

Oklahoma Insurance Department (385)

Head of Agency: John Doak

FY'18 Projected Division/Program Funding By Source						
	Appropriations	Federal	Revolving	Local	Other*	Total
Administration			\$4,196,946			\$4,196,946
General Insurance			\$9,368,780			\$9,368,780
Medicare Assistance Program		\$1,218,381				\$1,218,381
ISD Data Processing			\$1,337,340			\$1,337,340
Total	\$0	\$1,218,381	\$14,903,066	\$0	\$0	\$16,121,447
*Source of "Other" and % of "Other" total for each.						

FY'17 Carryover by Funding Source						
	Appropriations	Federal	Revolving	Local	Other*	Total
FY'16 Carryover			\$13,347,003			\$13,347,003
*Source of "Other" and % of "Other" total for each.						

What Changes did the Agency Make between FY'17 and FY'18?
<p>1.) Are there any services no longer provided because of budget cuts? None</p> <p>2.) What services are provided at a higher cost to the user? None</p> <p>3.) What services are still provided but with a slower response rate? None</p> <p>4.) Did the agency provide any pay raises that were not legislatively/statutorily required? If so, please provide a detailed description in a separate document. In FY-2017 the Oklahoma Insurance Department provided a total of \$316,783 in raises to 92 employees. The raises were based on performance evaluations, promotions, certifications attained, and the assignment of additional job duties. FY-2017 salary expenses were \$1,105,166 under budget.</p>

FY'19 Requested Division/Program Funding By Source						
	Appropriations	Federal	Revolving	Other	Total	% Change
Administration			\$4,196,946		\$4,196,946	0.0%
General Insurance			\$9,368,780		\$9,368,780	0.0%
Medicare Assistance Program		\$1,096,934			\$1,096,934	-10.0%
ISD Data Processing			\$1,337,340		\$1,337,340	0.0%
Total	\$0	\$1,096,934	\$14,903,066	\$0	\$16,000,000	-0.8%
*Source of "Other" and % of "Other" total for each.						

FY'19 Top Five Appropriation Funding Requests	
	\$ Amount
None	

Total Increase above FY-18 Request \$ -

How would the agency handle a 2% appropriation reduction in FY'19?
 The Oklahoma Insurance Department is a non-appropriated agency.

How would the agency handle a 4% appropriation reduction in FY'19?
 The Oklahoma Insurance Department is a non-appropriated agency.

How would the agency handle a 6% appropriation reduction in FY'19?
 The Oklahoma Insurance Department is a non-appropriated agency.

Is the agency seeking any fee increases for FY'18?	
	\$ Amount
No	

What are the agency's top 2-3 capital or technology (one-time) requests, if applicable?
 None

Federal Government Impact

1.) How much federal money received by the agency is tied to a mandate by the Federal Government?
 None

2.) Are any of those funds inadequate to pay for the federal mandate?
 N/A

3.) What would the consequences be of ending all of the federal funded programs for your agency?
 The agency would have to end all services to the senior population and other medicare beneficiaries in the state.

4.) How will your agency be affected by federal budget cuts in the coming fiscal year?
 The funding for the SHIP grant is still under question. The House Committee on Appropriations made the recommendation to defund the SHIP program, which provides counseling and assistance to Medicare beneficiaries, their families, and caregivers. The Senate Appropriations Committee recommended to maintain funding for the SHIP program at its current level. SHIP will continue operating under the current continuing resolution until Congress votes on the budget.

5.) Has the agency requested any additional federal earmarks or increases?
 No

Division and Program Descriptions

Administrative Services

This division includes the Executive, Communications, Comptroller and Administrative Services Divisions of the agency. Their purpose is to provide general administrative support and guidance to all functions of the agency. All agency operations are directed through the Executive Division. The Communications Division delivers current event information to the public through press releases, press conferences, seminars, industry meetings, direct mail to insurers and by updating the agency website. The Comptroller Division is responsible for handling revenue and expenditures and all other agency financial issues in compliance with all state and federal laws. The Administrative Services Division is responsible for coordinating staff recruitment and personnel actions including hiring, promotions, transfers, separations and terminations, as well as staff training and developing employment policies.

General Insurance

This division is comprised of the following divisions: Producer Licensing, Consumer Assistance and Claims, Financial, Legal, Anti-Fraud, Rate & Form Compliance, Utilization Review, Bail Bonds, Real Estate Appraiser Board, Government Relations and Public Policy, Field Operations, and ISO Advocacy. It is charged with the duty of regulating the insurance industry, bail bondsmen and real estate appraisers while ensuring compliance with the relevant statutes and rules and regulations from state and federal sources.

Medicare Assistance Program

The purpose of the State Health Insurance Assistance Program (SHIP) is to provide and support locally accessible counseling services to Medicare beneficiaries and their caregivers in coordination with staff and a network of local community partners and volunteers. Services provided by SHIP are intended for Medicare beneficiaries who need accurate and objective information, counseling and enrollment assistance to help them understand and utilize their Medicare and related benefits. The Senior Medicare Patrol (SMP) program is aimed at facilitating the collaboration of aging network agencies and other entities in recruiting and training retired professionals to educate Medicare and Medicaid beneficiaries and their caregivers on how to better monitor what is paid on their behalf and what to do about identified discrepancies and possible fraud. The Medicare Improvements for Patients and Providers Act (MIPPA) of 2008 provides for expansion or enhancement of the outreach efforts to Medicare beneficiaries on Medicare Part D and for those beneficiaries with limited incomes, in rural areas and for outreach activities aimed at Medicare prevention and wellness benefits.

ISD Data Processing

The purpose of this division is to manage all IT-related issues within the agency.

FY'18 Budgeted FTE

	Supervisors	Classified	Unclassified	\$0 - \$35 K	\$35 K - \$70 K	\$70 K - \$\$\$
Administration	8		26	1	19	6
General Insurance	20		94	14	67	13
Medicare Assistance Program	1		5	0	4	1
ISD Data Processing	1		5	1	2	2
Total	30	0	130	16	92	22

FTE History

	2018 Budgeted	2017	2014	2011	2007
Administration	26	23	22	22	26
General Insurance	94	90	93	85	101
Medicare Assistance Program	5	6	7	7	7
ISD Data Processing	5	3	3	4	5
Total	130	122	125	118	139

Performance Measure Review

	FY'17	FY'16	FY'15	FY'14	FY'13
Administration					
Agency Wide Use of Recruitment and Retention of Diverse Workforce	100%	100%	100%	100%	100%
Training to Develop Skills for Improved Efficiency	100%	100%	100%	100%	100%
Consumer Education Events	252	223	247	113	91
Consumer Education Stories Published	508	447	391	163	82
Number of Monthly Visits to the Website	22000	71,709	108,375	72,621	71,841
% of Users at Destination on Website in 3 Clicks	88%	87%	92%	84%	86%
Regulatory/Enforcement					
% of Annual Premium Tax Returns Audited by Independent	100%	100%	100%	100%	100%
% of Call Capture Rate	96%	96%	96%	96%	96%
% of Reopened RFAs	1%	1%	0%	0%	1%
Initial Producers Licensed Issued within 2 days of application	96%	96%	96%	96%	96%
Renewal Producers Licenses Issued within 2 days of application	96%	96%	96%	96%	96%
% of Call Abandonment Rate	4%	4%	3%	5%	5%
Initial Review of Rate, Rule, Loss Cost and Form Filings Within 60 Days	91%	91%	91%	91%	91%
Initial Review of Self-Certification Form Filings Within 15 Days	93%	93%	93%	93%	93%

Review 30 Day Deemer Filings Within 30 Days	95%	95%	95%	95%	95%
Review 60 Day Deemer Filings Within 60 Days	95%	95%	95%	95%	95%
Public Education Activities of Legal Staff	16	14	17	31	51
Bondsman Initial License Issued Within 10 Days	100%	100%	100%	100%	100%
Bondsman Renewal License Issued Within 15 Days	100%	100%	100%	100%	100%
Appraiser Credentials Processed Within 3 Days	100%	100%	100%	100%	100%
Appraiser Complaints to Final Disposition in 1 Year	100%	100%	100%	100%	100%
Investigations Opened by Fraud Division	164	220	222	250	233
Fraud Cases Referred for Action	150	39	31	12	22
Medicare Grant Programs					
Number of Public Events	1,131	1,036	845	1,551	809
Total Attendees at Public Events	51,669	48,289	45,109	16,293	24,475
Number of Client Contacts	24,691	27,202	24,965	24,183	21,765
Number of Medicare Part D Rx Enrollments	3,144	4,495	4,344	4,105	18,766

Revolving Funds (200 Series Funds)			
	FY'15-17 Avg. Revenues	FY'15-17 Avg. Expenditures	June '17 Balance
Revolving Fund I Fund 200-Commissioner's Revolving Fund	\$16,215,574	\$9,321,850	\$11,925,765
Revolving Fund II Fund 225-Real Estate Appraisal Board	\$567,073	\$527,840	\$677,920
Revolving Fund II Fund 230-Anti Fraud Fund	\$69,518	\$325,078	\$743,318
Total All Funds	\$16,852,165	\$10,174,768	\$13,347,003

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