

# Maryland Insurance Administration

## MISSION

To regulate Maryland's insurance industry and protect its citizens by actively and fairly enforcing the insurance laws of the State of Maryland.

## VISION

A State with competitive, stable, and viable insurance markets in which insurance consumers are treated fairly.

## KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

### Goal 1. Review insurance policy forms and other filings for compliance with applicable laws and regulations.

**Obj. 1.1** Review for compliance with insurance statutes and regulations 100 percent of Life and Health form filings within 60 days after receipt of initial filing and 75 percent of Property and Casualty form filings within 30 working days after receipt of initial filing.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Total form filings received (Life & Health, Property & Casualty)	37,023	35,006	28,216	10,030	10,223	10,512	9,912
Percent of total form filings reviewed within established guidelines	58.5%	48.4%	48.5%	95.5%	97.7%	97.2%	97.2%

### Goal 2. Resolve consumer complaints in accordance with Maryland insurance law and in a prompt and fair manner.

**Obj. 2.1** Resolve 85 percent of Life and Health (non-medical necessity) complaints within 90 days from receipt of complaint.

**Obj. 2.2** Resolve 90 percent of Property and Casualty complaints within 90 days from receipt of complaint.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Life & Health medical necessity complaints resolved	735	986	973	1,120	859	900	1,000
Life & Health medical necessity complaints resolved in 60 days	92.1%	87.4%	97.0%	98.0%	100.0%	98.0%	98.0%
Life & Health non-medical necessity complaints resolved	3,259	3,089	2,967	3,241	1,956	2,800	2,800
Life & Health non-medical necessity complaints resolved within 90 days	89.7%	85.6%	88.5%	87.3%	79.4%	86.0%	86.0%
Property and Casualty complaints received	17,001	17,177	8,059	7,324	7,205	7,529	7,353
Percent of Property and Casualty complaints resolved within 90 days	55.9%	26.2%	79.6%	81.0%	74.8%	82.0%	85.0%

# Maryland Insurance Administration

## Goal 3. Protect the public from unfair trade practices and other violations of the Insurance Code.

**Obj. 3.1** Complete 80 percent of Life and Health (L&H) insurance company market conduct examinations, Property and Casualty (P&C) insurance company market conduct examinations, and investigations involving licensed insurance professionals conducted during the fiscal year.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Percent of remediation orders/penalties issued against Life and Health insurance companies examined	77%	88%	86%	67%	40%	64%	57%
Total restitution from Life and Health market conduct examinations and L&H producer enforcement investigations (money returned to Maryland citizens)	\$0	\$101,285	\$387,155	\$28,795	\$58,125	N/A	N/A
Total penalties paid from Life and Health market conduct examinations and L&H producer enforcement investigations (money to General Fund)	\$1,953,328	\$964,641	\$617,285	\$415,951	\$1,233,660	N/A	N/A
Total restitution from Property and Casualty market conduct examinations and P&C producer enforcement investigations excluding Maryland Affordable Housing Trust (MAHT) (money returned to Maryland citizens)	\$303,701	\$1,590,173	\$8,376,308	\$5,135,392	\$864,707	N/A	N/A
Total penalties paid from Property and Casualty market conduct examinations and P&C producer enforcement investigations excluding MAHT (money to General Fund)	\$477,750	\$642,978	\$1,873,932	\$933,096	\$356,770	N/A	N/A
Total Maryland Affordable Housing Trust (MAHT) penalties paid (money to General Fund)	\$12,050	\$13,549	\$7,500	\$5,500	\$5,000	N/A	N/A
Total restitution to MAHT	\$107,523	\$18,098	\$19,148	\$132	\$612	N/A	N/A

## Goal 4. Ensure that insurers have the financial ability to pay claims when due.

**Obj. 4.1** Complete 90 percent of financial examinations on domestic companies scheduled pursuant to statutory time frames, with no more than a 15 percent variance from the time budgeted for that examination.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of examinations initiated	16	14	6	14	15	18	12
Percentage of examinations completed with no more than a 15 percent variance of budgeted time	100%	100%	100%	100%	100%	100%	100%

# Maryland Insurance Administration

## Goal 5. Investigate and prosecute insurance fraud.

Obj. 5.1 Close 80 percent of referrals opened for investigation within 180 days.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Percentage of opened referrals investigated and referred for criminal prosecution	60%	72%	61%	72%	74%	74%	74%
Percentage of opened referrals investigated and charged	52%	87%	90%	86%	40%	75%	75%
Total restitution ordered for criminal prosecution (returned to Maryland insurers)	\$44,735	\$94,765	\$585,093	\$492,440	\$168,673	N/A	N/A
Total restitution ordered for civil prosecution (returned to Maryland insurers)	\$21,715	\$70,590	\$80,527	\$59,525	\$56,310	N/A	N/A
Total penalties paid from civil and criminal fraud investigations (money to general fund)	N/A	\$228,600	\$277,313	\$116,187	\$117,590	N/A	N/A
Total penalties assessed (paid to General Fund)	\$2,443,128	\$1,849,768	\$2,776,030	\$1,470,734	\$1,713,020	N/A	N/A