

OREGON Insurance Division

PROTECTING THE INSURANCE-BUYING PUBLIC
WHILE SUPPORTING A POSITIVE BUSINESS CLIMATE



Major Lines of Insurance

Life

- Long-term care
- Annuities

Health

- Long-term care

Surety

Property/casualty

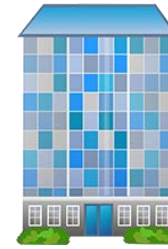
- Commercial general liability
- Business owners
- Auto
- Homeowner
- Workers' compensation

Oregon:

The Industry We Regulate



Agents - 93,811



Insurers - 1,426



Filings - 58,876



Premiums - \$17.5 billion

Insurance Division:

Key Facts

	2011
Full-time division staff	99.5
Division annual expenditures	\$10.5 million
Consumer Protection	
No. of consumer insurance complaints resolved	3,400
Benefits recovered for consumers	\$1.5 million
No. of phone calls/inquiries	15,628
Completed investigations (companies/agents)	1,370
Enforcement actions (fines, license revocation, etc.)	56
Fines	\$1,391,800
Financial exams (of insurers)	17
No. of counseling sessions provided by SHIBA	24,893

Complaint Process

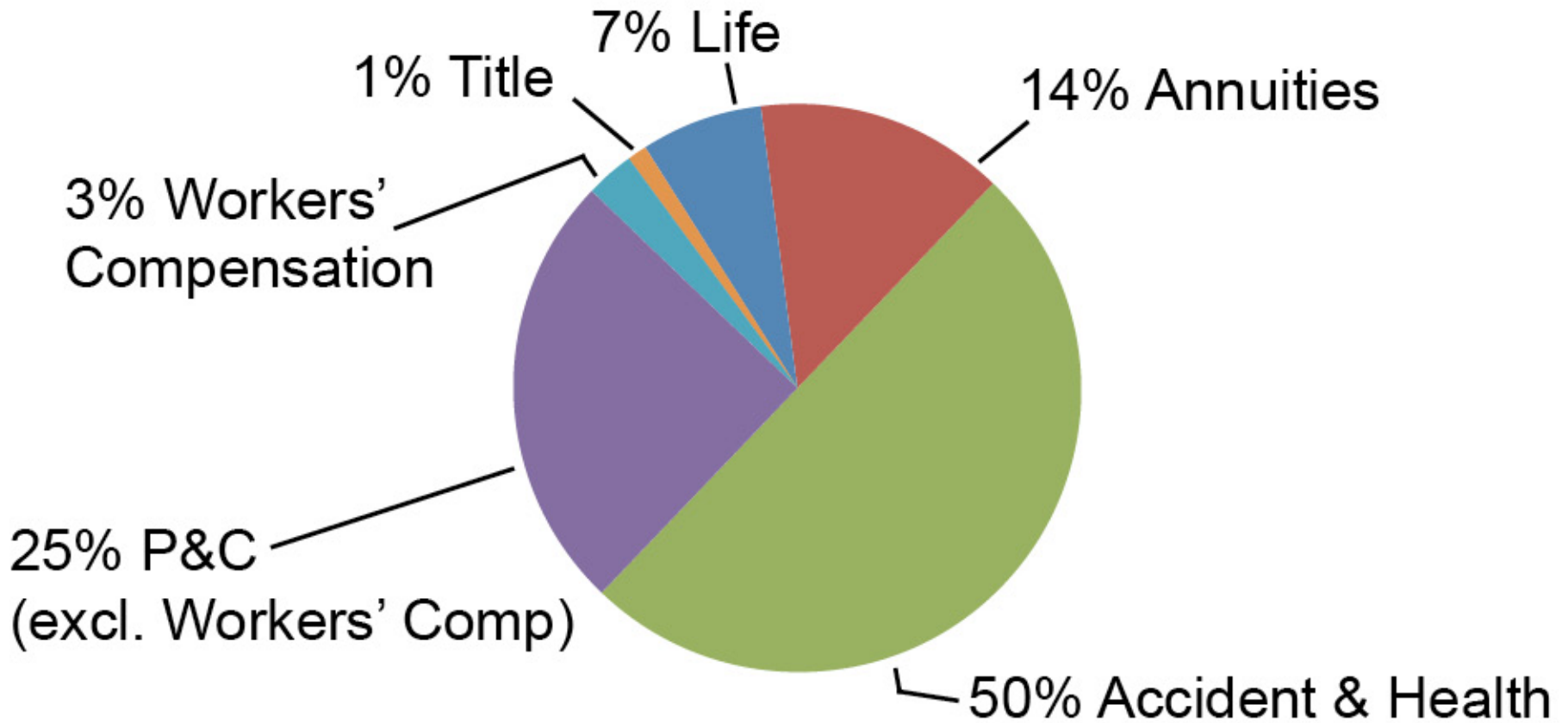
Once consumer advocates receive a complaint we:

- Acknowledge the consumer's complaint within 24-hours.
- Ask the company/agent to respond within 21 days.
- Determine next steps based on the response.
- Advise the consumer of our findings.

On average: Complaints resolved within 34 days.

Complaint Statistics

We average 3,500 complaints each year.



Complaint Statistics

- ✓ 77 percent of confirmed complaints resolved in favor of the consumer
- ✓ \$1.1 million in benefits paid to Oregon consumers in 2012

Protecting Consumers

Enforcement

- **Investigate companies and agents**
- **Enforce laws**
 - Civil penalties/cease and desist orders
 - Suspend/revoke agent license/company certificate of authority
 - Refer for criminal prosecution
 - Stipulated orders
- **Lack authority to order restitution**

Independent Review Organizations (IRO's)

- The division contracts with five health IROs.
- Contracts renew every two years.
- *Director's review of an IRO decision is limited to statutory and contract compliance issues.*
- *Director cannot require a "new" IRO review or reverse an IRO decision.*
- *Director's authority is limited to ensure independence, quality, integrity and finality of the IRO process.*
- *Two IRO complaints in last five years out of 590 reviews.*

Independent Review Organizations (IRO's)

- IRO process: Neutral and independent of influence by any affected party or by state government.
- The DCBS director may investigate as authorized by law but has no involvement in the disposition of specific cases.
- Division's 2008 study found IROs overturn about 30 percent of denials.
- 2013 study under way.

Questions?



Oregon Insurance Division