 308	\$ 348

3. (SUPPORTING) Through the Information Technology Division, to provide maintenance and support of the department's various databases, internet access, and other IT systems, and to continue progress on ongoing initiatives to improve service and information access via the internet.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

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

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

Explanatory Note:

Performance Indicators

Performance Indicator Name	Performance Indicator Values					
	Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
S Percentage completion of industry access re-engineering project. (LAPAS CODE - 13790)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	100%	100%
S Percentage completion of legal systems re-engineering project. (LAPAS CODE - 20241)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	100%	100%



Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007
Number of service request forms received (LAPAS CODE - 6399)	2,080	3,557	3,211	2,535	3,225
Percentage of service requests satisfactorily fulfilled within 2 business days (LAPAS CODE - 10148)	78%	77%	75%	76%	73%

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

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

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

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

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

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
S	Number of standard companies to which minority/disadvantaged producers have access (LAPAS CODE - 10161)	11	11	12	12	13	13
S	Number of persons attending semi-annual training seminars (LAPAS CODE - 13793)	80	90	80	80	90	90



165_2000 — Market Compliance

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

Program Description

The mission of the Market Compliance Program is to regulate the insurance industry in the state and to serve as advocate for insurance consumers.

The goals of the Market Compliance Program are:

- I. To regulate the insurance industry in the state (licensing of producers, insurance adjusters, public adjusters, insurers, and serve as advocate for insurance consumers) and work to stabilize the property insurance market post Hurricane Katrina and Rita.

The Market Compliance Program is organizationally composed of the Office of Licensing and Compliance, the Office of Financial Solvency, the Office of Property & Casualty Insurance, the Office of Life and Annuity, the Office of Health Insurance, and the Office of Receivership.

Office of Licensing and Compliance - Initial and renewal licensing of insurance producers; licensing of insurers; insurance fraud investigation and prevention; legal support services.

Office of Financial Solvency - Financial examinations and analyses of domestic insurers; market conduct examinations; examination of surplus lines brokers; collection of insurance premium and surplus lines taxes on behalf of the state's general fund.

Office of Property & Casualty Insurance - Consumer complaint investigations and contract/policy forms review; activities related to insurance rating; support activities for insurance rating commission; actuarial services.

Office of Life and Annuity - Consumer complaint investigations and contract/policy forms review

Office of Health Insurance - Consumer complaint investigations and contract/policy forms, advertising and rate review; Senior Health Insurance Information Program (SHIIP); licensing and examination of Medical Necessity Review Organizations (MNROs).

Office of Receivership - Management of the assets of companies in receivership; liquidation of the assets of companies in receivership through final, court-approved closure.



Market Compliance Budget Summary

	Prior Year Actuals FY 2006-2007	Enacted FY 2007-2008	Existing Oper Budget as of 12/01/07	Continuation FY 2008-2009	Recommended FY 2008-2009	Total Recommended Over/Under EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	17,493,256	18,467,006	18,697,361	19,295,890	18,125,793	(571,568)
Statutory Dedications	857,388	1,208,594	1,208,594	1,118,594	1,118,594	(90,000)
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	255,936	313,455	313,455	453,109	533,661	220,206
Total Means of Financing	\$ 18,606,580	\$ 19,989,055	\$ 20,219,410	\$ 20,867,593	\$ 19,778,048	\$ (441,362)
Expenditures & Request:						
Personal Services	\$ 13,051,749	\$ 14,898,344	\$ 14,971,061	\$ 15,510,671	\$ 14,352,196	\$ (618,865)
Total Operating Expenses	979,666	999,020	1,006,768	1,024,692	1,016,918	10,150
Total Professional Services	3,913,932	3,404,174	3,549,174	3,623,707	3,699,174	150,000
Total Other Charges	594,928	684,121	684,121	708,523	709,760	25,639
Total Acq & Major Repairs	66,305	3,396	8,286	0	0	(8,286)
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 18,606,580	\$ 19,989,055	\$ 20,219,410	\$ 20,867,593	\$ 19,778,048	\$ (441,362)
Authorized Full-Time Equivalents:						
Classified	190	193	194	194	187	(7)
Unclassified	21	21	21	21	21	0
Total FTEs	211	214	215	215	208	(7)

Source of Funding

This program is funded from Fees and Self-generated Revenues, Statutory Dedications and Federal Funds. The Fees and Self-generated Revenues are derived from various fees and licenses authorized by R.S. 22 and the La. Insurance Rating Commission assessment authorized by R.S. 22:1419. The Statutory Dedications are from the Administrative Fund (Health Insurance Portability Administrative Act) comprised of penalties and an assessment not to exceed .0005 of the amount of premiums received in this state by Health insurers during the preceding year ending December 31. Statutory Dedications are also from the Automobile Theft and Insurance



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

Market Compliance Statutory Dedications

Fund	Prior Year Actuals FY 2006-2007	Enacted FY 2007-2008	Existing Oper Budget as of 12/01/07	Continuation FY 2008-2009	Recommended FY 2008-2009	Total Recommended Over/Under EOB
Administrative Fund- Department of Insurance	\$ 264,543	\$ 653,269	\$ 653,269	\$ 653,269	\$ 653,269	\$ 0
Insurance Fraud Investigation Fund	557,304	405,325	405,325	405,325	405,325	0
Auto. Theft and Insurance Fraud Prev. Auth. Fund	35,541	150,000	150,000	60,000	60,000	(90,000)

Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 230,355	1	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 20,219,410	215	Existing Oper Budget as of 12/01/07
Statewide Major Financial Changes:			
0	192,374	0	Annualize Classified State Employee Merits
0	178,005	0	Classified State Employees Merit Increases
0	13,064	0	Civil Service Training Series
0	(194,883)	0	State Employee Retirement Rate Adjustment
0	40,281	0	Group Insurance for Active Employees
0	30,506	0	Group Insurance for Retirees
0	412,583	0	Salary Base Adjustment
0	(684,484)	0	Attrition Adjustment
0	(647,695)	(7)	Personnel Reductions
0	(8,286)	0	Non-Recurring Acquisitions & Major Repairs
0	25,639	0	Administrative Law Judges
Non-Statewide Major Financial Changes:			
0	10,150	0	To purchase 350 perfect bound copies of the Louisiana Insurance Code Title 22 of the Louisiana Revised Statutes from West Publishing.
0	150,000	0	Additional funding for a professional services contract for the Actuarial Services Division of the Department of Insurance. This contract will enable the Department to determine the existence of a competitive market for various lines of insurance in Louisiana (including homeowners insurance) in accordance with Acts 420 and 459 of the 2007 Regular Legislative Session.



Major Changes from Existing Operating Budget (Continued)

General Fund	Total Amount	Table of Organization	Description
0	41,384	0	Annualization of Fiscal Year 2007-2008 pay increase for state employees.
\$ 0	\$ 19,778,048	208	Recommended FY 2008-2009
\$ 0	\$ 0	0	Less Hurricane Disaster Recovery Funding
\$ 0	\$ 19,778,048	208	Base Executive Budget FY 2008-2009
\$ 0	\$ 19,778,048	208	Grand Total Recommended

Professional Services

Amount	Description
\$3,699,174	Accounting, auditing, and legal contracts to assist the department in fulfilling legislatively mandated examinations of insurers, actuarial reviews of rate submissions, outreach programs, etc.
\$3,699,174	TOTAL PROFESSIONAL SERVICES

Other Charges

Amount	Description
	Other Charges:
\$150,000	Services associated with the Auto Theft and Insurance Fraud Prevention Authority.
\$150,000	SUB-TOTAL OTHER CHARGES
	Interagency Transfers:
\$62,749	Division of Administrative Law for administrative hearings
\$7,579	DOA - State Mail
\$172,930	Legal services provided by the Department of Justice
\$303,492	Office of Telecommunications Management for telephone services
\$10,000	Office of the State Register
\$2,500	DOA - State Printing
\$139	DOA - Forms Management
\$371	Secretary of State - Miscellaneous Boxes
\$559,760	SUB-TOTAL INTERAGENCY TRANSFERS
\$709,760	TOTAL OTHER CHARGES



Acquisitions and Major Repairs

Amount	Description
\$0	This program does not have funding for Acquisitions and Major Repairs for Fiscal Year 2008-2009.
\$0	TOTAL ACQUISITIONS AND MAJOR REPAIRS

Performance Information

1. (KEY) Through the Office of Licensing and Compliance to oversee the licensing of producers in the state and to work with the Information Technology Division to effect a smooth transition to the e-commerce environment

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

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

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

Explanatory Note: A company appointment is the contract between the producer and the insurance company that allows the producer to offer the company's products for sale to his/her clients. Licenses are issued to Property & Casualty producers in one year, to Life and Health producers in alternating years.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K	Number of new producer licenses issued (LAPAS CODE - 6416)	15,500	23,066	15,500	15,500	20,000	20,000
K	Number of producer license renewals processed (LAPAS CODE - 6417)	29,500	37,354	29,500	29,500	32,000	32,000
K	Number of company appointments processed (LAPAS CODE - 934)	385,000	437,346	385,000	385,000	415,000	415,000



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007
Total number of licensed producers (LAPAS CODE - 933)	65,509	67,839	75,171	74,723	83,553

2. (KEY) Through the Company Licensing Division of the Office of Licensing and Compliance, to review company applications and filings within an average of 45 days.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

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

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

Performance Indicators

L e v e l Performance Indicator Name	Performance Indicator Values					
	Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K Percentage of company filings and applications processed during the fiscal year in which they are received (LAPAS CODE - 11942)	90%	82%	90%	90%	90%	90%
K Average number of days to review company filings and applications (LAPAS CODE - 6420)	60	47	60	60	60	60

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007
Number of company licensing applications and filings received (LAPAS CODE - 940)	380	338	510	631	643
Number of company licensing applications and filings processed (LAPAS CODE - 941)	360	328	511	453	670



3. (KEY) Through the Consumers Affairs Division, to assist consumers by investigating to conclusion consumer complaints against Life & Annuity insurers and producers.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

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

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

Explanatory Note: A consumer complaint may or may not result in a claim payment or premium refund from the insurer or producer, depending on the facts of the matter giving rise to the complaint. Complaints are investigated to determine whether the insurer or producer performed in compliance with the law and terms and conditions of the policy. A consumer may expect payment for an item not covered by the policy or may not be happy with the way a claim was handled, but the company or producer may have acted properly and within the law.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K	Average number of days to investigate to conclusion a Life & Annuity (L&A) complaint (LAPAS CODE - 13958)	55	33	55	55	55	55
K	Amount of claim payments/premium refunds recovered for complainants (LAPAS CODE - 13959)	\$ 1,000,000	\$ 1,184,194	\$ 1,000,000	\$ 1,000,000	\$ 1,000,000	\$ 1,000,000

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007
Number of L&A complaints received (LAPAS CODE - 13960)	531	611	597	486	490
Number of L&A complaint investigations concluded (LAPAS CODE - 13961)	506	628	622	501	505



4. (KEY) Through the Life and Annuity, Policy Forms Review Division in the Office of Licensing and Compliance, to pre-approve/disapprove all contract/policy forms, within an average of 30 days.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

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

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

Explanatory Note: All contract/policy forms must be reviewed/approved by DOI before they can be offered for sale in the state. Delays in the process can result in the state's consumers not having access to those products and to insurers not being able to sell those products. Good efficiency in this area is important to our department-wide efforts to attract more companies to do business in the state.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K	Average number of days to process L&A contract/policy forms (LAPAS CODE - 13988)	25	12	25	25	25	25
K	Percentage of L&A contract/policy forms approved (LAPAS CODE - 13987)	70%	89%	70%	70%	70%	70%

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007
Number of L&A contract/policy forms received (LAPAS CODE - 13990)	8,096	10,083	8,923	7,626	7,998
Number of L&A contract/policy forms processed (LAPAS CODE - 13991)	8,536	9,897	9,012	7,606	7,960

5. (KEY) Through the Fraud Division, to reduce incidences of insurance fraud in the state through investigation of reported incidents and consumer awareness.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.



Children's Budget Link: Not Applicable

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

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

Explanatory Note: An initial investigation means a complaint is investigated to determine whether a full investigation should be initiated, or if the report should be entered into the database and maintained for possible additional investigation at a later date. Most delays in completion of background checks are the result of insurers or producers not fully completing applications and filings. The fraud division is working with producer and company licensing divisions to educate insurers and producers in this area.

Performance Indicators

Level	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K	Percentage of initial claim fraud complaint investigations completed within 10 working days (LAPAS CODE - 12276)	85%	88%	85%	85%	85%	85%
K	Percentage of background checks completed within 15 working days (LAPAS CODE - 12278)	85%	88%	85%	85%	85%	85%

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values					
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007	
Number of claim fraud investigations opened (LAPAS CODE - 12282)	1,025	1,552	2,604	1,290	1,560	
Number of claim fraud investigations referred to law enforcement agencies (LAPAS CODE - 959)	80	191	241	267	346	
Number of producer/company investigations opened (LAPAS CODE - 12279)	255	595	130	251	114	
Number of producer/company investigations referred to law enforcement (LAPAS CODE - 12281)	28	42	15	20	23	
Number of background checks performed for company and producer licensing divisions (LAPAS CODE - 962)	1,452	2,167	1,576	1,430	2,221	



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

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

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

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

Explanatory Note: The department instituted an aggressive program of financial examinations and analyses in response to the company failures that occurred in the 1980s. A field examination takes place on-site. Analysis occurs in the department, using various filings, results of previous and current examinations, complaints and other data to determine whether a company might merit an examination earlier than its scheduled date. A score is developed for each company that will determine its position on the examination schedule. Statutory requirements are that most licensed entities be examined no less frequently than once every five years. We are currently in a posture that allows us to examine earlier as necessary. This allows for earlier detection of problems and earlier remediation or other action. A change in the law allowing insurers to maintain records outside of the state has increased our examination costs significantly, requiring more travel in order to meet this statutory mandate. A market conduct examination may be conducted in concert with a financial examination or without connection to a financial examination. Complaints may trigger a market conduct examination. A zone examination is an examination involving other states in which a company does business; these exams are fairly rare when the examination and analysis program is working well, which it has for several years.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K	Number of market conduct examinations performed (LAPAS CODE - 6411)	30	17	30	30	18	18
K	Number of companies analyzed - market conduct. (LAPAS CODE - 11937)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	84	84



Performance Indicators (Continued)

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K	Percentage of domestic companies examined - financial (LAPAS CODE - 11938)	18%	18%	18%	18%	18%	18%
K	Percentage of domestic companies analyzed - financial (LAPAS CODE - 11939)	100%	79%	100%	100%	100%	100%
K	Percentage of companies other than domestic companies analyzed - financial (LAPAS CODE - 11940)	20%	1%	20%	20%	5%	5%
S	Number of zone examinations in which participating states file dissenting (minority) reports (LAPAS CODE - 13869)	0	0	0	0	0	0

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007
Number of companies examined - financial (LAPAS CODE - 6410)	26	30	35	43	27
Number of companies examined - market conduct (LAPAS CODE - 20428)	26	35	41	18	25
Number of companies analyzed - financial (LAPAS CODE - 6412)	245	285	152	176	116
Number of companies in administrative supervision at beginning of fiscal year (LAPAS CODE - 13768)	5	7	4	3	3
Number of companies placed in administrative supervision during fiscal year (LAPAS CODE - 921)	1	2	2	0	0
Number of companies returned to good health/ removed from supervision during fiscal year (LAPAS CODE - 922)	1	3	3	0	1
Average number of months a company remains in administrative supervision (LAPAS CODE - 923)	23	23	23	24	26



7. (KEY) Continue to perform field audits of selected surplus lines brokers and desk examinations of all premium tax returns.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

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

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

Explanatory Note: A surplus lines broker is a person who solicits, negotiates or procures a policy of insurance with an approved, unauthorized insurer, known as a surplus lines company, when insurance cannot be obtained from insurers licensed to do business in the state. All premium tax returns undergo desk examination. A change has resulted in the number of surplus lines brokers licensed in the state; we are performing more examinations but the percentage of brokers examined has decreased.

Performance Indicators

Level	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K	Additional taxes and penalties assessed as a result of audit in \$ millions (LAPAS CODE - 889)	\$ 1.50	\$ 1.67	\$ 1.50	\$ 1.50	\$ 0.70	\$ 0.70
K	Percentage of surplus lines brokers examined (LAPAS CODE - 6396)	10%	9%	10%	10%	8%	8%
S	Number of field examinations of surplus lines brokers performed (LAPAS CODE - 900)	60	101	60	60	90	90
S	Number of desk examinations performed for tax purposes (LAPAS CODE - 901)	2,050	2,621	2,050	2,050	2,700	2,700

8. (KEY) Throught the Consumer Affairs Division of the Office of Property & Casualty, to investigate to conclusion consumer complaints against Property & Casualty insurers and producers.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

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



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

Explanatory Note: A consumer complaint may or may not result in a claim payment or premium refund from the insurer or producer, depending on the facts of the matter giving rise to the complaint. Complaints are investigated to determine whether the insurer or producer performed in compliance with the law and terms and conditions of the policy. A consumer may expect payment for an item not covered by the policy or may not be happy with the way a claim was handled, but the company or producer may have acted properly and within the law.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K	Number of days to conclude a P&C complaint investigation (LAPAS CODE - 10204)	80	175	80	80	80	80
K	Amount of claim payments and/or premium refunds recovered for P&C complainants (LAPAS CODE - 954)	\$ 3,000,000	\$ 32,392,279	\$ 3,000,000	\$ 3,000,000	\$ 3,000,000	\$ 3,000,000

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values					
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007	
Number of P&C complaints received (LAPAS CODE - 14211)	2,413	2,274	1,920	5,330	4,398	
Number of P&C complaints investigations concluded (LAPAS CODE - 14212)	2,402	2,271	1,995	6,718	8,143	

9. (KEY) Through the Forms Review Division within the Office of Property & Casualty, to pre-approve or disapprove all contract forms for use by consumers.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

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

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



Explanatory Note: All contract/policy forms must be reviewed and approved by DOI before they can be offered for sale in the state. Delays in the process can result in the state's consumers not having access to those products and to insurers not being able to sell those products. Good efficiency in this area is important to our department-wide efforts to attract more companies to do business in the state.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K	Average number of days to process P&C contract/policy forms (LAPAS CODE - 13939)	25	23	25	25	25	25
K	Percentage of P&C contract/policy forms approved (LAPAS CODE - 13940)	35%	52%	35%	35%	40%	40%

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values					
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007	
Number of P&C contract/policy forms received (LAPAS CODE - 13942)	24,264	25,763	19,849	18,198	22,194	
Number of P&C contract/policy forms processed (LAPAS CODE - 13943)	26,095	24,862	19,579	18,074	20,266	

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

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

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

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

Explanatory Note: Elimination of the Louisiana Insurance Rating Commission has placed work previously performed by that entity under the Department of Insurance. Reference to the LIRC has been dropped from indicator names.



Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
S	Average number of days from receipt of submission/ rate filing by Office of Property & Casualty to referral to the Office of Property & Casualty staff. (LAPAS CODE - 13945)	24	20	24	24	24	24
S	Average number of days from receipt of filing/ submission by actuary from Office of Property & Casualty support staff to actuary's recommendation. (LAPAS CODE - 13949)	19	13	19	19	14	14
S	Average number of days from receipt of rate filing/ submission to completion of review by DOI (LAPAS CODE - 20282)	30	14	30	30	30	30

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007
Total written premiums (property, casualty, surety and inland marine) subject to regulation by the DOI - in \$ billions (LAPAS CODE - 974)	\$ 5.600	\$ 6.430	\$ 6.900	\$ 8.180	\$ 9.060
Number of submissions reviewed by actuary (LAPAS CODE - 971)	587	697	741	646	623
Average percentage change in rates at fiscal year end (LAPAS CODE - NEW)	12.21%	5.64%	2.14%	2.00%	0.70%

11. (KEY) Through the Quality Management Division of the Office of Health Insurance, to investigate to conclusion consumer health-insurance related complaints.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

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



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

Explanatory Note: A consumer complaint may or may not result in a claim payment or premium refund from the insurer or producer, depending on the facts of the matter giving rise to the complaint. Complaints are investigated to determine whether the insurance company or producer performed in compliance with the law and the terms and conditions of the policy. A consumer may expect payment for an item not covered by the policy or may not be happy with the way the claim was handled, but the company or producer may have acted properly and within the law.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K	Number of days to investigate to conclusion a consumer health complaint. (LAPAS CODE - 987)	60	50	60	60	42	42
K	Amount of claim payments/premium refunds recovered for health coverage complainants. (LAPAS CODE - 989)	\$ 1,500,000	\$ 1,366,944	\$ 1,500,000	\$ 1,500,000	\$ 1,300,000	\$ 1,300,000

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007
Number of health complaints received (LAPAS CODE - 6424)	1,477	1,266	1,045	1,098	1,319
Number of health complaint investigations concluded (LAPAS CODE - 6425)	1,516	1,270	1,013	1,060	1,362

12. (KEY) Through the Forms Review Division of the Office of Health Insurance, to pre-approve or disapprove all contract forms, rates and advertising within an average of thirty days.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

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

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



Explanatory Note: All contract/policy forms must be reviewed and approved by DOI before they can be offered for sale in the state. Delays in the process can result in consumers not having access to those products and to insurers not being able to sell new products. Good efficiency in this area is important to our department-wide efforts to attract more companies to do business in the state.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K	Average number of days to process health contract/policy forms, advertising and rates (LAPAS CODE - 12990)	30	21	30	30	30	30
K	Percentage of health contract/policy forms, advertising and rates approved (LAPAS CODE - 985)	65%	88%	65%	65%	78%	78%

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007
Number of health contract/policy forms, advertising and rates received. (LAPAS CODE - 986)	7,988	6,747	5,497	6,465	5,409
Number of health contract/policy forms, advertising and rates processed. (LAPAS CODE - 10212)	8,142	6,729	5,354	6,556	5,544

13. (KEY)Through the Quality Assurance Division, Medical Necessity Review Organization (MNRO) Section, to review licensing applications and filings (new and renewal) for MNROs and perform statutory examinations.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

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

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



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

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K	Number of MNROs to be examined per statutory schedule (desk examinations) (LAPAS CODE - 14038)	60	16	60	60	78	78
K	Number of MNROs examined (LAPAS CODE - 14044)	60	16	60	60	78	78

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007
Number of MNRO filings and applications (new and renewal) received (LAPAS CODE - 12134)	97	145	107	129	109
Number of MNRO filings and applications (new and renewal) processed (LAPAS CODE - 12147)	97	112	129	124	105

14. (KEY) To assist senior citizens with awareness of health insurance programs available to them.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

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

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



Explanatory Note: SHIIP (Senior Health Insurance Information Program) is funded by federal grant. Savings to seniors are calculated using a formula developed by the Federal Health Care Financing Administration. Savings may result when assistance leads to the percentage not covered by Medicare being counted, or a client learning that he/she is eligible for other programs that can lead to Medicaid paying deductibles, premiums or co-payments, or in determining the best supplemental or Medicare HMO coverage for the client's needs. Savings, if any, depend upon the situation of the individual senior being counseled.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K	Estimated savings to counseled senior health clients (LAPAS CODE - 995)	\$ 1,000,000	\$ 460,324	\$ 1,000,000	\$ 1,000,000	\$ 3,000,000	\$ 3,000,000
K	Number of seniors receiving services (telephone, home-site, fairs, group presentations, etc.) (LAPAS CODE - 12125)	16,000	22,498	16,000	16,000	25,000	25,000

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007
Number of senior health group presentations provided (LAPAS CODE - 999)	131	151	131	285	160
Number in attendance at senior health group presentations (LAPAS CODE - 996)	5,476	7,265	5,476	13,678	9,452
Number of senior health volunteer counselor training sessions conducted (LAPAS CODE - 17795)	4	3	4	8	0
Number of senior health publications distributed (LAPAS CODE - 1000)	52,750	63,811	52,750	63,226	35,152

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

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.



Children's Budget Link: Not Applicable

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

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

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

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K	Number of companies brought to final closure (LAPAS CODE - 904)	3	2	3	5	5	5
K	Total recovery of assets from liquidated companies (LAPAS CODE - 908)	\$ 4,000,000	\$ 10,119,857	\$ 4,000,000	\$ 4,000,000	\$ 51,400,000	\$ 51,400,000

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2002-2003	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007
Number of companies in receivership at beginning of fiscal year (LAPAS CODE - 12273)	19	18	18	19	20
Number of companies brought to final court-approved closure during fiscal year (LAPAS CODE - 21776)	0	1	1	1	2



04-166 — Patient's Compensation Fund Oversight Board

Agency Description

The Patient’s Compensation Fund Oversight Board was established by Louisiana Revised Statute 40:1299.44.D (Act 967 of the 1990 Regular Legislative Session).

The Board has the responsibility for the management, administration, operation and defense of the Patient’s Compensation Fund (PCF). The PCF provides medical malpractice coverage, excess of \$100,000 of \$400,000 plus related medical expenses to “qualified” healthcare providers. A healthcare provider becomes “qualified” by providing proof of financial stability for the initial \$100,000 by depositing with the Board \$125,000 in money or represented by instruments of security/collateral acceptable by the Board. The PCF was created in order to guarantee that affordable medical malpractice coverage was available to all private providers and to provide a certain, stable source of compensation to legitimate victims of malpractice. The PCF and limitations on damages that may be awarded against “qualified” providers benefits the citizens of the state by providing corresponding restraint on overall health care costs. The Board believes it has the twofold duty to vigorously resist and defend unmeritorious and/or exaggerated claims, while at the same time ensuring that legitimate claims are resolved promptly and fairly.

The Patient’s Compensation Fund Oversight Board has only one program, Administrative. Therefore the mission and goals of the Patient’s Compensation Fund Oversight Board are the same as those listed for the Administrative program in the program description that follows.

This budget unit was transferred from Executive Department (Schedule 01) to the Department of Insurance in the FY09 Executive Budget.

Patient's Compensation Fund Oversight Board Budget Summary

	Prior Year Actuals FY 2006-2007	Enacted FY 2007-2008	Existing Oper Budget as of 12/01/07	Continuation FY 2008-2009	Recommended FY 2008-2009	Total Recommended Over/Under EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	0	0	0	0	0	0
Statutory Dedications	0	0	0	0	3,759,700	3,759,700
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Financing	\$ 0	\$ 0	\$ 0	\$ 0	3,759,700	\$ 3,759,700



Patient's Compensation Fund Oversight Board Budget Summary

	Prior Year Actuals FY 2006-2007	Enacted FY 2007-2008	Existing Oper Budget as of 12/01/07	Continuation FY 2008-2009	Recommended FY 2008-2009	Total Recommended Over/Under EOB
Expenditures & Request:						
Administrative	\$ 0	\$ 0	\$ 0	\$ 0	\$ 3,759,700	\$ 3,759,700
Total Expenditures & Request	\$ 0	\$ 0	\$ 0	\$ 0	\$ 3,759,700	\$ 3,759,700
Authorized Full-Time Equivalents:						
Classified	0	0	0	0	42	42
Unclassified	0	0	0	0	2	2
Total FTEs	0	0	0	0	44	44



166_1000 — Administrative

Program Description

The mission of the Administrative Program of the Patients' Compensation Fund Oversight Board is to administer, manage, operate and defend the Patient's Compensation Fund (PCF) in a manner that will timely and efficiently meet the needs and interests of those groups for whom the PCF was created to serve Louisiana health care providers, legitimate victims of medical malpractice and the citizens of the State of Louisiana.

The goal of the Administrative program of the Patient's Compensation Fund Oversight Board is to ensure the longevity of the PCF by maintaining its financial stability. Ideally, such financial stability would balance the need for sufficient funds to adequately compensate victims of malpractice with surcharge rates that are kept at levels that are not excessive for healthcare providers.

The Administrative Program of the PCF consists of five activities: Rate Filing and Classification, Enrollment of Providers/Collection of Surcharge Premiums, Medical Review Panel, Claims, and Administration/Accounting.

Rate Filing and Classification: Healthcare providers are classified based upon the malpractice risk associated with the particular specialty. The classifications are rated accordingly. In conjunction with a consulting actuary, the Board annually evaluates the adequacy of surcharge rates and, when necessary, files for indicated rate changes or increases with the Louisiana Insurance Rating Commission.

Enrollment of Providers/Collections of Surcharge Premiums: The Board is responsible for ensuring that the effective date of a healthcare provider's enrollment with the PCF coincides with payment of the applicable surcharge. Once it is determined that the healthcare provider qualifies and has paid the correct surcharge, the Board prepares a "Certificate of Enrollment". The PCF now has more than 15,000 health care providers who annually enroll in the Fund. The Board employees must thoroughly review all documents to verify the correct surcharge has been submitted within prescribed time frames and must then post this information to the database.

Medical Review Panel: Qualified healthcare providers are entitled to have a patient's complaint considered by a Medical Review Panel prior to the commencement of civil litigation. A filing fee of \$100.00 per qualified named defendant is assessed and collected prior to the formation of a Medical Review Panel. The Board must monitor all progress of the Medical Review Panel processes and the ultimate disposition of each case. The Board is responsible for maintaining all relevant data and statistics pertaining to the status and disposition of all aspects of the Review process.

Claims: The Board is responsible for monitoring all claims filed with the PCF from the time of the initial complaint until the case is abandoned, dismissed, settled or litigated. The PCF must determine and set appropriate case reserves to cover the potential exposure for damages and expenses so as to properly represent the potential liability of the PCF. The Board is also responsible for securing the services of legal counsel to advise and represent the Board and the PCF in proceedings relative to various aspects of the Medical Malpractice Act.



Administration/Accounting: All information and data collected by or reported to the PCF related to the administration, management, operation and defense of the PCF, shall be recorded and maintained by the Board. The Board shall be responsible for maintaining accounts and records for the PCF as may be necessary and appropriate to accurately reflect the financial condition of the PCF on a continuing basis. Most importantly, actuarial data must be gathered and reported to the statutorily mandated annual actuarial study. Annual budget and appropriation requests must be prepared and should accurately reflect all surcharges projected to be collected by the PCF during the fiscal year, together with projected expenses for the administration, management operation and defense of the PCF and satisfaction of its liabilities and obligation.

This program was transferred from Executive Department (Schedule 01) to the Department of Insurance in the FY09 Executive Budget.

Administrative Budget Summary

	Prior Year Actuals FY 2006-2007	Enacted FY 2007-2008	Existing Oper Budget as of 12/01/07	Continuation FY 2008-2009	Recommended FY 2008-2009	Total Recommended Over/Under EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	0	0	0	0	0	0
Statutory Dedications	0	0	0	0	3,759,700	3,759,700
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Financing	\$ 0	\$ 0	\$ 0	\$ 0	\$ 3,759,700	\$ 3,759,700
Expenditures & Request:						
Personal Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 2,854,165	\$ 2,854,165
Total Operating Expenses	0	0	0	0	129,114	129,114
Total Professional Services	0	0	0	0	479,084	479,084
Total Other Charges	0	0	0	0	195,337	195,337
Total Acq & Major Repairs	0	0	0	0	102,000	102,000
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 0	\$ 0	\$ 0	\$ 0	\$ 3,759,700	\$ 3,759,700



Administrative Budget Summary

	Prior Year Actuals FY 2006-2007	Enacted FY 2007-2008	Existing Oper Budget as of 12/01/07	Continuation FY 2008-2009	Recommended FY 2008-2009	Total Recommended Over/Under EOB
Authorized Full-Time Equivalents:						
Classified	0	0	0	0	42	42
Unclassified	0	0	0	0	2	2
Total FTEs	0	0	0	0	44	44

Administrative Statutory Dedications

Fund	Prior Year Actuals FY 2006-2007	Enacted FY 2007-2008	Existing Oper Budget as of 12/01/07	Continuation FY 2008-2009	Recommended FY 2008-2009	Total Recommended Over/Under EOB
PatientsCompensationFund	\$ 0	\$ 0	\$ 0	\$ 0	\$ 3,759,700	\$ 3,759,700

Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 0	0	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 0	0	Existing Oper Budget as of 12/01/07
Statewide Major Financial Changes:			
Non-Statewide Major Financial Changes:			
\$ 0	\$ 3,759,700	44	Transfer of the operational budget for the Patients Compensation Oversight Board to the Department of Insurance.
\$ 0	\$ 3,759,700	44	Recommended FY 2008-2009
\$ 0	\$ 0	0	Less Hurricane Disaster Recovery Funding
\$ 0	\$ 3,759,700	44	Base Executive Budget FY 2008-2009
\$ 0	\$ 3,759,700	44	Grand Total Recommended

Professional Services

Amount	Description
\$150,000	Actuarial study and services



Professional Services (Continued)

Amount	Description
\$90,729	Consulting services for enhancement of PCF's computer application and integration with PCF's document management system.
\$25,000	Conflict counsel for the PCF Oversight Board
\$150,000	General counsel for the PCF Oversight Board
\$50,000	Medical Fee Scheduling Services
\$13,355	Inflation
\$479,084	TOTAL PROFESSIONAL SERVICES

Other Charges

Amount	Description
	Other Charges:
	This program does not have funding for Other Charges for Fiscal 2008-2009.
\$0	SUB-TOTAL OTHER CHARGES
	Interagency Transfers:
\$13,683	Capitol Park Security Fees
\$917	Comprehensive Public Training Program (CPTP) Fees
\$2,581	State Treasurer Fees
\$5,847	Civil Service Fees
\$2,337	Uniform Payroll System (UPS) Fees
\$25,000	Secretary of State for microfilming of permanent records
\$48,264	Office Risk Management (ORM)
\$4,918	Division of Administration - State Printing
\$95,436	State Mail
\$29,288	Office of Telecommunications Management (OTM) Fees
\$4,872	Office of Computing Services
(\$37,806)	State Employee Retirement Rate Adjustment
\$195,337	SUB-TOTAL INTERAGENCY TRANSFERS
\$195,337	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
\$29,935	Software
\$57,065	Hardware
\$15,000	Office Equipment
\$102,000	TOTAL ACQUISITIONS AND MAJOR REPAIRS



Performance Information

1. (KEY) To maintain an actuarially sound Patient's Compensation Fund by timely and correctly processing enrollment documentation and surcharge payments to achieve a goal of maintaining a fund balance equal to 30% of case reserves.

Louisiana: Vision 2020 Link: Goal 3 Objective 3.3: To ensure quality healthcare for every Louisiana Citizen.

Children's Budget Link: Not applicable

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

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

Performance Indicators

Level	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K	Number of enrolled providers (LAPAS CODE - 6095)	13,500	15,340	14,000	14,000	13,500	15,000
K	Amount of collected surcharges (in millions) (LAPAS CODE - 6092)	\$ 110	\$ 145	\$ 125	\$ 125	\$ 125	\$ 140
K	Fund balance (in millions) (LAPAS CODE - 10398)	\$ 328	\$ 411	\$ 328	\$ 328	\$ 328	\$ 400
S	Amount of case reserves (in millions) (LAPAS CODE - 10399)	\$ 250	\$ 229	\$ 250	\$ 250	\$ 250	\$ 250

2. (KEY) To closely monitor all Medical Review Panel proceedings so that panels are formed promptly and decisions are rendered within the required two years of the date the complaint was filed.

Louisiana Vision 2020 Link: Goal 3 Objective 3.3

Children's Budget Link: Not applicable

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

Other Links: Not applicable



Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K	Number of Medical Review Panels closed and opinions rendered (LAPAS CODE - 6096)	1,500	2,110	1,700	1,700	1,500	1,350
K	Number of requests for a Medical Review Panel (LAPAS CODE - 6097)	2,200	1,651	2,100	2,100	2,200	2,000

3. (KEY) To properly and thoroughly investigate claims to evaluate the issues of liability and damages.

Louisiana: Vision 2020 Link: Goal 3 Objective 3.3

Children's Budget Link: Not applicable

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

Other Links: Not applicable

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2006-2007	Actual Yearend Performance FY 2006-2007	Performance Standard as Initially Appropriated FY 2007-2008	Existing Performance Standard FY 2007-2008	Performance At Continuation Budget Level FY 2008-2009	Performance At Executive Budget Level FY 2008-2009
K	Number of claims evaluated (LAPAS CODE - 10400)	800	1,356	1,000	1,000	800	800
K	Amount of claims paid (in millions) (LAPAS CODE - 10401)	\$ 100	\$ 100	\$ 85	\$ 85	\$ 85	\$ 100
S	Average caseload per claims examiner (LAPAS CODE - 10405)	1,000	1,043	1,000	1,000	1,000	800
S	Average caseload per claims adjuster (LAPAS CODE - 10406)	144	183	150	150	144	144

