

Oklahoma Senate Committee on Appropriations

2012-13 Performance Report

Oklahoma Insurance Department

AGENCY MISSION STATEMENT:

To protect and enhance the financial security of Oklahoma and Oklahomans.

LEAD ADMINISTRATOR:

John Doak, Insurance Commissioner,

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GOVERNANCE:

The Oklahoma Insurance Department follows the traditional model of business structuring. As a publically elected official, Commissioner Doak is at the top of the agencies' hierarchy, overseeing 7 Deputy Commissioners who in turn are responsible for the 20 various divisions within the agency. In total, 128 employees are currently working in OID's Oklahoma City and Tulsa offices.

GOVERNANCE ACCOUNTABILITY:

As an elected official, OID is accountable to Oklahoma's electorate, our state's House and Senate Membership and the Governor. As a publicly elected official, Commissioner Doak strives for accountable and transparent government, responding to the needs of Oklahoma's citizenry.

MODERNIZATION EFFORTS:

The Oklahoma Insurance Department is working to go paperless. Significant strides have already been made. Old records are being digitized. Information is being received and distributed by the staff through a paperless system. Printers and copiers have been downsized and returned to the vendor.

Consumer and producer services have been beefed up in Tulsa and around the state. This means less drive time for consumers and more services available in local communities.

OID created smart phone apps for the department's services and for the tornado summit. In addition, apps from the National Association of Insurance Commissioners are being distributed to consumers via the OID website.

Facebook and Twitter are being utilized to keep consumers and produces informed of OID activities and meetings. OID has held at least two meetings in each of the 77 counties in the past year.

CORE MISSION:

OID does not provide services outside of our core mission. Furthermore, our agency is fully capable of performing our duties of regulating financial entities in Oklahoma as directed by Oklahoma Statute.

PRIVATE ALTERNATIVES:

Our agency looks for opportunities of privatization where available and appropriate. Currently, OID's financial and market conduct examinations are made through outside contractors. We utilize the services of these professionals because the quality of their work and expertise in staff are unmatched.

The savings gained by contracting this work out instead of retaining the level of talent necessary to accomplish these examinations directly benefit Oklahoma taxpayers.

In the quest to go paperless OID outsourced an ongoing digitalization project. The vendor will complete the task much more quickly and at lower cost.

Advice is being sought from private firms regarding various policy initiatives. These include reforming Oklahoma's captive law, solving the uninsured motorist problem, workers compensation reform ideas, and many others. OID has received research, legal work and other services from these private businesses at no cost to the state.

OID partnered with two national anti-fraud associations to help consumers know how to avoid becoming the victims of crime. Using these groups' resources a senior anti-fraud summit was organized and other materials were distributed.

Commissioner Doak is committed to running government like a business and we will continue to seek opportunities to privatize services where available and appropriate.