

Description:

To equitably, effectively and efficiently administer the Idaho Insurance Code.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. To monitor the condition of domestic, foreign and alien insurers.
 - A. Accreditation status of the Idaho Department of Insurance as determined by the NAIC.

Actual Results			
1997	1998	1999	2000
accredited	accredited	accredited	accredited
Projected Results			
2001	2002	2003	2004
accredited	accredited	accredited	accredited

- B. The number of company financial analyses completed.

Actual Results			
1997	1998	1999	2000
232	242	244	250
Projected Results			
2001	2002	2003	2004
250	250	250	250

- C. The number of company examinations completed.

Actual Results			
1997	1998	1999	2000
3	9	11	12
Projected Results			
2001	2002	2003	2004
10	10	10	10

2. To provide timely approval/disapproval of applications for a certificate of authority to do business as an insurer in the State of Idaho.

- A. The number of applications received.

Actual Results			
1997	1998	1999	2000
54	56	65	84
Projected Results			
2001	2002	2003	2004
80	80	80	80

- B. The number of applications approved or disapproved within thirty days of receipt of a complete application.

Actual Results			
1997	1998	1999	2000
46	34	60	41
Projected Results			
2001	2002	2003	2004
65	70	75	70

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3. To efficiently complete insurance company supervisions, rehabilitations and liquidations.
 A. The number of supervisions, rehabilitations and liquidations in progress.

Actual Results			
1997	1998	1999	2000
5	3	1	2
Projected Results			
2001	2002	2003	2004
2	1	1	1

- B. The number of supervisions, rehabilitations and liquidations completed.

Actual Results			
1997	1998	1999	2000
1	4	0	0
Projected Results			
2001	2002	2003	2004
0	1	0	0

4. To provide an effective file and use system for insurance policy rates and forms.
 A. The number of rates and forms filed.

Actual Results			
1997	1998	1999	2000
36,000	42,466	58,330	50,121
Projected Results			
2001	2002	2003	2004
60,000	60,000	60,000	52,000

- B. The number of rates and forms analyzed.

Actual Results			
1997	1998	1999	2000
1,861	1,500	3,463	3,791
Projected Results			
2001	2002	2003	2004
3,500	3,500	3,500	4,000

- C. The number of rates and forms reviewed.

Actual Results			
1997	1998	1999	2000
5,000	5,046	5,665	2,537
Projected Results			
2001	2002	2003	2004
2,600	2,500	2,500	2,600

5. To efficiently collect and account for premium taxes and audit tax and fee returns.
 A. The number of returns filed.

Actual Results			
1997	1998	1999	2000
13,224	12,470	12,526	13,486
Projected Results			
2001	2002	2003	2004
13,890	14,307	14,737	15,180

B. The number of returns audited.

Actual Results			
1997	1998	1999	2000
13,224	12,470	12,526	12,603
Projected Results			
2001	2002	2003	2004
12,980	13,370	13,772	14,185

C. The amount of tax and fees collected.

Actual Results			
1997	1998	1999	2000
\$46,226,488	\$47,700,946	\$51,738,739	\$54,161,480
Projected Results			
2001	2002	2003	2004
\$55,786,324	\$57,459,914	\$59,183,711	\$60,959,223

6. To efficiently license insurance producers.

A. Number of new license applications received.

Actual Results			
1997	1998	1999	2000
5,594	5,337	7,246	8,565
Projected Results			
2001	2002	2003	2004
8,000	8,500	9,000	15,000

B. Average turn around time on license requests.

Actual Results			
1997	1998	1999	2000
10 days	7 days	7 days	10 days
Projected Results			
2001	2002	2003	2004
5 days	5 days	5 days	14 days

C. Number of agent appointments received from insurance companies.

Actual Results			
1997	1998	1999	2000
16,529	24,054	24,146	35,166
Projected Results			
2001	2002	2003	2004
26,000	26,000	27,000	50,000

D. Average turn around time on agent appointments.

Actual Results			
1997	1998	1999	2000
4 days	3 days	3 days	3 days
Projected Results			
2001	2002	2003	2004
3 days	3 days	3 days	3 days

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E. Number of continuing education courses received.

Actual Results			
1997	1998	1999	2000
1,330	1,329	1,433	1,909
Projected Results			
2001	2002	2003	2004
2,000	2,200	2,300	2,400

F. Average turn around time on course approvals.

Actual Results			
1997	1998	1999	2000
15 days	15 days	15 days	15 days
Projected Results			
2001	2002	2003	2004
15 days	15 days	15 days	15 days

7. To provide an effective forum for the analysis and resolution of consumer and industry inquiries and complaints.

A. The number of written inquiries and complaints received.

Actual Results			
1997	1998	1999	2000
1,379	1,507	1,168	1,032
Projected Results			
2001	2002	2003	2004
1,500	1,600	1,700	1,700

B. The number of telephone inquiries.

Actual Results			
1997	1998	1999	2000
14,476	16,319	14,317	13,344
Projected Results			
2001	2002	2003	2004
16,500	17,500	17,500	18,000

C. The dollar value of claims paid to complainants due to intervention by Consumer Affairs.

Actual Results			
1997	1998	1999	2000
\$2,796,000	\$2,680,000	\$3,173,000	\$2,673,277
Projected Results			
2001	2002	2003	2004
\$2,900,000	\$3,000,000	\$3,000,000	\$3,500,000

8. To deal appropriately with allegations of violations of the insurance code involving marketing practices.

A. Number of cases opened for investigation by the department.

Actual Results			
1997	1998	1999	2000
250	294	283	354
Projected Results			
2001	2002	2003	2004
350	400	450	500

B. Number of investigations referred for administrative or civil action.

Actual Results			
1997	1998	1999	2000
20	19	17	6
Projected Results			
2001	2002	2003	2004
10	12	14	16

C. Number of cases in which administrative or civil action was taken.

Actual Results			
1997	1998	1999	2000
12	20	9	4
Projected Results			
2001	2002	2003	2004
7	10	15	18

9. To develop a statewide program to investigate allegations of insurance fraud.

A. Number of cases referred to the department.

Actual Results			
1997	1998	1999	2000
218	269	182	315
Projected Results			
2001	2002	2003	2004
325	350	375	400

B. Number of cases submitted for prosecution.

Actual Results			
1997	1998	1999	2000
43	37	47	39
Projected Results			
2001	2002	2003	2004
45	55	60	65

C. Number of cases in which the defendant pled guilty or was convicted of insurance fraud.

Actual Results			
1997	1998	1999	2000
24	14	15	16
Projected Results			
2001	2002	2003	2004
20	25	30	35

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Program Results and Effect:

As noted previously, the Department has developed a single person analyst approach to financial/regulatory monitoring which we believe enhances departmental responsiveness by maintaining a higher level of ongoing knowledge of company condition and reducing dependence on dated information received from periodic financial examinations. This past year, despite two new analysts being hired, the Department was able to monitor deteriorating financial situations in several of our domestic companies early enough that allowed the Director to work with the companies and to take regulatory steps designed to cure the financial crisis without having to pursue liquidation.

The company admission process of the Department continues to be hampered by the policies of outside agencies when workers' compensation authority is requested as one of the lines of business. In spite of these events, the Department licensed/listed/approved 81 entities to do business with 71 approved in less than 90 days and 41 of the 81 being approved within 30 days. The Department's financial approval of these 81 entities was accomplished within 90 days (in all instances) and with 53 being done in less than 30 days. The company admission section began the fiscal year with 12 applications pending and ended the year with 7 applications pending.

The Department approved additional lines of business authority for 21 companies who wanted to expand their writing authority in Idaho. Of the 21 approved, 17 were done within 90 days and with 7 of the 17 being approved within 30 days. The Department gave financial approval to all 21 within 60 days, with 15 of those approvals being given within 30 days. The Department began the fiscal year with 10 applications pending and ended the fiscal year with 4 pending applications.

The Department's premium tax section had gross collections for the fiscal year of over \$58 million. Of this amount, approximately \$12 million was distributed to the Fireman's Retirement and the Refund Account. The remaining \$46 million transferred to the General Fund was 2.55% greater than projected.

The producer licensing section has experienced an average of a 5% increase in the number of licensed agents for the last 4 consecutive years. In spite of this growth, automation and procedural changes have helped the same number of personnel keep up with this increased workload. Further simplification, such as eliminating appointment renewals, should help the section handle the increased future workload with minimal added personnel. The agent licensing section currently maintains licenses for approximately 21,000 insurance producers located in jurisdictions throughout the United States and foreign countries.

Federal law now mandates that states have uniformity or complete reciprocity in their licensing laws by November of 2002. Future changes in Idaho producer licensing laws that will bring us into compliance with Federal requirements will also significantly reduce the administrative requirements for licensing in Idaho.

Insurance fraud in the United States and Idaho continues to cost the insurance buying public in terms of higher premiums. The aggressive pursuit to curb the increase of this type of crime is one of the objectives of our investigative section. This objective is being accomplished through cooperative investigative efforts with the industry and local law enforcement bureaus and through public education.

For more information contact Mary Hartung at 334-4250.

**Insurance, Department of
Division of State Fire Marshall**

Description:

Participate in and coordinate an integrated statewide system designed to protect human life from fire and explosion through fire prevention and investigation.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. To provide a statewide program for fire prevention.
 - A. Review, amend and adopt uniform fire codes and standards within one year of publication.

Actual Results			
1997	1998	1999	2000
-	1	-	-
Projected Results			
2001	2002	2003	2004
-	1	-	-

- B. Meet with local authorities yearly or at their request regarding local problems and concerns that effect code adoption.

Actual Results			
1997	1998	1999	2000
235	200	171	131
Projected Results			
2001	2002	2003	2004
230	230	230	200

- C. Provide informal code interpretations daily by phone and personal visits.

Actual Results			
1997	1998	1999	2000
2,084	2,977	1,890	2,440
Projected Results			
2001	2002	2003	2004
2,500	2,600	2,500	2,500

- D. Provide formal code interpretations within 30 days of request.

Actual Results			
1997	1998	1999	2000
4	5	6	3
Projected Results			
2001	2002	2003	2004
16	15	10	10

- E. Develop instruction courses and training materials within six months after the adoption of new fire codes.

Actual Results			
1997	1998	1999	2000
7	6	12	19
Projected Results			
2001	2002	2003	2004
12	9	10	10

- F. Respond to requests for fire code training within two weeks of request.

Actual Results			
1997	1998	1999	2000
100%	100%	100%	100%
Projected Results			
2001	2002	2003	2004
100%	100%	100%	100%

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G. Respond to local government requests for building inspection assistance within two weeks.

Actual Results			
1997	1998	1999	2000
102	145	111	110
Projected Results			
2001	2002	2003	2004
130	140	125	120

H. Provide building inspection reports to local authorities within two weeks of completed inspection.

Actual Results			
1997	1998	1999	2000
100%	95%	100%	100%
Projected Results			
2001	2002	2003	2004
100%	100%	100%	100%

I. Respond to requests for sprinkler plan reviews within two weeks.

Actual Results			
1997	1998	1999	2000
355	376	277	306
Projected Results			
2001	2002	2003	2004
310	275	275	275

J. Provide written sprinkler plan reviews within five days of review completion.

Actual Results			
1997	1998	1999	2000
100%	100%	100%	100%
Projected Results			
2001	2002	2003	2004
100%	100%	100%	100%

K. Increase the number of local authorities reporting fire statistics on a voluntary basis by ten percent (10%).

Actual Results			
1997	1998	1999	2000
137	146	142	133
Projected Results			
2001	2002	2003	2004
140	150	160	160

L. Train local authorities to increase accuracy of fire statistical reports.

Actual Results			
1997	1998	1999	2000
11	6	4	21
Projected Results			
2001	2002	2003	2004
25	25	15	15

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2. To investigate fires and assist in the prosecution of arson claims at the request of local units of government.

A. Respond to request for investigation of fire within 24 hours

Actual Results			
1997	1998	1999	2000
93	113	76	103
Projected Results			
2001	2002	2003	2004
105	105	100	100

B. Provide written investigative report within ten days.

Actual Results			
1997	1998	1999	2000
95%	95%	100%	100%
Projected Results			
2001	2002	2003	2004
100%	100%	100%	100%

C. Provide assistance to local prosecuting attorneys within 24 hours of request.

Actual Results			
1997	1998	1999	2000
100%	100%	100%	100%
Projected Results			
2001	2002	2003	2004
100%	100%	100%	100%

D. Maintain up-to-date instructional courses and training materials to keep pace with the changing technology of fire investigation.

Actual Results			
1997	1998	1999	2000
10	16	23	8
Projected Results			
2001	2002	2003	2004
20	20	15	12

E. Respond to requests for fire investigation training with two weeks of request.

Actual Results			
1997	1998	1999	2000
100%	100%	100%	100%
Projected Results			
2001	2002	2003	2004
100%	100%	100%	100%

Program Results and Effect:

The State Fire Marshal's ability to adopt new codes and train local officials in their use will reduce the losses citizens are subject to from fire. Providing limited manpower to assist local authorities with inspections and plan reviews aids small communities with volunteer or limited paid departments that are unable to complete these tasks. All inspections and plan reviews are done at the request of local authorities. The collection and tabulation of fire data is vital to establish trends and code deficiencies. The investigations of fires and the prosecution of arson cases in small communities serve as a deterrent. All investigations are done at the request of local authorities.

For more information contact Don McCoy at 334-4370.