



New Mexico Office of
Superintendent of Insurance

2023 ANNUAL REPORT



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Executive Summary

The New Mexico Office of Superintendent of Insurance (OSI) is comprised of dedicated teams who work to ensure that consumers and businesses operating in New Mexico have confidence in the insurance that they purchase to protect against risk. OSI's core functions include regulating insurance products and ensuring the companies that sell them are solvent, reviewing and approving forms and rates, resolving consumer complaints against insurers and other regulated entities, licensing insurance companies, pharmacy benefits managers, and producers, ensuring compliance with state and federal laws and regulations, preventing and prosecuting insurance fraud, and lowering health care costs for consumers and small businesses through programs established by the Health Care Affordability Fund.

The New Mexico Legislature has given OSI significant new responsibilities in recent years, including the implementation of out-of-pocket cost protections for mental health services, treatment of STIs, and breast cancer screenings. OSI led the development of standardized health plans on the New Mexico Health Insurance Exchange (beWellnm), which are scheduled to take effect on January 1, 2024. The agency also successfully launched several Health Care Affordability Fund initiatives to lower costs for individuals, families, and small businesses across the state, saving almost \$40 million in FY 23. OSI plays a critical role in supporting health care providers and efforts are underway to use the tools provided by the legislature to continue to make progress on improving network adequacy, minimizing administrative burdens, and streamlining the provider credentialing process. With additional resources appropriated to the enforcement of mental health parity laws, OSI is in process of hiring additional staff and contractors to ensure all insurers are in full compliance with state and federal laws.

OSI has stepped up public outreach efforts, from assisting individuals impacted by wildfires to educating small businesses, consumers, and enrollment assisters and producers about the agency's new health care affordability initiatives. OSI's Criminal Division partners with other agencies and law enforcement to help New Mexicans take preventive measures to protect against crimes that drive up auto insurance rates, such as VIN etching on catalytic converters. OSI plans to further improve community outreach efforts so that New Mexicans know that the agency is available to assist with insurance-related issues.

To better serve the people of New Mexico, OSI will adopt workforce development plans and request position reclassifications from the State Personnel Office that better meet the needs of the agency so that it can perform its core functions.

Message from the Superintendent

The Office of Superintendent of Insurance (OSI) plays a critical role in ensuring that New Mexicans have access to affordable and reliable insurance that provides true financial protection from catastrophic events, health care costs, and other risks. As the new Superintendent of Insurance in New Mexico, I am committed to enforcing critical consumer protections while creating a vibrant marketplace that provides equal access to quality, affordable insurance.

The insurance landscape is undergoing a number of major changes and challenges stemming from external factors that require strategic and principled oversight from insurance regulators. From the rising cost of health care to the increasing risks posed by climate change to the potential for algorithmic discrimination tied to the adoption of artificial intelligence technologies in the insurance industry, OSI needs to be prepared to take on these emerging issues in a way that reflects the voices and priorities of the people of New Mexico.

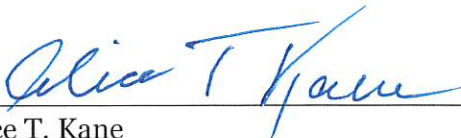
OSI experienced a cyber security incident in September of 2023 that created major challenges for the agency. OSI worked closely with the Department of Information Technology and cyber security experts to protect OSI data, conduct a forensic analysis of the incident, and strengthen cyber security protocols. My whole team is focused on making sure that the agency is protected against future cyber attacks.

Over the coming years, I intend to prioritize the agency's efforts to increase public awareness about OSI's services, enhance OSI's workforce to provide high-quality consumer services and regulatory oversight, fully implement innovative agency initiatives related to health care affordability and consumer protections, advance efforts to support health care providers and attract new providers to the state, improve the agency's oversight and enforcement capabilities, and ensure solvent companies provide affordable and reliable coverage in critical lines of insurance for New Mexico.

Alongside my team, I look forward to serving the people of New Mexico and working with state leaders to advance proactive solutions.



Superintendent Alice T. Kane



Alice T. Kane
New Mexico Superintendent of Insurance

Vision, Mission, and What We Do

OSI's Vision Statement

All New Mexicans have access to the insurance they need to be financially secure and are treated with fairness and honesty in all insurance matters.

OSI's Mission Statement

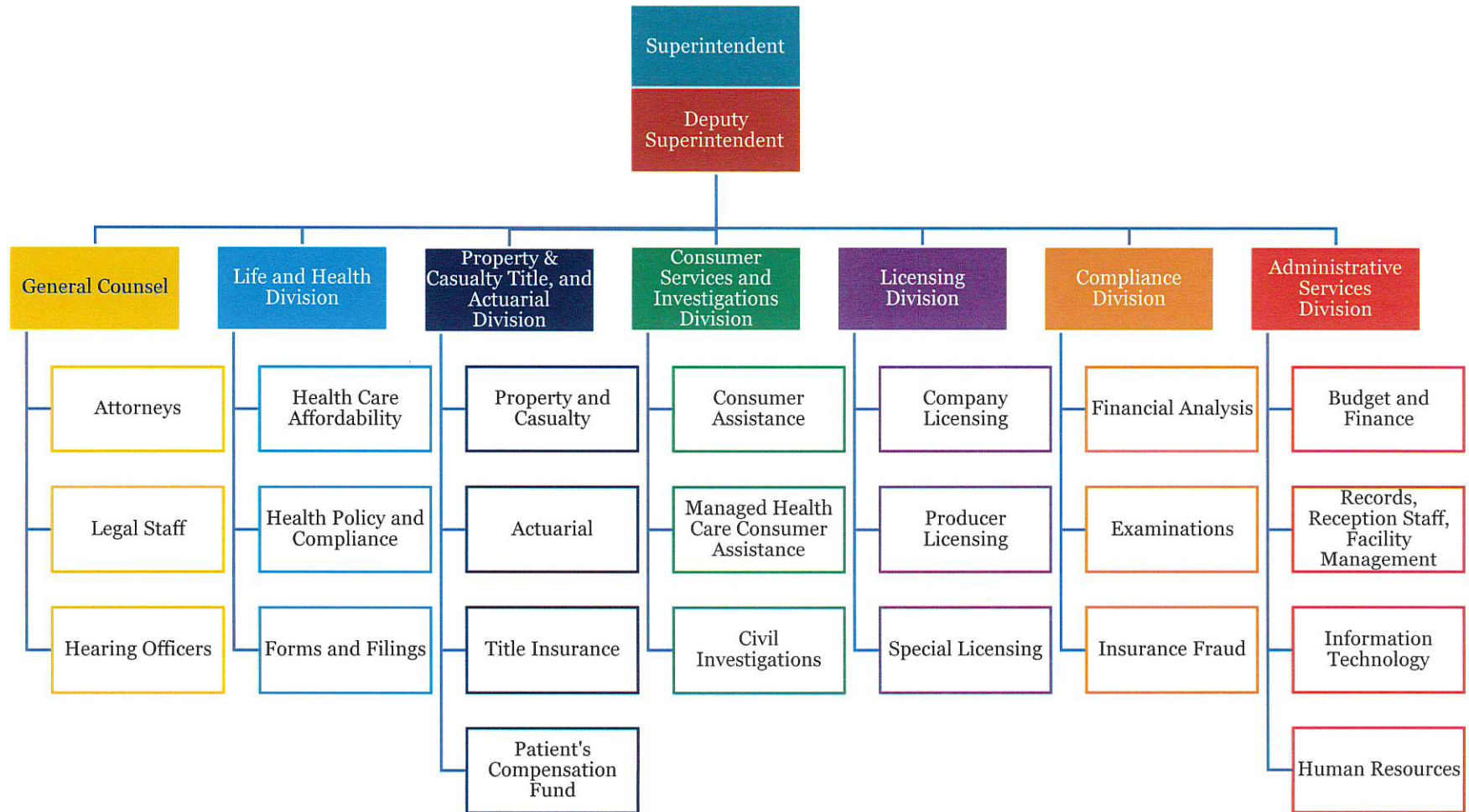
OSI's mission is to provide consumers with convenient access to reliable insurance products that are underwritten by dependable and financially sound companies. OSI strives to ensure that companies have a proven history of fair and reasonable rates and are represented by trustworthy and qualified producers. OSI is committed to consumer protection and the deterrence and prosecution of insurance fraud.

What We Do and How We Do It

OSI is New Mexico's agency for oversight and regulation of insurance. OSI regulates private health and life insurance, auto insurance, business insurance, home insurance, and title insurance. We review premium rates and other plan details to ensure insurance is reliable and in compliance with all state and federal laws, companies are financially solvent, and rates are fair and reasonable. We also oversee producers (formerly known as brokers and agents) who sell insurance in New Mexico.

When people have problems with their insurance, OSI helps by handling complaints, assisting with appeals and grievances, and holding hearings to resolve issues. If needed, OSI takes enforcement action against individuals or companies that violate the law. OSI also combats insurance fraud by investigating and prosecuting insurance fraud. OSI operates health care affordability initiatives that directly lower costs for individuals, families, and small businesses and manages the Health Care Affordability Fund. OSI reviews the health plans that are offered on the New Mexico Health Insurance Exchange (beWellnm) to ensure plans are compliant with state and federal laws and regulations. The agency often works with state legislators on policy changes to improve consumer protections and agency operations.

Agency Organizational Overview



Life and Health Division

Viara Ianakieva, Director

2023 Division Highlights:

- Successfully implemented several affordability initiatives under the Health Care Affordability Fund, directly saving consumers and small businesses nearly \$40 million in FY 23.
- Successfully implemented several regulations and reporting guidance related to network adequacy, utilization management practices, dental and vision insurance, excepted benefit products benefit and rate standards, and other various consumer protections.
- Increased enforcement penalties from \$0 in FY22 to \$190,000 in FY23 and filing fees revenue from \$275,538 in FY22 to \$285,606.52 in FY23.

Health Care Affordability Bureau

The Health Care Affordability Bureau is responsible for the planning and implementation of programs funded by the Health Care Affordability Fund (HCAF). The Bureau has launched several programs in recent years, including the Small Business Health Insurance Premium Relief Initiative, the Health Insurance Marketplace Affordability Program, the Native American Premium Assistance Program, and the Medicaid Transition Premium Relief Program. The Bureau is developing implementation plans for a program to expand coverage to uninsured New Mexico residents who are not eligible for Medicaid or Medicare, or beWellnm.

Health Policy and Compliance Bureau

The Health Policy and Compliance Bureau reviews compliance filings submitted by health insurers to assure they meet all federal and state statutes and regulations. The filings address network adequacy, utilization management, and provider and member grievances. Each compliance filing is submitted on an annual basis according to guidance issued by the Bureau and must be approved for a health plan to be certified as a Qualified Health Plan (QHP). Only QHPs can be sold on the New Mexico Health Insurance Marketplace, also known as beWellnm. The Bureau also oversees Prescription Benefit Manager (PBM) statutory and regulatory compliance, management of parts of New Mexico's Vaccine Purchasing Act, and oversight of carrier compliance with the federal Mental Health Parity and Addiction Equity Act (MHPAEA.) Much of the MHPAEA work and some of the network adequacy oversight work is conducted using federal grants from the US Department of Health and Human Services. The legislature recently appropriated enhanced funding to OSI for MHPAEA compliance and enforcement.

Forms and Filings Bureau

The Forms and Filings Bureau reviews policies and rates filed by insurance carriers for health, life, excepted benefits, disability, annuities, long-term care, Medicare supplemental insurance, and other life and health insurance products that insurers offer in New Mexico. The Bureau's work includes the review of all individual and small group major medical health insurance products offered on beWellnm, as well as fully-insured individual and group major medical plans available for purchase outside beWellnm that are subject to the Affordable Care Act. The Bureau also oversees the review of rates for health insurance products to assure compliance with all state and federal requirements, including actuarial soundness and reasonableness. The rate reviews are performed by the Bureau's actuarial contractors. The Bureau reviews all product

filings to assure compliance with state and federal laws and regulations. As a member of the Interstate Insurance Compact, New Mexico also participates in multi-state reviews of additional life and annuity product filings. The filings are also reviewed to assure that the policy documents presented to consumers are clear, understandable, and accurate. The Bureau also reviews advertisements to ensure they are not misleading.

Property & Casualty, Title, and Actuarial Services Division

Tim Vigil, Acting Director

2023 Division Highlights:

- With full staffing, the Division has been able to do more in-depth reviews of filings. This allows reviewers to thoroughly question large rate increases, disallow automatic rate increases, prevent unfair practices that try to cap rate changes at one level for increases and a different level for decreases, and push back on discriminatory practices in which identical risks are charged at different rates and ultimately dampen competition.
- The Title Insurance Bureau completed 133 inspections in FY 23.
- The FAIR Plan (which serves as a property insurance of last resort) coverage limit was increased from \$250,000 to \$350,000 to assist with the availability of meaningful coverage for New Mexicans with properties who can't find coverage on the voluntary market.

Property and Casualty Bureau

The Property and Casualty Bureau reviews and renders determinations on property and casualty rates, rules, and form filings. These coverage provisions are filed by insurance companies for products pertaining to auto insurance, homeowners' insurance, workers' compensation, medical malpractice insurance, and other assorted insurance products. The Bureau approves or disapproves filings based on their compliance with insurance statutes, regulations, and bulletins and with OSI policies and procedures. The Bureau is also responsible for advising and assisting the Superintendent with various Property and Casualty related matters, such as catastrophic event management as it concerns insurance and gathering information on trends and emerging issues, communicating with Property and Casualty insurers, assisting consumers with questions related to Property and Casualty insurance, and participating in relevant National Association of Insurance Commissioners (NAIC) committees and working groups on behalf of OSI.

Title Insurance Bureau

The Title Insurance Bureau currently regulates (68) licensed title insurance agents and (24) underwriters in New Mexico. The Bureau regulates the title insurance industry through ratemaking and rule-making hearings held every odd-numbered year. The Bureau annually determines a maintenance assessment fee based upon the annual budget and administrative operating costs of the Bureau.

The Bureau performs title plant inspections, along with compliance of affiliations, appointments, bank reconciliations, no-pay no-service documentation, premium calculations, and marketing. The Bureau collects and analyzes annual title agent and underwriter statistical reports, as well as agent audit procedures. The Bureau investigates complaints, allegations of

defalcations, marketing non-compliance, and other infractions by title agents and insurers. The Bureau coordinates with the Investigation and Fraud Bureaus for enforcement actions.

Actuarial Unit

The Actuarial Unit reviews rate filings, monitors rate trends, evaluates the competitiveness of insurance markets in New Mexico, provides technical support and expertise to other bureaus when necessary, and advises the Superintendent on various insurance matters.

Patient's Compensation Fund

While the agency's primary function is the regulation of insurance, OSI is also the custodian of the Patient's Compensation Fund (PCF). The PCF is a medical malpractice insurance excess-risk-assuming fund created by the state's Medical Malpractice Act that pays judgments and settlements rendered on behalf of medically injured patients. The Medical Malpractice Act ensures the availability of professional liability insurance for healthcare providers in New Mexico, which is accomplished by creating a large pool of insureds who fund the PCF, pre-screening cases in front of a medical review panel, applying a statutory cap on non-medical damages, and maintaining low administrative costs. The Medical Malpractice Act was recently amended to require OSI to contract with a licensed third-party administrator (TPA) to perform the administration and operation of the PCF. OSI contracted with Integrion Group to be the TPA, starting in January of 2022.

Consumer Services and Investigations Division

Margaret "Kika" Pena, Director

2023 Division Highlights:

- The Consumer Assistance Bureau has successfully assisted over a thousand cases a year recovering over \$4 million for consumers. The Bureau teamed up with other state agencies to assist with wildfire victims.
- Managed Health Care Bureau saved over \$800K for patients in FY 23 and resolved/closed over 90% of the cases within 180 days despite staffing shortages.
- The Civil Investigations Bureau, along with Producer Licensing, has successfully brought funeral homes into compliance. The bureau continues to work with other bureaus and our legal staff to remove bad actors from harming New Mexico constituents.

Consumer Assistance Bureau

The Consumer Assistance Bureau processes and resolves complaints and inquiries from consumers about insurance rates and claim handling for all insurance products other than those involving managed health care. With the increase in insurance companies/entities entering the New Mexico insurance market, the number of complaints continues to rise. As a result of this, there has been a greater necessity for the bureau's services. The Bureau saved consumers more than \$4 million in FY 23. Complaints increased from 471 in FY 21, to 685 in FY 22, to 1,081 in FY 23.

With the wildfires that have impacted New Mexico, the Consumer Assistance Bureau actively provided in-person outreach and assistance to fire victims in the affected areas, including

Ruidoso, Las Vegas, Mora, Taos, Belen, and Albuquerque. Staff also provided guidance and direction to fire victims' other needs. Additionally, the Bureau managed and staffed a dedicated wildfire insurance call center (1-833-485-1336) to further assist fire victims.

Managed Health Care Consumer Assistance Bureau

The Managed Health Care Consumer Assistance Bureau administers and enforces New Mexico's Patient Protection Act and related healthcare regulations. The Bureau handles complaints and inquiries from consumers experiencing denials of health insurance coverage based on administrative denials or adverse determinations. The Bureau also reviews external grievance appeals, proposes rule amendments, and takes appropriate enforcement actions where merited. In FY 23, received 445 grievances. In addition to these critical functions, the Bureau conducts regular consumer outreach across the state to inform consumers and health care providers of their rights and responsibilities under the Affordable Care Act. The Bureau is in the process of promulgating new rules to streamline and simplify the member grievance process. The Bureau anticipates improving its customer service by integrating its online complaint process with the SBS database to ensure a more seamless process for complaint submission and review.

Civil Investigations Bureau

As the agency's civil enforcement arm, the Civil Investigations Bureau receives complaints from consumers, industry, insurance companies, and other government agencies. The Bureau conducts investigations of these complaints, through document review, interviewing witnesses, and developing a factual basis for allegations of violations of the Insurance Code. The Bureau also investigates whether insurance companies or producers have violated the Insurance Code by failing to comply with the state's licensing requirements. The Bureau investigates matters in which businesses claim to be exempt from regulation by falsely claiming their products are not insurance. Inquiries that warrant administrative action, discipline, or prosecution are referred to the Office of Legal Counsel or referred to the Fraud Bureau. Civil Investigations, the Office of Legal Counsel, and the Insurance Fraud Bureau collaborate in matters involving both civil and criminal action to ensure that consumers are adequately protected.

Licensing Division

Victoria Baca, Director

2023 Division Highlights:

- The Producer Licensing Bureau collected over \$200,000 in penalties due to business entities not in compliance with statutes.
- The Producer Licensing Bureau eliminated agents that are "jumping" from Arizona to New Mexico to take the exam and receive a resident license. They then cancel the NM resident license and obtain a resident license in their home state, which is Arizona.
- The Producer Licensing Bureau removed a burdensome Surety Bond requirement for Independent Adjusters to be licensed in New Mexico. NM was 1-of-4 states that still had this requirement.
- The Company Licensing Bureau did not have to expire any insurance companies that do business in New Mexico that did not pay the renewal fees on time.

Company Licensing Bureau

The Company Licensing Bureau is responsible for licensing insurance companies and other risk-bearing insurance-related entities in the areas of Property, Casualty, Life, Health, Title, Surety, Marine, and Transportation. The Company Licensing Bureau reviews, processes, and renders determinations on applications from insurance entities that want to enter the New Mexico insurance market.

The Company Licensing Bureau oversees over \$600 million in insurance company deposits for the protection of New Mexico policyholders and creditors. The Bureau also reviews, and processes documentation submitted by insurance companies for acquisitions, re-domestications, mergers, and name changes.

Producer Licensing Bureau

The Producer Licensing Bureau licenses over 270,000 insurance professionals, as well as non-risk-bearing insurance entities. The Bureau processes licensing for insurance agents, agencies, adjusters, third-party administrators, consultants, self-service storage, bail bondsmen solicitors, motor clubs, funeral homes and limited license insurance vendors who offer coverages such as portable electronics and travel. The Bureau determines the qualifications and eligibility of applicants, approves pre-licensing and Continuing Education (CE) courses, tracks continuing education credits, and processes license applications, renewals, and the appointment of agents by insurance companies. The Bureau is also responsible for reviewing, auditing, and approving CE for providers, instructors, and courses. This includes working with residential and non-residential CE providers.

Customer service is also an important function of the Bureau. The Bureau answered 6,661 calls in 2022, 7,153 calls from January through June 2023, responds to over 180-200 emails daily on its own dedicated email address, and processes and renews over 580,000 producer and business entity applications via online and paper for residents and non-residents. In FY 23, The average application was processed in 3.5 days.

Compliance Division

Director Position Vacant

2023 Division Highlights:

- Completed 10 exams in FY 23.
- Successfully implemented the first-ever comprehensive wellness resource police officer safety and wellness application (OSI APP) for OSI Criminal Division employees and their families to access mental health and other services.
- OSI Criminal Division received its second three-year law enforcement reaccreditation recognition from the New Mexico Municipal League Chiefs of Police Association. The NMML Professional Standards Council recognized OSI law enforcement staff's white-collar criminal and investigative expertise in insurance fraud, arson, and other related auto theft criminal prosecutions.
- Several of the OSI Criminal Division staff received accolades and awards such as the NMLEA Executive Certification, Top Gun awards, and one of the Prosecutors was honored by the

New Mexico State Bar with the Judge Sarah M. Singleton Distinguished Service Award for his valuable service and contribution to the legal profession.

Financial Analysis Bureau

The Financial Analysis Bureau performs risk-focused financial analysis in accordance with the National Association of Insurance Commissioners (NAIC) prescribed guidance and NAIC accreditation standards. The Bureau oversees compliance with applicable statutory accounting practices and procedures (SAPP), generally accepted accounting principles (GAAP), New Mexico insurance laws, regulations, bulletins, and practices and procedures. In addition, the Bureau obtains, reviews, and analyzes annual and quarterly insurer financial statements and all related supplemental regulatory filings (including, but not limited to audited financial reports, actuarial opinions, Management's Discussion and Analysis, holding company filings, Enterprise Risk Reports, ORSA Summary Reports, Corporate Governance Annual Disclosure, and holding company filings).

Examinations Bureau

The Examinations Bureau reviews insurance company financial statements filed with OSI. The Bureau conducts periodic financial examinations, as well as ad hoc specialized market conduct and target financial examinations of insurance companies and agents. The Chief Examiner coordinates an internal solvency review team, consisting of financial analysts and actuaries, to plan financial and market conduct examinations, and reviews annual and quarterly financial statements filed by insurance companies domiciled in New Mexico and elsewhere. Accreditation with the NAIC is dependent upon the work of the Examinations Bureau. The accreditation process is led and managed by the Bureau.

Insurance Fraud Bureau/Criminal Division

The OSI Criminal Division's mission is to reduce the overall incidence of insurance fraud and auto theft by advocating for change through antifraud outreach and providing training to the public, private, and governmental sectors throughout the State of New Mexico. OSI Criminal Division is dedicated to protecting and serving New Mexico consumers and keeping them safe from economic harm through awareness, public policy, and public service. Pursuant to NMSA, 1978, §59A-16C-1, OSI Special Agents are delegated the statutory authority to actively investigate, arrest, and refer for prosecution or other adjudication, those who commit insurance fraud, arson, auto theft, and other related criminal offenses.

The Criminal Division is committed to fulfilling our mission, advancing goals, maintaining expertise, and being responsive to New Mexicans. By providing professional and coordinated policy development, analysis, oversight, and leadership for insurance fraud initiatives and grant-funded programs using best practices related to auto theft and data-informed decisions to reduce the number of premium dollars used to pay fraudulent claims, track stolen automobiles, and prosecute offenders in appropriate criminal proceedings. OSI Criminal Division will continue to strive to standardize, update and align criminal investigative and prosecutorial processes to provide valuable and meaningful information internally and for policymakers to measure optimal performance.

OSI Criminal Division program objectives include but are not limited to offering positive, solution-driven experiences to both external and internal customers. Extending outreach efforts to increase understanding of the effects of insurance fraud and the challenges that auto theft or other related offenses create for the victims of crime. Initiate new data, more focus-driven performance measures and report building to increase understanding of OSI Criminal Division's operational needs and challenges. Increase documented procedures and critical tasks to aid in successful knowledge transfer, succession planning, and retention of organizational knowledge.

These standardized strategic goals will guide the OSI Criminal Division's efforts to maintain confidence in the Office of the Superintendent of Insurance police department and prosecutorial agency by reinforcing consumer protections and enhancing business processes to better address emerging and future criminal challenges in an ever-changing and dynamic environment. Finally, OSI Criminal Division continues to foster a diverse and inclusive work environment to lead, support, motivate, and achieve our goal of continuing to provide exceptional service and consumer protection to all New Mexicans.

Major New Insurance Laws Passed in 2023

New Mexico State Legislature passed 14 bills that directly impact OSI. The newly-enacted legislation requires staff to change the review process and provide a more in-depth and complex form, rate, and compliance review of insurance plans.

House Bill 27

Sponsors: Representative Christine Chandler, Representative Liz Thomson, and Senator Liz Stefanics

Summary: Eliminates cost-sharing for coverage of diagnostic and supplemental breast examinations.

Appropriation: None

House Bill 53

Sponsors: Representative Liz Thomson

Summary: Requires cost-sharing for diabetes to be the same as other benefits. Sets network adequacy standards and prohibits discrimination.

Appropriation: None

House Bill 73

Sponsors: Representative Meredith Dixon and Representative Joy Garratt

Summary: Requires coverage for Biomarker testing.

Appropriation: None

House Bill 75

Sponsor: Representative Dayan Hochman-Vigil

Summary: Requires cost-sharing for chiropractic physician services to be equal or less than the cost-sharing for primary care services.

Appropriation: None

House Bill 131

Sponsors: Representative Elizabeth Thomson, Representative Kathleen Cates, Representative Joshua Hernandez, Representative John Block, and Senator Siah Correa Hemphill

Summary: Requires cost-sharing for prosthetics and custom orthotics to be equal to or less than the cost-sharing for medical and surgical benefits. The bill also sets forth standards for network adequacy, coverage, and reimbursement for initial and secondary devices. The bill also prohibits discrimination.

Appropriation: None

House Bill 255

Sponsors: Representative Linda Serrato and Senator George Munoz

Summary: Codifies under state law previous federal determinations that PEOs/ELCs are MEWAs. Allows PEOs to pull all of their employees for purposes of determining whether they need to comply with small or large group market provisions.

Appropriation: None

Senate Bill 17

Sponsors: Senator Peter Wirth

Summary: Establishes standards related to prior authorization, collecting overpayments, and assigning benefits for stand-alone dental plans. Makes changes to methods for rate calculation

to the Short-term Health Plan and Excepted Benefit Act.

Appropriation: None

Senate Bill 51

Sponsors: Senator Liz Stefanics and Representative Liz Thomson

Summary: Prohibits different cost-sharing for prescription drugs or pharmacy services obtained at a non-affiliated pharmacy or administration of prescription drugs at different infusion sites, provided that an insurer may communicate with an insured regarding lower-cost sites of service. Requires any discounts and third-party payments made at the time of the prescription drug claim to be applied towards the member's deductible or maximum out-of-pocket limit.

Appropriation: None

Senate Bill 71

Sponsors:

Summary: Prohibits discrimination against anatomical gift recipients based solely on physical or mental disability. Prohibits insurance coverage discrimination against persons with disabilities receiving organ transplants.

Appropriation: None

Senate Bill 92

Sponsors:

Summary: Expands Pharmacist Scope of Practice and authorizes pharmacists to order, test, screen, and treat flu, strep throat, SARS, UTIs, HIV (prep only), and public health threats during a PHE.

Appropriation: None

Senate Bill 132

Sponsors: Senator Mimi Stewart and Representative Kristina Orteza

Summary: Eliminates cost-sharing for preventive care and treatment of sexually transmitted infections.

Appropriation: None

Senate Bill 273

Sponsors:

Summary: Provides state-level mental health parity requirements. Prohibits insurers from imposing treatment limitations and financial restrictions on the provision of mental health or substance use disorder services that are more restrictive than those imposed on coverage for other conditions.

Appropriation: \$500,000 for staff; \$500,000 for contracts

FY 23 Performance Measures

Performance Measure	FY23 Target	FY23 Actual
Percent of internal and external insurance-related grievances closed within 180 days of filing by the managed healthcare bureau	95%	93.09%
Number of examinations conducted	7	10
Number of inspections performed by the title insurance bureau	50	133
Number of consumer complaints received by the consumer assistance bureau	700	1073
Number of cases prosecuted by the criminal division	N/A	145
Number of life and health rate filings reviewed	N/A	426
Number of cases referred to the criminal division	N/A	1149
Number of complaints received by the investigations bureau for which enforcement action is taken	N/A	33
Number of property and casualty rate filings reviewed	N/A	699
Number of complaints received by the investigations bureau	N/A	114
Dollars saved or recovered for consumers by the managed health care bureau	N/A	\$807,598
Number of grievances received by the managed health care bureau	N/A	445
Percent of producer applications, appointments, and renewals processed within ten business days	N/A	100%

Performance Measure	FY23 Target	FY23 Actual
Percent of domestic company examination reports adopted within eighteen months of the examination period	100%	100%
Percent of form and rate filings processed within ninety days within the Life & Health Bureau	97%	99.39%
Percent of form and rate filings processed within ninety days within the Property & Casualty Bureau	99%	99.82%
Number of managed healthcare outreach activities conducted annually	20	21
Percent of insurance fraud bureau complaints processed and recommended for either further criminal actions/prosecutions or closure within sixty days	5%	100%
Percent of insurance division interventions conducted with domestic and foreign insurance companies when risk-based capital is less than two hundred percent	100%	100%
Percentage if criminal division complaints processed and recommended for either further administrative action or closure within 90 days	100%	100%
Dollars saved or recovered for consumers by the consumer assistance bureau	\$1,244,284	\$4,070,225
Percent of required reports submitted timely to the National Practitioner Data Bank	95%	100%

Performance Measure	FY23 Target	FY23 Actual
Percent of required reports submitted timely to the Centers for Medicare and Medicaid Services	95%	100.00%
Audit of all uploaded transactions within twenty-four hours	95%	100.00%
Patient's compensation fund actuarial deficit, in millions	N/A	(\$71,158,765)