

## Cover page

### Connecticut Insurance Department: CID Dashboard

A snapshot of Insurance Department Activities in Calendar Year 2017

Commissioner Katharine L. Wade

Governor Dannel P. Malloy

April 2018

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### 2017 CID Dashboard: A measure of our efforts on behalf of CT consumers

#### A message from Commissioner Wade

An important part of our consumer protection mission is outreach and education. Our Dashboard gives all stakeholders – consumers, employers, public policymakers and industry – an informative look of the work we do each and every day. Some of the highlights in 2017:

- Updated [Consumer Report Card on Health Insurance](#) with more data on mental health and substance abuse treatment
- Officially joined the [Interstate Compact](#), a multistate regulatory entity that gives consumers greater choice of life insurance products that maintain important consumer safeguards.
- Created [CT Business Solutions Toolkit](#) to help employers of all disciplines to explore the options of forming a captive insurance to better control their costs.
- Launched a new [Licensing Website](#) to better serve the 200,000 agents, brokers and other insurance industry professionals we license.

Consumer protection relies on many Department functions – advocacy, education, financial oversight, licensing standards, market conduct, rate and product reviews. In this latest issue of our Dashboard, we are pleased to provide a brief summary of each. I strongly encourage anyone with concerns or questions about their insurance to contact the Department.

Sincerely,

Katharine L. Wade

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## Consumer Affairs Unit

The Consumer Affairs Unit is the Department's "front line" of help for consumers. The staff of examiners has expertise in all areas of insurance and of the insurance laws that govern policies, coverage and claims. The unit fields thousands of questions and complaints, serving as a liaison between the policyholder and insurance company when issues arise.

### Total recoveries - \$4.8 million

The following is the breakdown of funds recovered in 2018:

- Accident, Health - \$2.9 million
- Auto - \$584,200
- Homeowners - \$344,600
- Life, Annuities - \$739,000
- General Liability/Other Misc. - \$190,000
- 6,138: Investigated complaints
- 5,773: Cases closed (95%)
- 728: Justified (13%)
- 365: Cases carried into 2018

### Behind the statistics

CID intervention helped make a real difference in the lives of hundreds of individuals and families. Some 2017 success stories:

- The Department's involvement successfully had a \$100,000 life insurance benefit paid to a family after an initial denial.
- Our investigation of one complaint led to the discovery that many policyholders were being overbilled for emergency room services. It resulted in a \$47,000 reimbursement being shared among several individuals.

Complaint or Question?

Contact the Consumer Affairs Unit:

860-297-3900 or email: [insurance@ct.gov](mailto:insurance@ct.gov)

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## Industry regulation

The **Life & Health Division** and **Property & Casualty Division** review insurance products before they can be sold in the state and ensure that policies comply with laws and regulations. Department actuaries review rates to make certain they are adequate for the benefits provided and are not unfairly discriminatory. The **Financial Regulation Division** monitors companies' fiscal health and licenses companies

## Life & Health Product Filings

- Life & Health 1,878
- Utilization Review Licenses: 57

**Life & Health Rate Reviews: 2017**

- Long Term Care: 38
- Medicare Supplement: 70
- Health Insurance: 37

**Property/Casualty Filings** (Forms, rates, policies, guidelines)

- Total: 6,297
- Workers Comp rates down 14.4%

**Property/Casualty Rate Reviews: 2017**

- Auto Rates – 85
- Homeowner Rates: 64

**Financial Regulation Activity in 2017**

- Total number of companies licensed in CT: 1,476
- Domestic companies licensed in CT: 110
- Companies licensed in 2018: 29
- Number of completed examinations in 2017: 7 (involved 14 legal entities)
- Supervisory colleges in 2017: 9 (4 as lead regulator, 5 as participant)

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**Industry regulation**

The Licensing **Unit** oversees the licenses individuals such as agents, brokers, adjusters and other professionals and the Bail Bonds Unit oversees the licensing of bail bondsmen and bail agencies.

License Types	Individual	Business	Total
Producers	123,353	9,313	132,666
Bail Bonds	288	83	371
Casualty Adjusters	71,921	237	72,158
Auto Appraisers	3,717	38	3,755
Surplus Lines	1,939	867	2,806
Fraternal	615	n/a	615
Certified Consultant	336	46	382
Public Adjuster	377	78	455
Reinsurance Intermediary	31	75	106

<b>Portable Electronic</b>	n/a	16	16
<b>Life Settlement</b>	3	19	22
<b>Rental</b>	n/a	16	16
<b>TOTALS</b>	<b>202,580</b>	<b>10,788</b>	<b>213,368</b>

The **Fraud & Investigation Unit** investigates complaints against agents and bail bondsmen. The **Market Conduct Division** examines the business practices of a company and levies fines for violations. All [enforcement actions](#) against companies and individual licensees are on the CID Web site.

#### Investigation of individual licensees

**Fines: \$31,000**

- Probations: 7, 23%
- Revocations: 23, 77%

<b>Market Conduct Exams</b>	<b>Open</b>	<b>Closed</b>	<b>Fine</b>
<b>Life &amp; Health</b>	<b>15</b>	<b>6</b>	<b>\$311,642</b>
<b>Property/Casualty</b>	<b>11</b>	<b>10</b>	<b>\$944,009</b>
<b>Examination Surveys</b>	<b>30</b>	<b>33</b>	<b>\$705,000</b>
<b>Utilization Reviews</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>56</b>	<b>49</b>	<b>\$1,994,651</b>

#### Industry Regulation

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The **Captive Insurance Unit** oversees the licensing and fiscal health of captive insurance companies

Captives licensed in 2017	1
Total Captive Insurers	14
Captive Premiums Written	\$365 million
Total Registered Risk Retention Groups	98

The Department is responsible for several annual reports and issued the following reports in 2017. All reports can be found on our Web site: [www.ct.gov/cid](http://www.ct.gov/cid)

**New Reports Issued in 2017**

- [Acute Care Hospital and Outpatient Surgical Facility Data](#)
- [Coastal Homeowners Availability Study](#)
- [Commissioner's Annual Report](#)
- [Consumer Report Card on Health Insurance Carriers in Connecticut](#)
- [Insurance Coverage for Substance Abuse](#)
- [Managed Care Regulation Report](#)
- [Medical Malpractice Closed Claims](#)
- [Property & Casualty Insurance Rate Review](#)

[ALL REPORTS](#)