

160 - Office of Insurance Commissioner

A001 Agency Administration

The Office of the Insurance Commissioner (OIC) is responsible for regulating the insurance industry in Washington State and protecting consumers through education and timely communications. The activities of the OIC are primarily funded by fees from insurance organizations. Agency management develops policies, regulations, and codes to ensure that the citizens of Washington are able to access affordable insurance; it also provides the administrative support necessary for other divisions within the agency to carry out their functions.

Account	FY 2020	FY 2021	Biennial Total
FTE	57.1	57.1	57.1
138 Insurance Commissioners Regulatory Account			
138-1 State	\$8,120,000	\$8,538,000	\$16,658,000

Statewide Result Area: Prosperous Economy
Statewide Strategy: Provide consumer protection

Expected Results

To provide executive and administrative services in support of the agency’s mission in a professional, qualitative, and responsive manner which emphasizes efficiency and cost-effectiveness.

A002 Producer Licensing and Oversight

This activity ensures compliance with all requirements applicable to insurance producers, surplus line brokers, adjusters, life settlement brokers, and other licensees including determination of eligibility for license issuance and renewal; performance of financial examinations of licensees; and compliance with the requirements applicable to their post-licensure activities including those relating to continuing education.

Account	FY 2020	FY 2021	Biennial Total
FTE	12.0	12.0	12.0
138 Insurance Commissioners Regulatory Account			
138-1 State	\$1,382,000	\$1,427,000	\$2,809,000

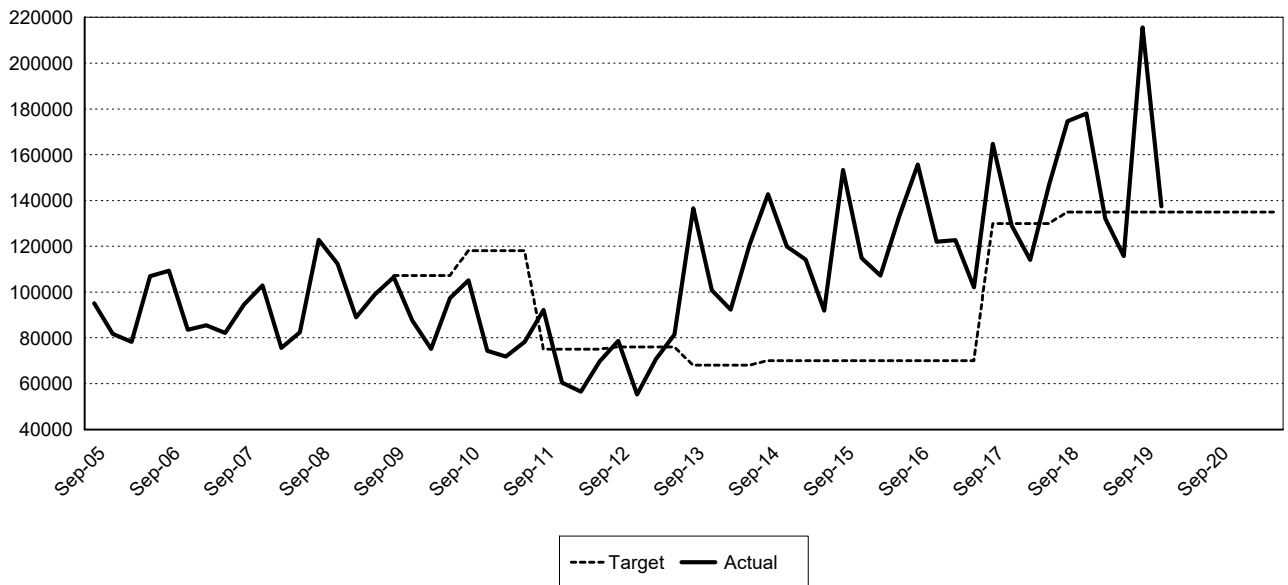
Statewide Result Area: Prosperous Economy
Statewide Strategy: Provide consumer protection

Expected Results

Appropriation Period: 2019-21 Activity Version: 36 - Working Analyst Supp. Version 6 Sort By: Activity

000593 Number of licenses and appointments issued for insurance producers and other licensees.			
Biennium	Period	Actual	Target
2019-21	Q8		135,000
	Q7		135,000
	Q6		135,000
	Q5		135,000
	Q4		135,000
	Q3		135,000
	Q2	137,521	135,000
	Q1	215,615	135,000
2017-19	Q8	115,676	135,000
	Q7	132,207	135,000
	Q6	178,049	135,000
	Q5	174,655	135,000
	Q4	146,788	130,000
	Q3	114,065	130,000
	Q2	129,035	130,000
	Q1	164,751	130,000
2015-17	Q8	102,053	70,000
	Q7	122,672	70,000
	Q6	121,994	70,000
	Q5	155,745	70,000
	Q4	133,149	70,000
	Q3	107,236	70,000
	Q2	114,904	70,000
	Q1	153,406	70,000

Number 000593 - Number of licenses, affiliations and appointments issued for insurance producers and other licensees



A003 Consumer Information and Advocacy

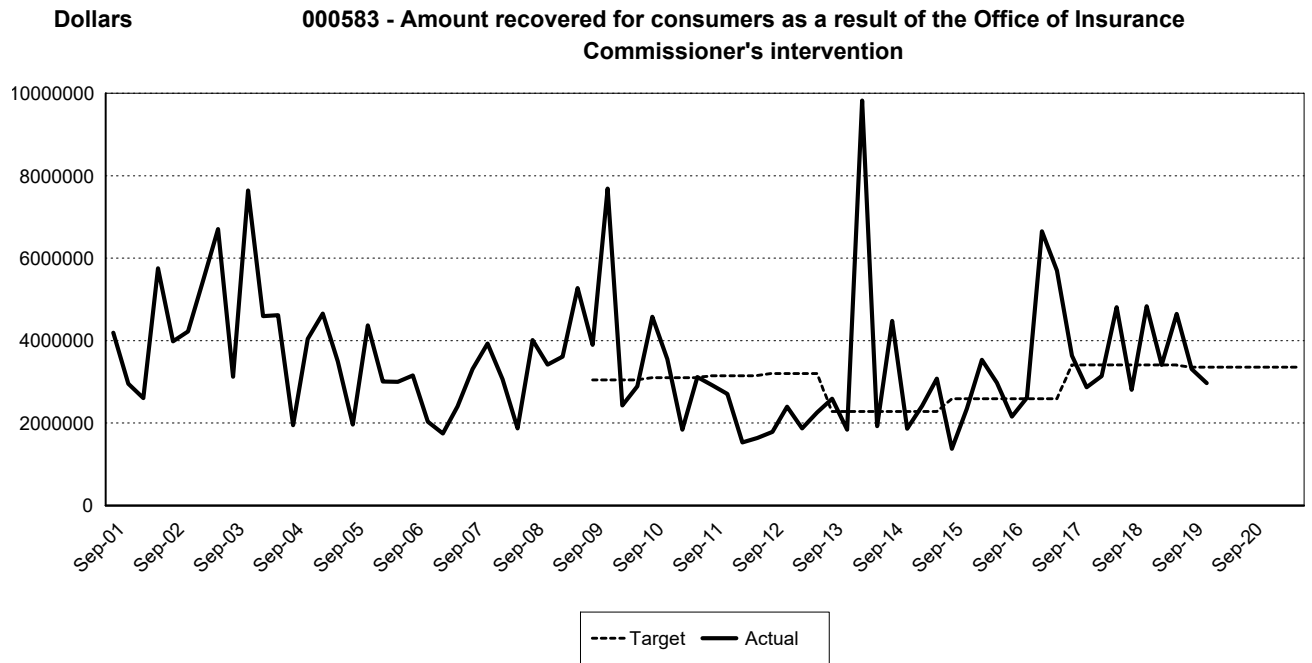
The agency responds to oral, written and face-to-face complaints and inquiries from consumers regarding insurance companies. Staff advocate, provide dispute resolution services, and educate consumers to ensure they can make informed choices about their insurance needs and rights. Assistance is rendered to enforce the various provisions of the insurance code with the primary function of ensuring that consumer rights have not been violated.

Account	FY 2020	FY 2021	Biennial Total
FTE	27.0	27.0	27.0
138 Insurance Commissioners Regulatory Account			
138-1 State	\$2,857,000	\$2,969,000	\$5,826,000

Statewide Result Area: Prosperous Economy
Statewide Strategy: Provide consumer protection

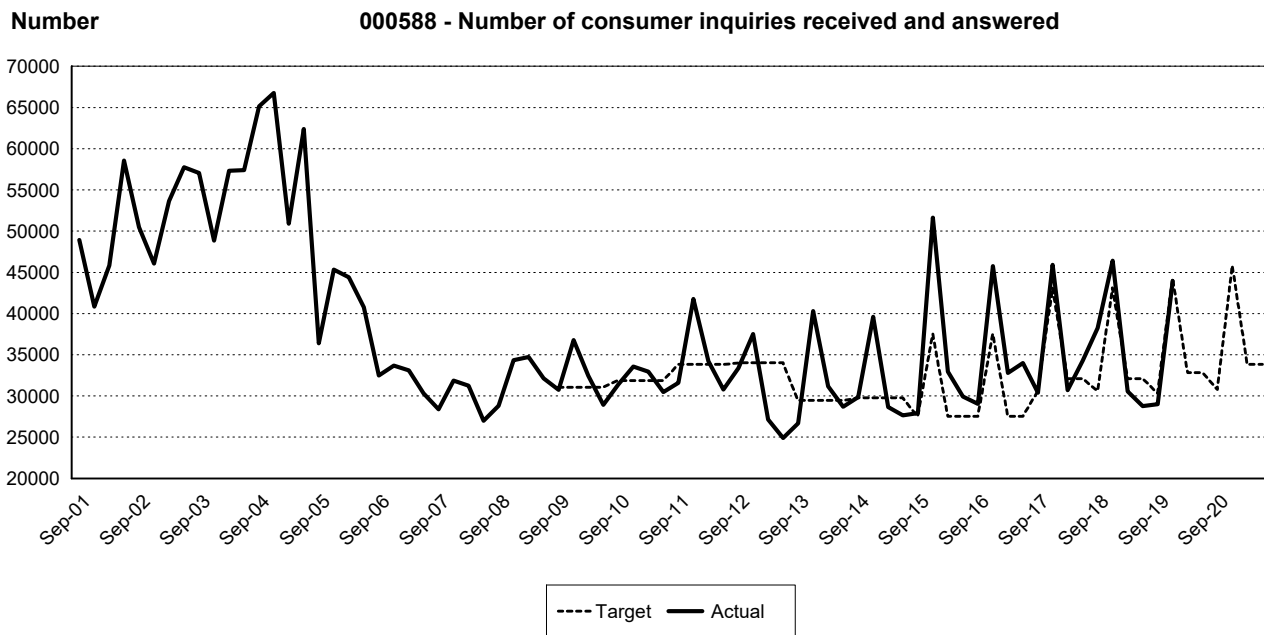
Expected Results

000583 Amount recovered for consumers as a result of the Office of Insurance Commissioner's intervention.			
Biennium	Period	Actual	Target
2019-21	Q8		\$3,350,000
	Q7		\$3,350,000
	Q6		\$3,350,000
	Q5		\$3,350,000
	Q4		\$3,350,000
	Q3		\$3,350,000
	Q2	\$2,968,024	\$3,350,000
	Q1	\$3,311,079	\$3,350,000
2017-19	Q8	\$4,647,422	\$3,400,000
	Q7	\$3,410,874	\$3,400,000
	Q6	\$4,834,454	\$3,400,000
	Q5	\$2,809,079	\$3,400,000
	Q4	\$4,811,881	\$3,400,000
	Q3	\$3,136,443	\$3,400,000
	Q2	\$2,865,326	\$3,400,000
	Q1	\$3,637,194	\$3,400,000
2015-17	Q8	\$5,697,588	\$2,585,000
	Q7	\$6,652,450	\$2,585,000
	Q6	\$2,611,044	\$2,585,000
	Q5	\$2,158,882	\$2,585,000
	Q4	\$2,973,701	\$2,585,000
	Q3	\$3,537,487	\$2,585,000
	Q2	\$2,352,241	\$2,585,000
	Q1	\$1,373,031	\$2,585,000



Appropriation Period: 2019-21 Activity Version: 36 - Working Analyst Supp. Version 6 Sort By: Activity

000588 Number of insurance consumer inquiries received and answered by the Office of the Insurance Commissioner			
Biennium	Period	Actual	Target
2019-21	Q8		33,800
	Q7		33,800
	Q6		45,800
	Q5		30,800
	Q4		32,800
	Q3		32,800
	Q2	43,924	44,300
	Q1	29,001	30,300
2017-19	Q8	28,761	32,100
	Q7	30,569	32,100
	Q6	46,414	43,100
	Q5	38,236	30,600
	Q4	34,248	32,100
	Q3	30,717	32,100
	Q2	45,921	43,100
	Q1	30,405	30,600
2015-17	Q8	33,984	27,500
	Q7	32,806	27,500
	Q6	45,749	37,500
	Q5	29,042	27,500
	Q4	29,929	27,500
	Q3	32,962	27,500
	Q2	51,641	37,500
	Q1	27,910	27,500



A004 Health Insurance Benefit Advisors

This activity provides a statewide network of trained volunteers and paid staff to educate, assist, and advocate for consumers regarding public and private health insurance and health care access issues.

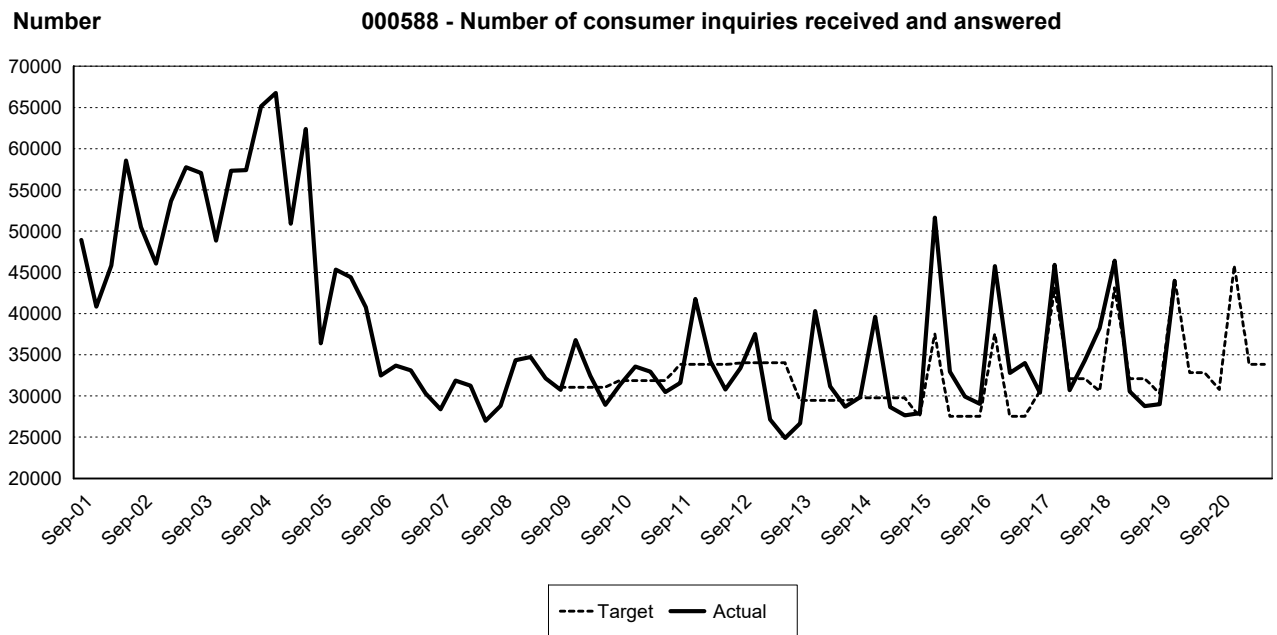
Account	FY 2020	FY 2021	Biennial Total
FTE	14.0	14.0	14.0
001 General Fund			
001-2 Federal	\$1,314,000	\$1,330,000	\$2,644,000
138 Insurance Commissioners Regulatory Account			
138-1 State	\$1,561,000	\$1,605,000	\$3,166,000

Statewide Result Area: **Healthy and Safe Communities**

Statewide Strategy: Provide access to health care

Expected Results

000588 Number of insurance consumer inquiries received and answered by the Office of the Insurance Commissioner			
Biennium	Period	Actual	Target
2019-21	Q8		33,800
	Q7		33,800
	Q6		45,800
	Q5		30,800
	Q4		32,800
	Q3		32,800
	Q2	43,924	44,300
	Q1	29,001	30,300
2017-19	Q8	28,761	32,100
	Q7	30,569	32,100
	Q6	46,414	43,100
	Q5	38,236	30,600
	Q4	34,248	32,100
	Q3	30,717	32,100
	Q2	45,921	43,100
	Q1	30,405	30,600
2015-17	Q8	33,984	27,500
	Q7	32,806	27,500
	Q6	45,749	37,500
	Q5	29,042	27,500
	Q4	29,929	27,500
	Q3	32,962	27,500
	Q2	51,641	37,500
	Q1	27,910	27,500



A006 Monitoring Insurance Company Solvency

This activity includes monitoring the solvency of insurance carriers, health care service contractors, health maintenance organizations, certified health plans, and self-funded Multiple Employer Welfare Arrangements authorized to conduct business in Washington State. Solvency issues, or conduct that may lead to issues with solvency, may be identified through market conduct oversight activities, financial examinations, or financial analysis of statements filed by insurers.

Account	FY 2020	FY 2021	Biennial Total
FTE	57.0	57.0	57.0
138 Insurance Commissioners Regulatory Account			
138-1 State	\$7,342,000	\$7,589,000	\$14,931,000

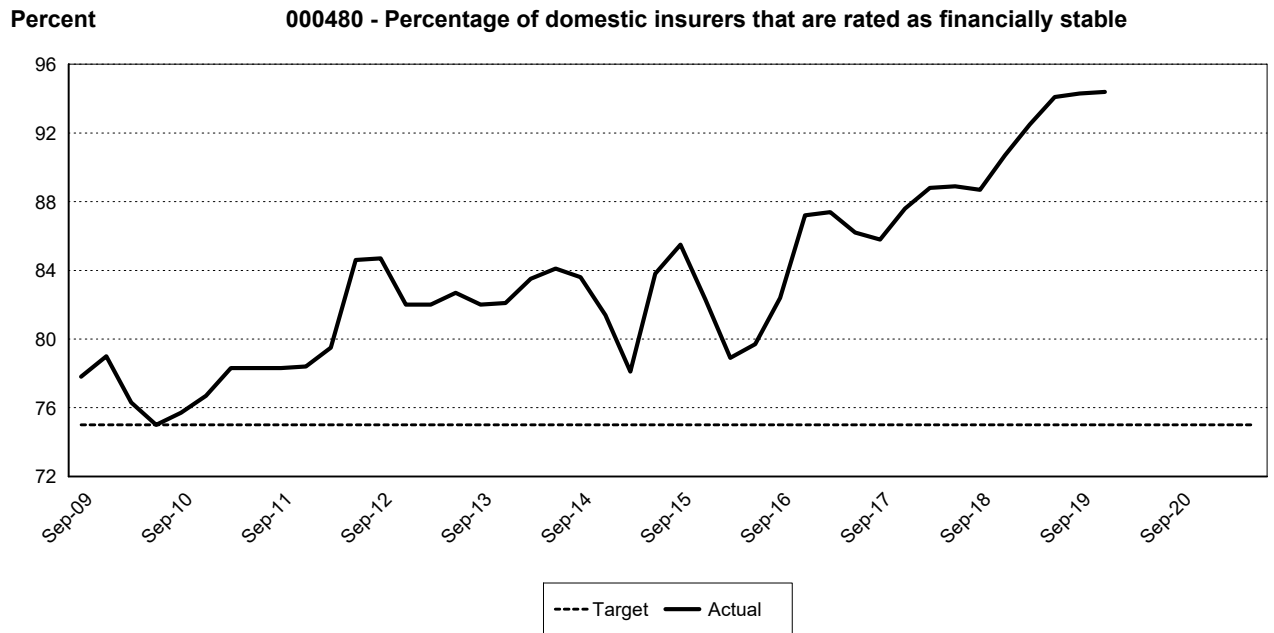
Statewide Result Area: **Prosperous Economy**

Statewide Strategy: Provide consumer protection

Expected Results

In addition to the financial examinations and market conduct oversight activities completed, staff completes approximately 325 detailed desk examinations of quarterly, annual, and supplemental financial statements; reviews 60 monthly statements filed by domestic insurers; cursory quarterly reviews of statements filed by over 1,400 foreign insurers; reviews intermediate quarterly statements filed by over 450 financially distressed foreign insurers; and annually reviews the annual reports of over 325 issuers of charitable gift annuities.

000480 Percentage of domestic insurers that are rated as financially stable.			
Biennium	Period	Actual	Target
2019-21	Q8		75%
	Q7		75%
	Q6		75%
	Q5		75%
	Q4		75%
	Q3		75%
	Q2	94.4%	75%
	Q1	94.3%	75%
2017-19	Q8	94.1%	75%
	Q7	92.5%	75%
	Q6	90.7%	75%
	Q5	88.7%	75%
	Q4	88.9%	75%
	Q3	88.8%	75%
	Q2	87.6%	75%
	Q1	85.8%	75%
2015-17	Q8	86.2%	75%
	Q7	87.4%	75%
	Q6	87.2%	75%
	Q5	82.4%	75%
	Q4	79.7%	75%
	Q3	78.9%	75%
	Q2	82.3%	75%
	Q1	85.5%	75%



A007 Policy and Enforcement

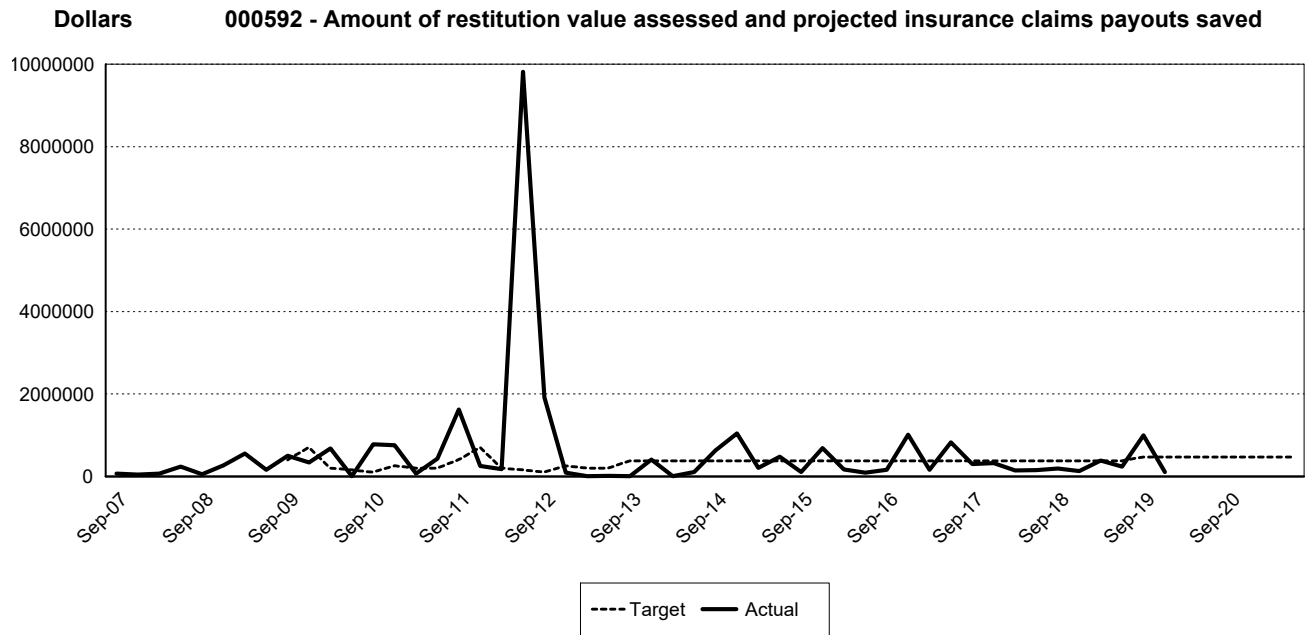
This activity handles enforcement actions against insurance companies, health carriers, insurance producers, and others; identifies and investigates consumer complaints, violations of the insurance code and criminal insurance fraud; provides information and counsel to other agency divisions; and supports the public policy activities of the agency.

Account	FY 2020	FY 2021	Biennial Total
FTE	43.2	52.1	47.7
001 General Fund			
001-2 Federal	\$931,000	\$1,086,000	\$2,017,000
138 Insurance Commissioners Regulatory Account			
138-1 State	\$6,523,000	\$6,733,000	\$13,256,000

Statewide Result Area: Prosperous Economy
Statewide Strategy: Provide consumer protection

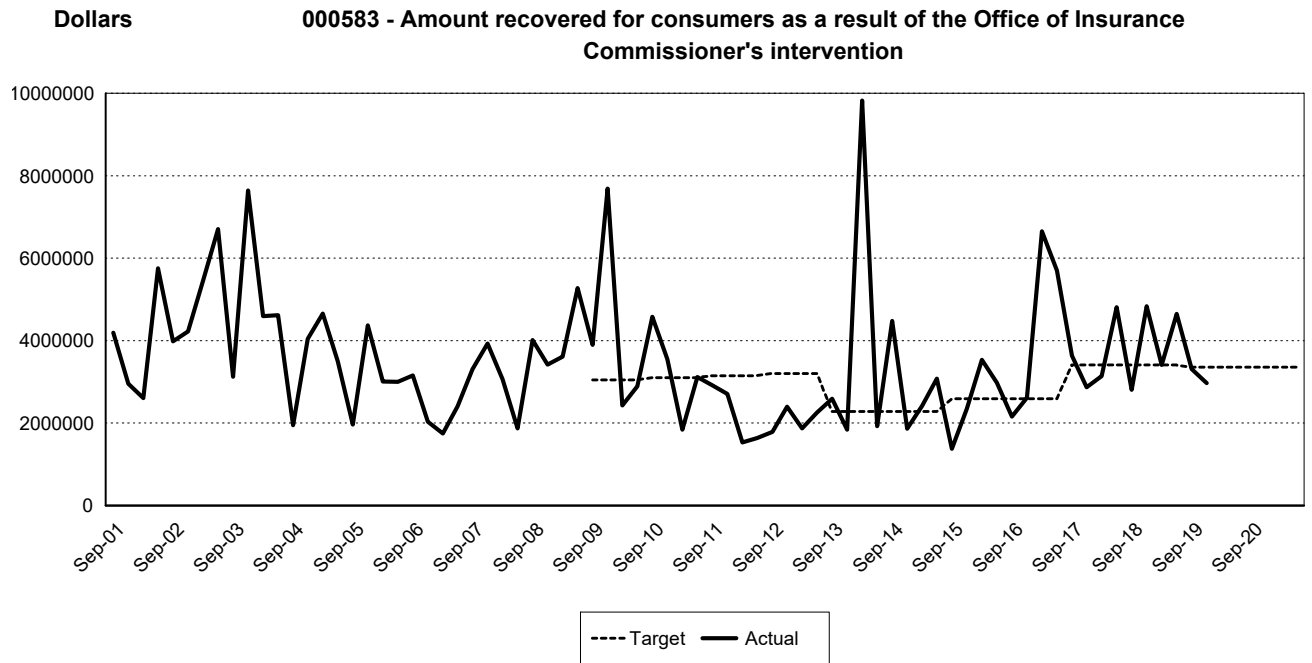
Expected Results

000592 Amount of restitution value assessed and projected insurance claim payouts saved on behalf of victims of insurance fraud.			
Biennium	Period	Actual	Target
2019-21	Q8		\$468,750
	Q7		\$468,750
	Q6		\$468,750
	Q5		\$468,750
	Q4		\$468,750
	Q3		\$468,750
	Q2	\$102,411	\$468,750
	Q1	\$996,219	\$468,750
2017-19	Q8	\$238,949	\$375,000
	Q7	\$383,791	\$375,000
	Q6	\$127,562	\$375,000
	Q5	\$188,913	\$375,000
	Q4	\$151,230	\$375,000
	Q3	\$141,654	\$375,000
	Q2	\$324,056	\$375,000
	Q1	\$301,824	\$375,000
2015-17	Q8	\$821,861	\$375,000
	Q7	\$162,524	\$375,000
	Q6	\$1,009,501	\$375,000
	Q5	\$163,510	\$375,000
	Q4	\$87,311	\$375,000
	Q3	\$166,066	\$375,000
	Q2	\$684,584	\$375,000
	Q1	\$104,931	\$375,000



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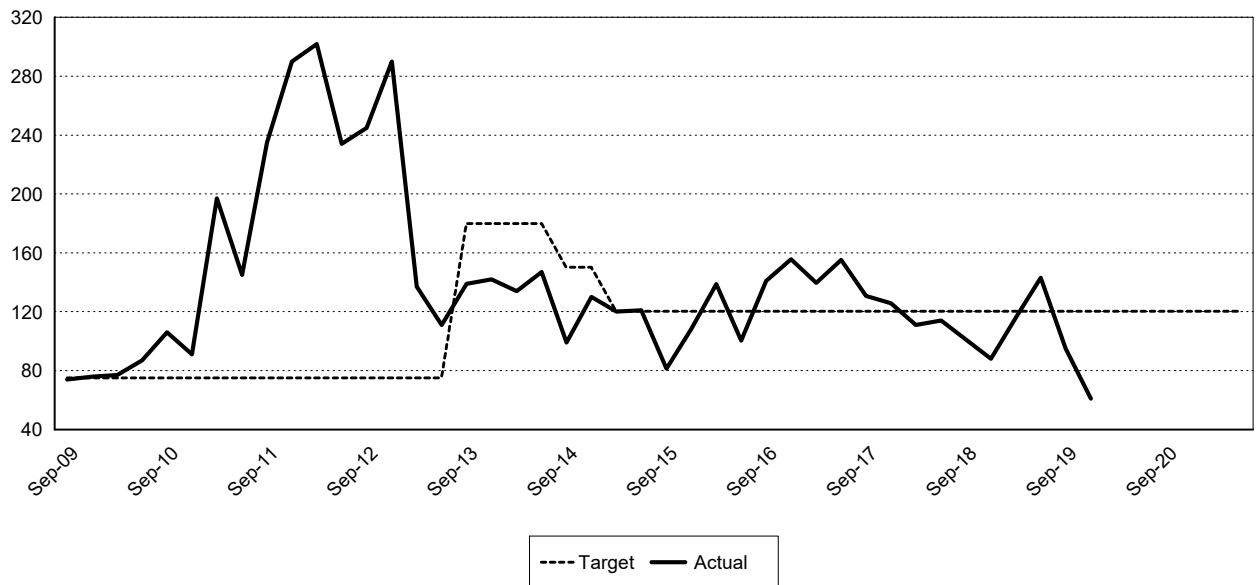
000583 Amount recovered for consumers as a result of the Office of Insurance Commissioner's intervention.			
Biennium	Period	Actual	Target
2019-21	Q8		\$3,350,000
	Q7		\$3,350,000
	Q6		\$3,350,000
	Q5		\$3,350,000
	Q4		\$3,350,000
	Q3		\$3,350,000
	Q2	\$2,968,024	\$3,350,000
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	Q4	\$2,973,701	\$2,585,000
	Q3	\$3,537,487	\$2,585,000
	Q2	\$2,352,241	\$2,585,000
	Q1	\$1,373,031	\$2,585,000



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000575 Average number of days it takes to complete investigations of suspected violations of the insurance code.			
Biennium	Period	Actual	Target
2019-21	Q8		120
	Q7		120
	Q6		120
	Q5		120
	Q4		120
	Q3		120
	Q2	61	120
	Q1	95	120
2017-19	Q8	143	120
	Q7	116	120
	Q6	88	120
	Q5	101	120
	Q4	114	120
	Q3	111	120
	Q2	125.8	120
	Q1	130.7	120
2015-17	Q8	155.2	120
	Q7	139.7	120
	Q6	155.7	120
	Q5	141	120
	Q4	100.4	120
	Q3	138.7	120
	Q2	108.3	120
	Q1	81.3	120

Number 000575 - Average Number of days it takes to complete investigations of suspected insurance code violations.



A008 Regulation of Insurance Rates and Forms

Staff review and take final disposition on insurance product filings to ensure compliance with state and federal law and rules when they are sold in Washington State. Rate filings, which include complex actuarial formulas, assumptions, and experience data, are reviewed to ensure that rates are neither excessive, inadequate, nor unfairly discriminatory. Policy forms (the insurance contract) and provider contracts (between health carriers and healthcare providers) are reviewed to ensure that the terms and conditions comply with state and federal laws.

Account	FY 2020	FY 2021	Biennial Total
FTE	48.7	48.7	48.7
138 Insurance Commissioners Regulatory Account			
138-1 State	\$6,403,000	\$6,624,000	\$13,027,000

Appropriation Period: 2019-21 Activity Version: 36 - Working Analyst Supp. Version 6 Sort By: Activity

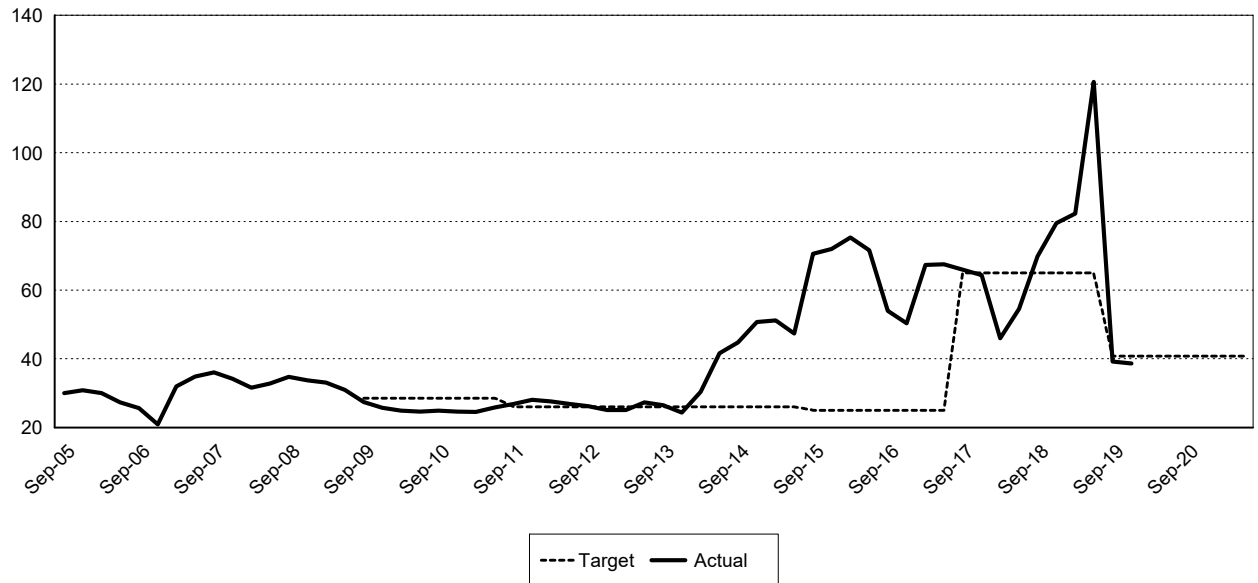
Statewide Result Area: Prosperous Economy
Statewide Strategy: Provide consumer protection

Expected Results

Rates and Forms staff review approximately 25,000 rate, form, and provider contract filings annually.

000734 Average number of days required to finalize the filing review process for insurance rate and form filings.			
Biennium	Period	Actual	Target
2019-21	Q8		40.8
	Q7		40.8
	Q6		40.8
	Q5		40.8
	Q4		40.8
	Q3		40.8
	Q2	38.6	40.8
	Q1	39.2	40.8
2017-19	Q8	120.6	65
	Q7	82.3	65
	Q6	79.5	65
	Q5	69.8	65
	Q4	54.5	65
	Q3	46	65
	Q2	64.4	65
	Q1	65.9	65
2015-17	Q8	67.5	25
	Q7	67.34	25
	Q6	50.37	25
	Q5	54	25
	Q4	71.6	25
	Q3	75.3	25
	Q2	72	25
	Q1	70.6	25

Number **000734 - Average Number of days required to finalize the filing review process for rate and form filings**



Grand Total

	FY 2020	FY 2021	Biennial Total
FTE's	259.0	267.9	263.5
GFS	\$0	\$0	\$0
Other	\$36,433,000	\$37,901,000	\$74,334,000
Total	\$36,433,000	\$37,901,000	\$74,334,000