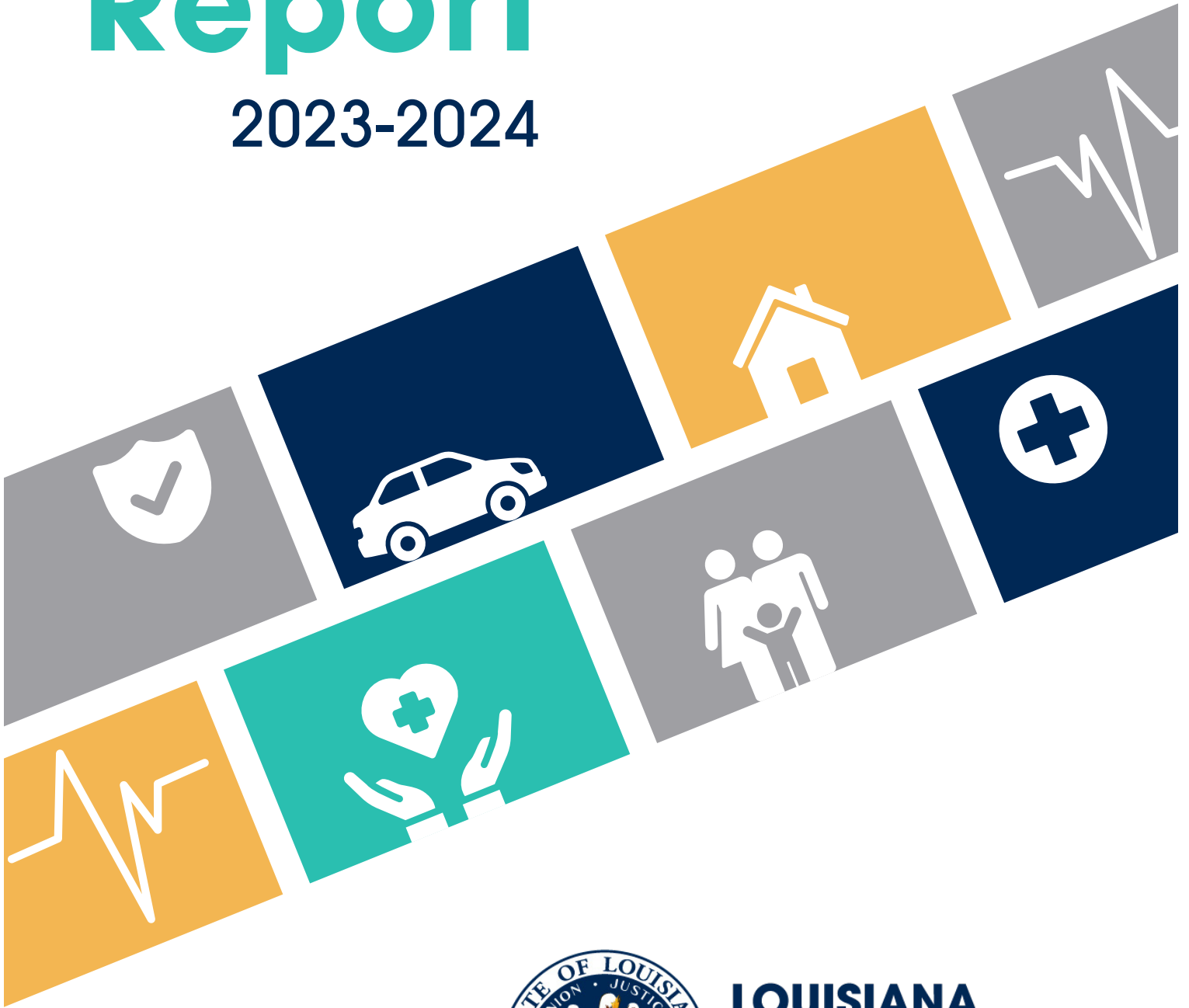


# Annual Report

2023-2024



## LOUISIANA DEPARTMENT OF INSURANCE

Timothy J. Temple  
Commissioner of Insurance  
State of Louisiana

## LOUISIANA DEPARTMENT OF INSURANCE

This public document was published at a total cost of \$6.47. Fifty-three copies of this public document were published in this first printing at a total cost of \$343.15. The total cost of all printings of this document including reprints is \$343.15. This document was published by the Louisiana Department of Insurance, P.O. Box 94214, Baton Rouge, LA 70804 to provide an annual report to the Governor and the Louisiana Legislature, as required by La. R.S. 36:8.1 and 682, La. R.S. 49:308.6, and La. R.S. 22:31, 268, 971, 1545, and 1972 under the authority of the Division of Administration. The material was printed in accordance with standards for printing by state agencies established in La. R.S. 43:31.



LOUISIANA DEPARTMENT OF INSURANCE  
TIMOTHY J. TEMPLE  
COMMISSIONER

March 19, 2025

Honorable Members of the Louisiana Legislature:

The Louisiana Department of Insurance (LDI) Annual Report provides a comprehensive overview of the LDI's activities and performance metrics for the 2023-2024 fiscal year as required by statute.

The LDI is tasked with balancing the needs of insurance consumers with the insurance industry's need to operate competitively. My staff and I work every day to foster a healthy insurance marketplace so that insurance is available, affordable and accountable to our citizens.

As you know well, the people of Louisiana face insurance crises on several fronts. Property coverage has been unavailable and unaffordable since hurricanes Laura, Delta, Zeta and Ida devastated our state in 2020 and 2021. Flood premiums are skyrocketing following FEMA's implementation of Risk Rating 2.0. And Louisiana drivers have been stuck with the most unaffordable auto rates in America for years. The insurance status quo has been an economy killer for our state. But the tide is beginning to turn.

Since taking office in January 2024, I have worked with LDI staff to modernize the department and improve our regulatory reputation while maintaining our vital role of consumer protection. We also supported significant property insurance reform during the 2024 Session that put Louisiana on the path to a stabilized market.

I look forward to working with you this session and in the years to come as we work together to build a stronger, more resilient Louisiana.

Best regards,

A handwritten signature in blue ink, appearing to read "Tim Temple".

Tim Temple  
Commissioner of Insurance  
State of Louisiana



2023-2024

# Annual Report of the Commissioner of Insurance

*State of Louisiana*

*Data compiled from Department of Insurance records and annual statements of insurers transacting business in the State of Louisiana*

**FISCAL YEAR BEGINNING JULY 1, 2023,  
ENDING JUNE 30, 2024**

**Timothy J. Temple**  
Commissioner of Insurance

[www.ldi.la.gov](http://www.ldi.la.gov)  
800-259-5300

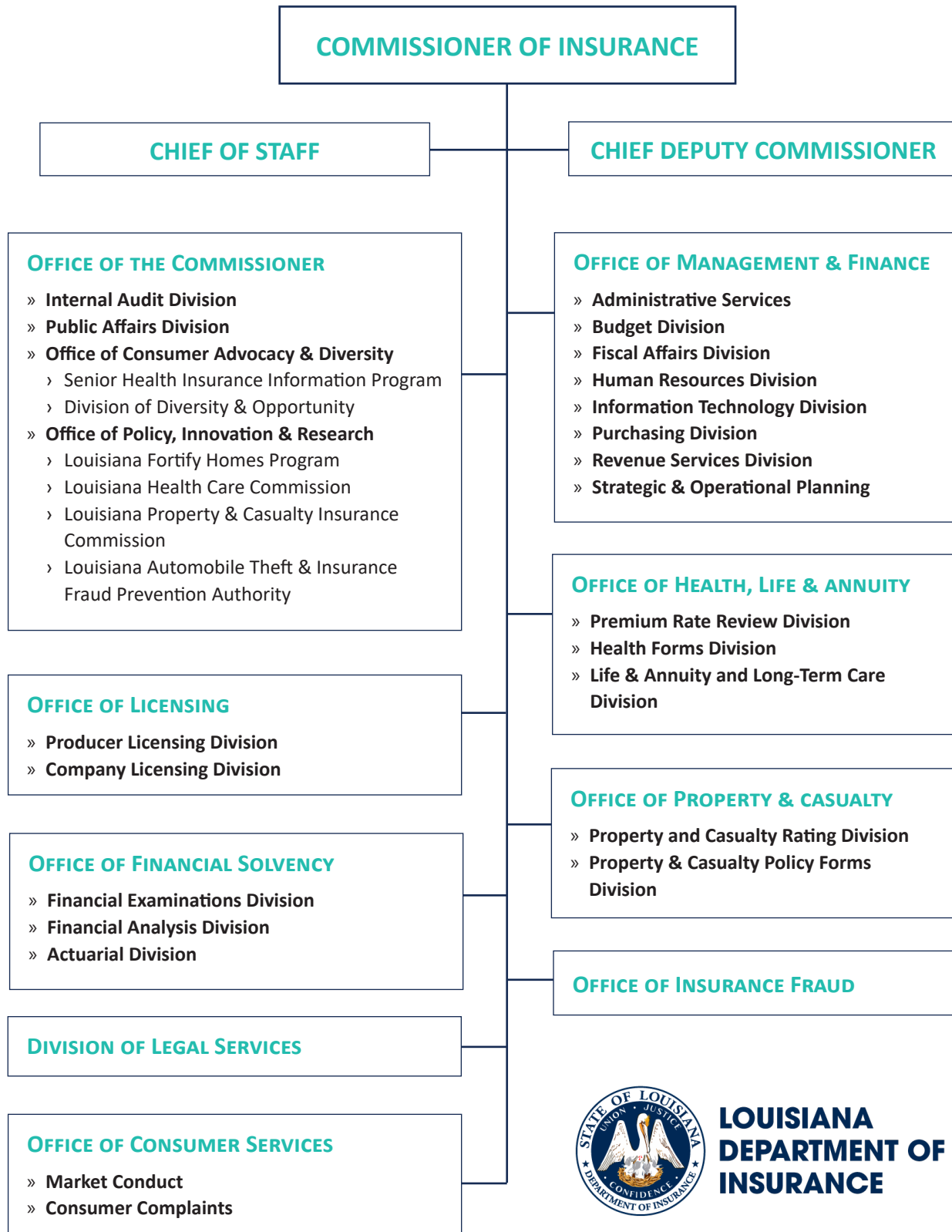
**This report is available on the  
Louisiana Department of Insurance website at  
*[www.lidi.la.gov/annualreports](http://www.lidi.la.gov/annualreports)*.**



# Mission Statement

The Louisiana Department of Insurance regulates the insurance industry and protects consumers to ensure a fair, stable and transparent insurance market.

**AGENCY ORGANIZATION CHART AS OF THE 2023-24 FISCAL YEAR**



**LOUISIANA  
DEPARTMENT OF  
INSURANCE**

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# Executive Summary

# EXECUTIVE SUMMARY

The Louisiana Department of Insurance (LDI) continues to work toward its fundamental responsibilities as a regulator, making sure insurers are solvent and financially able to deliver on their contractual responsibilities while ensuring that they abide by the law and treat policyholders fairly.

During the 2023-2024 fiscal year, after Commissioner Temple assumed his role at the department, the LDI took the first steps to transform Louisiana into a more desirable destination for insurers to do business by improving the state's regulatory environment and continuing to address the ongoing property insurance crisis that resulted from hurricane losses in previous years. In addition to implementing several significant regulatory reforms at the department, the legislature passed a property insurance reform package during the Legislative Session aimed at strengthening our state's insurance market.

We also expanded and improved upon the Louisiana Fortify Homes Program, which is a major part of ensuring that Louisiana's residences, businesses and infrastructure are resilient to the risks we face as a coastal state. So far, the legislature has allocated \$45 million for the program.

The LDI is the third largest revenue generator in the state behind the Department of Revenue and the Department of Public Safety. The LDI collected \$1.57 billion in premium taxes and other sources during Fiscal Year 2023-2024 and transferred 97.36% of it to the State General Fund and other destinations. The LDI's budget for the 2023-2024 fiscal year was \$82.81 million, including \$1.195 million in federal funds. During the year, the LDI spent \$58.34 million.

The LDI's role in licensing insurers and producers is vital to ensuring insurance industry practitioners are knowledgeable, capable, financially responsible and in compliance with applicable laws. Electronic processing continues to improve the LDI's efficiency in discharging its regulatory duties. Regulation of the solvency and market conduct of insurers remains a paramount responsibility of the LDI, which evaluates insurers through in-house analysis and field examinations.

The LDI promulgates administrative provisions through its Division of Legal Services, including regulations, directives, advisory letters and bulletins. These documents are described in this report and are available on the LDI's website. The Annual Litigation Report required by La. R.S. 36:8.1 is included in the Division of Legal Services chapter of this report.

The LDI's work is conducted by several other offices and divisions including the Office of Management & Finance; Office of Licensing; Office of Financial Solvency; Office of Insurance Fraud; Office of Property & Casualty; Office of Health, Life & Annuity; Office of Consumer Services; Office of Consumer Advocacy and Diversity; Office of Policy, Innovation & Research; Division of Public Affairs; and others. In-depth reporting about the activities of each of these offices and divisions can be found in this report.

The LDI serves the public and the insurance industry by responding to phone calls, public records requests and other requests through the mail and web-based systems. The LDI places a premium on public outreach and engagement.

This annual report includes historical comparisons in most tables, including three-year histories in the activities tables. It also includes links to the LDI website, which provides frequently accessed information to the public and regulated entities. This document and prior annual reports will remain accessible on the department's website at [www.ldi.la.gov/annualreports](http://www.ldi.la.gov/annualreports).



# Office of the Commissioner

# OFFICE OF THE COMMISSIONER

*The Louisiana Department of Insurance was reaccredited by the National Association of Insurance Commissioners in 2023.*

## INTERNAL AUDIT DIVISION

The purpose of the Internal Audit Division is to strengthen the department’s ability to create, protect and sustain value by providing management with independent, risk-based and objective assurance, advice, insight and foresight.

The mission of the division is to provide an independent, objective assurance and advisory services that are designed to add value and improve the operations of the LDI and to assist the department in accomplishing its objectives by bringing a systematic, disciplined approach to evaluate and improve the efficiency and effectiveness of governance, risk management and control processes. Additionally, the division assesses LDI’s quality of performance compared with established standards.

The chief internal auditor envisions the Internal Audit Division as a relevant, trusted and high-performing internal audit activity that independently serves LDI and its management by contributing to the achievement of its strategic goals and objectives.

During Fiscal Year 2023-2024, the division completed nine audits and issued 15 recommendations. Management accepted these recommendations, resulting in improved controls, efficiency and effectiveness of the LDI’s processes and operations.

The division’s Quality Assurance and Improvement Program (QAIP) assesses the quality of the division’s performance and its conformance with the Institute of Internal Auditors (IIA) Standards. As part of QAIP, the division continually monitors the quality of its work via workpaper reviews, checklists, engagement evaluations and surveys completed by stakeholders of each engagement conducted. An annual self-assessment conducted during Fiscal Year 2022-2023 found that the Internal Audit Division “generally conforms” to the IIA Standards. An independent external validation of the self-assessment, completed on February 21, 2024, concurred that the Internal Audit Division “generally conforms” with the Standards and the Code of Ethics.

The division also tracks various performance measure indicators and has met or exceeded its target performance indicators for Fiscal Year 2023-2024.

## **PUBLIC AFFAIRS DIVISION**

The mission of the Public Affairs Division is to raise the profile of the Department of Insurance so the LDI can better enforce insurance laws and regulations, improve market conditions, create competition within the market and protect insurance consumers.

The division's primary function is to communicate timely, accurate and relevant information to consumers, the insurance industry, the media and other stakeholders. The division accomplishes this through news releases, publications, newsletters, columns and social media posts, as well as the LDI website and paid media.

In collaboration with staff in the commissioner's office, the Public Affairs Division schedules and prepares talking points for media interviews and speaking engagements. The division also creates and manages contracts for public awareness campaigns that inform and educate the public about a variety of insurance topics and LDI services, including the Senior Health Insurance Information Program (SHIIP) and the Louisiana Fortify Homes Program (LFHP). In addition, Public Affairs produces and maintains consumer guides, which include information on purchasing homeowners, renters, health, automobile and life insurance; preparing for disasters; spotting insurance fraud; becoming a licensed producer or adjuster in Louisiana; and more.

During the 2023-2024 fiscal year, the Public Affairs Division played a pivotal role in implementing many of the necessary transitions that come with a new administration. The team closely coordinated with the new executive staff and the Information Technology (IT) Division to identify and implement critical content updates to the website, including a rebranding of its design and functionality.

Additionally, during this fiscal year, the division partnered with executive staff and IT to develop the LDICConnect app aimed at enhancing communication with the public and industry stakeholders in a more contemporary manner. The division now manages responses to messages received through the app and the public email system. Staff has also been tasked with creating fresh content and compelling branding for the department.



# OFFICE OF CONSUMER ADVOCACY & DIVERSITY

The Office of Consumer Advocacy & Diversity is charged with educating and assisting consumers with insurance questions and guaranteeing the rights of insurance consumers in Louisiana are upheld. The Policyholder Bill of Rights ([La.R.S. 22:41](#)) lays out certain rights an insurance policyholder has, such as prompt service from agents, policy cancellation rights and the right to file a complaint with the LDI.

The Office of Consumer Advocacy & Diversity includes the Division of Diversity & Opportunity and the Senior Health Insurance Information Program (SHIIP).

Aspects of the Office of Consumer Advocacy & Diversity’s mission include responding to consumer inquiries, performing quality management audits of consumer complaints and assisting other LDI divisions. The office receives a random 10% sample of consumer complaints for internal audit review and reports any violations of rules, regulations or laws to the appropriate official, division or office of the department, which may take further action as deemed appropriate. The office also performs secondary reviews of complaint files from the Office of Consumer Services upon policyholder request.

Table 1 summarizes the inquiries and file audits handled by the Office of Consumer Advocacy & Diversity during Fiscal Year 2023-2024.

**TABLE 1 AUDITS BY COVERAGE TYPE**

---

<i>Category</i>	<i>Audits</i>	<i>Percent</i>
Property & Casualty	286	69.25%
Health	83	20.10%
Life, Annuity & Long-Term Care	44	10.65%
<b>TOTALS</b>	<b>413</b>	<b>100.0%</b>

Additionally, the office advocates for Louisiana insurance consumers by conducting community outreach. Staff participate in events and speaking engagements across the state to provide insurance information resources and explain the services available to consumers through the LDI.

During this fiscal year, staff coordinated with organizations such as the Federal Emergency Management Agency, the U.S. Department of Housing and Urban Development and the Louisiana Housing Corporation to provide residents with disaster preparedness information. Staff found most policyholders needed help in reading and understanding their policies, knowing what questions to ask their agents and adjusters, and understanding their rights.

**OFFICE OF THE COMMISSIONER**  
**OFFICE OF CONSUMER ADVOCACY & DIVERSITY**

Table 2 summarizes the outreach activities of the Office of Consumer Advocacy & Diversity.

**ACTIVITIES OF THE OFFICE OF CONSUMER ADVOCACY & DIVERSITY**  
**THREE-YEAR HISTORY** **TABLE 2**

	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
Speaking Engagements	113	147	85
Informational Packets Distributed	21,844	4,679	8

The office has continued virtual outreach to consumers and organizations. Staff reached 1,420 attendees virtually through presentations to organizations across Louisiana.

One initiative the office conducted virtually was the Homeowner’s 101 class hosted by the U.S. Department of Housing and Urban Development. These classes help first-time home buyers understand their insurance needs before they purchase a home. During the fiscal year, the office conducted 13 sessions with over 800 attendees. In the future, the office plans to start conducting homeowners classes specifically tailored to disaster recovery, as they are seeing an increase in requests on that topic.

Looking ahead, the office aims to increase its outreach and help consumers navigate insurance issues prior to the need to file a complaint. The goal is to be of service to insurance consumers preemptively rather than reactively when a disaster strikes.

# SENIOR HEALTH INSURANCE INFORMATION PROGRAM (SHIIP)

The Senior Health Insurance Information Program (SHIIP) empowers, educates, and assists Medicare-eligible individuals, their families and their caregivers. Through objective outreach, personalized counseling and comprehensive training, SHIIP provides free, unbiased guidance to help seniors navigate their Medicare coverage options. SHIIP counselors offer assistance both over the phone and in person.

During Medicare Open Enrollment each year, SHIIP helps beneficiaries understand their coverage options and choose plans that best fit their needs. In Fiscal Year 2023-2024, counselors saw a slight increase for enrollment assistance due to benefit changes and premium increases to Medicare plans.

SHIIP staff continued delivering education, counseling and assistance through presentations, training sessions and community events, resuming in-person services to ensure beneficiaries receive essential support.

One of the major challenges faced was the ineffectiveness of the partners SHIIP contracts with to help deliver the counseling services around the state.

There was also an increase in misleading mail and phone solicitations that look like official communications from the Social Security Administration or Medicare. Many beneficiaries unknowingly respond to these messages, allowing agents to sign them up for Medicare Advantage Plans, which can negatively impact their coverage. Since January 2021, the Centers for Medicare & Medicaid Services (CMS) has received over 20,000 complaints about these tactics. In response, CMS created a task force to investigate, and the National Association of Insurance Commissioners (NAIC) referred the issue to its Senior Issues Task Force. SHIIP, at both local and national levels, works with the Senior Medicare Patrol (SMP) to educate beneficiaries on avoiding unsolicited calls and resolving any issues they may face after sharing their personal information.

Looking ahead, SHIIP will continue working with the Louisiana Department of Health (LDH) to assist beneficiaries and agents to understand their level of Medicaid and the services they are eligible to receive and to ensure state residents receive the support they need. SHIIP is actively seeking new partners to expand reach and provide more Medicare beneficiaries with accurate and reliable information. SHIIP remains committed to training staff and partners to deliver the best service possible.

**ASSISTANCE PROVIDED TO SENIOR CITIZENS BY THE SENIOR HEALTH INSURANCE  
INFORMATION PROGRAM AND COUNSELORS — THREE-YEAR HISTORY**

**TABLE 3**

	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
Number of Hours Logged by Counselors	5,513	5,605	6,514
Number of Seniors Receiving Services ( <i>provided via telephone, email, postalmail and face-to-face contact</i> )	19,248	20,425	22,988
Number of Senior Health Group Presentations Provided ( <i>health fairs, senior fairs and enrollment events</i> )	323	270	203
Number of Individuals in Attendance at Presentations	25,126	3,038	5,333
Number of Senior Health Counselor Training Sessions Conducted ( <i>virtual only</i> )	2	3	3
Number of Persons Provided Enrollment Assistance	1,133	1,018	1,342

## DIVISION OF DIVERSITY & OPPORTUNITY

[La. R.S. 22:31\(5\)](#) Report by the Division of Diversity & Opportunity

*To submit an annual report by April first of each year to the House and Senate insurance committees relative to educational and informational services made available to minorities, the number and types of inquiries, and all available relevant information from applicants and producers.*

The Division of Diversity & Opportunity is legislatively charged with helping minorities and disadvantaged individuals find opportunities in the insurance industry. To that end, the division:

- Promotes the skills and training necessary to prepare for careers in insurance and creating awareness about opportunities available in the insurance industry.
- Conducts and participates in training sessions and InVest programs at 13 high schools and three colleges in Louisiana to prepare individuals for careers in insurance.
- Provides information on managing risks to small business owners, minority business owners and church leaders through participation in workshops and seminars.
- Sponsors workshops to help those in the industry earn continuing education credits and provides one-on-one counseling to minority agents and small and minority agencies.
- Helps small, minority and disadvantaged agencies win contracts with insurers by coaching them on the qualifications and requirements to obtain those contracts.
- Posts job opportunities in the insurance industry on the LDI website at [www.lidi.la.gov/industry/resources-and-publications/diversity-opportunity/job-opportunities](http://www.lidi.la.gov/industry/resources-and-publications/diversity-opportunity/job-opportunities).

In Fiscal Year 2023-2024, the division expanded projects such as continuing education and risk management workshops. Attendance for these virtual events increased outreach tremendously as more organizations requested the easier-to-conduct virtual events, and more people were able to participate without the travel required for in-person events.

Diversity & Opportunity accomplishments this fiscal year included the following:

- Conducted two virtual continuing education agent workshops.
- Responded to 49 inquiries, five of which were requests for assistance obtaining standard contracts with standard insurers.
- Participated in 31 workshops and seminars throughout Louisiana to provide students and consumers with information on educational and employment opportunities within the insurance industry.
- Worked with the Eighth Episcopal District of the African Methodist Episcopal Church (consists of approximately 115 churches in Louisiana and their congregations) to distribute information created by the division and assist them in obtaining proper insurance coverage for the church and for underinsured and uninsured congregations.
- Distributed consumer guides at a variety of events including legislative town hall meetings, community events and church conferences. The division also participated in workshops and seminars with presentations titled Managing Risk for Your Business and Managing Risk for Your Place of Worship.

**ACTIVITIES OF THE DIVISION OF DIVERSITY & OPPORTUNITY  
THREE-YEAR HISTORY** **TABLE 4**

	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
Agents/Agencies Assisted	15	20	15
Consumer/Producer Complaints/General Information Cases Handled	42	69	69
Complaints Referred to Consumer Services	2	5	7
Trainings/Seminars Conducted	39	32	39
Trainings/Seminar Attendees	919	816	1,541
Business Plan Assistance	2	1	1
Company Positions Posted	0	0	5
Industry Jobs Obtained From Postings	0	0	1
Agents Assisted With Obtaining Contracts	2	0	2
Students Who Completed InVest Program	0	0	0

Diversity & Opportunity staff would like to see improvement in several areas. The lack of insurance literacy among the Louisiana population is a main concern. In an effort to remedy this situation, the division will continue to provide resources and programs to educate small business owners and church leaders about managing risks with proper insurance products and coverage.

Another area of concern is the lack of opportunities for minority agents to obtain lucrative contracts with standard companies. Minority agents are as experienced and knowledgeable as other agents but have not historically been given access to larger companies that offer more competitive rates, limiting their ability to grow and expand their agencies. The problem stems from companies entering the market and either contracting with managing general agents (MGAs) or large agencies in the area. Also, some requirements, such as a certain amount of premium volume needed to obtain a contract, are too stringent to allow small agencies to qualify. The division will continue to encourage companies to provide more opportunities for small and minority agents to obtain contracts. The division will also continue to work with faculty and staff at the University of Louisiana at Lafayette, University of Louisiana at Monroe and Southern University System to promote their insurance programs.

# OFFICE OF POLICY, INNOVATION & RESEARCH

[Act 159](#) of the 2022 Regular Legislative Session created the Office of Policy, Innovation & Research within the Louisiana Department of Insurance (LDI). This office engages in thought-leading research and development of policy proposals for legislation, rules and regulations, and other administrative actions. It also monitors the activities of other organizations and government agencies that affect insurance regulation and business practices.

The office is the liaison to the National Association of Insurance Commissioners (NAIC), Interstate Insurance Product Regulation Commission (IIPRC) and International Association of Insurance Supervisors (IAIS). Staff provide support to the three LDI boards and commissions that are housed under this office, which are the Louisiana Health Care Commission, Louisiana Property & Casualty Insurance Commission, and Louisiana Automobile Theft & Insurance Fraud Prevention Authority.

*NOTE: Following the 2024 Louisiana Legislative Session, these three boards were abolished as a result of [Act 339](#).*

## LOUISIANA FORTIFY HOMES PROGRAM

The Louisiana Fortify Homes Program (LFHP) was established in 2022 and offers grants of up to \$10,000 to homeowners who upgrade their roofs to the stronger FORTIFIED standard. The program has received significant legislative and public support, reflecting Louisiana's proactive approach to mitigating damage from severe weather events.

In 2024, Governor Jeff Landry signed into law a measure that removes the program's sunset, solidifying Louisiana's long-term commitment to fortifying homes statewide. LFHP was funded with \$30 million in 2023 and an additional \$15 million in 2024, demonstrating the state's robust backing for the initiative. At the end of this reporting period, the program had received approximately 3,000 grant applications and installed over 800 FORTIFIED-certified roofs. Homeowners who upgrade their roofs under this program also benefit from a discount on their insurance premiums, as per legislation passed in 2023.

Looking ahead, the LDI plans to advocate for legislation that would establish a permanent funding source for the program, financed by the insurance industry. Tax incentives and grants have been instrumental in driving participation, and the department continues to explore options for increasing these benefits to encourage wider adoption.

Additionally, the department is monitoring the insurance discounts submitted by companies, as these can vary depending on individual homeowner risk profiles. Homeowners are encouraged to consult with their insurance agent to understand the specific discounts available to them after installing a FORTIFIED roof.

## LOUISIANA HEALTH CARE COMMISSION

The Louisiana Health Care Commission (LHCC) was created by law in 1992. Statutory authority and membership of the commission are contained in [La. R.S. 22:2161](#). It is a 47-member advisory board that undertakes comprehensive review of complex health care issues facing Louisiana. Through a broad perspective, the commission studies the issues affecting the availability, affordability and delivery of quality health care in Louisiana. The commission is also tasked with examining national health care reform initiatives.

### MEETINGS AND 2023-2024 FISCAL YEAR

The commission holds quarterly public meetings each year and encourages anyone interested in learning about state and national health care issues to attend and provide feedback. The commission is composed of a diverse group of individuals who bring a variety of perspectives to the discussions. Members represent the views of providers, insurance companies, agents, consumers, regulators and volunteer groups.

This fiscal year, the commission held meetings on Aug. 14, 2023, Nov. 30, 2023, and Feb. 23, 2024.

In these meetings, experts provided updates on ways to educate consumers on health care and the cost of care, preventative health and consumer health and wellness awareness, and availability and access to health care.

*Note: In the 2024 Legislative Session, LHCC was abolished as the result of [Act 339](#).*

## LOUISIANA PROPERTY & CASUALTY INSURANCE COMMISSION

The Louisiana Property & Casualty Insurance Commission (LPCIC) studies property and casualty insurance issues to find ways to make insurance more affordable and available. The commission originated to study auto insurance issues but has expanded to include all property and casualty insurance. It has 28 members composed of representatives from state government, law enforcement and the insurance industry.

### STATE OF THE AUTOMOBILE INSURANCE MARKET

- In 2023, Louisiana ranked third highest in average cost of full coverage insurance at \$3,629 per year.
- Our competitive, voluntary market faces capacity and affordability issues, the severity of rate loss and increased cost due to inflation.
- Louisiana has high rates of attorney representation in claims.
- Supply chain issues contribute to an increase of rental reimbursement severity.
- Supply chain issues increase costs and delay average repair time.
- Computerized and high technology components in newer vehicles increase cost of repairs.
- Parishes in the Greater New Orleans and Baton Rouge areas continue to pay highest rates.



**TABLE 5 COST OF FULL COVERAGE AUTO INSURANCE 2023**  
(FULL COVERAGE — COLLISION, COMPREHENSIVE, LIABILITY)

5 Least Expensive		5 Most Expensive	
Idaho	\$ 1,021	New York	\$ 4,769
Vermont	\$ 1,037	Florida	\$ 4,326
Ohio	\$ 1,112	<b>Louisiana</b>	<b>\$ 3,629</b>
Maine	\$ 1,216	California	\$ 2,521
Iowa	\$ 1,238	Michigan	\$ 2,495

Source: Forbes Advisor

**TABLE 6 COMPARISON OF AUTO INSURANCE RATES IN KEY STATES TO THE NATIONAL AVERAGE, OVER TIME**

	2023 Full Coverage	\$ Diff From National Avg	% Diff From National Avg	Diff From Last 3-Yr Avg Rate	Change From Last 3-Yr Avg Rate
Florida	\$ 2,560	\$ 878	52%	(\$ 113)	-5%
<b>Louisiana</b>	<b>\$ 2,546</b>	<b>\$ 864</b>	<b>51%</b>	<b>(\$ 101)</b>	<b>-4%</b>
Delaware	\$ 2,137	\$ 455	27%	(\$ 207)	-12%
Michigan	\$ 2,133	\$ 451	27%	(\$ 607)	-28%
California	\$ 2,115	\$ 433	26%	\$ 130	6%
Kentucky	\$ 2,105	\$ 423	25%	(\$ 138)	-7%
Missouri	\$ 2,104	\$ 422	25%	\$ 173	9%
Nevada	\$ 2,023	\$ 341	20%	(\$ 207)	-10%
New York	\$ 2,020	\$ 338	20%	(\$ 392)	-27%
Nebraska	\$ 2,018	\$ 336	20%	\$ 215	13%

Source: A.M. Best, Bestlink

## **STATE OF THE HOMEOWNERS INSURANCE MARKET**

The homeowners insurance market in Louisiana is notably volatile due to several interconnected factors:

### **HURRICANE VULNERABILITY**

Hurricanes pose a significant threat to Louisiana. Events like Hurricane Laura in 2020 and Hurricane Ida in 2021 caused widespread devastation, leading to billions of dollars in insurance claims. The unpredictability of hurricane patterns and the potential for catastrophic losses make insurers cautious and can lead to fluctuating premiums and coverage availability.

### **INSURANCE MARKET DYNAMICS**

The insurance industry operates on a risk-based model. In regions prone to natural disasters like Louisiana, insurers must assess and price risk accurately to remain financially viable. When insurers experience substantial losses due to catastrophic events, they may respond by increasing premiums, reducing coverage, or even withdrawing from the market altogether. These actions can contribute to market volatility, affecting homeowners' access to affordable coverage.

### **REINSURANCE MARKET DYNAMICS**

Reinsurance plays a crucial role in spreading risk within the insurance industry. However, disruptions or fluctuations in the global reinsurance market can impact insurers' ability to manage their exposure effectively. Events such as large-scale natural disasters in other parts of the world or changes in reinsurance pricing can reverberate through the homeowners insurance market in Louisiana, affecting premiums and availability.

### **SOCIOECONOMIC FACTORS**

Socioeconomic factors, including income levels, housing affordability and demographic trends, also influence the homeowners insurance market. Disparities in income and resources can affect homeowners' ability to purchase insurance or rebuild after a disaster. Moreover, demographic shifts, such as population growth or decline, can impact insurers' risk assessments and market strategies, contributing to market volatility.

Overall, the volatility of the homeowners insurance market in Louisiana is a multifaceted issue driven by a combination of hurricane vulnerability, insurance market (including reinsurance market) dynamics, regulatory factors and socioeconomic conditions. Addressing this volatility requires a comprehensive approach that considers risk management strategies, regulatory reforms and efforts to enhance resilience in communities vulnerable to natural disasters.

**TABLE 7 TOP 10 COSTLIEST HURRICANES IN THE UNITED STATES<sup>1</sup> — (\$ MILLIONS)**

Rank	Year	Hurricane	Dollars When Occurred	In 2023 Dollars <sup>2</sup>
1	2005	Hurricane Katrina	\$ 65,000	\$ 101,865
2	2022	Hurricane Ian	54,000	55,772
3	2021	Hurricane Ida	36,000	40,503
4	2012	Hurricane Sandy	30,000	39,918
5	2017	Hurricane Harvey	30,000	37,609
6	2017	Hurricane Irma	30,050	37,473
7	2017	Hurricane Maria	29,511	36,802
8	1992	Hurricane Andrew	16,000	34,951
9	2008	Hurricane Ike	18,200	25,604
10	2005	Hurricane Wilma	10,700	16,533

<sup>1</sup> Includes Puerto Rico and the U.S. Virgin Islands and losses sustained by private insurers and government-sponsored programs such as the National Flood Insurance Program. Includes hurricanes that occurred through 2023. Subject to change as loss estimates are further developed. As of January 2024. Ranked on insured losses in 2023 dollars.

<sup>2</sup> Adjusted for inflation by Aon using the U.S. Consumer Price Index. Source: Aon; Chart source: Insurance Information Institute.

**TABLE 8 TOP 10 MOST SIGNIFICANT FLOOD EVENTS BY NATIONAL FLOOD INSURANCE PROGRAM PAYOUTS<sup>1</sup>**

Rank	Date	Event	Number of Paid Losses	Amt Paid (\$ Mil) When Occurred	Amt Paid (\$ Mil) in 2023 Dollars	Avg Paid Loss in 2023 Dollars
1	Aug 2005	Hurricane Katrina	168,200	\$ 16,330	\$ 25,592	\$ 152,152
2	Oct 2012	Superstorm Sandy	132,800	8,967	11,931	89,842
3	Sept 2017	Hurricane Harvey	77,100	9,015	11,302	146,589
4	Sept 2022	Hurricane Ian	48,000	4,300	4,441	92,521
5	Sept 2008	Hurricane Ike	46,900	2,711	3,814	81,322
6	Aug 2016	Louisiana severe storms and flooding	27,600	2,522	3,223	116,775
7	Sept 2004	Hurricane Ivan	31,000	1,671	2,709	87,387
8	May 2001	Tropical Storm Allison	62,200	1,110	1,919	30,852
9	Aug 2011	Hurricane Irene	43,800	1,344	1,826	41,689
10	Apr 2017	Hurricane Irma	22,300	1,094	1,365	61,211

<sup>1</sup> Includes events from 1978 to December 31, 2023, as of January 2024. Defined by the National Flood Insurance Program as an event that produces at least 1,500 paid losses. Ranked on Amount Paid in 2023 Dollars. Source: Federal Emergency Management (FEMA) National Flood Insurance Program (NFIP) data; analysis courtesy of Aon; Chart source: Insurance Information Institute.

## OFFICE OF THE COMMISSIONER

### OFFICE OF POLICY, INNOVATION & RESEARCH

- The competitive voluntary market faces challenges from reduced capacity & affordability, rate loss severity, and the inadequacies created by inflation. The natural disasters of 2020-2021 continue to have an effect on the market.
- The Insure Louisiana Incentive Program is underway. The program was designed to encourage insurers to write new business in the most affected parishes.
- Global disasters and general economic conditions have reduced global reinsurance capacity and contributed to dramatic rise in reinsurance premium.
- The national average cost of homeowners insurance in 2023 was \$1,582 per year, according to Forbes Advisor’s analysis. This is for a home insurance policy with \$350,000 of dwelling coverage and \$100,000 of liability coverage.

Source: *Forbes Advisor*.

## LEGISLATIVE RECOMMENDATIONS FOR 2024

During the 2023-2024 fiscal year, the LPCIC compiled and reviewed the following legislative recommendations:

- 1. Strengthen Louisiana Building Codes** — The LPCIC maintains the position that the Louisiana State Uniform Construction Code (LSUCC) remain current with regular updates based on national and international standards.
  - The LPCIC recommends that the legislature incorporate the complete Insurance Institute for Business and Home Safety (IBHS) FORTIFIED standard into the LSUCC.
- 2. Make Funding for Louisiana Fortify Homes Program Permanent** — [Act 554](#) of the 2022 Regular Session created the Louisiana Fortify Homes Program and in 2023 funding was made available for the program. The program provides financial grants to homeowners to assist in the cost of roof replacement to the FORTIFIED Roof standard.
  - The LPCIC recommends that the legislature approve additional funding for the Louisiana Fortify Homes Program in 2024, remove the sunset provision and create a permanent and dedicated funding source for the LFHP.
- 3. Study and Consider Adopting Florida Legislation as a Standard for Property Insurance**
  - The LPCIC recommends that the legislature pursue further examination and evaluation of Florida legislation as a benchmark for property insurance standards.
- 4. Define Bad Faith** — The term “bad faith” can be ambiguous and needs to be defined legislatively to provide clear and specific guidelines for what constitutes unacceptable behavior by insurance companies.
  - The LPCIC recommends defining the term “bad faith” to provide clear and specific guidelines for what constitutes unacceptable behavior by insurance companies. The LPCIC submits a detailed annual report to the governor, commissioner of insurance and legislature. The LPCIC is authorized under [La. R.S. 22:2171](#).

Note: In the 2024 Legislative Session, LPCIC was abolished as the result of [Act 339](#).

# LOUISIANA AUTOMOBILE THEFT & INSURANCE FRAUD PREVENTION AUTHORITY

## BACKGROUND

The board of directors of the Louisiana Automobile Theft & Insurance Fraud Prevention Authority (LATIFPA) creates and executes programs to reduce auto theft and insurance fraud in Louisiana. The director and staff create partnerships with law enforcement agencies, state and local prosecutors, educators, and public awareness advocates to address the problems of auto theft and insurance fraud. LATIFPA's 11-member board of directors includes private citizens, legislators and representatives from various state agencies. LATIFPA was created by the legislature under [La. R.S. 22:2131](#) and operates under a special fund created by [La. R.S. 22:2134](#).

## INITIATIVES

LATIFPA's law enforcement initiatives assist agencies with grant funding to increase efficiency in their vehicle theft and burglary prevention activities. One initiative is the License Plate Recognition program, which is implemented through a Cooperative Endeavor Agreement with the National Insurance Crime Bureau (NICB). Under the License Plate Recognition program, grant awards of license plate recognition systems are made to Louisiana law enforcement agencies selected by application.

In 2023, the authority studied options that included updated LPR wireless solar cameras using cloud-based storage and worked to identify new technology to assist law enforcement in reducing and solving automobile theft and insurance fraud-related crimes.

According to the National Insurance Crime Bureau, the insurance industry's nonprofit association dedicated to preventing and combating insurance crime and a significant partner with LATIFPA in a Cooperative Endeavor Agreement focusing on automobile theft prevention, nearly 500,000 vehicles were reported stolen nationwide in the first half of 2023. This is an increase of more than 2% compared to the first half of 2022. Louisiana ranked 14th in the nation with 13,638 automobile thefts reported.

## COMMUNITY OUTREACH

In Fiscal Year 2023-2024, LATIFPA's public awareness events and education initiatives included participating in dozens of community, school and senior events as a speaker and/or exhibitor providing information on automobile theft and insurance fraud to thousands of attendees.

## MEETINGS

During the 2023-2024 Fiscal Year, LATIFPA met three times. Meetings were held on Aug. 9, 2023, Nov. 29, 2023, and March 5, 2024. Each meeting consists of a budget review, reviews of grant applications, updates on current LPR installations and operation, a community outreach update, a report from the NICB and any other discussion deemed relevant to the mission of the authority.

*NOTE: In the 2024 Legislative Session, LATIFPA was abolished as a result of [Act 339](#).*

## HELPFUL LINKS

Sign up for updates from the LDI, [www.lidi.la.gov/subscriptions/email-notification-request](http://www.lidi.la.gov/subscriptions/email-notification-request).

LDI's YouTube channel, [www.youtube.com/user/LAInsuranceDept](http://www.youtube.com/user/LAInsuranceDept), allows viewers to watch informational videos on insurance topics.

The quarterly Consumer Advocacy and Medicare Update Newsletter, [www.lidi.la.gov/consumers/resources-publications/consumer-advocacy/newsletters](http://www.lidi.la.gov/consumers/resources-publications/consumer-advocacy/newsletters), spotlights issues of interest to consumers.

A list of upcoming LDI meetings, including Office of Consumer Advocacy & Diversity and SHIP presentations, can be found at [www.lidi.la.gov/events](http://www.lidi.la.gov/events). This page also contains a link to regulatory public hearings.

For information about the Louisiana Fortify Homes Program, [www.lidi.la.gov/fortifyhomes](http://www.lidi.la.gov/fortifyhomes).

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# Office of Management & Finance



# OFFICE OF MANAGEMENT & FINANCE

The Office of Management & Finance oversees the day-to-day operations of the LDI, ensuring that employees have the facilities, supplies and services they need to perform their duties effectively and efficiently, while also ensuring that LDI complies with laws and best practices in managing its finances, operations and assets. It is the LDI's largest office with 39 full-time employees and two student workers.

The office consists of eight divisions: Strategic & Operational Planning, Fiscal Affairs Division, Revenue Services Division, Budget Division, Purchasing Division, Human Resources Division, Information Technology (IT) Division and Administrative Services.

The LDI ranks as the third-largest revenue generator in the state following the Department of Revenue and the Department of Public Safety. During Fiscal Year 2023-2024, the LDI collected \$1.57 billion in premium taxes and other sources, then transferred 97.36% of this revenue to the state treasurer for distribution to the State General Fund and other dedicated funds and/or entities. The LDI allocated a total budget of \$82.81 million for the 2023-2024 fiscal year, which included \$1.195 million in federal funds, \$13.15 million for the Insure Louisiana Incentive Program and \$30 million for the Louisiana Fortify Homes Program. During the year, LDI spent \$58.34 million, using \$36.33 million for its operations and distributing \$11.67 million as matching capital grant funds to qualified property insurance companies through the Insure Louisiana Incentive Program and \$10.33 million to make financial grants to retrofit roofs of insurable property to meet or exceed the FORTIFIED home standards of the Insurance Institute for Business and Home Safety through the Louisiana Fortify Homes Program.

## STRATEGIC & OPERATIONAL PLANNING

Strategic & Operational Planning drafts the annual operations plan and manages the planning and performance efforts since they were mandated by the Louisiana Legislature in 1997. Strategic & Operational Planning assess progress toward the LDI's goals and objectives by monitoring 33 key performance measures each quarter, tracking 12 supporting performance indicators twice a year and reporting general performance in 95 areas.

Strategic & Operational Planning also collects information for legislative fiscal notes and writes economic and family impact statements for all rules promulgated by the LDI. During the 2024 Regular Legislative Session, the office provided information to the Legislative Fiscal Office for its development of 33 fiscal notes.

## FISCAL AFFAIRS DIVISION

The Fiscal Affairs Division manages and protects the LDI's real and monetary assets. It handles travel, accounts payable and accounts receivable.

In Fiscal Year 2023-2024, the LDI collected revenue totaling \$1.573 billion, which represents a 8.4% increase from the previous year. Premium tax collections fueled the revenue growth.

In Fiscal Year 2023-2024, the LDI increased transfers to the state treasury and specific programs by 8.4% compared to the previous year, serving as a collection agent for numerous entities and distributing funds to both the State General Fund and dedicated programs. The total amount transferred was \$1.516 billion. The LDI collects 96.4% of its resources from insurance premium taxes, insurance rating assessment, and the insurance fraud assessment. These funds are not allocated for financing the department's operations.

The LDI collected only 3.6% of its revenue, or \$57 million, to finance its operations. Regulatory fees, the Health Insurance Portability and Accountability Act (HIPAA) Assessment, federal grants for the Senior Health Insurance Information Program, \$716,145 from the Insurance Fraud Assessment, and funds from the Louisiana Automobile Theft & Insurance Fraud Prevention Authority covered the costs of the LDI's work.

The legislature granted the LDI a budgetary authority of \$82.8 million for the 2023-2024 fiscal year, but the LDI only spent \$58.3 million. This amount includes \$11.7 million in pass-through funding for the Insure Louisiana Incentive Program and \$10.3 million for the Louisiana Fortify Homes Program.

The state's general fund receives collected revenue that exceeds the LDI's budget authority and any unspent funds at the end of the year.

## DEPARTMENT FUND SOURCES

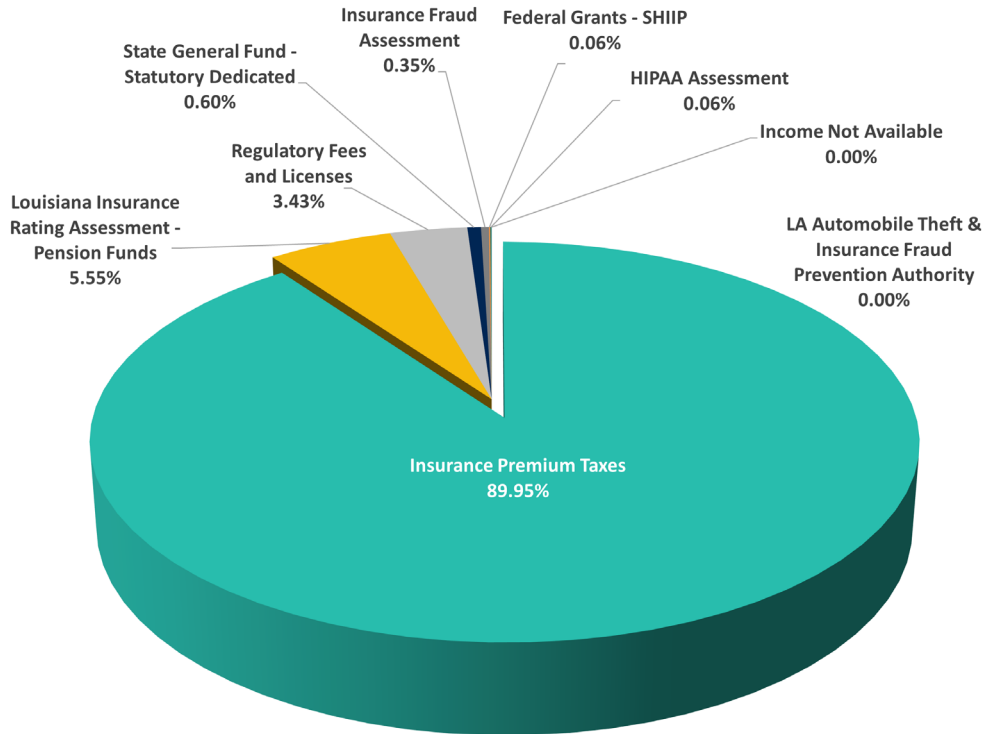
The LDI receives money from various sources. Of the \$1.582 billion that the LDI received, premium taxes contributed 89.9%, or \$1.423 billion. In the most recent fiscal year, the LDI also collected \$87.8 million in rating assessments for pension funds, \$54.3 million in regulatory fees and licenses, and \$9.5 million in State General Fund - Statutory Dedicated funds. Additionally, the LDI collected \$5.5 million in the Insurance Fraud Assessment, excluding the \$187,000 that the LDI transferred to the Louisiana Automobile Theft & Insurance Fraud Prevention Authority Fund.

See Chart 1 and Table 9 on Page 24 for an overview of the major categories of funds that the LDI received and their sources.

**OFFICE OF MANAGEMENT & FINANCE**

**FISCAL AFFAIRS DIVISION**

**CHART 1 TOTAL DEPARTMENT FUND SOURCES — FISCAL YEAR 2023-2024**



**TABLE 9 TOTAL DEPARTMENT FUND SOURCES — TWO-YEAR HISTORY**

	<i>Fiscal Year 2023-2024</i>		<i>Fiscal Year 2022-2023</i>	
Insurance Premium Taxes	89.95%	\$1,423,437,661.69	88.09%	\$1,315,155,041.76
Louisiana Insurance Rating Assessment - Pension Funds	5.55%	87,806,339.71	5.34%	79,656,887.60
Regulatory Fees and Licenses	3.43%	54,345,995.72	3.33%	49,682,780.11
State General Fund - Statutory Dedication	0.60%	9,507,628.40	2.8%	41,850,000.00
Insurance Fraud Assessment	0.35%	5,476,540.72	0.29%	4,383,800.55
Federal Grants	0.06%	877,580.66	0.06%	904,253.19
Health Information Portability and Accountability Act (HIPAA) Assessment	0.06%	874,988.00	0.07%	1,057,613.37
Income Not Available*	0.0%	42,154.74	0.00%	39,193.99
Louisiana Automobile Theft & Insurance Fraud Prevention Authority	0.0%	187,798.00	0.01%	187,528.00
<b>TOTALS</b>	<b>100.0%</b>	<b>\$1,582,556,687.64</b>	<b>100.0%</b>	<b>\$1,492,917,098.57</b>

\*The department collects Income Not Available, which cannot be expended. These collections from the State General Fund include the sale of surplus property and prior year accounts receivable collections.

## **DEPARTMENT COLLECTION OF FUNDS**

The LDI serves as a collection agent for various state programs and entities. This section of the annual report details how the money is used.

In Fiscal Year 2023-2024, the LDI collected \$1.573 billion. The department deposited the majority of the collected funds into the state Department of Treasury for use as general funds and distributed other funds to dedicated programs.

The LDI collected \$1.423 billion in state general funds, which included \$1.423 billion in premium taxes. The Medicaid-Healthy Louisiana Program contributed the largest portion of these tax collections, amounting to \$787 million. The LDI allocated the remaining \$149.9 million to dedicated programs, distributing \$84.8 million to various law enforcement and firefighter retirement programs and \$3 million to the Municipal Fire and Police Civil Service.

The LDI finances its operations with the collection of regulatory fees, federal grants and statutory dedicated funds, which total almost \$57 million.

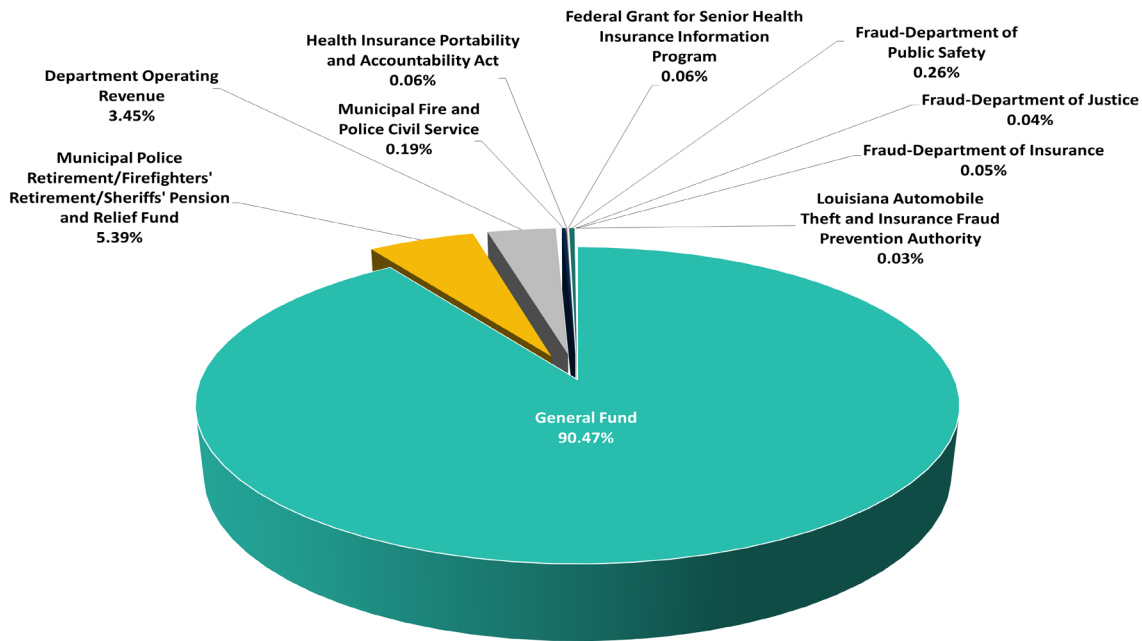
The Insurance Fraud Assessment generates proceeds that the commissioner of insurance allocates among the Department of Public Safety (75%), Department of Justice (15%) and Department of Insurance (10%). Before making these allocations, the commissioner withholds \$30,000 to cover the cost of collecting the assessment and \$187,000 to fund the Louisiana Automobile Theft & Insurance Fraud Prevention Authority, as specified in [La. R.S. 40:1428\(A\)\(4\)\(a\)](#).

To learn more about where the LDI collects its money, refer to Chart 2 and Table 10 on Page 26. You can find additional details in Appendix H, beginning on Page 105. Table 11 on Page 27 provides a statement of revenues and expenditures for the LDI.

**OFFICE OF MANAGEMENT & FINANCE**

**FISCAL AFFAIRS DIVISION**

**CHART 2 TOTAL DEPARTMENT COLLECTION OF FUNDS — FISCAL YEAR 2023-2024**



**TABLE 10 TOTAL DEPARTMENT COLLECTION OF FUNDS — TWO-YEAR HISTORY**

	Fiscal Year 2023-2024		Fiscal Year 2022-2023	
General Fund	90.47%	\$1,423,479,816.43	90.62%	\$1,315,194,235.75
Municipal Police Retirement/Firefighters' Retirement/Sheriffs' Pension and Relief Fund	5.39%	84,778,534.83	5.30%	76,910,098.32
Department Operating Revenue	3.45%	54,345,995.72	3.42%	49,682,780.11
Municipal Fire and Police Civil Service	0.19%	3,027,804.88	0.19%	2,746,789.28
Health Insurance Portability and Accountability Act	0.06%	1,010,010.09	0.08%	1,141,074.02
Federal Grant for the Senior Health Insurance Information Program	0.06%	877,580.66	0.06%	904,253.19
Fraud Assessment: Department of Public Safety	0.26%	4,105,167.85	0.21%	3,011,996.10
Fraud Assessment: Department of Justice	0.04%	655,228.26	0.05%	650,635.71
Fraud Assessment: Department of Insurance	0.05%	721,711.38	0.05%	721,706.77
Louisiana Automobile Theft & Insurance Fraud Prevention Authority	0.03%	397,102.99	0.03%	379,458.34
<b>TOTALS</b>	<b>100.0%</b>	<b>\$1,573,398,953.09</b>	<b>100.0%</b>	<b>\$1,451,343,027.59</b>

Total includes \$349,893.85 of Carry Forward funds from Fiscal Year 2022-2023. (This figure is composed of \$5,566.77 of Fraud - Carry Forward funds; \$209,304.99 of Louisiana Automobile Theft & Insurance Fraud Prevention Authority - Carry Forward funds; and \$135,022.09 of Health Information Portability and Accountability Act - Carry Forward funds.) Total excludes State General Fund - Statutory Dedicated pass through funding (\$9.5 million) for the Insure Louisiana Incentive Program and the Louisiana Fortify Homes Program.

**OFFICE OF MANAGEMENT & FINANCE**

**FISCAL AFFAIRS DIVISION**

**STATEMENT OF FISCAL YEAR 2023-2024 REVENUES AND EXPENDITURES      TABLE 11**

<b>Revenues</b>	
Insurance Premium Taxes	\$1,423,437,661.69
Louisiana Insurance Rating Assessment - Pension Fund	87,806,339.71
Regulatory Fees	54,345,995.72
State General Fund - Statutory Dedicated (Insure Louisiana Incentive Program)	9,175,000.00
State General Fund - Statutory Dedicated (Louisiana Fortify Homes Program)	332,628.40
Insurance Fraud Assessment	5,476,540.72
Fraud - Carry Forward From Fiscal Year 2022-2023	5,566.77
Health Insurance Portability and Accountability Act Assessment	874,988.00
Health Insurance Portability and Accountability Act - Carry Forward From Fiscal Year 2022-2023	135,022.09
Louisiana Automobile Theft & Insurance Fraud Prevention Authority	187,798.00
Louisiana Automobile Theft & Insurance Fraud Prevention Authority - Carry Forward From Fiscal Year 2022-2023	209,304.99
Federal Grant - Senior Health Insurance Information Program	877,580.66
Income Not Available	42,154.74
Total Revenues	\$1,582,906,581.49
<b>Expenditures</b>	
Personal Services	\$ 24,713,180.83
Travel	158,808.29
Operating Services	2,706,566.15
Supplies	103,376.91
Professional Services	3,138,229.31
Other Charges	22,184,761.79
Capital Outlay	405,910.58
Interagency Transfers	4,935,366.79
Total Expenditures	\$ 58,346,220.65
<b>Transfer Out</b>	
General Fund:	
Premium Taxes	\$ 636,092,565.78
Income Not Available	42,154.74
Medicaid-Healthy Louisiana Program <sup>1</sup>	787,345,095.91
Reversion to General Fund	8,237,125.57
Municipal Police Retirement/Firefighters' Retirement/Sheriffs' Pension and Relief Fund	84,778,534.83
Municipal Fire and Police Civil Service	3,027,804.88
Insurance Fraud Assessment:	
Department of Public Safety	4,105,167.85
Department of Justice	655,228.26
Total Transfer Out	\$1,524,283,677.82
<b>Funds Carried Forward Into Fiscal Year 2024-2025</b>	
Insurance Fraud Assessment	\$ 34.98
Health Insurance Portability and Accountability Act	56,698.44
Louisiana Automobile Theft & Insurance Fraud Prevention Authority	219,949.60
Total Funds Carried Forward	\$ 276,683.02

<sup>1</sup>Funds are paid quarterly to the Louisiana Department of Insurance as part of the companies' premium taxes. The funds are audited for accuracy and transferred directly to the Louisiana Department of Health via the State.

## REVENUE SERVICES DIVISION

The Revenue Services Division is responsible for enforcing all tax-related statutes of [Title 22](#) (the Louisiana Insurance Code) and creating receipts and images of all revenues received by the LDI through fees, fines, premium taxes, penalties and assessments. A major function of the division is the collection and classification of taxes and penalties from licensed insurance companies and surplus lines producers. In addition, this division is responsible for the collection and classification of annual fees for admitted and approved unauthorized insurers.

For the calendar year ending Dec. 31, 2023, the division collected \$1.134 billion in taxes from licensed insurers and \$145.9 million in taxes from surplus lines producers.

For a detailed schedule of fees and amounts collected, see Appendix H, which begins on Page 105.

The division is also responsible for compiling, sorting and distributing premium data to parishes and municipalities for tax reconciliation purposes.

The Revenue Services Division is responsible for the allocation of all revenue except producer licensing fees and for classifying all statutory deposits, receipts and fines. The division also invoices, collects and classifies the annual Louisiana Insurance Rating Assessment, Insurance Fraud Assessment, and Health Insurance Portability and Accountability Act (HIPAA) Assessment.

All revenue is received in accordance with state laws and regulations in conjunction with department policies and procedures. It is the responsibility of the division to process and collect all revenue in a timely manner, process any associated documentation, and audit all forms related to assessments for accuracy and invoice notification.

The Louisiana Legislature, insurance companies, brokers, producers, and the LDI Office of Property & Casualty use the data and reports prepared by the division. Data collected by the Revenue Services Division form the basis for assessments made by the commissioner of insurance.

Each year, the division collects the Louisiana Insurance Rating and Insurance Fraud assessments. The Louisiana Insurance Rating Assessment is based on the premium written by each admitted property and casualty company. Only premiums for rate-regulated lines of business are included in this assessment.

The Insurance Fraud Assessment is based on premium written by each admitted property and casualty company and 50% of premium written by each accident and health company to pay the cost of investigation, enforcement and prosecution of insurance fraud and anti-fraud education in the state. The Louisiana Insurance Rating Assessment in 2023 was 0.00725% of 2022 premiums. As such, the Louisiana Insurance Rating Assessment was \$87.7 million based on \$12.1 billion in premiums, with no credits allowed to domestic or foreign insurers. Premium taxes are calculated on premiums written during the calendar year.

The Insurance Fraud Assessment in 2023 was 0.000375% of 2022 premiums. As such, the Insurance Fraud Assessment was \$8.4 million based on \$13.1 billion in property and casualty premiums and \$9.3 billion in accident and health premiums before refunds.

OFFICE OF MANAGEMENT & FINANCE

REVENUE SERVICES DIVISION

REVENUE SERVICES  
THREE-YEAR HISTORY BY CATEGORY BY CALENDAR YEAR **TABLE 12**

Year	Gross Premiums	Gross Tax <sup>1</sup>	Net Tax <sup>2</sup>
<b>Life, Accident and Health Companies (including HDMI)</b>			
2023	\$ 7,250,548,978	\$ 163,190,255	\$ 107,563,675
2022	7,041,751,999	158,491,440	108,912,256
2021	6,769,720,676	152,368,995	105,488,094
<b>Fire and Casualty Companies</b>			
2023	15,154,325,517	451,838,480	289,387,983
2022	13,608,763,135	405,506,805	271,996,814
2021	12,633,816,703	376,184,865	270,782,816
<b>Health Maintenance Organizations</b>			
2023	15,289,271,939	840,910,237	733,590,231
2022	13,768,663,343	757,276,764	672,882,224
2021	11,700,213,676	643,511,892	588,724,027
<b>Title Companies</b>			
2023	150,970,124	4,533,980	3,219,954
2022	220,979,579	6,634,095	4,677,679
2021	255,263,592	7,661,895	5,552,719
<b>Surplus Lines Producers</b>			
2023	3,008,378,253	145,906,345	145,906,345
2022	2,623,935,910	127,309,392	127,309,392
2021	2,190,604,634	106,244,267	106,244,267
<b>TOTALS</b>			
<b>2023</b>	<b>\$ 40,853,494,811</b>	<b>\$ 1,606,379,297</b>	<b>\$ 1,279,668,189</b>
<b>2022</b>	<b>\$ 37,265,093,966</b>	<b>\$ 1,455,218,496</b>	<b>\$ 1,185,778,365</b>
<b>2021</b>	<b>\$ 33,549,620,182</b>	<b>\$ 1,285,971,914</b>	<b>\$ 1,046,791,923</b>

<sup>1</sup> Gross Tax is before statutorily authorized credits.

<sup>2</sup> Net Tax is after credits and represents actual collections.



## **BUDGET DIVISION**

The Budget Division manages the department’s appropriation by compiling the necessary information for budget development and projections and for monitoring budget changes through expenditures, revenue collections, passage of new legislation and mid-year budget adjustments.

The LDI allocated an initial budget of \$39.66 million for the 2023-2024 fiscal year, which included \$1.195 million in federal funds. This budget increased by 7.78% from the previous year due to continuation level adjustments related to salaries and related benefits and \$2.75 million for the Poydras Building Waterproofing and Re-roofing Project. The state granted additional budget authority to the LDI through mid-year budget adjustments amounting to \$43.15 million from the general fund and LDI self-generated funds including \$13.15 million for the Insure Louisiana Incentive Program and the \$30 million for the Louisiana Fortify Homes Program.

During the year, the LDI spent \$58.34 million, reflecting a 22% decrease from the previous year, mainly due to \$11.675 million expended through the Insure Louisiana Incentive Program and \$10.332 million expended through the Louisiana Fortify Homes Program.

The LDI spent the most on staff, amounting to \$24.7 million, followed by \$3.13 million on professional services. The LDI had \$24.47 million remaining as unexpended budget authority, and \$8.23 million in cash that reverted to the State General Fund. The Insure Louisiana Incentive Program accounts for \$1.47 million and the Louisiana Fortify Homes Program accounts for \$19.66 million of the remaining \$24.47 million in unexpended budget authority, while statutory dedicated funds contribute \$254,354 and federal funds provide \$318,090. Any unused cash in the statutory dedicated funds stays as balances in the funds for use in the ensuing fiscal year. The federal government limits the expenditure of federal funds to the grant year/fiscal year. If the federal government grants carryforward approval, any unused federal funds remain available for use in the ensuring grant/fiscal year.

## **PURCHASING DIVISION**

The Purchasing Division procures, maintains and distributes supplies; works closely with the Office of State Procurement in the management of requests for proposals (RFPs); and manages professional services contracts in keeping with state laws and regulations.

## HUMAN RESOURCES DIVISION

Human Resources (HR) handles all personnel-related matters for the LDI, including hiring, benefits, payroll, grievances and appeals, workers' compensation and safety programs, and compliance with Civil Service rules and regulations.

As of June 30, 2024, the LDI had 230 total employees. Of this total, there were 196 classified employees, 25 unclassified employees and nine students. In Fiscal Year 2023-2024, 135 personnel actions were processed, including new hires, separations, promotions, reallocations and other related activities.

## INFORMATION TECHNOLOGY DIVISION

The Information Technology (IT) Division provides technology support to all offices in the Department of Insurance using a mix of LDI staff and professional services contractors so department employees can work effectively and efficiently, and so regulated entities can interact electronically with department divisions in an efficient and secure manner.

The IT Division completed 6,094 service requests from users during Fiscal Year 2023-2024. These service requests range from minor problems with personal computers to new required functionality for department-developed application systems.

In Fiscal Year 2023-2024, the IT Division enhanced the Louisiana Fortify Homes Program system by incorporating a lottery-based mechanism and improving user assistance features to streamline operations and improve user experience. Key updates empower applicants to upload documents, enable staff to add internal notes and allow for application resets. The system optimizes high traffic, enabling staff to view the "contractor bid selection" step and ensure legal compliance before selecting evaluators. Enhancements also streamline the contractor portal and let evaluators view applicants who opted in for bids.

Additionally, the IT Division developed and launched a native mobile app to assist consumers with insurance-related information and connect them directly to the LDI. Available in both the Google Play Store and Apple Store, this app provides a user-friendly platform for accessing insurance resources, filing complaints, and engaging more efficiently with the LDI. This initiative demonstrates LDI's commitment to enhancing consumer services and promoting transparency in the insurance sector.

Cybersecurity remained a key focus for the IT Division throughout the fiscal year. As in previous years, there was a consistent volume of cyberattacks, particularly phishing attempts via email. To enhance employee vigilance, the IT Division implemented phishing training and testing software to ensure LDI staff remained alert to potential threats. The IT Division also replaced two redundant firewalls and reorganized network traffic to ensure only necessary communication occurs between users and servers, further reducing risks and unauthorized access. Additionally, the IT Division continues to provide feedback and recommendations on cybersecurity incidents reported by insurance entities to the commissioner of insurance.

## ADMINISTRATIVE SERVICES

Administrative Services manages the Poydras Building, telecommunications, vehicles, property inventory, mail, document storage, shredding and filing.

### HELPFUL LINKS

Requests for Proposals, [www.lidi.la.gov/consumers/resources-publications/request-for-proposal](http://www.lidi.la.gov/consumers/resources-publications/request-for-proposal). Current Requests for Proposals can be accessed from the LDI homepage under the Consumers tab.

Strategic Plan 2023-2028, [www.lidi.la.gov/docs/default-source/documents/legaldocs/lidi-strategic-plan-2023-2028.pdf](http://www.lidi.la.gov/docs/default-source/documents/legaldocs/lidi-strategic-plan-2023-2028.pdf). The LDI updates its five-year strategic plan every three years.



# Office of Licensing

# OFFICE OF LICENSING

The Office of Licensing is responsible for ensuring the public is served by competent and law-abiding insurance companies and professionals. The office has two divisions: the Producer Licensing Division and the Company Licensing Division.

## PRODUCER LICENSING DIVISION

The Producer Licensing Division licenses all producers (also known as agents), managing general agents, claims adjusters, public adjusters, surplus lines brokers and more. The division issues initial and renewal licenses. The division also reviews and approves programs of continuing education for resident producers and adjusters.

A major responsibility for the Producer Licensing Division is to make sure licensees are knowledgeable and trustworthy as they dispense insurance advice to Louisiana families. The division conducts background checks on applicants to assess the timing and severity of factors such as criminal history, lawsuits and disciplinary actions in Louisiana and other states. Applicants must pass an examination and complete continuing education once licensed, both monitored by the Producer Licensing Division. The division also issues fines or imposes other regulatory action against the licensees found to be non-compliant.

In Fiscal Year 2023-2024, the division continued to see a decrease in the number of new claims adjuster licenses issued, reflecting the respite Louisiana received from active hurricane seasons. The division issued 25,211 new claims adjuster licenses during the 2023-2024 fiscal year, an 8.5% decrease from the prior fiscal year.

## 2024 LOUISIANA LIFE INSURANCE EXAM RESULTS REPORT

The Life Insurance Exam Result Report provides demographic statistics on test takers of the Louisiana Life Insurance Exam for Calendar Year 2024 in accordance with [La. R.S. 22:1545](#). All demographic data included in this report is voluntarily self-reported by first-time test takers. A passing score requires a minimum grade of 70%.

The report results are in Appendix I, which begins on Page 113.

**OFFICE OF LICENSING**

**PRODUCER LICENSING DIVISION**

In accordance with [La. R.S. 37:3612](#), Table 13 lists information on the number of new and renewal producer, adjuster and consultant licenses issued and denied by parish. Table 14 lists reasons for denials if the denial is based on a criminal conviction in accordance with [La. R.S. 37:36](#).

**ACTIVITIES OF PRODUCER LICENSING — TABLE 13**  
**THREE-YEAR HISTORY**

	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
Resident Life, Health and Accident Licenses Issued	3,134	3,115	3,050
Nonresident Life, Health and Accident Licenses Issued	29,317	27,194	33,608
Resident Property and Casualty Licenses Issued	1,379	1,667	991
Nonresident Property and Casualty Licenses Issued	17,072	16,755	9,083
Claims Adjuster Licenses Issued	25,088	29,443	32,197
Public Adjuster Licenses Issued	123	124	411
Company Appointments Processed	1,097,431	984,267	1,029,942
Producer License Renewal Applications Processed	80,936	75,996	71,972
Adjuster License Renewal Applications Processed	55,744	49,904	45,636
Number of Insurance Exams Monitored	13,596	14,443	14,381
Continuing Education Course Applications Approved	1,218	1,525	1,766

**REASONS FOR LICENSE DENIAL DUE TO CONVICTIONS — TABLE 14**  
**CALENDAR YEAR 2024**

Criminal History	36
Criminal History, Failure to Make Material Disclosure	5
Failure to Make Material Disclosure, Fraudulent or Dishonest Practices, Untrustworthiness or Financial Irresponsibility in the Conduct of Business, Prior Revocation	1
Prior License Denial, Other State Revocation, Other State Suspension, Other State Denial	1
<b>TOTAL</b>	<b>43</b>

**OFFICE OF LICENSING**

**PRODUCER LICENSING DIVISION**

**TABLE 15 NEW AND RENEWAL LICENSES ISSUED AND DENIED BY PARISH — CALENDAR YEAR 2024**

	<i>New Licenses Issued</i>	<i>New License Applications Denied 2024</i>	<i>License Renewals Issued</i>	<i>Renewal Applications Denied 2024</i>
Acadia	51	-	179	-
Allen	17	1	53	-
Ascension	164	-	588	-
Assumption	12	-	53	-
Avoyelles	41	-	103	-
Beauregard	24	1	126	-
Bienville	7	-	36	-
Bossier	130	-	451	-
Caddo	249	-	839	-
Calcasieu	193	1	624	2
Caldwell	5	-	39	-
Cameron	0	-	0	-
Catahoula	5	-	22	-
Claiborne	6	-	27	-
Concordia	16	-	63	-
DeSoto	29	-	73	-
East Baton Rouge	595	4	1,997	-
East Carroll	1	-	20	-
East Feliciana	17	-	55	-
Evangeline	36	1	101	-
Franklin	17	-	70	-
Grant	14	-	51	-
Iberia	62	-	295	-
Iberville	25	-	89	-
Jackson	10	-	28	-
Jefferson	29	-	89	-
Jefferson Davis	418	2	1,895	1
Lafayette	14	-	32	-
Lafourche	380	-	1,297	-
LaSalle	67	1	314	-
Lincoln	54	-	169	-

**OFFICE OF LICENSING**

**PRODUCER LICENSING DIVISION**

	<i>New Licenses Issued</i>	<i>New License Applications Denied 2024</i>	<i>License Renewals Issued</i>	<i>Renewal Applications Denied 2024</i>
Livingston	161	1	561	-
Madison	5	-	30	-
Morehouse	25	-	77	-
Natchitoches	35	-	106	-
Orleans	287	-	1,114	-
Ouachita	243	1	659	-
Plaquemines	19	-	64	-
Pointe Coupee	10	-	66	-
Rapides	140	1	417	-
Red River	6	-	23	-
Richland	26	-	57	-
Sabine	13	-	53	-
St. Bernard	30	-	128	-
St. Charles	48	-	198	-
St. Helena	2	-	10	-
St. James	8	-	74	-
St. John the Baptist	38	-	142	-
St. Landry	74	1	309	-
St. Martin	28	-	132	-
St. Mary	26	-	130	-
St. Tammany	400	4	1,653	2
Tangipahoa	192	-	529	-
Tensas	4	-	10	-
Terrebonne	113	-	368	-
Union	23	-	61	-
Vermilion	65	-	169	-
Vernon	34	-	80	-
Washington	51	-	124	-
Webster	36	-	96	-
West Baton Rouge	14	-	87	-
West Carroll	8	-	27	-
West Feliciana	10	-	37	-
Winn	8	-	28	-
<b>Total Statewide</b>	-	<b>19</b>	-	<b>5</b>
Out of State (denials only)	-	14	-	5
<b>Totals</b>	<b>4,870</b>	<b>33</b>	<b>17,397</b>	<b>10</b>



## COMPANY LICENSING DIVISION

The Company Licensing Division reviews initial applications, annual reports and renewal applications for insurance companies doing business in Louisiana. The division also works with insurers new to the state to process applications to do business in Louisiana. The division processes close to 400 applications for approval or disapproval per year from foreign and domestic insurance companies, third-party administrators, pharmacy services administrative organizations, independent review organizations, utilization review organizations, medical plans, health maintenance organizations and more. This includes examining all applications to ensure insurers meet all requirements set by Louisiana law.

The Company Licensing Division also conducts yearly reviews on companies to verify compliance with applicable laws and statutes in place to safeguard policyholders. The division issues fines and other regulatory actions if a company is found to be non-compliant. Members of the public can search online for final regulatory actions at [www.lidi.la.gov/onlineservices/regulatoryactions](http://www.lidi.la.gov/onlineservices/regulatoryactions). Regulatory actions are also included in national databases such as the Regulatory Information Retrieval System of the National Association of Insurance Commissioners, which allows participating states to work together to identify and shut down bad actors in the industry.

In addition to new applications, the division processes applications for dissolution of domestic insurance companies, foreign and domestic acquisitions and mergers, changes of control, and changes of company officers and directors among other responsibilities.

OFFICE OF LICENSING

COMPANY LICENSING DIVISION

REGULATORY ACTIVITIES OF COMPANY LICENSING TABLE 16

<i>Fiscal Year 2023-2024 Applications</i>	<i>Received</i>	<i>Approved</i>	<i>Disapproved</i>	<i>Withdrawn</i>	<i>Pending</i>
<b>Domestic Entities</b>					
Captive	0	0	0	0	0
Certificates of Authority (initial)	1	1	0	0	0
Dissolutions	1	0	0	0	1
Acquisitions/Mergers	3	0	0	1	2
Form A Exemption Request	4	3	1	0	0
Regulation 66 Request*	78	65	0	2	11
Letters of No Objection to Expansion	4	3	0	1	0
HMO Service Area Expansions	1	0	0	0	1
Mutual Holding Company Conversion	1	0	0	1	0
Article Amendments	15	15	0	0	0
Health Maintenance Organization	0	0	0	0	0
Redomesticate from LA	0	0	0	0	0
<b>SubTotal</b>	<b>108</b>	<b>87</b>	<b>1</b>	<b>5</b>	<b>15</b>
<b>Foreign Entities</b>					
Certificates of Authority (initial)	20	12	1	1	6
Surplus Lines Approval (initial)	12	9	0	0	3
Accredited Reinsurers	5	5	0	0	0
Mergers	4	4	0	0	0
Withdrawals	2	2	0	0	0
Acquisitions	24	22	0	1	1
<b>SubTotal</b>	<b>67</b>	<b>54</b>	<b>1</b>	<b>2</b>	<b>10</b>
<b>Domestic, Foreign and Alien Entities</b>					
TPA Exceptions	0	0	0	0	0
TPA Applications	41	26	1	3	11
Risk Purchasing Groups	21	12	0	0	9
Risk Retention Groups	3	1	0	0	2
Medical Discounts Plans	12	9	0	0	3
Pharmacy Services Administrative Organization	2	1	0	0	1
Viatical Settlement Broker	1	0	0	1	0
Viatical Settlement Provider	0	0	0	0	0
Security Registrations	0	0	0	0	0
Security Exemption	0	0	0	0	0
URO Applications	5	4	0	0	1
IRO Applications	0	0	0	0	0
Specialty Insurers/VMBI	0	0	0	0	0
Amendments of C of A/Articles	73	70	0	0	3
Adding Lines to C of A	7	6	0	0	1
Delete Lines from C of A	1	1	0	0	0
Certificates of Compliance	55	53	0	0	2
MEWA	0	0	0	0	0
Viatical Investment Agent	0	0	0	0	0
<b>SubTotal</b>	<b>221</b>	<b>183</b>	<b>1</b>	<b>4</b>	<b>33</b>
<b>Total</b>	<b>396</b>	<b>324</b>	<b>3</b>	<b>11</b>	<b>58</b>

\*Regulation 66 is no longer processed separately when a company applies for a Domestic Certificate of Authority.

OFFICE OF LICENSING

COMPANY LICENSING DIVISION

**TABLE 17 ENTITIES LICENSED OR REGISTERED AT FISCAL YEAR-END —  
THREE-YEAR HISTORY**

	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
<b>RISK BEARING</b>			
<b>Domestic</b>			
Domestic Insurers	86	84	87
Domestic Health Maintenance Organizations	14	14	14
Captives	3	3	2
<b>Total Domestics</b>	<b>103</b>	<b>101</b>	<b>103</b>
<b>Non-Domiciliary</b>			
Foreign/Alien Insurers Admitted	1,401	1,380	1,361
Surplus Lines (estimated)	261	252	223
<b>Total Non-Domiciliaries</b>	<b>1,662</b>	<b>1,632</b>	<b>1,584</b>
<b>Other</b>			
Risk Retention Groups	113	112	105
Vehicle Mechanical Breakdowns	12	14	14
Accredited Reinsurers	19	15	14
Property Residual Values	2	2	1
Multiple Employer Welfare Arrangements	2	2	1
<b>Total Other</b>	<b>148</b>	<b>145</b>	<b>135</b>
<b>TOTAL RISK BEARING</b>	<b>1,913</b>	<b>1,878</b>	<b>1,822</b>
<b>NON-RISK BEARING</b>			
Third-Party Administrators	463	460	449
Risk Purchasing Groups	216	225	227
Utilization Review Organizations	90	88	85
Discount Medical Plans	24	26	23
Viatical Settlement Providers	18	18	18
Independent Review Organizations	16	16	15
Pharmacy Services Administrative Organizations	8	6	3
Viatical Settlement Brokers	6	6	6
Security Registrations	0	0	1
Dental Referral Plans	0	0	0
Viatical Investment Agents	0	0	0
<b>TOTAL NON-RISK BEARING</b>	<b>841</b>	<b>845</b>	<b>827</b>
<b>TOTALS</b>	<b>2,754</b>	<b>2,723</b>	<b>2,649</b>



# Office of Health, Life & Annuity

# OFFICE OF HEALTH, LIFE & ANNUITY

The Office of Health, Life & Annuity consolidates the regulation of state and federal requirements applicable to commercial and government-operated health benefit plans. This office provides protection to Louisiana consumers, oversees statutory and regulatory compliance of health benefit plans, and recommends public policy changes to improve market competitiveness and consumer access to health insurance.

## PREMIUM RATE REVIEW DIVISION

The Premium Rate Review Division performs detailed analysis and reviews of certain health insurance rates in the small group and individual markets. While the LDI does not have approval authority over health insurance rates, the department does have statutory authority to:

- Review rates for compliance with federal and state law and disapprove rate filings that are not in compliance with state or federal law.
- Review proposed rate increases to determine whether the increase is reasonable and actuarially justified.
- Publish on the LDI website any documents or forms as required by federal law, rule or regulation to maintain an effective rate review program within 15 days of submission of any proposed rate increase that meets or exceeds the federal review threshold. Table 18 includes Fiscal Year 2023-2024 rates that were subject to review, found reasonable or unreasonable, and withdrawn.

**TABLE 18 ACTIVITIES OF THE PREMIUM RATE REVIEW DIVISION**

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Rate Filings Received	14
Reasonable Findings	14
Unreasonable Findings	0
Filings Withdrawn	0

## HEALTH FORMS DIVISION

The Health Forms Division reviews all health and accident product forms including both major medical and supplemental, limited or excepted benefit products. The division conducts reviews of organizations responsible for internal claims, appeals and external reviews. Health Forms also reviews certain health insurance rates and advertising in the small group and individual markets.

Additionally, the division handles requests for the commissioner to review eligibility for external reviews in instances where the health insurance issuer denied the external review request based on ineligibility.

[Act 89](#) of the 2021 Regular Session amended and reenacted [La. R.S. 22:2392\(26\)](#) and [2393](#). The definition of a “health benefit plan” includes dental insurance plans. Dental insurance policy claims over \$250 are subject to provisions of the Health Insurance Issuer External Review Act, which is in Chapter 18 of [Title 22, La. R. S. 22:2391](#) et. seq. and became effective June 4, 2021. Health insurance issuers that offer a health benefit plan (including dental insurance) or a dental insurance policy shall have at a minimum: effective processes for appeals of coverage determinations and claims; processes that comply with any applicable federal law or regulation; and have in effect an internal claim appeal process.

Notice must be provided to covered persons, in a culturally and linguistically appropriate manner, of available internal and external appeals processes and the availability of the LDI Office of Consumer Advocacy & Diversity to assist such persons with the appeals process. Covered persons must be allowed to, upon request and free of charge, review and have copies of all documents relevant to the claim for benefits and to submit comments and documents relating to the claim, without regard to whether that information was submitted or considered in the initial benefit determination, and to receive continued coverage pending the outcome of the appeals process where required by applicable law or the plan document or policy.

Health insurance premiums paid during the 2023 calendar year that were subject to assessment totaled \$4,422,172,698. These premiums were assessed at .000221%. A total of \$976,798 was collected from 36 health insurance issuers.

The division will continue its mission to provide Louisiana residents with access to affordable health care coverage and services by ensuring that health insurance issuers provide required notices in their products informing policyholders of their rights. To streamline future operations, the division will continue to improve workflow and the timely review of filings by cross-training staff on different types of products and processes.

**OFFICE OF HEALTH, LIFE & ANNUITY**

**HEALTH FORMS DIVISION**

The counts reported in Table 19 represent the number of forms included in health insurance filings that are received and processed. Each regulated entity’s forms are counted separately. After the LDI receives health insurance filings, forms may be reclassified such that multiple forms initially counted separately are combined into a single form. The most common reasons for reclassification are the erroneous classification of multiple parts of a single form as separate forms and the filing of supporting documents as forms. As an example, an initial filing of five forms at the time of receipt may be reclassified and processed as two forms. Consequently, the numbers reported for forms received and forms processed in Table 19 may not reconcile. The same circumstances may also impact forms that are reported as pending.

**TABLE 19 ACTIVITIES OF THE HEALTH FORMS DIVISION — THREE-YEAR HISTORY**

	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
<i>Policy Forms, Advertisements and Rates Received</i>			
Forms Received	4,488	3,699	3,000
Advertisements Received	982	619	486
Rate Forms Received	996	984	1,113
<b>Totals</b>	<b>6,466</b>	<b>5,302</b>	<b>4,599</b>
<i>Policy Forms, Advertisements and Rates Processed</i>			
Approved	5,758	4,964	4,436
Accepted/Filed	133	79	69
Acknowledged/Informational	58	69	56
Disapproved	99	213	25
Withdrawn by Company	404	290	187
<b>Total Processed</b>	<b>6,452</b>	<b>5,615</b>	<b>4,773</b>
<i>Policy Forms, Advertisements and Rates Pending</i>			
All Health Policy Forms, Advertisements and Rate Filings Pending at End of Fiscal Year	716	584	835

HEALTH FORM FILINGS RECEIVED BY COVERAGE TYPE — THREE-YEAR HISTORY **TABLE 20**

*Total Number of Forms, Medicare Supplement Insurance Advertisements and/or Rates*

	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
<b><i>Comprehensive Coverage Types</i></b>			
Major Medical	727	582	431
Health Maintenance Organization	386	616	833
<b><i>Limited Benefit Coverage Types</i></b>			
Short-Term Limited Duration	124	79	63
Medicare Supplement/Select	1,606	1,261	1,172
Disability	416	288	191
Dental	594	650	731
Hospital Indemnity	396	437	317
Accident Only	510	375	197
Cancer/Dread Disease	117	53	97
Miscellaneous	1,101	514	247
Accidental Death/Dismemberment	58	44	32
Critical Illness	307	237	158
Vision	124	166	130
<b>Totals</b>	<b>6,466</b>	<b>5,302</b>	<b>4,599</b>

In addition to its detailed analysis and review of the policy forms and advertising of regulated entities, the Health Forms Division oversees the review and approval process for the licensure of independent review organizations and utilization review organizations. While the Office of Licensing issues independent review organization and utilization review organization licenses, the Office of Health, Life & Annuity plays a pivotal role in the review of applications by examining the affairs of the independent review organizations and utilization review organizations.



**TABLE 21** INDEPENDENT REVIEW AND UTILIZATION REVIEW ORGANIZATIONS —  
FISCAL YEAR 2023-2024

Independent Review Organization Applications Received	0
Independent Review Organization Applications Processed	0
Independent Review Organization Applications Pending Final Action	0
Utilization Review Organization Applications Received	5
Utilization Review Organization Applications Processed	4
Utilization Review Organization Applications Pending Final Action	0

## HEALTH MAINTENANCE ORGANIZATION REPORT

[La. R.S. 22:268](#) Report by the Commissioner

*The secretary and the commissioner each shall report annually to the governor on the activities of his office with respect to health maintenance organizations and shall make such suggestions for change or improvement as may be in the best interest of the state and the industry.*

The policy forms of all major medical insurance issuers, including those of health maintenance organizations, are subject to the forms approval process of the LDI. Health maintenance organization filings represented about 35% of all comprehensive coverage forms and about 6% of all filings reviewed by the Office of Health, Life & Annuity (see Table 20 on Page 45).

All health insurance issuers, including health maintenance organizations, are subject to the provisions of the federal Affordable Care Act of 2010.

For additional information on premiums and losses for health maintenance organizations in Louisiana, see Appendix E, which begins on Page 99.

## LIFE & ANNUITY AND LONG-TERM CARE DIVISION

The Life & Annuity and Long-Term Care Division conducts reviews of all life, annuity, viatical settlement and long-term care contract forms to be issued in Louisiana for compliance with all relevant laws. The division’s thorough review ensures forms issued to policyholders provide the protections and benefits afforded under Louisiana law.

The division also interacts with industry filers and the Interstate Insurance Compact to ensure lines of communication are open for discussion on products that are new-to-market, issues that may affect residents of Louisiana and changes in law that may be necessary due to the changing market.

In Fiscal Year 2023-2024, the number of filings processed increased while the number received decreased. Division staff continues to work diligently to achieve performance goals and ensure files are processed within a reasonable amount of time.

Looking ahead, the division will continue to cross-train and provide continuing education opportunities for staff, as well as monitoring the industry to stay ahead of the curve as new products are developed. The division will continue to monitor long-term care rates to determine if there is a need for changes to state regulation in the future.

**ACTIVITIES OF THE LIFE & ANNUITY AND LONG-TERM CARE DIVISION —  
THREE-YEAR HISTORY** **TABLE 22**

	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
<i>Policy Forms, Annual Certifications, Advertisements and Rates Received</i>			
Forms Received	2,827	2,927	3,105
Advertisements Received	229	220	126
Rates Received	137	195	144
<b>Totals</b>	<b>3,193</b>	<b>3,342</b>	<b>3,375</b>
<i>Policy Forms, Annual Certifications, Advertisements and Rates Processed</i>			
Approved	3,088	2,808	3,558
Accepted/Filed	0	0	0
Acknowledged/Informational	465	455	510
Disapproved	14	36	11
Withdrawn by Company	145	323	192
Departmental Withdrawal of Approval	0	4	0
<b>Totals</b>	<b>3,712</b>	<b>3,626</b>	<b>4,271</b>

**OFFICE OF HEALTH, LIFE & ANNUITY**

**LIVE & ANNUITY AND LONG-TERM CARE DIVISION**

**TABLE 23** LIFE, ANNUITY, LONG-TERM CARE AND VIATICAL SETTLEMENT  
FORMS RECEIVED BY COVERAGE TYPE — THREE-YEAR HISTORY

	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
<i>Life Insurance Coverage Types</i>			
Adjustable Life	145	118	180
Credit Life	18	34	15
Endowment	5	1	1
Term Life	238	584	631
Variable Life	54	107	77
Whole Life	239	156	896
Life Other/Special	457	430	198
<i>Annuity Coverage Types</i>			
Annuities	1,274	1,129	1,027
Equity Indexed Annuities	346	296	148
<i>Long-Term Care/Viatical Settlement</i>			
Long-Term Care	276	479	148
Viatical Settlement	4	8	54
<b>Totals</b>	<b>3,056</b>	<b>3,342</b>	<b>3,375</b>

**HELPFUL LINK**

Coverage to Care resources, [www.cms.gov/priorities/health-equity/c2c/access-care](http://www.cms.gov/priorities/health-equity/c2c/access-care). An effort to educate consumers about their new coverage and connect them with primary care and preventive services.



# Office of Financial Solvency

# OFFICE OF FINANCIAL SOLVENCY

The Office of Financial Solvency provides continuous regulatory oversight of insurers and other risk transfer vehicles domiciled in Louisiana. The office comprises the Financial Examinations Division, the Analysis Division and the Actuarial Division. All three divisions work together to obtain a full picture of the financial health of insurers domiciled and approved to do business in the state.

The goal of the office is to proactively identify risks which could affect insurance operations and to continually monitor the financial health of domestic insurance companies. The work of this office enables the commissioner of insurance to be proactive and better positioned to identify and respond to any serious threat to the stability of insurers from current or emerging risks.

To promote sound financial solvency regulation, the LDI is subject to the NAIC Financial Regulation Standards and Accreditation Program. For the LDI to remain accredited, a Full Accreditation Review must be performed at least once every five years, subject to Interim Annual Reviews. The Full Accreditation Review entails a review of laws and regulations, the financial analysis and examination functions, department oversight, organizational and personnel practices, and primary licensing, redemptions and change of control of domestic insurers. During Fiscal Year 2023-2024, the Office of Financial Solvency was instrumental in maintaining the LDI's Accreditation for 2024.

## FINANCIAL EXAMINATIONS DIVISION

At least once every five years, the Financial Examination Division performs examinations of the domestic insurers of Louisiana. The examinations focus on risk assessment, corporate governance and financial reporting to make sure they are in compliance with the Louisiana Insurance Code. The LDI completed 23 financial examinations in Fiscal Year 2023-2024.

## FINANCIAL ANALYSIS DIVISION

The Financial Analysis Division analyzes the annual and quarterly financial statements filed throughout the year. The work of the Financial Analysis Unit is critical for early detection of financial trouble among insurers because insurers under financial strain may not be solvent enough to pay claims, especially during catastrophes. Upon the identification of issues, the division is responsible for taking timely and appropriate action to protect the interests of Louisiana consumers. The LDI analyzed the financial filings of 174 companies in Fiscal Year 2023-2024.

The division also continued to closely monitor the health of the property and casualty market after hurricanes hit the Louisiana coast during the 2021-2022 fiscal year.

## ACTUARIAL DIVISION

The Actuarial Division is composed of the Life and Health Actuarial Unit and the Property and Casualty Actuarial Unit. Both units provide actuarial expertise to determine the adequacy of reserve liabilities on both the health and property and casualty sides of the insurance market in our state. The division also provides actuarial analysis of all rate filings for regulated property and casualty programs and provides actuarial review of Medicare supplement and long-term care rate requests. The LDI does not approve health insurance rates, although it does review them for actuarial soundness. In all cases, actuarial review includes ensuring rates are not excessive, inadequate or unfairly discriminatory.

### HELPFUL LINK

Market Share Reports, [www.lidi.la.gov/onlineservices/TopTwentyPremiums](http://www.lidi.la.gov/onlineservices/TopTwentyPremiums). Downloadable PDF and Excel reports by year on the top 20 property and casualty insurers, health insurers and life insurers, plus premiums written by line for all carriers, including Louisiana Citizens Property Insurance Corp. Except for Citizens, the data source is the National Association of Insurance Commissioners.

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# Office of Property & Casualty



# OFFICE OF PROPERTY & CASUALTY

The Office of Property & Casualty consolidates the regulation of state and federal requirements applicable to commercial and personal lines of property and casualty insurance. The office works to protect consumers by ensuring continued compliance with laws and regulations.

The Office of Property & Casualty has two divisions:

- Rating Division
- Forms Division

In accordance with the reporting provision of [La. R.S. 22:1333\(D\)](#), no insurers filed a plan for writing new business in tandem with a request to change named-storm/hurricane deductibles on policies that had been in force for more than three years.

## RATING DIVISION

The Rating Division conducts compliance review of all property and casualty rates and manual rules as set forth by [Title 22](#) of the Louisiana Revised Statutes. The Rating Division in conjunction with the Office of Financial Solvency's Actuarial Division ensures that rates that meet the requirements set forth in Title 22 of the Louisiana Revised Statutes are not excessive, inadequate or unfairly discriminatory.

Table 24 on Page 55 shows the three-year history of actions taken by the Office of Property & Casualty on all rate, rule and informational filings.

See Appendix B, which begins on Page 81 for tables displaying data on Rate Filings Dollar Impact, Methods of Rate Filing, and Louisiana Property and Casualty Market Exhibit of Underwriting Gains and Losses by Line of Business.

OFFICE OF PROPERTY & CASUALTY

RATING DIVISION

PROPERTY & CASUALTY LINE FILINGS — THREE-YEAR HISTORY TABLE 24

<i>All Lines Fiscal Year 2023-2024</i>				
<i>Filing Disposition</i>	<i>P&amp;C Filings Reviewed <sup>1</sup></i>	<i>Rate Filings Reviewed by Actuarial Division <sup>2</sup></i>	<i>Rate Filings Not Reviewed by Actuarial Division</i>	<i>All Filings Reviewed Other Than Rate Filings</i>
Acknowledged	111	0	100	11
Approved	2,495	1,563	288	644
Disapproved	76	56	2	18
Withdrawn	188	134	7	47
<b>Totals</b>	<b>2,870</b>	<b>1,753</b>	<b>397</b>	<b>720</b>
<i>All Lines Fiscal Year 2022-2023</i>				
<i>Filing Disposition</i>	<i>P&amp;C Filings Reviewed <sup>1</sup></i>	<i>Rate Filings Reviewed by Actuarial Division <sup>2</sup></i>	<i>Rate Filings Not Reviewed by Actuarial Division</i>	<i>All Filings Reviewed Other Than Rate Filings</i>
Acknowledged	113	0	112	1
Approved	2,389	1,524	334	531
Disapproved	53	40	3	10
Withdrawn	141	108	2	31
<b>Totals</b>	<b>2,696</b>	<b>1,672</b>	<b>451</b>	<b>573</b>
<i>All Lines Fiscal Year 2021-2022</i>				
<i>Filing Disposition</i>	<i>P&amp;C Filings Reviewed <sup>1</sup></i>	<i>Rate Filings Reviewed by Actuarial Division <sup>2</sup></i>	<i>Rate Filings Not Reviewed by Actuarial Division</i>	<i>All Filings Reviewed Other Than Rate Filings</i>
Acknowledged	88	0	76	12
Approved	2,229	1,345	349	535
Disapproved	114	85	1	28
Withdrawn	164	115	3	46
<b>Totals</b>	<b>2,595</b>	<b>1,545</b>	<b>429</b>	<b>621</b>

<sup>1</sup> Includes only filings where the review was completed in the fiscal year for property and casualty lines regulated under [La. R.S. 22:1451](#) et seq. and includes Workers' Compensation Group Self-Insured Fund rate filings reviewed in accordance with [La. R.S. 23:1191](#) et seq. and [Regulation 42](#). This category includes rate filings made in accordance with [La. R.S. 22:1464\(E\)](#), [1464\(A\)\(1\)](#) or [1451\(D\)](#).

<sup>2</sup> Includes only rate filings where the review was completed in the fiscal year by the Actuarial Division for property and casualty lines regulated under [La. R.S. 22:1451](#) et seq. (referred to as "Modified Prior Approval" prior to 5/7/2024 and "File and Use" thereafter) and includes Workers' Compensation Group Self-Insured Fund rate filings reviewed in accordance with [La. R.S. 23:1191](#) et seq. and [Regulation 42](#). It does not include rate filings made in accordance with [La. R.S. 22:1464\(E\)](#), [1464\(A\)\(1\)](#) or [1451\(D\)](#) (referred to, respectively, as "Consent-to-Rate," "Individually Risk Rated" and "Commercial Informational").

<sup>3</sup> Rate filings made in accordance with [La. R.S. 22:1464\(E\)](#), [1464\(A\)\(1\)](#) or [1451\(D\)](#). These filings may be reviewed for statutory compliance but are not reviewed by the Actuarial Division.

## FORMS DIVISION

The Forms Division actively reviews policy forms to ensure that the policy language used complies with relevant provisions of the Louisiana Revised Statutes as well as any rules or regulations that the LDI has promulgated. According to the law, a policy form should not contain inconsistent, ambiguous or misleading language.

Insurers must obtain approval for their forms before offering or selling certain insurance products in Louisiana. By law, certain specific insurance products, like surety, are exempt from the review and approval process conducted by the insurance commissioner.

The forms review process emphasizes the following:

- Ensuring compliance with all applicable state and federal laws, rules and regulations.
- Avoidance of any inconsistent, ambiguous or misleading language, text or format.
- Assurance that exceptions to coverage and conditions are clear and reasonable.
- Assurance of consumer protection to the extent authorized by law.

Table 25 displays the Forms Division’s total number of policy forms reviewed. In the 2023-2024 fiscal year, the Forms Division processed a total of 16,178 forms. Of these, 91% were approved before use either by receiving LDI approval or utilizing the certified approval process.

**TABLE 25 PROPERTY & CASUALTY FORMS PROCESSED — THREE-YEAR HISTORY**

<i>Fiscal Year</i>	<i>Total Number of Forms Processed</i>
2023-2024	16,178
2022-2023	15,833
2021-2022	15,759

Table 26 shows the numbers of approval and disapproval actions taken on all processed forms. However, this table excludes the numbers for forms that were received for informational purposes only, forms that were withdrawn, and filings where companies adopted forms developed by rating organizations that the Forms Division had previously approved for use in Louisiana.

**TABLE 26 ACTIONS TAKEN ON PROPERTY & CASUALTY FORMS PROCESSED — THREE-YEAR HISTORY**

<i>Fiscal Year</i>	<i>Approved</i>	<i>Disapproved</i>
2023-2024	14,791	40
2022-2023	14,246	684
2021-2022	12,042	1,089

## HELPFUL LINKS

Search property and casualty rate filings, [www.lidi.la.gov/online-services/rate-filing-search](http://www.lidi.la.gov/online-services/rate-filing-search).

Product Filing Requirements for Insurers, <https://ia.lidi.state.la.us/productmatrix/>. Copy the link into your web browser to view the rate and form compliance web-based system used by the LDI.

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# Division of Legal Services

# DIVISION OF LEGAL SERVICES

The Division of Legal Services provides legal advice and opinions to the commissioner and all offices within the LDI. The Division of Legal Services prepares bulletins, directives and advisory letters as requested by the commissioner and drafts Declaratory Orders in response to requests from regulated entities. Additionally, the division represents the LDI in legal proceedings before courts and in administrative hearings before the Division of Administrative Law. The Division of Legal Services conducts hearings for mergers and acquisitions involving entities regulated by the LDI, drafts legislation and provides testimony at legislative committee hearings for important insurance-related issues.

In Fiscal Year 2023-2024, the Division of Legal Services tracked 83 activities related to legal representation of the LDI in its enforcement and regulatory capacity. Each attorney works closely with different LDI offices and divisions to enforce the requirements of [Title 22](#), the Louisiana Insurance Code.

The Division of Legal Services successfully defended the position of the LDI in numerous appeals of regulatory actions against regulated entities and licenses of applicants. Staff attorneys completed a comprehensive review of all active advisory letters, bulletins, directives and regulations. As a result, outdated guidance was repealed or revised and reissued, and regulations were updated to reflect current law. Additionally, the division prepared numerous legal opinions in response to requests from offices and divisions within the LDI, new regulations for promulgation, and requests for Declaratory Orders submitted by regulated entities.

The top priority of the division is to provide competent and professional legal representation to and on behalf of the LDI.

**TABLE 27    LEGAL ISSUES/ADMINISTRATIVE HEARINGS — THREE-YEAR HISTORY**

	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
Bail Bond Forfeitures	16	0	35
Cease and Desist Orders	7	22	10
Failure to Pay Taxes, Fines or Assessments	11	0	5
Misappropriations	8	3	1
Misrepresentations	0	3	2
Revocations of Certificate of Authority/License	20	12	9
Unlicensed/Unauthorized Producers or Companies	4	5	3
Other	17	9	9
<b>TOTALS</b>	<b>83</b>	<b>54</b>	<b>74</b>

## FINES ADJUDICATED

In Fiscal Year 2023-2024, the Division of Legal Services assisted the commissioner of insurance in adjudicating \$111,750 in fines.

[La. R.S. 22:1972](#) requires the reporting of penalties and costs of proceedings against regulated entities which were brought under the Unfair Trade Practices Act. The Division of Legal Services reports \$0 in fines were imposed on regulated entity under the Unfair Trade Practices Act during Fiscal Year 2023-2024.

## RULES, REGULATIONS, DIRECTIVES, ADVISORY LETTERS, BULLETINS

A list of rules, regulations, directives, advisory letters and bulletins written, amended, revised and rescinded/ repealed in Fiscal Year 2023-2024 follows.

The following documents can be found on the LDI website here:

[www.lidi.la.gov/onlineservices/documentsearch/](http://www.lidi.la.gov/onlineservices/documentsearch/).

### ADVISORY LETTERS

- **Advisory Letter 2017-02** (Revised and Reissued) – Statutory Requirements for Granting Defensive Driver Discounts on Automobile Insurance Policy Premiums (October 18, 2023)
- **Advisory Letter 2018-01** (Revised and Reissued) – Interpretation and Applications of the Separate Named Storm or Hurricane Deductible Pursuant to [La. R.S. 22:1337](#) (November 8, 2023)

### BULLETINS

- **Bulletin 2023-03** – Property Insurance Endorsements and Premium Discounts Related to the Fortified Home and Fortified Commercial Standards of the insurance Institute for Business and Home Safety (August 1, 2023)
- **Bulletin 2023-04** – Military Personnel – Automobile Liability Insurance Premium Discount (August 7, 2023)
- **Bulletin 2022-09** (Revised and Reissued) – Catastrophe Claims Process Disclosure Guide (August 31, 2023)
- **Bulletin 2018-02-R** (Rescinded) – Licensing Contacts Update Pursuant to Repeal of Life Policy Search Law Under [LA. R.S. 22:2261](#) (Rescission of Bulletin 2018-02) (October 19, 2023)
- **Bulletin 2018-04** (Revised and Reissued) – Online Submission of Updated Data Report Pursuant to Revised Directive 205 (October 25, 2023)
- **Bulletin 2022-01-R** (Rescinded) – Potential Unintended Tax Consequences for Individuals with Health Savings Accounts when Using Pharmacy Discount Cards (October 27, 2023)



## DIVISION OF LEGAL SERVICES

- **Bulletin 07-01** (Revised and Reissued) – Catastrophe Response Plans (November 7, 2023)
- **Bulletin 2013-03** (Revised and Reissued) – Enforcement Authority of the Commissioner Regarding the ACA and MHPAEA (November 9, 2023)
- **Bulletin 2011-01** (Revised and Reissued) – Implementation of the Nonadmitted and Reinsurance Reform Act with Respect to Surplus Lines Insurance in Louisiana (December 6, 2023)
- **Bulletin 2024-01** – Data Call Relating to Homeowners’ Insurance Policies (June 18, 2024)

## DIRECTIVES

- **Directive 221** – Advising Industry Regarding Suspension of Mclenney Moseley and Associates (July 20, 2023)
- **Directive 222** – Citizens Take-Out Program (September 7, 2023)
- **Directive 73** (Revised and Reissued) – Coverage of Chiropractic Services (October 26, 2023)
- **Directive 223** – Network Adequacy and Prompt Payments (April 2, 2024)

## RULES

- **Rule 13** – Special Assessment to Pay the Cost of Investigation, Enforcement, and Prosecution of Insurance Fraud (Amended) (April 2024)

## REGULATIONS

- **Regulation 104** – Corporate Governance Annual Disclosure Final Publication Date (Amended) (March 2024)
- **Regulation 112** – Adoption of NAIC Handbooks, Guidelines, Forms, and Instructions Final Publication Date (Amended) (August 2023)
- **Regulation 128** – Louisiana Timber and Agriculture Transportation Group Self-Insurance Funds Final Publication Date (August 2023)

**DIVISION OF LEGAL SERVICES**

**LAWSUITS BROUGHT BY THE COMMISSIONER OR DEPARTMENT OF INSURANCE —  
CALENDAR YEAR 2023** **TABLE 28**

<i>Docket Number</i>	<i>Court</i>	<i>Plaintiff</i>	<i>Defendants</i>	<i>Cause of Action</i>	<i>Relief Sought</i>	<i>Current Status</i>	<i>Counsel Information</i>
628,016	19th JDC (LA)	James J. Donelon, Commissioner of Insurance for the State of Louisiana	Snider Mutual Funeral Association	Petition for Rehabilitation	Receivership Proceeding	Pending – Under Order of Rehabilitation	Walter Corey (Louisiana Department of Insurance)
646,352	19th JDC (LA)	James J. Donelon, Commissioner of Insurance for the State of Louisiana	Blackwell and Golden Funeral Association	Petition for Rehabilitation	Receivership Proceeding	Pending – Under Order of Rehabilitation	Walter Corey (Louisiana Department of Insurance)
660,611	19th JDC (LA)	James J. Donelon, Commissioner of Insurance for the State of Louisiana	Pride of Carroll Life Insurance Company	Petition for Rehabilitation	Receivership Proceeding	Pending – Under Order of Rehabilitation	Walter Corey (Louisiana Department of Insurance)
650,039	19th JDC (LA)	James J. Donelon, Commissioner of Insurance for the State of Louisiana	Sabine Mutual Benevolent Funeral Association	Petition for Rehabilitation	Receivership Proceeding	Pending – Under Order of Rehabilitation	Walter Corey (Louisiana Department of Insurance)
629,200	19th JDC (LA)	James J. Donelon, Commissioner of Insurance for the State of Louisiana	Louisiana Employers-Managed Insurance Company (LEMIC) and Employers Mutual Insurance Holdings Company (EMIHC)	Petition for Rehabilitation	Receivership Proceeding	Pending – Under Order of Rehabilitation	Sue A. Buser (Burglass & Tankersley, L.L.C.)  Michael Guy (Louisiana Assistant Attorney General)
641,928	19th JDC (LA)	James J. Donelon, Commissioner of Insurance for the State of Louisiana	Louisiana Health Cooperative, Inc.	Petition for Rehabilitation	Receivership Proceeding	Pending — Under Order of Rehabilitation	Sue A. Buser (Burglass & Tankersley, L.L.C.)  Michael Guy (Louisiana Assistant Attorney General)
694,171	19th JDC (LA)	James J. Donelon, Commissioner of Insurance for the State of Louisiana, In His Capacity as Rehabilitator of Excalibur National Holdings, Inc.	Jeffrey C. Pollick, Dennis P. Nyland, Antonio Scognamiglio, The Bank of Tampa, Seacoast Banking Corporation of Florida d/b/a Seacoast National Bank, Katrina Rigali Trump and Capital Specialty Insurance Company	Petition for Damages and Jury Demand	Action taken by Receiver on behalf of the estate seeking compensatory damages caused by defendants’ negligent conduct	Pending	J.E. Cullens, Jr (Walters, Papillion, Thomas, Cullens, LLC)

## DIVISION OF LEGAL SERVICES

<i>Docket Number</i>	<i>Court</i>	<i>Plaintiff</i>	<i>Defendants</i>	<i>Cause of Action</i>	<i>Relief Sought</i>	<i>Current Status</i>	<i>Counsel Information</i>
642,353	19th JDC (LA)	James J. Donelon, Commissioner of Insurance for the State of Louisiana	Affirmative Casualty Insurance Company and Affirmative Direct Insurance Company	Petition for Liquidation	Receivership Proceeding	Pending – Under Order of Liquidation	Michael Guy (Louisiana Assistant Attorney General)
713,121	19th JDC (LA)	James J. Donelon, Commissioner of Insurance for the State of Louisiana	State National Fire Insurance Company, Columbus Underwriters, LLC., and Columbus Holdings, LLC	Petition for Rehabilitation	Receivership Proceeding	Pending	J. Ashley Moore (Taylor, Porter, Brooks, & Phillips L.L.P.)  Michael Guy (Louisiana Assistant Attorney General)
713,124	19th JDC (LA)	James J. Donelon, Commissioner of Insurance for the State of Louisiana	Access Home Insurance Company	Petition for Rehabilitation	Receivership Proceeding	Pending	Patrick Broyles (Broyles Law Firm)  Michael Guy (Louisiana Assistant Attorney General)
714,982	19th JDC (LA)	James J. Donelon, In His Capacity as Commissioner of Insurance for the State of Louisiana	Americas Insurance Company	Order of Ancillary Receivership, Redomestication, Conversion to Domestic Rehabilitation	Petition for Rehabilitation, Redomestication and Domestic Rehabilitation	Pending	Patrick Broyles (Broyles Law Firm)  Michael Guy (Louisiana Assistant Attorney General)
717,274	19th JDC (LA)	James J. Donelon, In His Capacity as Commissioner of Insurance for the State of Louisiana	Lighthouse Holdings Group, LLC et al.	Petition for Rehabilitation	Order of Rehabilitation	Pending	J. Ashley Moore (Taylor, Porter, Brooks, & Phillips L.L.P.)  Michael Guy (Louisiana Assistant Attorney General)

## HELPFUL LINKS

Regulatory documents issued during Fiscal Year 2023-2024 and all currently effective advisory letters, bulletins, directives, rules and regulations can be found at [www.lidi.la.gov/onlineservices/documentsearch](http://www.lidi.la.gov/onlineservices/documentsearch). This document search feature may be filtered by keywords in the document name, document type, LDI office associated with the subject matter and year of promulgation.

For information on rules or regulations currently in the adoption process, [www.lidi.la.gov/public-hearing-and-rulemaking-notices](http://www.lidi.la.gov/public-hearing-and-rulemaking-notices). Actions posted here remain available for at least one year in accordance with [La. R.S. 49:957](http://La.R.S.49:957).



# Office of Insurance Fraud

# OFFICE OF INSURANCE FRAUD

The Office of Insurance Fraud conducts investigations into the acts or practices of suspected insurance fraud and suspected violations of the Louisiana Insurance Code; conducts background investigations of applicants seeking a license or certificate of authority to transact the business of insurance in Louisiana; confirms that admitted insurers and health maintenance organizations comply with [La. R.S. 22:572.1](#); and issues administrative actions for the LDI.

Insurance fraud referrals, which are protected and confidential, are received from the public and from entities regulated by the LDI pursuant to [La. R.S. 22:1926](#) and [40:1424](#). Investigation into the acts or practices of suspected insurance fraud or violations of the Louisiana Insurance Code include various investigative techniques, research and analysis to determine an appropriate response by the LDI. Where the Office of Insurance Fraud suspects a violation of criminal law, a criminal referral is sent to the Office of the Attorney General and the Louisiana State Police to perform a criminal investigation.

The Office of Insurance Fraud received 3,228 reports of suspected fraudulent claims during Fiscal Year 2023-2024. Since its inception in 2007, the Office of Insurance Fraud’s database has accumulated 51,860 entries of suspected fraudulent claims. LDI staff referred 2,577 claim fraud investigations to Louisiana State Police and the Office of the Attorney General during the fiscal year, which resulted in 71 arrests and 98 criminal charges.

**TABLE 29 BACKGROUND INVESTIGATIONS — THREE-YEAR HISTORY**

	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
Company Applications Received	96	111	136
Company Applications Approved	91	106	129
Company Biographical Affidavits Received	747	824	842
Company Biographical Affidavits Approved	730	810	828

**TABLE 30 CHARGES AGAINST CLAIMANTS OR LICENSEES RESULTING FROM REFERRALS BY CATEGORY — FISCAL YEAR 2023-2024**

<i>Category</i>	<i>Number of Charges*</i>	<i>Percent of Crimes</i>
Insurance Fraud	32	33
Automobile Insurance Fraud	36	37
Theft	1	1
Forgery	12	12
Unfair Trade	6	6
Unemployment Insurance Fraud	1	1
Filing a False Affidavit	1	1
Filing False Public Document	1	1
Prohibited Actions & Sanctions - Insurance Producers	7	7
Injuring a Public Record	1	1

*\*An arrest may include multiple charges.*

**OFFICE OF INSURANCE FRAUD**

Investigations of the Office of Insurance Fraud may involve misrepresentation or deceptive acts committed in the claims or application process; misappropriation (by any person) of funds belonging to another; activities of premium finance companies; activities by unlicensed and/or unauthorized entities; and the issuance/use of fraudulent insurance identification cards or certificates of insurance.

Investigations include the compilation, research and analysis of information obtained by the Office of Insurance Fraud from consumer complaints, producers, companies, LDI offices and additional sources as well as through the utilization of written orders, subpoenas and oral examinations. A detailed analysis is done to determine if sufficient evidence exists to justify LDI action and/or criminal referral.

**TABLE 31** **ACTIONS TAKEN REGARDING PRODUCER, CLAIMS ADJUSTER AND COMPANY FRAUD — THREE-YEAR HISTORY**

	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
Number of Investigations Opened	253	261	222
Cease and Desist Orders Served	24	68	40
Criminal Referrals to Law Enforcement	40	49	54
Arrests Made as a Result of Criminal Referrals	5	2	2

**HELPFUL LINKS**

To search Regulatory Actions on the website, [www.lidi.la.gov/OnlineServices/RegulatoryActions](http://www.lidi.la.gov/OnlineServices/RegulatoryActions).

To report insurance fraud, [www.lidi.la.gov/reportfraud](http://www.lidi.la.gov/reportfraud).

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# Office of Consumer Services



# OFFICE OF CONSUMER SERVICES

The Office of Consumer Services was created by [Act 274](#) of the 2015 Regular Legislative Session and consists of the Market Conduct Division and the Consumer Complaints Division. The office inspects the marketing, customer service and claims handling practices of health, property and casualty, and life and annuity insurance issuers and producers conducting business in Louisiana. Both divisions collaborate with each other, industry and other regulators to ensure compliance with the Louisiana Insurance Code.

## MARKET CONDUCT DIVISION

The Market Conduct Division performs analyses, investigations and market conduct examinations of insurers to ensure policyholders, claimants and beneficiaries are treated fairly in accordance with Louisiana Law. In Fiscal Year 2023-2024, 40 companies were analyzed, and the division concluded 33 investigations and five market conduct examinations.

## CONSUMER COMPLAINTS DIVISION

Consumer education is also a top priority for the Office of Consumer Services. Consumer Complaints Division staff are committed to helping consumers better understand their policies and how to navigate the claims process, especially during hurricane season. To further this, staff constantly expand their professional development and refine their investigative techniques through participation in industry designation programs and education. In the Fiscal Year 2023-2024, the staff received 22,786 calls from Louisiana consumers.

The Consumer Complaints Division also investigates complaints with an unbiased perspective to decide whether the insurer or producer performed in compliance with the law and with the terms and conditions of the policy. The complaint process often helps policyholders work through concerns they have with their insurer, get answers, move forward with a claim and access more resources. However, the complaint process is a neutral compliance inquiry, and a consumer complaint may or may not result in a claim payment or premium refund from the insurer or producer depending on the facts of the complaint. The complaint process cannot be used in lieu of the judicial court system. The average complaint investigation lasts 23 days.

# COMPLAINT REPORT

[La. R.S. 22:1972](#) Report by the Commissioner

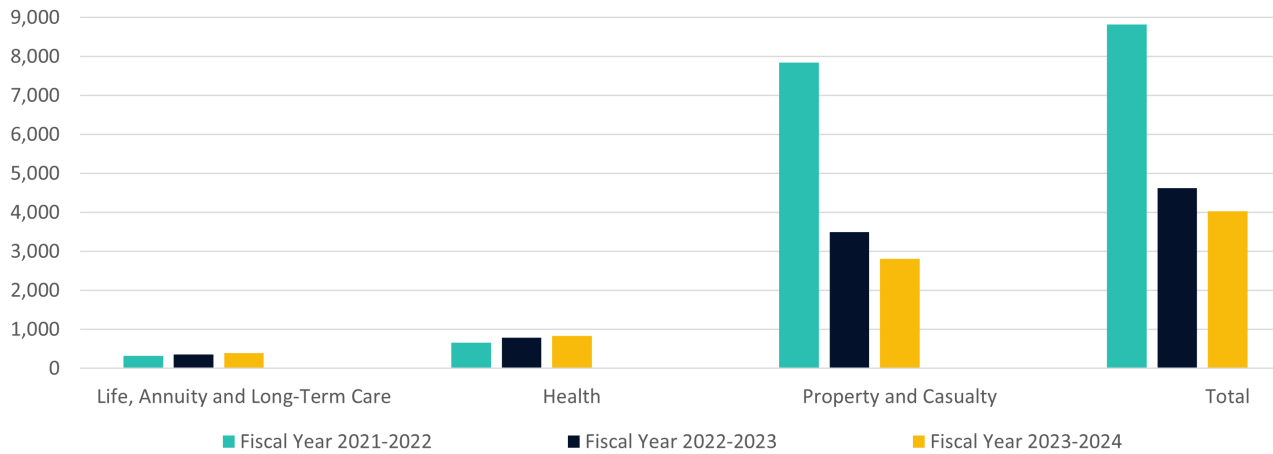
*The commissioner of insurance shall annually submit a report to the Senate and House of Representatives Committees on Insurance relative to complaints received and actions taken pursuant to the provisions of this Part. Such report shall contain information relative to the number of complaints received, and the disposition of same, the amount collected in penalties, the cost of all related proceedings, and such other information as the commissioner deems pertinent or the insurance committees shall request.*

**COMPLAINTS HANDLED AND FUNDS RECOVERED BY INSURANCE PRODUCT**    **TABLE 32**

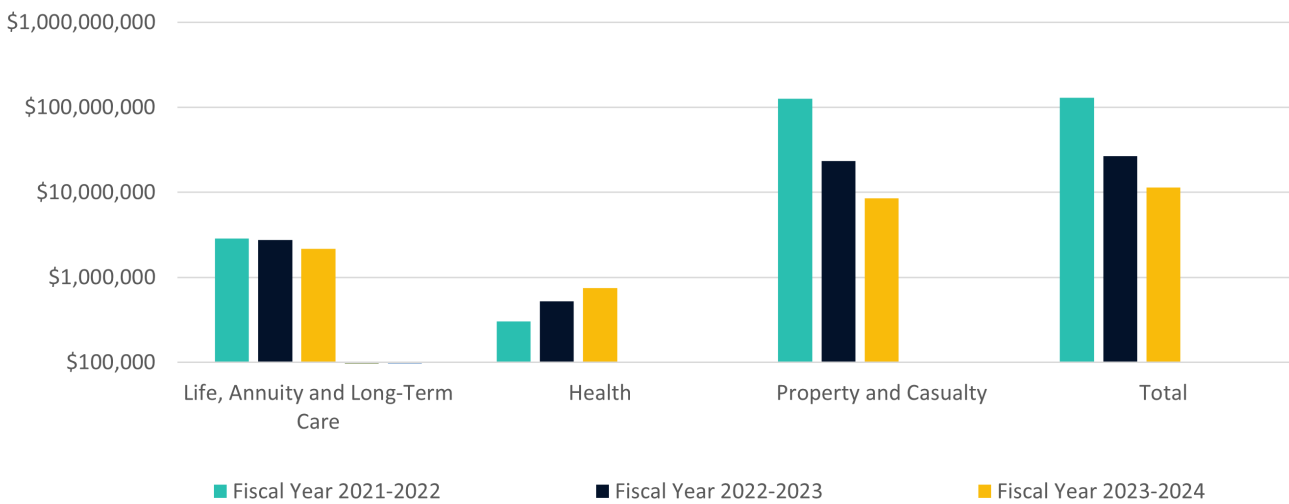
<i>Fiscal Year 2023-2024</i>	<i>Life, Annuity and Long-Term Care</i>	<i>Health</i>	<i>Property and Casualty</i>	<i>Total</i>
Complaints Received	393	831	2,806	4,030
Amount of Benefits and Funds Recovered	\$2,172,403	\$750,998	\$8,476,105	\$11,399,506

The three-year trends in numbers of complaints received and dollars recovered for consumers are shown in Charts 3 and 4 on Page 72.

**CHART 3** NUMBER OF COMPLAINTS RECEIVED BY PRODUCT TYPE AND TOTAL THREE-YEAR HISTORY



**CHART 4** DOLLARS RECOVERED BY PRODUCT TYPE AND TOTAL THREE-YEAR HISTORY



## COMPLAINT DISPOSITIONS

When a file is closed, it is assigned a disposition code. LDI disposition codes are uniform with those used by other states and are in accordance with guidelines set forth by the National Association of Insurance Commissioners. For example, disposition codes favorable to the complainant are used when the company position is overturned, additional recovery is acquired by the complainant, a premium or rating problem is resolved in the complainant’s favor, or other similar actions occur. If a file is closed because coverage is not provided for the complainant’s loss under the policyholder’s contract, the company’s or producer’s position is upheld, or if it is determined that a policy was not in force at the time of the loss, the disposition is recorded as favorable to the regulated entity. Neutral closures are reserved for withdrawn complaints, insufficient information provided, questions of fact or law, the filing of a lawsuit, or similar dispositions.

The table below provides closed complaint disposition percentages by product type and for the LDI as a whole. The dispositions include favorable to the complainant, favorable to the regulated entity the complaint is against, and neutral.

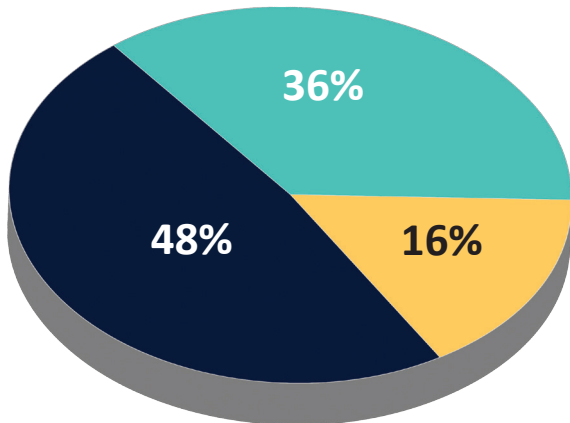
**COMPLAINT DISPOSITION PERCENTAGES BY PRODUCT AND TOTAL —**  
**FISCAL YEAR 2023-2024** **TABLE 33**

<i>Category</i>	<i>Life, Annuity and Long-Term Care</i>	<i>Health</i>	<i>Property and Casualty</i>	<i>Total</i>
Favorable to Complainant	48%	36%	20%	26%
Favorable to Regulated Entity	31%	16%	44%	37%
Neutral	21%	48%	36%	37%
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

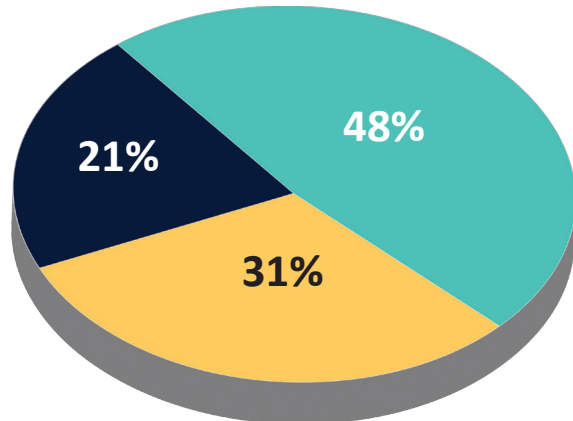
Charts 5-8 on the following page provide a visual representation of the complaint dispositions shown in Table 33.

CHARTS 5-8 CLOSED COMPLAINT DISPOSITIONS

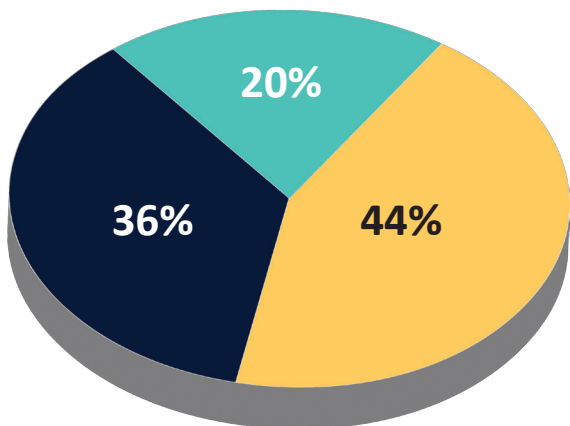
Health



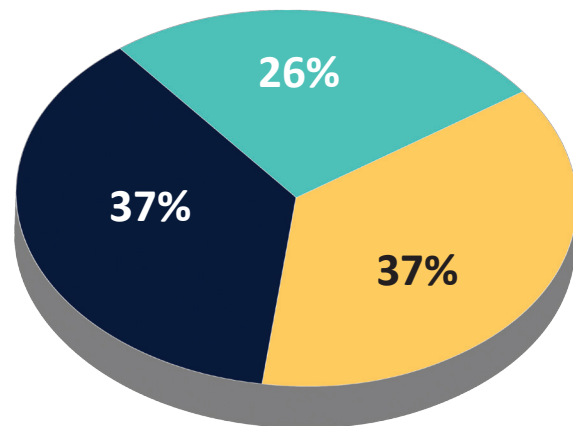
Life, Annuity and Long-Term Care



Property and Casualty



Total LDI



 Favorable to Complainant    Favorable to Entity    Neutral

## HELPFUL LINKS

Complaint Filing, [www.lidi.la.gov/onlineservices/ConsumerComplaintForm](http://www.lidi.la.gov/onlineservices/ConsumerComplaintForm). Identifies the types of complaints the LDI can assist with and what documents are needed for a specialist to investigate a formal complaint. A series of screens leads the complainant through the process, including uploading supporting documentation. Complainants can also track the status of their complaint online.

View complaint data for companies that write insurance in Louisiana, [www.lidi.la.gov/complaintdata](http://www.lidi.la.gov/complaintdata).



# Appendices

<b>APPENDIX A:</b>	INSURANCE TERMS
<b>APPENDIX B:</b>	PROPERTY AND CASUALTY INSURANCE
<b>APPENDIX C:</b>	LIFE, ACCIDENT AND HEALTH INSURANCE
<b>APPENDIX D:</b>	AGGREGATE HEALTH PREMIUM AND ENROLLMENT
<b>APPENDIX E:</b>	HEALTH MAINTENANCE ORGANIZATIONS
<b>APPENDIX F:</b>	TITLE INSURANCE
<b>APPENDIX G:</b>	GROUP SELF-INSURANCE FUNDS
<b>APPENDIX H:</b>	REVENUE REPORT
<b>APPENDIX I:</b>	LOUISIANA 101 LIFE INSURANCE EXAM RESULTS REPORT

# APPENDIX A

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## INSURANCE TERMS

The tables in the subsequent appendices include gross direct premium writings in Louisiana, on a calendar year basis, for all insurers segregated by line of business. These categories do not provide information about specific insurance coverages or classes of insureds. The data contained hereafter may conflict with other areas of the annual report due to the treatment of some premiums as non-taxable. Following is a brief description of terms used throughout the appendices.

### SOURCES

Barron's Business Guides: Dictionary of Insurance Terms, Fourth Edition; NAIC Glossary of Insurance Terms

### GENERAL TERMS

**Alien Company:** an insurance company formed according to the laws of a foreign country. The company must conform to state regulatory standards to legally sell insurance products in that state.

**Direct:** premiums collected by the insurer from policyholders, before reinsurance premiums are deducted. Insurers share some direct premiums and the risk involved with their reinsurers.

**Domestic Company:** insurance company incorporated according to the laws of the state in which a risk is located and the policy issued. The insurance company is domiciled in that state.

**Earned Premium:** portion of a premium paid by an insured that has been allocated to the insurance company's loss experience, expenses and profit year to date.

**Foreign Company:** insurance company whose domicile is in a state other than the one in which the company is writing business in Louisiana.

**Loss Ratio:** relationship of incurred losses plus loss adjustment expense to earned premiums.

**Losses Incurred:** important quantitative measure for an insurance company indicating the percentage of each premium dollar that is going to pay for losses. Based on losses incurred, appropriate reserves are established. Changes in incurred losses over several policy periods indicate the trend in the loss picture and the accuracy of the basic premium charged to reflect expected losses.

**Market Share:** the ratio of direct premiums written by a company to the total direct premiums written by all companies writing that line of business.

**Risk Retention Group:** group-owned insurer organized for the purpose of assuming and spreading the liability risks to its members.

**Written Premium:** total premiums generated from all policies written by an insurance company within a given period of time.

## APPENDIX A — INSURANCE TERMS

### LINES OF BUSINESS

**Aggregate Write-Ins:** coverages not generally described on the previous page (e.g., Involuntary Unemployment Insurance, Automobile Warranty, etc.).

**Aircraft Hull Insurance:** coverage on an all risks basis whether the airplane is on the ground or in the air.

**Aircraft Liability Insurance:** coverage for the insured in the event that the insured's negligent acts and/or omissions result in losses in connection with the use, ownership, or maintenance of aircraft. Liability coverage can be provided for bodily injury and/or property damage to passengers and also to individuals who are not passengers.

**Allied Lines:** property insurance closely associated with fire insurance and usually purchased in conjunction with a Standard Fire Policy. Allied lines include data processing insurance, demolition insurance, earthquake insurance, increased cost of construction clause, radioactive contamination insurance, sprinkler leakage insurance, standing timber insurance, vandalism and malicious mischief insurance, water damage insurance.

**Annuity:** contract sold by insurance companies that pays a monthly (or quarterly, semiannual or annual) income benefit for the life of a person (the annuitant), for the lives of two or more persons, or for a specified period of time. The annuitant can never outlive the income from the annuity.

**Auto Liability Insurance:** coverage if an insured is legally liable for bodily injury or property damage caused by an automobile.

**Automobile Physical Damage Insurance:** coverage in the event an insured's automobile is damaged, destroyed, or lost through fire, theft, vandalism, malicious mischief, collision or windstorm. There are two kinds of property damage coverage – collision insurance and comprehensive insurance.

**Boiler and Machinery Insurance:** covers losses resulting from the malfunction of boilers and machinery. Most property insurance policies exclude these losses, which is why a separate boiler and machinery policy or a commercial package policy is needed. The insurance covers business property, other property involved, and legal fees, if any.

**Burglary and Theft:** coverage for property taken or destroyed by breaking and entering the insured's premises, burglary or theft, forgery or counterfeiting, fraud, kidnap and ransom, and off-premises exposure.

**Commercial Auto Insurance:** coverage for motor vehicles owned by a business engaged in commerce that protects the insured against financial loss because of legal liability for motor vehicle related injuries, or damage to the property of others caused by accidents arising out of the ownership, maintenance, use, or care-custody & control of a motor vehicle.

**Commercial Package Policy:** insurance policy that is commercial lines in orientation and is composed of two or more of the following coverages: Commercial Property, Business Crime, Business Automobile, Boiler and Machinery, Commercial General Liability, Inland Marine Insurance and Farmowners and Ranchowners Insurance (Commercial Multiple Peril Policy).

**Credit Insurance:** commercial coverage against losses resulting from the failure of business debtors to pay their obligation to the insured, usually due to insolvency. The coverage is geared to manufacturers, wholesalers and service providers who may be dependent on a few accounts and therefore could lose significant income in the event of an insolvency.



## APPENDIX A — INSURANCE TERMS

**Credit Accident and Health Insurance:** coverage provided to or offered to borrowers in connection with a consumer credit transaction where the proceeds are used to repay a debt or an installment loan in the event the consumer is disabled as the result of an accident, including business not exceeding 120 months duration.

**Credit Life Insurance:** insurance issued to a creditor (lender) to cover the life of a debtor (borrower) for an outstanding loan. If the debtor dies prior to repayment of the debt, the policy will pay off the balance of the amount outstanding.

**Crop Insurance:** coverage protecting the insured against loss or damage to crops from a variety of perils, including but not limited to fire, lightening, loss of revenue, tornado, windstorm, hail, flood, rain, or damage by insects.

**Dental Insurance:** policies providing only dental treatment benefits such as routine dental examinations, preventive dental work, and dental procedures needed to treat tooth decay and diseases of the teeth and jaw.

**Earthquake Insurance:** coverage that can be purchased as an endorsement to many property policies such as the standard fire policy or as a separate policy. Coverage is for direct damage resulting from earthquake or volcanic eruption.

**Farmowners Comprehensive Personal Liability Insurance:** provides the same coverage as a comprehensive personal liability insurance policy, plus coverage to exposures that are peculiar to farms, such as farm business operations, farm employees engaged in farm business activities, and liability arising out of selling farm products.

**Fidelity Bond:** coverage that guarantees that the insurance company will pay the insured business or individual for money or other property lost because of dishonest acts of its bonded employees, either named or by positions. The bond covers all dishonest acts, such as larceny, theft, embezzlement, forgery, misappropriation, wrongful abstraction, or willful misapplication, whether employees act alone or as a team.

**Financial Guaranty:** a surety bond, insurance policy, or an indemnity contract (when issued by an insurer), or similar guaranty types under which loss is payable upon proof of occurrence of financial loss to an insured claimant, obligee or indemnitee as a result of failure to perform a financial obligation or any other permissible product that is defined as or determined to be financial guaranty insurance.

**Fraternal Life Insurance:** group coverage for members of a fraternal association, usually on a nonprofit basis.

**Group Insurance:** single policy under which individuals in a natural group (such as employees of a business firm) and their dependents are covered.

**Group Accident and Health:** coverage written on a group basis (e.g., employees of a single employer and their dependents) that pays scheduled benefits or medical expenses caused by disease, accidental injury or accidental death. Excludes amounts attributable to uninsured accidents and health plans and the uninsured portion of partially insured accident and health plans.

**Group Credit-Life:** contracts sold in connection with loan/credit transactions or other credit transactions, which do not exceed a stated duration and/or amount and provide insurance protection against death.

**Health Maintenance Organization:** prepaid group health insurance plan that entitles members to services of participating physicians, hospitals and clinics.

## APPENDIX A — INSURANCE TERMS

**Homeowners Insurance Policy:** package policy that combines (1) coverage against the insured's property being destroyed or damaged by various perils, and (2) coverage for liability exposure of the insured.

**Inland Marine Insurance:** business risks coverage for (1) property damage or destruction of an insured's property and (2) liability exposure of an insured for damage or destruction of someone else's property under his or her care, custody or control. The insured (shipper) needs this insurance because the carrier (who can also be the insured and purchase inland marine insurance) may be found not at fault for damage to a property; or the carrier may not have any insurance or adequate insurance.

**Individual Health:** health insurance where the policy is issued to an individual covering the individual and/or their dependents in the individual market. This includes conversions from group policies.

**Industrial Life:** also called "debit" insurance, is insurance under which premiums are paid monthly or more often, the face amount of the policy does not exceed a stated amount, and the words "industrial policy" are printed in prominent type on the face of the policy.

**International:** includes all business transacted outside the U.S. and its territories and possessions where the appropriate line of business is not determinable.

**Life Insurance:** protection against the death of an individual in the form of payment to a beneficiary – usually a family member, business or institution.

**Long-Term Care:** policies that provide coverage for not less than one year for diagnostic, preventive, therapeutic, rehabilitative, maintenance, or personal care services provided in a setting other than an acute care unit of a hospital, including policies that provide benefits for cognitive impairment or loss of functional capacity.

**Malpractice Insurance:** professional liability coverage for physicians, lawyers and other specialists against suits alleging negligence or errors and omissions that have harmed clients.

**Marine Insurance:** coverage for goods in transit and the vehicles of transportation on waterways, land and air (Ocean Marine Insurance).

**Medicare Supplement:** coverage sold on an individual or group basis to help fill the "gaps" in the protections granted by the federal Medicare program. It is structured to pay part or all of Medicare's deductibles and co-payments. Also known as "Medigap" insurance.

**Mortgage Guarantee:** insurance that indemnifies a lender for loss upon foreclosure if a borrower fails to meet required mortgage payments.

**Mortgage Insurance:** life insurance that pays the balance of a mortgage if the mortgagor (insured) dies.

**Multi-Peril:** personal and business property coverage combining several types of property insurance in one policy.

**Other Insurance:** presence of other contract(s) covering the same conditions. When more than one policy covers the exposure, each policy will pay an equal share of the loss.

**Other Liability Coverage:** protects the insured against legal liability resulting from negligence, carelessness or a failure to act causing property damage or personal injury to others. Can include General Liability; Umbrella Liability; Professional Liability; Contractor, Construction and Landlord Liability; and Environmental Liability.

## APPENDIX A — INSURANCE TERMS

**Private Passenger Auto (PPA):** filings that include singularly or in any combination coverage such as the following: Auto Liability, Personal Injury Protection (PIP), Medical Payments (MP), Uninsured/Underinsured (UM/UIM); Specified Causes of Loss, Comprehensive, and Collision.

**Product Liability Coverage:** protects manufacturers, merchants and distributors exposure to lawsuits by people who have sustained bodily injury or property damage through the use of the product.

**Reinsurance:** a transaction between a primary insurer and another licensed (re) insurer where the reinsurer agrees to cover all or part of the losses and/or loss adjustment expenses of the primary insurer. The assumption is in exchange for a premium. Indemnification is on a proportional or non-proportional basis.

**Self-Insurance Plan:** type of insurance often used for high frequency low severity risks where risk is not transferred to an insurance company but retained and accounted for internally.

**Short-Term Medical:** policies that provide major medical coverage for a short period of time, typically 30 to 180 days. These policies may be renewable for multiple periods.

**Surety Bond:** a three-party agreement whereby a guarantor (insurer) assumes an obligation or responsibility to pay a second party (obligee) should the principal debtor (obligor) become in default.

**Surplus Lines:** specialized property or liability coverage available via nonadmitted insurers where coverage is not available through an admitted insurer, licensed to sell that particular coverage in the state.

**Title Insurance:** coverage that guarantees the validity of a title to real and personal property. Buyers of real and personal property and mortgage lenders rely upon the coverage to protect them against losses from undiscovered defects in existence when the policy is issued.

**Viatical Settlements:** contracts or agreements in which a buyer agrees to purchase all or a part of a life insurance policy.

**Vision Insurance:** limited benefit expense policies that provide benefits for eye care and eye care accessories. Generally provides a stated dollar amount per annual eye examination. Benefits often include a stated dollar amount for glasses and contacts. May include surgical benefits for injury or sickness associated with the eye.

**Warranty:** coverage that protects against manufacturer's defects past the normal warranty period and for repair after breakdown to return a product to its originally intended use. Warranty insurance generally protects consumers from financial loss caused by the seller's failure to rectify or compensate for defective or incomplete work and cost of parts and labor necessary to restore a product's usefulness. Includes but is not limited to coverage for all obligations and liabilities incurred by a service contract provider, mechanical breakdown insurance and service contracts written by insurers.

**Workers' Compensation Insurance:** insurance that covers an employer's liability for injuries, disability or death to persons in their employment, without regard to fault, as prescribed by state or federal workers' compensation laws and other statutes.

# APPENDIX B

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## PROPERTY AND CASUALTY INSURANCE

**APPENDIX B — PROPERTY AND CASUALTY INSURANCE**

**PROPERTY AND CASUALTY INSURERS EXHIBIT OF PREMIUMS AND LOSSES  
BUSINESS IN LOUISIANA AS OF DECEMBER 31, 2023**

<i>Line #</i>	<i>Line of Business</i>	<i>Direct Premium Written</i>	<i>Direct Premium Earned</i>	<i>Dividends Paid on Direct Business</i>	<i>Direct Unearned Premium Reserve</i>	<i>Direct Loss Paid (Deducting Salvage)</i>	<i>Direct Losses Incurred</i>
01	Fire	\$ 720,714,907	\$ 650,485,138	\$ 177,858	\$ 324,722,503	\$ 449,660,337	\$ 423,685,487
02.1	Allied Lines	1,259,129,892	1,102,817,444	681,596	593,806,446	683,573,170	255,649,428
02.2	Multiple Peril Crop	188,087,811	187,821,456	-	11,053,511	181,470,762	223,929,152
02.3	Federal Flood	274,228,473	265,433,979	-	146,846,666	10,355,846	2,231,757
02.4	Private Crop	8,450,054	8,448,282	-	1,772	22,711,100	23,028,686
02.5	Private Flood	34,329,473	32,054,918	-	14,844,505	970,755	1,277,123
03	Farmowners Multiple Peril	17,007,987	16,560,387	-	8,057,818	13,487,461	10,773,785
04	Homeowners Multiple Peril	3,006,516,319	2,760,603,618	6,226,670	1,529,034,123	1,663,073,034	1,277,025,739
05.1	Commercial Multiple Peril (Non-Liability Portion)	619,480,124	571,895,762	137,048	284,089,719	559,612,840	293,421,756
05.2	Commercial Multiple Peril (Liability Portion)	197,073,236	190,196,661	36,672	88,249,622	70,168,024	114,574,342
06	Mortgage Guaranty	60,865,583	64,757,327	-	11,294,231	5,041,707	(971,835)
08	Ocean Marine	178,896,137	175,875,073	3,011	79,222,033	137,317,090	151,222,045
09	Inland Marine	589,754,117	565,701,454	146,364	214,083,384	243,561,131	229,318,942
10	Financial Guaranty	1,188,892	2,312,432	-	36,200,476	-	-
11.1	Medical Professional Liability - Occurrence	19,214,267	18,913,314	19,442	6,658,792	2,014,717	3,967,013
11.2	Medical Professional Liability - Claims Made	97,955,159	96,320,036	78,916	42,572,776	21,926,588	23,077,904
12	Earthquake	9,832,788	8,864,928	8,863	4,146,411	24,377	551,482
13.1	Comprehensive (Hospital / Medical) Individual	266	266	-	122	-	(4)
13.2	Comprehensive (Hospital / Medical) Group	37,817,144	37,227,288	-	3,495,926	31,151,574	31,789,952
14	Credit A&H (Group and Individual)	11,056	12,940	-	770	1,799	(10,673)
15.1	Vision Only	59,377	59,524	-	2	3,019	1,703
15.2	Dental Only	275,600	276,042	-	15	114,404	112,487
15.3	Disability Income	2,701,281	2,705,921	-	696,519	1,212,227	2,564,342
15.4	Medicare Supplement	3,937,726	3,888,190	-	513,717	3,148,162	3,346,780
15.5	Medicaid Title XIX	-	-	-	-	-	-
15.6	Medicare Title XVIII	-	-	-	-	-	-
15.7	Long-Term Care	6,908,914	7,042,265	-	1,850,180	7,954,245	9,976,127
15.8	Federal Employees Health Benefits Plan Premium	-	-	-	-	-	-
15.9	Other Health	41,177,427	40,370,659	222	4,816,277	19,972,796	35,220,840
16	Workers' Compensation	885,543,458	891,080,683	146,557,306	298,555,962	392,199,408	275,252,635
17.1	Other Liability - Occurrence	1,158,983,193	1,100,009,034	357,762	542,593,186	572,433,922	802,355,768
17.2	Other Liability - Claims Made	315,621,441	303,011,583	31,008	164,265,563	84,423,959	161,065,920
17.3	Excess Workers' Compensation	53,044,662	52,210,581	-	13,562,647	26,769,711	13,152,484
18.1	Products Liability - Occurrence	59,230,222	56,612,501	5,177	25,542,147	18,812,719	27,330,618
18.2	Products Liability - Claims Made	3,496,973	3,721,336	-	1,771,585	442,460	(26,031,895)
19.1	Private Passenger Auto No-Fault (Personal Injury Protection)	32,612	25,740	-	12,205	499,149	1,021,990
19.2	Other Private Passenger Auto Liability	3,242,763,042	3,208,407,268	6,312,821	892,317,825	2,068,082,507	2,119,316,090
19.3	Commercial Auto No-Fault (Personal Injury Protection)	262,356	276,098	-	94,678	6,743	589,836
19.4	Other Commercial Auto Liability	958,878,335	924,055,016	71,407	422,929,037	662,657,569	762,776,902
21.1	Private Passenger Auto Physical Damage	2,237,185,099	2,113,376,187	3,426,222	647,036,200	1,381,569,232	1,406,650,117
21.2	Commercial Auto Physical Damage	175,210,131	171,958,248	13,342	67,807,493	86,298,551	91,435,770
22	Aircraft (All Perils)	50,202,316	51,340,151	-	27,235,847	40,378,783	58,326,460
23	Fidelity	13,595,967	13,945,579	148	8,369,501	2,558,354	3,512,607
24	Surety	175,712,536	158,029,804	(1,524)	97,281,337	47,885,833	61,159,511
26	Burglary and Theft	9,173,772	7,483,615	16	4,367,640	718,691	280,800
27	Boiler and Machinery	56,950,332	54,930,799	2,026	24,605,305	23,702,876	11,714,523
28	Credit	36,813,093	38,374,298	-	23,009,302	11,745,393	11,557,602
29	International	2,983	2,916	-	1,168	-	1,385
30	Warranty	7,050,196	7,464,576	-	11,559,963	7,706,551	7,093,440
34	Aggregate Write-Ins For Other Lines of Business	27,737,247	25,575,139	-	24,656,684	15,325,663	11,044,766
<b>35</b>	<b>Totals</b>	<b>\$ 16,843,103,976</b>	<b>\$ 15,992,536,456</b>	<b>\$ 164,292,373</b>	<b>\$ 6,703,833,591</b>	<b>\$ 9,572,745,239</b>	<b>\$ 8,915,371,689</b>

DATA SOURCE: 2023 Property and Casualty Annual Statement, Exhibit of Premiums and Losses (State Page) for all companies writing business in Louisiana. This page is unaudited and may contain inadvertent errors.

## APPENDIX B — PROPERTY AND CASUALTY INSURANCE

### PROPERTY AND CASUALTY INSURERS EXHIBIT OF PREMIUMS AND LOSSES BUSINESS IN LOUISIANA AS OF DECEMBER 31, 2023

Line #	Line of Business	Direct Losses Unpaid	Direct Defense & Cost Containment Expense Paid	Direct Defense & Cost Containment Expense Incurred	Direct Defense & Cost Containment Expense Unpaid	Commissions & Brokerage Expenses	Taxes, Licenses & Fees
01	Fire	\$ 469,943,399	\$ 20,261,286	\$ 21,004,731	\$ 26,959,427	\$ 85,296,036	\$ 17,109,612
02.1	Allied Lines	809,041,938	31,509,068	27,247,494	65,581,885	138,804,894	21,615,156
02.2	Multiple Peril Crop	89,167,084	5,132	(70,001)	5,385	16,043,539	298,257
02.3	Federal Flood	8,073,037	639,176	600,537	72,386	47,741,244	8,462,620
02.4	Private Crop	569,243	26,918	28,061	4,750	1,971,495	57,394
02.5	Private Flood	8,196,745	96,673	180,483	458,138	3,907,458	869,625
03	Farmowners Multiple Peril	6,619,405	458,671	345,782	737,064	2,500,671	1,098,366
04	Homeowners Multiple Peril	1,141,868,125	79,799,839	90,364,904	69,521,052	377,358,447	149,226,249
05.1	Commercial Multiple Peril (Non-Liability Portion)	450,444,561	22,825,167	19,138,960	38,138,904	104,509,724	23,921,490
05.2	Commercial Multiple Peril (Liability Portion)	306,250,270	25,650,117	32,912,583	98,838,060	35,931,637	8,317,809
06	Mortgage Guaranty	39,001,836	23,875	1,686	170,198	-	2,322,130
08	Ocean Marine	279,385,184	16,358,795	16,220,837	25,072,999	29,618,474	6,441,576
09	Inland Marine	120,680,541	3,944,750	2,935,105	6,058,891	117,016,718	20,188,606
10	Financial Guaranty	-	-	-	-	-	92,926
11.1	Medical Professional Liability - Occurrence	38,278,238	4,026,128	4,830,247	19,942,851	3,393,637	767,181
11.2	Medical Professional Liability - Claims Made	136,452,230	19,979,773	22,117,694	92,150,304	9,844,102	1,947,347
12	Earthquake	1,769,778	(63)	123,142	157,362	933,283	232,117
13.1	Comprehensive (Hospital / Medical) Individual	2,340	-	(3)	2	28	163
13.2	Comprehensive (Hospital / Medical) Group	11,555,595	98,006	581,520	279,313	3,327,079	883,763
14	Credit A&H (Group and Individual)	74	-	(20)	-	1,662	3,639
15.1	Vision Only	1,832	-	-	-	12,762	2,652
15.2	Dental Only	28,068	4,063	3,244	268	52,222	15,488
15.3	Disability Income	5,633,988	4,324	17,851	5,290	285,345	77,175
15.4	Medicare Supplement	536,954	-	(162)	168	524,879	205,900
15.5	Medicaid Title XIX	-	-	-	-	-	-
15.6	Medicare Title XVIII	-	-	-	-	-	-
15.7	Long-Term Care	32,406,106	9,061	(4,850)	16,340	389,587	121,347
15.8	Federal Employees Health Benefits Plan Premium	-	-	-	-	-	-
15.9	Other Health	36,762,617	461,979	601,956	414,972	6,389,139	1,229,687
16	Workers' Compensation	1,841,288,750	48,451,289	52,597,124	219,500,951	81,588,253	72,668,372
17.1	Other Liability - Occurrence	2,191,869,008	88,055,449	115,727,829	405,065,226	169,421,104	26,542,784
17.2	Other Liability - Claims Made	532,982,404	23,240,540	19,639,281	114,495,452	56,903,744	7,309,012
17.3	Excess Workers' Compensation	298,435,422	1,603,341	3,247,575	20,494,716	7,871,770	1,966,641
18.1	Products Liability - Occurrence	137,202,740	11,877,047	12,005,747	63,621,779	8,844,958	1,328,786
18.2	Products Liability - Claims Made	8,305,071	165,629	448,385	1,483,491	501,891	62,157
19.1	Private Passenger Auto No-Fault (Personal Injury Protection)	1,897,693	61,259	105,643	251,086	45,730	14,710
19.2	Other Private Passenger Auto Liability	2,337,281,659	109,266,069	108,105,767	333,194,895	237,836,088	104,583,296
19.3	Commercial Auto No-Fault (Personal Injury Protection)	667,970	23,982	484,277	555,161	85,910	2,289
19.4	Other Commercial Auto Liability	1,443,440,064	85,387,899	108,395,124	186,098,646	120,798,739	31,300,230
21.1	Private Passenger Auto Physical Damage	174,919,980	3,753,792	3,197,123	5,472,962	168,537,543	72,832,642
21.2	Commercial Auto Physical Damage	36,394,467	2,698,278	2,967,074	3,645,811	24,176,506	5,161,130
22	Aircraft (All Perils)	71,273,486	4,139,098	4,448,793	8,415,994	7,754,740	2,090,762
23	Fidelity	7,610,064	12,961	111,681	818,999	2,192,478	583,445
24	Surety	95,474,884	6,227,871	8,945,862	16,347,020	40,236,689	7,624,834
26	Burglary and Theft	2,498,478	437	(44,908)	210,986	1,220,880	159,334
27	Boiler and Machinery	25,815,959	2,116,890	1,990,489	831,119	3,277,073	1,931,152
28	Credit	9,391,230	135,196	322,929	506,395	12,879,499	1,091,692
29	International	(15,307)	-	-	-	208	767
30	Warranty	230,102	5,708	24,147	19,082	(105,929)	119,861
34	Aggregate Write-Ins For Other Lines of Business	36,646,017	121,990	(468,053)	115,439	6,293,338	1,227,799
35	<b>Totals</b>	<b>\$13,246,279,329</b>	<b>\$ 613,527,463</b>	<b>\$ 681,433,670</b>	<b>\$ 1,825,731,219</b>	<b>\$ 1,936,215,274</b>	<b>\$ 604,109,970</b>

DATA SOURCE: 2023 Property and Casualty Annual Statement, Exhibit of Premiums and Losses (State Page) for all companies writing business in Louisiana. This page is unaudited and may contain inadvertent errors.

## APPENDIX B — PROPERTY AND CASUALTY INSURANCE

The table below displays the action taken on all rate filings reviewed by the Actuarial Division and the market impact of these filings as requested by the filing company compared to the market impact of these rate filings as approved by the Office of Property & Casualty.

### RATE FILINGS DOLLAR IMPACT — THREE-YEAR HISTORY

<i>Fiscal Year 2023-2024</i>				
<i>Filing Disposition</i>	<i>Rate Filings Reviewed by Actuarial Division <sup>1</sup></i>	<i>Percent of Total Rate Filings Reviewed</i>	<i>Requested Dollar Impact of Rate Filings</i>	<i>Approved Dollar Impact of Rate Filings</i>
Disapproved	50	3%	\$ 11,328,213	\$ -
Total Approved	1,436	86%	985,573,986	941,012,126
Approved With Amended Rate Request <sup>2</sup>	59	4%	284,178,060	241,101,469
All Other Approvals	1,377	82%	701,395,926	699,910,657
Withdrawn	106	6%	56,509,054	-
<b>TOTALS</b>	<b>1,592</b>	<b>95%</b>	<b>\$ 1,053,411,253</b>	<b>\$ 941,012,126</b>
<i>Fiscal Year 2022-2023</i>				
<i>Filing Disposition</i>	<i>Rate Filings Reviewed by Actuarial Division <sup>1</sup></i>	<i>Percent of Total Rate Filings Reviewed</i>	<i>Requested Dollar Impact of Rate Filings</i>	<i>Approved Dollar Impact of Rate Filings</i>
Disapproved	40	2%	\$ 13,437,689	\$ 0
Total Approved	1,524	91%	1,612,484,307	1,484,000,252
Approved With Amended Rate Request <sup>2</sup>	74	4%	664,904,129	537,371,499
All Other Approvals	1,450	87%	947,580,178	946,628,753
Withdrawn	108	6%	87,948,320	0
<b>TOTALS</b>	<b>1,672</b>	<b>100%</b>	<b>\$ 1,713,870,316</b>	<b>\$ 1,484,000,252</b>
<i>Fiscal Year 2021-2022</i>				
<i>Filing Disposition</i>	<i>Rate Filings Reviewed by Actuarial Division <sup>1</sup></i>	<i>Percent of Total Rate Filings Reviewed</i>	<i>Requested Dollar Impact of Rate Filings</i>	<i>Approved Dollar Impact of Rate Filings</i>
Disapproved	85	6%	\$ 70,330,293	\$ 0
Total Approved	1,345	87%	592,129,424	542,304,826
Approved With Amended Rate Request <sup>2</sup>	71	5%	255,272,685	205,008,820
All Other Approvals	1,274	82%	336,856,739	337,296,007
Withdrawn	115	7%	55,611,505	0
<b>TOTALS</b>	<b>1,545</b>	<b>100%</b>	<b>\$ 718,071,222</b>	<b>\$ 542,304,826</b>

<sup>1</sup>Includes only rate filings where the review was completed in the fiscal year by the Actuarial Division for property and casualty lines regulated under [La. R.S. 22:1451](#) et seq. (referred to as “Modified Prior Approval prior to 5/7/2024 and “File and Use” thereafter) and includes Workers’ Compensation Group Self-Insured Fund rate filings reviewed in accordance with [La. R.S. 23:1191](#) et seq. and [Regulation 42](#). It does not include rate filings made in accordance with [La. R.S. 22:1464\(E\)](#), [1464\(A\)\(1\)](#) or [1451\(D\)](#) (referred to respectively as “Consent-to-Rate,” “Individually Risk Rated” and “Commercial Informational”).

<sup>2</sup>As a result of the rate filing’s review, either the requested rates were amended or corrected.

## APPENDIX B — PROPERTY AND CASUALTY INSURANCE

The table on Page 84 summarizes the three-year history of rate filings by type of filing. Prior approval, consent-to-rate, individually risk rated and commercial deregulation are the only property and casualty filing types authorized in Louisiana under [Title 22](#). In addition to Title 22, [Title 23](#) authorizes the commissioner of insurance to review all workers' compensation group self-insured rate filings, which is delegated to the Actuarial Division. Workers' compensation is a form of property and casualty, so these reviews are also shown in this table.

The provisions are as follows:

### PRIOR APPROVAL

The prior approval provisions for rates and rules apply to the review process performed by the Office of Property & Casualty for the majority of rate and rule filings received. Rate filings set the base rate of the coverage, then rule filings apply certain underwriting criteria that establishes the premium.

The company must submit a filing with the Office of Property & Casualty and wait 45 days before implementing a newly requested rate and/or rule revision. The Office of Property & Casualty can approve an earlier implementation of a new or revised rate and/or rule if the rate and/or rule has been reviewed and approved before the expiration of the 45-day wait period.

If an insurer has submitted a rate and/or rule filing to the LDI for review and the LDI does not disapprove the filing or inform the insurer that the filing is incomplete within 45 days of the filing's receipt by the Office of Property & Casualty, the insurer can implement the rate and/or rule pursuant to [La. R.S. 22:1451\(C\)\(2\)](#).

### CONSENT-TO-RATE

Pursuant to [La. R.S. 22:1464](#), a company may exceed the rate previously approved for use in Louisiana and charge a rate in excess of the rate on a specific, usually high, risk. In these situations, the insured must "consent" to the rate increase in writing, then the insurer files a written application setting forth the reasons for the excess rate and obtains the approval of the commissioner. [Regulation 111](#) sets forth the specifics relative to the time period for the submission and the elements required for a consent-to-rate filing.

### INDIVIDUALLY RISK RATED

Pursuant to [La. R.S. 22:1464](#), a company may individually rate an insured risk for excess property and casualty insurance coverages that are not written according to manual rates or rating plans. Examples of this include excess flood insurance, adding higher liability coverage or an endorsement/rider that expands the scope of the policy to cover high-valued items.

### COMMERCIAL DEREGULATION

The commercial deregulation provision is outlined in [La. R.S. 22:1451\(D\)](#). All commercial filings, both rate and rule, are filed with the Office of Property & Casualty. If an insurance program's premiums are designated by the insurance company as being negotiated, each policy written in that program has an annual premium of \$10,000 or greater, and if the line of business is any other than workers' compensation or medical malpractice, the company is required to submit an informational filing to the Office of Property & Casualty.



## APPENDIX B — PROPERTY AND CASUALTY INSURANCE

### METHODS OF RATE FILING — THREE-YEAR HISTORY

<i>Fiscal Year 2023-2024</i>			
<i>Filing Type</i>	<i>Total Number of Filings Reviewed <sup>1</sup></i>	<i>Number of Filings Reviewed Favorably <sup>2</sup></i>	<i>Number of Filings Not Reviewed Favorably <sup>3</sup></i>
Modified Prior Approval Rate Filings <sup>4</sup>	1,589	1,433	156
File and Use Rate Filings <sup>4</sup>	161	127	34
Consent-to-Rate Rate Filings <sup>5</sup>	288	285	3
Individually Risk Rated Rate Filings <sup>6</sup>	26	24	2
Commercial Informational Rate Filings <sup>7</sup>	83	79	4
Filings Other Than Rate Filings	720	655	65
Workers' Compensation Group Self-Insured Funds <sup>8</sup>	3	3	0
<b>TOTALS: ALL FILING METHODS</b>	<b>2,870</b>	<b>2,606</b>	<b>264</b>
<i>Fiscal Year 2022-2023</i>			
<i>Filing Type</i>	<i>Total Number of Filings Reviewed <sup>1</sup></i>	<i>Number of Filings Reviewed Favorably <sup>2</sup></i>	<i>Number of Filings Not Reviewed Favorably <sup>3</sup></i>
Modified Prior Approval Rate Filings <sup>4</sup>	1,670	1,522	148
Consent-to-Rate Rate Filings <sup>5</sup>	354	350	4
Individually Risk Rated Rate Filings <sup>6</sup>	28	28	0
Commercial Informational Rate Filings <sup>7</sup>	69	68	1
Filings Other Than Rate Filings	573	532	41
Workers' Compensation Group Self-Insured Funds <sup>8</sup>	2	2	0
<b>TOTALS: ALL FILING METHODS</b>	<b>2,696</b>	<b>2,502</b>	<b>194</b>
<i>Fiscal Year 2021-2022</i>			
<i>Filing Type</i>	<i>Total Number of Filings Reviewed <sup>1</sup></i>	<i>Number of Filings Reviewed Favorably <sup>2</sup></i>	<i>Number of Filings Not Reviewed Favorably <sup>3</sup></i>
Modified Prior Approval Rate Filings <sup>4</sup>	1,544	1,344	200
Consent-to-Rate Rate Filings <sup>5</sup>	388	387	1
Individually Risk Rated Rate Filings <sup>6</sup>	17	17	0
Commercial Informational Rate Filings <sup>7</sup>	24	21	3
Filings Other Than Rate Filings	621	547	74
Workers' Compensation Group Self-Insured Funds <sup>8</sup>	1	1	0
<b>TOTALS: ALL FILING METHODS</b>	<b>2,595</b>	<b>2,317</b>	<b>278</b>

<sup>1</sup> Includes only filings where the review was completed in the fiscal year for property and casualty lines regulated under [La. R.S. 22:1451](#) et seq. and includes Workers' Compensation Group Self-Insured Fund rate filings reviewed in accordance with [La. R.S. 23:1191](#) et seq. and Regulation 42. This category includes rate filings made in accordance with [La. R.S. 22:1464\(E\)](#), [1464\(A\)\(1\)](#) or [1451\(D\)](#).

<sup>2</sup> Filings "Reviewed Favorably" include those reviewed and approved by the commissioner in accordance with La. R.S. 22:1451 et seq. or in accordance with Workers' Compensation Group Self-Insured Fund rate filings reviewed in accordance with La. R.S. 23:1191 et seq. and Regulation 42. "Reviewed Favorably" also includes filings reviewed and found to be compliant with the requirements of La. R.S. 22:1464(E), 1464(A)(1) or 1451(D), i.e., consent-to-rate, individually risk rated or informational filings.

<sup>3</sup> Filings "Not Reviewed Favorably" are those reviewed and disapproved by the commissioner in accordance with La. R.S. 22:1451 et seq. or in accordance with Workers' Compensation Group Self-Insured Fund rate filings reviewed in accordance with La. R.S. 23:1191 et seq. and Regulation 42. "Not Reviewed Favorably" also includes filings reviewed and found not to be compliant with the requirements of La. R.S. 22:1464(E), 1464(A)(1) or 1451(D), i.e., consent-to-rate, individually risk rated or informational filings, and includes filings withdrawn before a review is completed.

<sup>4</sup> Includes only rate filings where the review was completed in the fiscal year by the Actuarial Division for property and casualty lines regulated under La. R.S. 22:1451 et seq. (referred to as "Modified Prior Approval" prior to 5/7/2024 and "File and Use" thereafter) and includes Workers' Compensation Group Self-Insured Fund rate filings reviewed in accordance with La. R.S. 23:1191 et seq. and Regulation 42. It does not include rate filings made in accordance with La. R.S. 22:1464(E), 1464(A)(1) or 1451(D) (referred to, respectively, as "Consent-to-Rate," "Individually Risk Rated" and "Commercial Informational").

<sup>5</sup> [La. R.S. 22:1464\(E\)](#).

<sup>6</sup> [La. R.S. 22:1464\(A\)\(1\)](#).

<sup>7</sup> [La. R.S. 22:1451\(D\)](#).

<sup>8</sup> [La. R.S. 23:1191](#) et seq. and [Regulation 42](#).

**APPENDIX B — PROPERTY AND CASUALTY INSURANCE**

**LOUISIANA PROPERTY AND CASUALTY MARKET EXHIBIT OF UNDERWRITING  
GAINS AND LOSSES BY LINE OF BUSINESS — CALENDAR YEAR 2023**

<i>Line of Business</i>	<i>(A) Direct Premium Written</i>	<i>(B) Direct Premium Earned</i>	<i>(C) Dividends Paid</i>	<i>(D) Incurred Losses and Adjustment Expenses</i>	<i>(E) Estimated Underwriting Expenses</i>	<i>(F) Estimated Other Income / (Expense)</i>	<i>(G) Estimated Underwriting Gain/(Loss), Excluding Investment Income</i>
Fire	\$ 720,714,907	\$ 650,485,138	\$ 177,858	\$ 444,690,218	\$ 190,217,675	\$ (1,084,385)	\$ 14,315,002
Allied Lines	1,259,129,892	1,102,817,444	681,596	282,896,922	324,428,447	(6,674,767)	488,135,711
Multiple Peril Crop	188,087,811	187,821,456	-	223,859,151	23,413,003	(18,831)	(59,469,529)
Federal Flood	274,228,473	265,433,979	-	2,832,294	83,908,075	150,119	178,843,729
Private Crop	8,450,054	8,448,282	-	23,056,747	2,644,319	34,606	(17,218,178)
Private Flood	34,329,473	32,054,918	-	1,457,606	8,370,067	(162,057)	22,065,188
Farmowners Multiple Peril	17,007,987	16,560,387	-	11,119,567	6,247,341	45,041	(761,480)
Homeowners Multiple Peril	3,006,516,319	2,760,603,618	6,226,670	1,367,390,643	996,034,342	389,123	391,341,086
Commercial Multiple Peril (Non-Liability Portion)	619,480,124	571,895,762	137,048	312,560,716	240,539,525	2,683,111	21,341,585
Commercial Multiple Peril (Liability Portion)	197,073,236	190,196,661	36,672	147,486,925	84,760,032	430,064	(41,656,904)
Mortgage Guaranty	60,865,583	64,757,327	-	(970,149)	25,241,415	(8,640,619)	31,845,442
Ocean Marine	178,896,137	175,875,073	3,011	167,442,882	67,146,283	(625,627)	(59,342,730)
Inland Marine	589,754,117	565,701,454	146,364	232,254,047	213,679,315	(278,554)	119,343,174
Financial Guaranty	1,188,892	2,312,432	-	-	3,654,453	308,771	(1,033,250)
Medical Professional Liability - Occurrence	19,214,267	18,913,314	19,442	8,797,260	7,122,128	349,427	3,323,911
Medical Professional Liability - Claims Made	97,955,159	96,320,036	78,916	45,195,598	27,174,137	538,122	24,409,507
Earthquake	9,832,788	8,864,928	8,863	674,624	2,083,894	(16,027)	6,081,520
Comprehensive (Hospital/Medical) Individual	266	266	-	(7)	211	(0)	62
Comprehensive (Hospital/Medical) Group	37,817,144	37,227,288	-	32,371,472	7,655,908	29,177	(2,770,914)
Credit A&H (Group & Individual)	11,056	12,940	-	(10,693)	5,907	283	18,009
Vision Only	59,377	59,524	-	1,703	23,295	32	34,558
Dental Only	275,600	276,042	-	115,731	95,035	127	65,403
Disability Income	2,701,281	2,705,921	-	2,582,193	708,170	(19,122)	(603,563)
Medicare Supplement	3,937,726	3,888,190	-	3,346,618	1,163,197	(1,785)	(623,410)
Long-Term Care	6,908,914	7,042,265	-	9,971,277	2,102,736	5,247,805	216,057
Other Health	41,177,427	40,370,659	222	35,822,796	13,696,413	(33,718)	(9,182,490)
Workers' Compensation	885,543,458	891,080,683	146,557,306	327,849,759	318,169,020	(7,300,313)	91,204,285
Other Liability - Occurrence	1,158,983,193	1,100,009,034	357,762	918,083,597	368,618,484	120,257	(186,930,553)
Other Liability - Claims Made	315,621,441	303,011,583	31,008	180,705,201	107,492,262	(436,609)	14,346,503
Excess Workers' Compensation	53,044,662	52,210,581	-	16,400,059	16,931,106	(64,325)	18,815,090
Products Liability - Occurrence	59,230,222	56,612,501	5,177	39,336,365	20,412,390	10,837	(3,130,595)
Products Liability - Claims Made	3,496,973	3,721,336	-	(25,583,510)	1,033,364	5,157	28,276,639
Private Passenger Auto No-Fault (Personal Injury Protection)	32,612	25,740	-	1,127,633	66,763	105	(1,168,551)
Other Private Passenger Liability	3,242,763,042	3,208,407,268	6,312,821	2,227,421,857	897,669,789	10,579,400	87,582,201
Commercial Auto No-Fault (Personal Injury Protection)	262,356	276,098	-	1,074,113	159,035	2,377	(954,673)
Other Commercial Auto Liability	958,878,335	924,055,016	71,407	871,172,026	288,532,549	(1,930,733)	(237,651,699)
Private Passenger Auto Physical Damage	2,237,185,099	2,113,376,187	3,426,222	1,409,847,240	623,905,056	5,591,618	81,789,287
Commercial Auto Physical Damage	175,210,131	171,958,248	13,342	94,402,844	58,061,003	(362,966)	19,118,093
Aircraft (All Perils)	50,202,316	51,340,151	-	62,775,253	15,243,337	(111,572)	(26,790,011)
Fidelity	13,595,967	13,945,579	148	3,624,288	5,501,011	(18,732)	4,801,400
Surety	175,712,536	158,029,804	(1,524)	70,105,373	78,474,783	(499,541)	8,951,631
Burglary and Theft	9,173,772	7,483,615	16	235,892	2,406,139	(9,595)	4,831,973
Boiler and Machinery	56,950,332	54,930,799	2,026	13,705,012	17,101,976	(67,542)	24,054,243
Credit	36,813,093	38,374,298	-	11,880,531	19,505,605	203,319	7,191,481
International	2,983	2,916	-	1,385	3,461	(7)	(1,937)
Warranty	7,050,196	7,464,576	-	7,117,587	922,288	4,455	(570,843)
Aggregate Write-Ins, Other Lines of Business	27,737,247	25,575,139	-	10,576,713	11,697,971	(485,540)	2,814,915
<b>Totals</b>	<b>\$16,843,103,976</b>	<b>\$ 15,992,536,456</b>	<b>\$ 164,292,373</b>	<b>\$ 9,596,805,359</b>	<b>\$ 5,184,022,716</b>	<b>\$ (2,119,631)</b>	<b>\$ 1,045,296,376</b>

See table footnotes on Page 86.

## APPENDIX B — PROPERTY AND CASUALTY INSURANCE

- (A) Actual Reported Louisiana Experience, 2023 Property & Casualty Annual Statement, Page 19 (State Page), column 1.
- (B) Actual Reported Louisiana Experience, 2023 Property & Casualty Annual Statement, Page 19 (State Page), column 2.
- (C) Actual Reported Louisiana Experience, 2023 Property & Casualty Annual Statement, Page 19 (State Page), column 3.
- (D) Actual Reported Louisiana Experience, 2023 Property & Casualty Annual Statement, Page 19 (State Page), columns 6 and 9.
- (E) Estimated Louisiana Experience based upon Nationwide Ratio of Other Income/Expense to Earned Premium, 2023 Insurance Expense Exhibit - Part III, Column 31.
- (F) Actual Reported Louisiana Experience - Commission & Premium Tax Expenses, 2023 P&C Annual Statement (Page 19 (State Page), columns 11 and 12) + Estimated Louisiana Experience based upon Nationwide Ratio of Other Adjustment, Acquisition & General Expenses to Earned Premium (2022 Insurance Expense Exhibit - Part III, Columns 11, 27, and 29).
- (G) Calculation = Cols. B - C - D - E + F.

Report Date: October 2, 2023

Caution: This page is unaudited and may contain inadvertent errors.

Not all lines of business shown in the table on Page 87 are subject to rate regulation. Lines not subject to rate regulation by the Office of Property & Casualty include Federal Flood (NFIP), Ocean Marine, Health and Accident, and Aircraft. Per state law, the Louisiana Workers' Compensation Corp. and surplus lines insurers are exempt from rate and form filing requirements per [La. R.S. 23:1395](#) and [La R.S. 22:446](#) respectively. An exception is set forth in [La R.S. 22:1456](#), which requires that both admitted and surplus lines insurers file all taxi cab rates with the Office of Property & Casualty for prior approval. [La R.S. 22:1345](#) has special rules for residential flood coverage rates.

# **APPENDIX C**

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## **LIFE, ACCIDENT AND HEALTH INSURANCE**

**APPENDIX C — LIFE, ACCIDENT AND HEALTH INSURANCE**

**LIFE INSURERS EXHIBIT OF PREMIUMS AND BENEFITS  
BUSINESS IN LOUISIANA AS OF DECEMBER 31, 2023**

<i>Life Insurance</i>			
<i>Direct Premium and Annuity Considerations</i>	<i>Ordinary</i>	<i>Group</i>	<i>Total</i>
Life Insurance	\$ 2,158,852,200	\$ 537,574,191	\$ 2,696,426,391
Annuity Considerations	4,741,750,732	1,186,237,681	5,927,988,413
Deposit-Type Contract Funds	-	-	-
Other Considerations	3,951,172	730,835,287	734,786,459
<b>TOTALS</b>	<b>\$ 6,904,554,104</b>	<b>\$ 2,454,647,159</b>	<b>\$ 9,359,201,263</b>
<i>Direct Dividends to Life Policyholders</i>			
Life Insurance			
Paid in Cash or Left on Deposit	\$ 20,723,445	\$ 236,430	\$ 20,959,875
Applied to Pay Renewal Premiums	23,067,936	499,992	23,567,928
Applied to Provide Paid-Up Additions or Shorten the Endowment or Premium-Paying Agent	157,121,992	23,602	157,145,594
Other	2,855,254	-	2,855,254
<b>Total Life</b>	<b>\$ 203,768,627</b>	<b>\$ 760,024</b>	<b>\$ 204,528,651</b>
<i>Direct Dividends to Annuity Holders</i>			
Annuities			
Paid in Cash or Left on Deposit	\$ 9,256,446	\$ 999	\$ 9,257,445
Applied to Pay Renewal Premiums	15,831	-	15,831
Applied to Provide Paid-Up Additions or Shorten the Endowment or Premium-Paying Agent	1,886,228	-	1,886,228
Other	9,689,897	4,406,575	14,096,472
<b>Total Annuities</b>	<b>\$ 20,848,402</b>	<b>\$ 4,407,574</b>	<b>\$ 25,255,976</b>
<b>GRAND TOTALS</b>	<b>\$ 224,617,029</b>	<b>\$ 5,167,598</b>	<b>\$ 229,784,627</b>
<i>Direct Claims and Benefits Paid</i>			
Death Benefits	\$ 1,360,176,778	\$ 513,449,655	\$ 1,873,626,433
Annuity Benefits	831,547,080	417,778,783	1,249,325,863
Matured Endowments	5,505,621	159,519	5,665,140
Surrender Values and Withdrawals for Life Contracts	4,349,153,062	1,638,136,748	5,987,289,810
All Other Benefits, Except Accident and Health	26,331,458	4,748,501	31,079,959
All Other Benefits, Accident and Health	-	-	1,958,717,100
<b>Totals</b>	<b>\$ 6,572,713,999</b>	<b>\$ 2,574,273,206</b>	<b>\$ 11,105,704,305</b>

Data Source: 2023 Life Annual Statement (State Page) for all companies writing business in Louisiana.

Caution: This page is unaudited and may contain inadvertent errors.

## APPENDIX C — LIFE, ACCIDENT AND HEALTH INSURANCE

### LIFE INSURERS EXHIBIT OF PREMIUMS AND BENEFITS BUSINESS IN LOUISIANA AS OF DECEMBER 31, 2023

<i>Direct Death Benefits, Matured Endowments Incurred and Annuity Benefits</i>										
<i>Line of Business</i>	<i>Incurred During 2023</i>	<i>Claims Settled During 2023</i>								<i>Unpaid December 31, 2023</i>
		<i>Totals Paid</i>		<i>Reduction by Compromise</i>		<i>Amount Rejected</i>		<i>Total Settled During 2023</i>		
		<i>Number of Pols\Certs</i>	<i>Amount</i>	<i>Number of Pols\Certs</i>	<i>Amount</i>	<i>Number of Pols\Certs</i>	<i>Amount</i>	<i>Number of Pols\Certs</i>	<i>Amount</i>	
Individual Life	\$ 1,386,168,842	71,547	\$ 1,362,484,221	33	\$ 1,459,114	144	\$ 5,686,575	71,724	\$ 1,369,629,910	\$ 212,043,989
Group Life	(2,089,533,032)	21,433	448,473,635	13	414,948	24	1,882,297	21,470	450,770,879	6,164,313,962
Individual Annuities	671,350,607	42,214	645,587,901	-	-	-	-	42,214	645,587,901	49,445,465
Group Annuities	384,769,618	40,008	359,127,950	-	-	-	-	40,008	359,127,950	1,782,991
Accident & Health	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>\$ 352,756,035</b>	<b>175,202</b>	<b>\$ 2,815,673,707</b>	<b>46</b>	<b>\$ 1,874,062</b>	<b>168</b>	<b>\$ 7,568,872</b>	<b>175,416</b>	<b>\$ 2,825,116,640</b>	<b>\$ 6,427,586,407</b>

<i>Policy Exhibit</i>						
<i>Line of Business</i>	<i>Issued During 2023</i>		<i>Other Changes to In Force (Net)</i>		<i>In Force Dec 31, 2023</i>	
	<i>Number of Pols\Certs</i>	<i>Amount</i>	<i>Number of Pols\Certs</i>	<i>Amount</i>	<i>Number of Pols\Certs</i>	<i>Amount</i>
Individual Life	368,941	\$ 27,344,538,751	(198,318)	\$ (14,213,092,791)	3,774,985	\$ 306,931,432,646
Group Life	143,082	17,109,252,661	43,646	(94,348,809,513)	661,980	172,404,712,059
Individual Annuities	30,089	4,259,930,285	(19,610)	(375,035,826)	350,837	35,331,095,224
Group Annuities	19,653	616,060,243	(15,333)	204,615,730	242,151	11,289,243,227
Accident & Health	997,703	4,085,139,026	(397,285)	5,897,202,032	4,566,976	12,003,042,249
<b>Total</b>	<b>1,559,468</b>	<b>\$ 53,414,920,966</b>	<b>(586,900)</b>	<b>\$ (102,835,120,368)</b>	<b>9,596,929</b>	<b>\$ 537,959,525,405</b>

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# APPENDIX D

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## AGGREGATE HEALTH PREMIUM AND ENROLLMENT



**APPENDIX D — AGGREGATE HEALTH PREMIUM AND ENROLLMENT**

**HEALTH INSURANCE EXHIBIT OF PREMIUMS, ENROLLMENT AND UTILIZATION IN LOUISIANA AS OF DECEMBER 31, 2023**

	<i>Total</i>	<i>Comprehensive (Hospital and Medical)</i>		<i>Medicare Supplement</i>
		<i>Individual</i>	<i>Group</i>	
<b><i>TOTAL Members at End of:</i></b>				
Prior Year	5,866,182	153,424	393,685	61,820
First Quarter	5,924,031	168,316	386,657	61,404
Second Quarter	5,926,710	168,681	379,451	61,534
Third Quarter	5,716,280	177,044	373,852	61,860
Current Year	5,564,159	186,756	374,002	62,149
<b>Current Year Member Months</b>	<b>69,701,396</b>	<b>2,058,628</b>	<b>4,539,043</b>	<b>738,034</b>
<b><i>TOTAL Member Ambulatory Encounters for Year:</i></b>				
Physician	29,047,525	1,412,902	4,112,617	1,208,486
Non-Physician	24,488,999	1,147,008	2,894,526	585,996
<b>TOTAL</b>	<b>53,536,524</b>	<b>2,559,910</b>	<b>7,007,143</b>	<b>1,794,482</b>
Hospital Patient Days Incurred	2,201,046	43,425	62,944	65,245
Number of Inpatient Admissions	330,672	8,544	12,678	7,450
Health Premiums Written	\$ 24,652,283,412	\$ 1,330,985,019	\$ 2,571,624,642	\$ 145,635,234
Life Premiums Direct	\$ 3,167,233	\$ -	\$ -	\$ -
Property/Casualty Premiums Written	\$ 199,315	\$ -	\$ -	\$ -
Health Premiums Earned	\$ 24,694,271,628	\$ 1,316,606,059	\$ 2,573,448,654	\$ 145,696,924
Property/Casualty Premiums Earned	\$ 199,315	\$ -	\$ -	\$ -
Amount Paid for Provision of Health Care Services	\$ 21,188,856,778	\$ 958,004,294	\$ 2,218,013,977	\$ 125,774,753
Amount Incurred for Provision of Health Care Services	\$ 21,144,158,828	\$ 949,675,668	\$ 2,192,117,621	\$ 127,206,128

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**APPENDIX D — AGGREGATE HEALTH PREMIUM AND ENROLLMENT**

**HEALTH INSURANCE EXHIBIT OF PREMIUMS, ENROLLMENT  
AND UTILIZATION IN LOUISIANA AS OF DECEMBER 31, 2023**

	<i>Vision Only</i>	<i>Dental Only</i>	<i>Federal Employees Health Benefit Plan</i>	<i>Title XVIII Medicare</i>	<i>Title XIX Medicaid</i>
<b>TOTAL Members at End of:</b>					
Prior Year	326,096	1,325,587	71,559	433,654	2,733,500
First Quarter	327,247	1,338,179	71,711	453,384	2,773,175
Second Quarter	325,305	1,336,785	71,534	460,060	2,780,180
Third Quarter	322,125	1,274,070	71,817	465,992	2,634,171
Current Year	323,648	1,236,769	71,808	467,638	2,511,414
<b>Current Year Member Months</b>	<b>3,894,586</b>	<b>15,648,523</b>	<b>861,145</b>	<b>5,513,509</b>	<b>32,374,709</b>
<b>TOTAL Member Ambulatory Encounters for Year:</b>					
Physician	-	-	1,154,501	10,684,690	10,437,827
Non-Physician	39,958	1	636,030	6,018,734	13,142,684
<b>TOTAL</b>	<b>39,958</b>	<b>1</b>	<b>1,790,531</b>	<b>16,703,424</b>	<b>23,580,511</b>
Hospital Patient Days Incurred	-	-	27,554	1,009,497	990,764
Number of Inpatient Admissions	-	-	4,780	136,218	160,114
Health Premiums Written	\$ 24,840,136	\$ 258,207,986	\$ 563,659,816	\$ 7,227,946,442	\$ 12,311,920,356
Life Premiums Direct	\$ -	\$ -	\$ -	\$ -	\$ -
Property/Casualty Premiums Written	\$ -	\$ -	\$ -	\$ -	\$ -
Health Premiums Earned	\$ 24,838,632	\$ 253,267,127	\$ 553,484,395	\$ 7,236,964,346	\$ 12,372,245,681
Property/Casualty Premiums Earned	\$ -	\$ -	\$ -	\$ -	\$ -
Amount Paid for Provision of Health Care Services	\$ 17,054,511	\$ 194,198,769	\$ 517,220,153	\$ 6,040,953,649	\$ 10,954,430,945
Amount Incurred for Provision of Health Care Services	\$ 16,999,474	\$ 192,657,571	\$ 515,236,344	\$ 6,097,013,074	\$ 10,891,947,308

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**APPENDIX D — AGGREGATE HEALTH PREMIUM AND ENROLLMENT**

**HEALTH INSURANCE EXHIBIT OF PREMIUMS, ENROLLMENT  
AND UTILIZATION IN LOUISIANA AS OF DECEMBER 31, 2023**

	<i>Credit Accident &amp; Health</i>	<i>Disability Income</i>	<i>Long-Term Care</i>	<i>Other Health</i>	<i>Other Non-Health</i>
<b>TOTAL Members at End of:</b>					
Prior Year	-	3	381	356,843	9,630
First Quarter	-	17	373	334,055	9,513
Second Quarter	-	17	370	333,493	9,300
Third Quarter	-	18	370	326,418	8,543
Current Year	-	33	366	321,227	8,349
<b>Current Year Member Months</b>	-	<b>213</b>	<b>4,437</b>	<b>3,960,740</b>	<b>107,829</b>
<b>TOTAL Member Ambulatory Encounters for Year:</b>					
Physician	-	-	-	36,502	-
Non-Physician	-	-	-	24,062	-
<b>TOTAL</b>	-	-	-	<b>60,564</b>	-
Hospital Patient Days Incurred	-	-	-	1,617	-
Number of Inpatient Admissions	-	-	-	888	-
Health Premiums Written	\$ -	\$ 10,363	\$ 288,919	\$ 217,164,498	\$ -
Life Premiums Direct	\$ -	\$ -	\$ -	\$ 1,471	\$3,165,762
Property/Casualty Premiums Written	\$ -	\$ -	\$ -	\$ -	\$ 199,315
Health Premiums Earned	\$ -	\$ 10,364	\$ 291,919	\$ 217,417,527	\$ -
Property/Casualty Premiums Earned	\$ -	\$ -	\$ -	\$ -	\$ 199,315
Amount Paid for Provision of Health Care Services	\$ -	\$ -	\$1,767,526	\$ 161,438,199	\$ -
Amount Incurred for Provision of Health Care Services	\$ -	\$ (45)	\$2,121,526	\$ 159,184,161	\$ -

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## AGGREGATE HEALTH PREMIUM AND ENROLLMENT

### HEALTH SUMMARY BY LINE OF BUSINESS AS OF DECEMBER 31, 2023

<i>Line of Business</i>	<i>Total Members</i>	<i>Direct Premiums Written</i>	<i>Direct Claims Incurred</i>
Individual Comprehensive	186,756	\$ 1,330,985,019	\$ 949,675,668
Group Comprehensive	374,002	2,571,624,642	2,192,117,621
Medicare Supplement	62,149	145,668,751	127,278,639
Vision Only	323,648	24,840,136	16,999,474
Dental Only	1,236,769	258,207,986	192,657,571
Federal Employees Health Benefit Plan	71,808	563,659,816	515,236,344
Title XVIII Medicare	467,638	7,227,941,958	6,097,013,028
Title XIX Medicaid	2,511,414	12,311,920,356	10,891,947,308
Credit A&H	-	-	-
Disability Income	33	10,363	(45)
Long Term Care	366	288,919	2,121,526
Other Health	321,227	217,114,304	159,074,347
Other Non Health	8,349	-	-
<b>TOTALS</b>	<b>5,564,159</b>	<b>\$ 24,652,262,250</b>	<b>\$ 21,144,121,481</b>

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# APPENDIX E

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## HEALTH MAINTENANCE ORGANIZATIONS

APPENDIX E — HEALTH MAINTENANCE ORGANIZATIONS

HEALTH MAINTENANCE ORGANIZATIONS EXHIBIT OF PREMIUMS AND LOSSES  
BUSINESS IN LOUISIANA AS OF DECEMBER 31, 2023

NAIC Number	Company Name	Total Members	Direct Premiums Written	Market Share	Cumulative Market Share	Direct Premium Earned	Direct Losses Incurred	Loss Ratio
13970	Louisiana Healthcare Connections Inc	513,642	\$ 4,116,956,666	21.16%	21.16%	\$ 4,116,956,666	\$ 3,741,385,741	90.88%
95642	Humana Health Benefit Plan of LA Inc.	526,283	3,544,317,451	18.22%	39.37%	3,544,317,451	2,896,394,281	81.72%
95833	United HealthCare of Louisiana Inc.	418,331	2,675,855,999	13.75%	53.13%	2,675,855,999	2,359,344,317	88.17%
14064	Community Care Health Plan of LA Inc	290,872	1,995,043,050	10.25%	63.38%	1,995,043,050	1,757,041,660	88.07%
14143	AmeriHealth Caritas Louisiana Inc	206,447	1,801,732,339	9.26%	72.64%	1,801,732,339	1,565,042,560	86.86%
13607	Peoples Health Inc	103,430	1,664,814,235	8.56%	81.20%	1,664,814,235	1,417,026,007	85.12%
15616	Aetna Better Health Inc.	168,570	1,556,383,134	8.00%	89.19%	1,748,949,540	1,503,799,615	85.98%
95643	HMO Louisiana Inc.	180,780	1,479,643,819	7.60%	96.80%	1,479,643,819	1,147,688,893	77.57%
95584	Vantage Health Plan Inc.	33,808	417,448,781	2.15%	98.94%	417,448,781	373,250,371	89.41%
15550	Magellan Complete Care of LA Inc	2,414	73,932,953	0.38%	99.32%	73,932,953	42,442,429	57.41%
95173	Aetna Health Inc. (LA)	6,902	60,901,394	0.31%	99.64%	60,901,394	49,547,846	81.36%
16968	Ochsner Health Plan Inc	2,939	32,158,102	0.17%	99.80%	32,158,102	25,824,644	80.31%
16635	CHRISTUS Health Plan Louisiana	10,174	29,416,760	0.15%	99.95%	29,416,760	19,548,455	66.45%
16625	Dignity Care Corporation	343	9,045,628	0.05%	100.00%	9,045,628	6,433,358	71.12%
<b>14 HMOs</b>	<b>TOTAL</b>	<b>2,464,935</b>	<b>\$ 19,457,650,311</b>	<b>100.00%</b>		<b>\$ 19,650,216,717</b>	<b>\$ 16,904,770,177</b>	<b>86.03%</b>

DATA SOURCE: 2023 Health Annual Statement, Exhibit of Premiums, Enrollment and Utilization (by state), for all companies writing business in Louisiana.

CAUTION: The information contained on this page is unaudited and not a complete financial analysis, nor is it an expression of opinion on any insurer. This page may contain inadvertent errors.

# APPENDIX F

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## TITLE INSURANCE



HEALTH MAINTENANCE ORGANIZATIONS EXHIBIT OF PREMIUMS AND LOSSES  
BUSINESS IN LOUISIANA AS OF DECEMBER 31, 2023

NAIC Number	Company Name	Domicile	Direct Premiums Written			Other Income	Net Premiums Earned	Direct Losses and Allocated Loss Adjustment Expenses Paid	Direct Losses and Allocated Loss Adjustment Expenses Incurred	Direct Known Claim Reserve
			Direct Operations	Non-affiliated Agencies	Affiliated Agencies					
12309	Alliant Natl Title Ins Co Inc	CO	\$ -	\$ 2,008,356	\$ -	\$ -	\$ 2,000,066	\$ 45,050	\$ 69,210	\$ 43,343
51411	American Guar Title Ins Co	OK	45,623	76,366	-	-	153,910	13,882	(37,714)	4,953
11974	Amrock Title Ins Co	TX	-	-	803,115	-	785,271	-	-	-
51578	AmTrust Title Ins Co	NY	-	3,365	48,338	625	50,143	-	-	-
51560	Attorneys Title Guaranty Fund Inc	CO	-	1,820	-	325	1,774	-	-	-
50229	Chicago Title Ins Co	FL	325,022	4,965,808	1,628,275	453,370	7,493,986	424,287	278,447	229,662
50083	Commonwealth Land Title Ins Co	FL	10,318	7,471,052	38,798	37,873	7,683,268	569,884	414,336	739,109
16832	DHI Title Ins Co	TX	-	-	928,384	13,350	900,282	-	-	-
50130	Doma Title Ins Inc	SC	-	411,286	-	-	403,123	725	725	-
51586	Fidelity Natl Title Ins Co	FL	3,614,794	28,903,303	2,965,017	1,084,339	35,885,105	589,763	493,573	186,054
50814	First Amer Title Ins Co	NE	272,998	2,744,182	20,614	5,630,757	3,248,143	447,253	606,077	2,441,938
51527	First Amer Title Ins Co of LA	LA	-	46,105,716	-	1,110	46,564,876	1,287,576	1,282,355	156,301
50369	Investors Title Ins Co	NC	-	-	-	-	4,832	8,055	6,000	1,896
51020	National Title Ins Of NY Inc	NY	-	-	185,321	-	199,764	(716)	(5,021)	7,744
50520	Old Republic Natl Title Ins Co	FL	297,953	5,470,152	-	213,587	5,972,567	320,234	399,251	228,037
16334	Pulsar Title Ins Co Inc	LA	-	95,459	3,910,602	-	3,965,141	-	-	-
51632	Radian Title Ins Inc	OH	18,565	-	-	33,175	17,782	6,946	6,946	-
50440	Real Advantage Title Ins Co	CA	-	36,847	-	1,450	37,297	(10,000)	(10,000)	-
50784	Security Title Guarantee Corp Baltim	MD	-	3,979,132	-	121,557	4,015,916	(62,730)	(131,604)	313,702
50121	Stewart Title Guar Co	TX	-	16,776,418	40,058	1,840,772	16,834,540	323,739	274,087	157,784
50016	Title Resources Guar Co	TX	-	1,465,784	47	12,300	1,453,460	-	10,415	13,000
50030	US Natl Title Ins Co	MS	30,854	1,062,365	700,088	-	1,551,674	12,867	(10,877)	46,150
50050	Westcor Land Title Ins Co	SC	86,152	1,638,954	31,907	172,000	1,685,235	2,482	6,058	3,860
51152	WFG Natl Title Ins Co	SC	782	11,581,233	49,162	165,540	11,701,660	235,237	188,995	167,972
<b>24 Companies</b>		<b>Totals</b>	<b>\$ 4,703,061</b>	<b>\$ 134,797,598</b>	<b>\$ 11,349,726</b>	<b>\$ 9,782,130</b>	<b>\$ 152,609,815</b>	<b>\$ 4,214,534</b>	<b>\$ 3,841,259</b>	<b>\$ 4,741,505</b>

DATA SOURCE: 2023 Health Annual Statement, Exhibit of Premiums, Enrollment and Utilization (by state), for all companies writing business in Louisiana.  
CAUTION: The information contained on this page is unaudited and not a complete financial analysis, nor is it an expression of opinion on any insurer. This page may contain inadvertent errors.

# APPENDIX G

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## GROUP SELF-INSURANCE FUNDS

**APPENDIX G — GROUP SELF-INSURANCE FUNDS**

**STATE OF LOUISIANA GROUP SELF-INSURANCE PREMIUM BUSINESS WRITTEN  
CALENDAR YEAR 2023**

<i>Fund Name</i>	<i>Premium Written</i>
LAC Self-Insured Fund <sup>(d)</sup>	\$ 7,220,796
Louisiana Association of Clerks of Court <sup>(b)</sup>	530,555
Louisiana Automobile Dealers Association Self Insurers' Fund <sup>(d)</sup>	11,736,030
Louisiana Construction and Industry Self Insurers' Fund <sup>(d)</sup>	25,093,558
Louisiana Health Care Self Insurance Fund <sup>(d)</sup>	12,830,345
Louisiana Home Builders' Association Self Insurers' Fund <sup>(a)</sup>	21,954,428
Louisiana Hospital Association Workers' Compensation Group Self-Ins Fund <sup>(d)</sup>	7,299,594
Louisiana Housing Council Group Self-Insured Fund <sup>(a)</sup>	14,055,608
Louisiana Loggers Self-Insured Fund <sup>(d)</sup>	3,681,073
Louisiana Municipal Risk Management Agency Group Self-Ins Fund <sup>(d)</sup>	20,774,265
Louisiana Public Schools Risk Management Agency <sup>(c)</sup>	5,103,049
Louisiana Restaurant Association Self Insurers' Fund <sup>(d)</sup>	14,879,115
Louisiana Rural Parish Insurance Cooperative (Self-Ins Fund) <sup>(d)</sup>	3,276,857
Police Jury Assoc. of Louisiana d/b/a Parish Government Risk Management Agency <sup>(d)</sup>	9,669,725
Property Casualty Alliance of Louisiana <sup>(b)</sup>	2,865,333
<b>Total</b>	<b>\$ 160,970,331</b>

*DATA SOURCE: Audited Financial Statements for all Group Self-Insurance Funds for Workers' Compensation and Inter-Local Risk Management Agencies writing coverage in Louisiana.*

*(a) As of March 31, 2023*

*(b) As of June 30, 2023*

*(c) As of Oct. 1, 2023*

*(d) As of Dec. 31, 2023*

*CAUTION: The information contained on this page is unaudited and not a complete financial analysis, nor is it an expression of opinion on any insurer. This page may contain inadvertent errors.*

# APPENDIX H

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## REVENUE REPORT AS REQUIRED BY [LA. R.S. 49:308.6\(C\)](#)

**APPENDIX H — REVENUE REPORT**

**MULTI-YEAR COMPARISON OF REVENUES BY TYPE — SUMMARY**

<i>Description</i>	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
<b>Self-Generated Fees</b>	<b>\$ 54,345,996</b>	<b>\$ 49,682,780</b>	<b>\$ 51,709,017</b>
Assessments:			
<i>Health Insurance Portability and Accountability Act Assessment, Interest</i>	874,988	1,057,613	883,875
<i>Louisiana Insurance Rating Assessment</i>	87,806,340	79,656,887	77,115,239
<i>Insurance Fraud Investigation Assessment</i>	5,663,541	4,570,801	6,602,525
<b>Total Assessments</b>	<b>94,344,869</b>	<b>85,285,301</b>	<b>84,601,639</b>
<b>Federal Funds</b>	<b>877,581</b>	<b>904,253</b>	<b>575,267</b>
Miscellaneous/Other Revenue:			
<i>Louisiana Automobile Theft &amp; Insurance Fraud Prevention Authority (Gifts, Grants, Donations), Interest</i>	798	528	173
<i>Income Not Available</i>	42,154	39,194	74,210
<i>Premium Taxes</i>	1,423,437,662	1,315,155,042	1,126,973,247
<b>Total Other Major State Revenue</b>	<b>1,423,480,614</b>	<b>1,315,194,764</b>	<b>1,127,047,630</b>
<b>Interagency Transfers</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>TOTAL LDI COLLECTIONS</b>	<b>\$ 1,573,049,060</b>	<b>\$ 1,451,067,098</b>	<b>\$ 1,263,933,553</b>
<b>Statutory Dedicated (Via General Fund)</b>	<b>27,500,000</b>	<b>41,850,000</b>	<b>-</b>
<b>TOTAL COLLECTIONS</b>	<b>\$ 1,600,549,060</b>	<b>\$ 1,492,917,098</b>	<b>\$ 1,263,933,553</b>

**APPENDIX H — REVENUE REPORT**

**MULTI-YEAR COMPARISON OF REVENUES BY TYPE — SELF-GENERATED FEES**

Description	Revised Statute	Fee Amount	Fiscal Year 2023-2024	Fiscal Year 2022-2023	Fiscal Year 2021-2022
Certificate of Authority, Initial Certificate	22:821(B)(1), 22:269(B)(1), 22:214(2)(a)	2,500/500/25	\$ 58,455	\$ 86,098	\$ 92,980
Securities Fees - Registration of Securities	22:821(B)(6)	200	25	260	260
Filing a Charter, Other Documents and Amendments Thereto	22:821(B)(8)	25	2,525	2,345	2,173
Approval Fee of Foreign or Alien Surplus Lines Insurers	22:821(B)(17)	1,050	235,200	236,150	233,100
Third Party Administrators - Licensing Fee	22:821(B)(15)(a)	500	20,500	16,050	18,200
Third Party Administrators - Annual Report Filing Fee	22:821(B)(15)(b)	300	139,500	139,200	130,800
Acquisition of Control or Merger With a Domestic Insurer - Statement Fee	22:821(B)(16)	2,500	-	7,600	7,500
Risk Purchasing Group - Registration Fee	22:821(B)(18)(a)	100	1,800	1,300	1,750
Risk Purchasing Group - Annual Renewal	22:821(B)(18)(b)	50	10,800	11,150	10,900
Viatical Settlement Broker - First Time Applicant	22:821(B)(19)(a)	50	-	100	-
Viatical Settlement Broker - Annual Renewal	22:821(B)(19)(a)	50	250	(250)	800
Viatical Settlement Provider - First Time Applicant	22:821(B)(19)(c)	1,000	-	-	1,100
Vehicle Mechanical Breakdown Insurer	22:362(A)	1,500	21,000	21,000	21,000
Property Residual Value Insurer - Renewal Fee	22:382(A)	1,500	3,000	4,500	1,500
Dental Referral Plan - Initial License	22:1166	250	-	-	250
Producer License - First Time Applicant, Includes: Each Addtl. Line of Authority for Limited Lines only \$50 Specialty Limited Lines Credit Insurance Specialty Limited Lines Motor Vehicle Title Insurance	22:821(B)(3)(b) 22:821(B)(31)(a-b); 22:1549(B)(4)&(5) 22:821(B)(32)(a-b); 22:1550(B)(1)(d)&(B)(2)	75+50 each add'l line 250<21 emp/1,000>20 emp 250.00<21 emp/1,000.00>20 emp	4,054,930	3,757,660	4,349,950
Producer License - Includes: Initial Company Appointment (yearly) Renewal Co. Appointment of Individual (yearly by Jan. 1) Initial Company Appointment of Business Entity	22:821(B)(3)(b), 22:1549(D), 22:1550(D) 22:821(B)(3)(b), 22:1549(D), 22:1550(D) 22:821(B)(3)(b), 22:1549(D), 22:1550(D)''	30 20 100	36,243,270	32,742,165	34,168,680
Producer License - Renewal Fee (every 2 years), Includes: Producer Renewal Fee Specialty Limited Lines Credit Insurance Specialty Limited Lines Motor Vehicle Title Insurance	22:821(B)(3)(b), 22:1549(D), 22:1150(D) 22:821(B)(31)(c-d); 22:1549(C) 22:821(B)(32)(d-e); 22:1550(C)	50=1 line/55=2+ lines 125<21 emp/500>20 emp 125<21 emp/500>20 emp	4,337,231	4,109,205	3,887,730
Producer License - Surplus Line Broker-First Time Applicant	22:821(B)(3)(a)	250	146,250	131,250	158,000
Producer License - Surplus Line Broker - Renewal Fee	22:821(B)(3)(a)	350	695,910	611,910	612,605
Producer License - Failure to File Producer License Timely (Late Fee)	22:821(B)(3)(c), 22:1547(C)(2)	50	402,525	377,345	336,200
Producer License - Continuing Education Provider/Course Application Fee	22:821(B)(29)(a-b)	250/25	61,275	57,625	64,075
Producer License - Invalid/Bad Address	22:1547(G)	50	42,350	44,050	43,250
Securities Fees - Registration of Dealer	22:821 (B) (6)	50	(500)	-	-
Managing General Agent - Initial Registration	22:821(B)(14)(a)	300	3,000	900	1,500
Managing General Agent - Annual Registration	22:821(B)(14)(b)	300	6,900	10,500	10,200
Managing General Agent - Insurer's Initial Notice of Appointment	22:821(B)(14)(c)	300	6,025	2,100	3,300
Managing General Agent - Insurer's Annual Notice of Appointment	22:821(B)(14)(d)	300	14,400	13,500	15,000
Company Filing of Life, Health & Accident Insurance Policy Forms - Per Product	22:821(B)(11)(a)	100	223,850	172,600	186,667
Company Filing of Property & Casualty Insurance Policy Forms - Per Product	22:821(B)(10)	100	\$ 171,118	\$ 174,875	\$ 175,225

**APPENDIX H — REVENUE REPORT**

**MULTI-YEAR COMPARISON OF REVENUES BY TYPE — SELF-GENERATED FEES (CONT'D)**

<i>Description</i>	<i>Revised Statute</i>	<i>Fee Amount</i>	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
Company Filing of Property & Casualty Insurance Policy Endorsements, Amendments, or Riders	22:821(B)(10)	25	-	-	125
Impounded Auto Sale	14:98 (D) (2)(a) (d), 14:98 (E) (2)(a) (d)		-	411	-
Company Filing of Life, Health & Accident Insurance Policy Forms or Health Maintenance Organization Submission - Per Product	22:821(B)(11)(a)	100	47,400	43,150	45,600
Company Filing of Medicare Supplement Insurance Premium Rates, Rate Schedule & Supporting Documents - Per Type	22:821(B)(11)(b)	100	15,200	13,483	16,417
Company Filing of Medicare Supplement Insurance Advertisements - Per Submission	22:821(B)(11)(c)	100	24,900	18,200	19,200
LDI Annual Conference			-	69,550	56,100
Annual Financial Regulation Fee/Annual Statement (Health Maintenance Organization)	22:821(B)(2), 22:269(B)(3)(a)	1,000/250	1,454,466	1,458,374	1,438,739
Fines/Stipulations	22:13, 22:14, 22:16, 22:18, 22:33, 22:35, 22:68(E), 22:88(M)(1)(2)(3), 22:184, 22:216, 22:250, 22:252, 22:257, 22:269, 22:271, 22:316, 22:348, 22:371, 22:391, 22:440, 22:444, 22:456, 22:457, 22:536, 22:591, 22:597, 22:709, 22:714, 22:796, 22:833, 22:846, 22:855, 22:987, 22:1011, 22:1071, 22:1143, 22:1167, 22:1191, 22:1211, 22:1283, 22:1292, 22:1460, 22:1529, 22:1546, 22:1547, 22:1549, 22:1550, 22:1552, 22:1554, 22:1556, 22:1557, 22:1558, 22:1559, 22:1562, 22:1585, 22:1623, 22:1625, 22:1627, 22:1651, 22:1654, 22:1671, 22:1672, 22:1699, 22:1700, 22:1731, 22:1770, 22:1837, 22:1860, 22:1877, 22:1892, 22:1924, 22:1925, 22:1929, 22:1946, 22:1964, 22:1969, 22:1970, 22:1994, 22:1995, 22:2007, 22:2036, 22:2060, 22:2069, 22:2090, 22:2198, 22:2245, 22:2394, 22:2399		1,053,876	512,878	\$848,876
Annual Premium Tax Fee (\$90,000)	22:794, 22:821(D)	90,000	90,000	90,000	90,000
Copies, Certified Copies and Other Fees (Miscellaneous)	LA Administrative Code Title 4 Chapter 3:30; 22:821(B)(4)	0.25	466	276	359
Professional Employer Organization New License	22:1748	500	23,000	23,100	21,400
Professional Employer Organization Renewal	22:1748	300	60,300	58,400	57,000
Limited Licensing for Motor Vehicle Rental Company - Initial License	22:821(B)(33)(a)(i-i), 22:1763(B)	500/100	600	500	(40)
Limited Licensing for Motor Vehicle Rental Company - Renewal	22:821(B)(33)(a)(i-i), 22:1763(B)	250/50	2,133	2,050	1,000
Service of Process	22:821(B)(22)	25	7,725	7,450	6,550

**APPENDIX H — REVENUE REPORT**

**MULTI-YEAR COMPARISON OF REVENUES BY TYPE — SELF-GENERATED FEES (CONT'D)**

<i>Description</i>	<i>Revised Statute</i>	<i>Fee Amount</i>	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
Claims Adjuster License & Registration - Business Entity - Initial License	22:821(B)(23)(a)	55	\$ 4,510	\$ 3,795	\$ 3,685
Claims Adjuster License & Registration - Business Entity - Renewal	22:821(B)(23)(a)	50	9,050	8,300	6,850
Claims Adjuster License & Registration - Resident/Non-Resident - Initial License	22:821(B)(23)(b)	55	1,450,930	1,746,565	1,881,580
Claims Adjuster License & Registration - Resident/Non-Resident - Renewal	22:821(B)(23)(b)	50	2,815,325	2,479,385	2,268,790
Claims Adjuster License & Registration - Catastrophe & Emergency Claims Adjuster	22:821(B)(23)(c)	25	-	125	114,875
Public Adjuster License - Business Entity - Initial License	22:821(B)(24)(a)	55	935	880	2,035
Public Adjuster License - Business Entity - Renewal	22:821(B)(24)(a)	50	1,650	1,200	1,300
Public Adjuster License - Resident/Non-Resident - Initial License	22:821(B)(24)(b)	55	6,105	6,220	21,180
Public Adjuster License - Resident/Non-Resident - Renewal	22:821(B)(24)(b)	50	9,700	8,850	9,300
Risk Retention Group - Initial Registration	22:821(B)(21)	1,000	3,600	7,900	11,100
Certificate of Compliance	22:821(B)(25)	10	870	1,420	1,581
Filing of Vehicle Mechanical Breakdown Insurance Policies, Per Submission	22:821(B)(26)	25	2,750	3,750	3,000
Discount Medical Plan - Application	22:1260.4 (A)	250	425	100	75
Filing of Property Residual Value Insurance Policies, Per Submission	22:821 (B) (27)	25	150	25	-
Prelicensing or Continuing Education - Provider Application	22:821(B)(29)(a)	250	35,750	3,780	2,250
Prelicensing or Continuing Education - Program or Course Application	22:821(B)(29)(b)	25	5	-	1,550
Appraisers - First Time Applicant	22:821(B)(34)	55	13,630	23,045	29,560
Appraisers - Renewal Fee	22:821(B)(34)	50	6,345	7,770	4,390
Utilization Review Organization (other than a Health Insurance Issuer) - Application Fee	22:821(B)(36)	1,500	6,000	1,500	10,500
Independent Review Organization - Application Fee	22:821(B)(37)	500	-	-	500
Consultant License - First Time Applicant	22:821(B)(38)(a-b)	75	8,025	7,725	9,395
Consultant License - Producer Renewal Fee (Every 2 years)	22:821(B)(38)(a-b)	50	3,250	4,350	550
Consultant License - Failure to File License Timely (Per License) (Late Fee)	22:821(B)(38); 22:821(B)(3)(c)	50	750	2,050	150
Claims Adjuster License - Failure to File License Timely (Per License) (Late Fee)	22:821(B)(23)(d)	50	190,511	168,410	178,700
Viatical Settlement Provider - Annual Renewal	22:821(B)(19)(c)	500	8,000	8,500	8,000
Pharmacy Services Administrative Organizations - Licensing Fee	22:821(B)(39)(a-b)	300	750	1,200	1,800
Pharmacy Services Administrative Organizations - Annual Report Filing Fee	22:821(B)(39)(a-b)	150	750	-	300
Suspense (Unidentified Payments)			84,575	156,925	-
<b>TOTAL SELF-GENERATED FEES</b>			<b>\$ 54,345,996</b>	<b>\$ 49,682,780</b>	<b>\$ 51,709,017</b>
Transfers to Statutory Dedicated Funds:					
Insure Louisiana Incentive Program			\$(2,500,000.00)		
Louisiana Fortify Homes Program			\$ (10,000,000)		



**APPENDIX H — REVENUE REPORT**

**MULTI-YEAR COMPARISON OF REVENUES BY TYPE — ASSESSMENTS**

<i>Health Insurance Portability and Accountability Act Assessment - Administrative Fund</i>	<i>Revised Statute</i>	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
HIPAA Assessment	22:1071(D)(2)(a)	\$ 874,988	\$ 1,057,603	\$ 883,854
HIPAA Interest	22:1071(D)(3)(b)	-	10	21
<b>TOTAL ADMINISTRATIVE FUND</b>		<b>\$ 874,988</b>	<b>\$ 1,057,613</b>	<b>\$ 883,875</b>

<i>Louisiana Insurance Rating Assessment</i>	<i>Revised Statute</i>	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
Sheriffs' Pension Fund, Municipal Police Retirement Fund, Fire Fighters' Retirement Fund	22:1476(A)(3)	\$84,778,535	\$ 76,910,098	\$ 74,456,004
Municipal Fire & Police Civil Service	22:1476(A)(2)	3,027,805	2,746,789	2,659,235
<b>TOTAL LOUISIANA INSURANCE RATING ASSESSMENT</b>		<b>\$87,806,340</b>	<b>\$ 79,656,887</b>	<b>\$ 77,115,239</b>

<i>Insurance Fraud Investigation Fund Assessment</i>	<i>Revised Statute</i>	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
Fraud Assessment - Administrative Fee	40:1428(A)(4)(a)	\$ 30,000	\$ 30,000	\$ 30,000
Fraud Assessment - Louisiana Automobile Theft & Insurance Fraud Prevention Authority	40:1428(A)(4)(a)	187,000	187,000	187,000
Fraud Assessment - Department of Insurance 10%	40:1428(A)	686,145	691,169	679,272
Fraud Assessment - Department of Justice 15%	40:1428(A)	655,228	650,636	623,416
Fraud Assessment - Department of Public Safety 75%	40:1428(A)	4,105,168	3,011,996	5,082,837
<b>TOTAL INSURANCE FRAUD INVESTIGATION FUND ASSESSMENT</b>		<b>\$ 5,663,541</b>	<b>\$ 4,570,801</b>	<b>\$ 6,602,525</b>

**APPENDIX H — REVENUE REPORT**

**MULTI-YEAR COMPARISON OF REVENUES BY TYPE —  
FEDERAL/MISCELLANEOUS/OTHER REVENUE**

<i>Federal</i>	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
Senior Health Insurance Information Program (SHIIP) Grant	\$ 877,581	\$ 904,253	\$ 575,267
<b>TOTAL FEDERAL FUNDS</b>	<b>\$ 877,581</b>	<b>\$ 904,253</b>	<b>\$ 575,267</b>

<i>Louisiana Automobile Theft &amp; Insurance Fraud Prevention Authority (LATIFPA)</i>	<i>Revised Statute</i>	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
LATIFPA (Gifts, Grants, Donations)	22:2133(2)	\$ -	\$ -	\$ -
LATIFPA Interest	22:2134(A)	798	528	173
<b>TOTAL LATIFPA</b>		<b>\$ 798</b>	<b>\$ 528</b>	<b>\$ 173</b>

<i>Income Not Available</i>	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
Income Not Available	\$ 6,646	\$ 4,094	\$ 27,265
Income Not Available - Prior Year Accounts Receivable Collections	35,508	35,100	46,945
<b>TOTAL INCOME NOT AVAILABLE</b>	<b>\$ 42,154</b>	<b>\$ 39,194</b>	<b>\$ 74,210</b>

<i>Insurance Premium Taxes</i>	<i>Revised Statute</i>	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
Medicaid - Enrolled Managed Care Organizations	22:842(B)	\$ 787,345,096	\$ 727,048,611	\$ 582,531,416
Life, Accident & Health	22:838, 22:842, 22:270	119,192,092	120,413,313	115,279,965
Fire Casualty and Miscellaneous	22:838, 22:831	302,923,229	274,659,343	268,842,774
Surplus Lines	22:439	144,590,503	132,255,199	107,260,393
Fireman Training	22:837	4,840,049	4,572,511	3,713,367
Fire Department	22:345	33,007,349	28,467,828	25,559,469
Penalties	22:846, 22:796, 22:440	730,413	602,641	1,012,744
Retaliatory	22:836	385,693	444,397	1,127,060
Sub-Totals		1,393,014,424	1,288,463,843	1,105,327,188
Fire Marshal	22:835	30,423,238	26,691,199	21,646,059
<b>TOTAL INSURANCE PREMIUM TAXES</b>		<b>\$1,423,437,662</b>	<b>\$1,315,155,042</b>	<b>\$1,126,973,247</b>

**APPENDIX H — REVENUE REPORT**

**MULTI-YEAR COMPARISON OF REVENUES BY TYPE —  
FEDERAL/MISCELLANEOUS/OTHER REVENUE**

<i>Statutory Dedicated (Via General Fund)</i>	<i>Revised Statute</i>	<i>Fiscal Year 2023-2024</i>	<i>Fiscal Year 2022-2023</i>	<i>Fiscal Year 2021-2022</i>
Insure Louisiana Incentive Program <sup>1</sup>	22:2361, 22:2362, 22:2363, 22:2364, 22:2365, 22:2366, 22:2367, 22:2368, 22:2369, 22:2370, 22:2371	\$ 7,500,000	\$ 41,850,000	\$ -
Louisiana Fortify Homes Program <sup>2</sup>	22:1483	20,000,000	-	-
<b>TOTAL STATUTORY DEDICATED</b>		<b>\$ 27,500,000</b>	<b>\$ 41,850,000</b>	<b>\$ -</b>

<sup>1</sup> In Fiscal Year 2023-2024, the Insure Louisiana Incentive Program was funded with \$2,500,000 of the LDI's self-generated funds and \$7,500,000 from the state general fund for a total of \$10,000,000 for the program.

<sup>2</sup> In Fiscal Year 2023-2024, the Louisiana Fortify Homes program was funded with \$10,000,000 of the LDI's self-generated funds and \$20,000,000 from the state general fund for a total of \$30,000,000 for the program.

# APPENDIX I

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## LOUISIANA 101 LIFE INSURANCE EXAM RESULTS REPORT AS REQUIRED BY [LA. R.S. 22:1545\(I\)](#)

### [LA. R.S. 22:1545\(I\)](#) REPORT BY THE COMMISSIONER

*1. (1) The commissioner of insurance shall prepare, publicly announce, and publish a report that summarizes statistical information relating to life insurance producer examinations administered during the preceding calendar year. Each report shall include the following information for all examinees combined and separately by gender, race or ethnicity, race or ethnicity within gender, education level, and native language:*

- (a) The total number of examinees.*
- (b) The percentage and number of examinees who passed the examination.*
- (c) Standard deviation of scaled scores on the examination.*

*(2) The commissioner of insurance shall prepare and make available upon request a report of summary statistical information relating to each life insurance test form administered during the preceding calendar year. The report shall show, for each test form, for all examinees combined and separately for African-American examinees, American Indian examinees, Hispanic examinees, white examinees, and other examinees, the correct-answer rate and correlations.*

*(3) The reports referred to in Paragraphs (1) and (2) of this Subsection shall be published no later than May first of the current year.*

## APPENDIX I — LOUISIANA 101 LIFE INSURANCE EXAM RESULTS REPORT

### FIRST-TIME TAKERS BY GENDER AND FAIL/PASS STATUS — CALENDAR YEAR 2024

<i>Gender</i>	<i>Fail</i>	<i>Pass</i>	<i>Total</i>	<i>Percent of Total</i>
Female	412	335	747	44.84%
Percent Female	55.15%	44.85%	100.00%	
Percent Fail or Pass	46.40%	43.06%		
Male	186	199	385	23.11%
Percent Male	48.31%	51.69%	100.00%	
Percent Fail or Pass	20.95%	25.58%		
Chose Not to Respond	290	244	534	32.05%
Percent Chose Not to Respond	54.31%	45.69%	100.00%	
Percent Fail or Pass	32.66%	31.36%		
Total	888	778	1,666	100.00%
Percent Fail or Pass	53.30%	46.70%	100.00%	
Percent of Total	100.00%	100.00%		

### FIRST-TIME TAKERS BY ETHNICITY AND FAIL/PASS STATUS — CALENDAR YEAR 2024

<i>Ethnicity</i>	<i>Fail</i>	<i>Pass</i>	<i>Total</i>	<i>Percent of Total</i>
Asian American/Pacific Islander	14	16	30	1.80%
Percent American/Pacific Islander	46.67%	53.33%	100.00%	
Percent Fail or Pass	1.58%	2.06%		
Black/African-American	319	223	542	32.53%
Percent Black/African-American	58.86%	41.14%	100.00%	
Percent Fail or Pass	35.92%	28.66%		
Hispanic/Latin American	34	14	48	2.88%
Percent Hispanic/Latin American	70.83%	29.17%	100.00%	
Percent Fail or Pass	3.83%	1.80%		
Indian/Als	0	3	3	0.18%
Percent Indian/Als	0.00%	100.00%	100.00%	
Percent Fail or Pass	0.00%	0.39%		
Caucasian/White (Non-Hispanic)	149	213	362	21.73%
Percent Caucasians/Whites (Non-Hispanic)	41.16%	58.84%	100.00%	
Percent Fail or Pass	16.78%	27.38%		
Chose Not to Respond	372	309	681	40.88%
Percent Chose Not to Respond	54.63%	45.37%	100.00%	
Percent Fail or Pass	41.89%	39.72%		
Total	888	778	1,666	100.00%
Percent Fail or Pass	53.30%	46.70%	100.00%	
Percent of Total	100.0%	100.00%		

## APPENDIX I — LOUISIANA 101 LIFE INSURANCE EXAM RESULTS REPORT

### FIRST-TIME TAKERS BY ETHNICITY, GENDER AND FAIL/PASS STATUS — CALENDAR YEAR 2024

<i>Fail</i>	<i>Gender</i>			<i>Total</i>
	<i>Ethnicity</i>	<i>Female</i>	<i>Male</i>	
Asian American/Pacific Islander Percent American/Pacific Islander Who Failed Percent Gender Group Who Failed	8 57.14% 1.94%	6 42.86% 3.23%	0 0.00% 0.00%	14 100%
Black/African-American Percent Black/African-American Who Failed Percent Gender Group Who Failed	233 73.04% 56.55%	86 26.96% 46.24%	0 0.00% 0.00%	319 100%
Hispanic/Latin American Percent Hispanic/Latin American Who Failed Percent Gender Group Who Failed	23 67.65 5.58%	11 32.35% 5.91%	0 0.00% 0.00%	34 100%
Caucasian/White (Non-Hispanic) Percent Caucasians/Whites (Non-Hispanic) Who Failed Percent Gender Group Who Failed	85 57.05% 20.63%	64 42.95% 34.41%	0 0.00% 0.00%	149 100%
Chose Not to Respond Percent Chose Not to Respond Who Failed Percent Gender Group Who Failed	63 16.93% 15.29%	19 5.11% 10.22%	290 77.96% 100.00%	372 100%
Totals	412	186	290	888

<i>Pass</i>	<i>Gender</i>			<i>Total</i>
	<i>Ethnicity</i>	<i>Female</i>	<i>Male</i>	
Asian American/Pacific Islander Percent American/Pacific Islander Who Passed Percent Gender Group Who Passed	9 56.25% 2.69%	7 43.75% 3.52%	0 0.00% 0.00%	16 100.00%
Black/African-American Percent Black/African-American Who Passed Percent Gender Group Who Passed	154 69.06% 45.97%	69 30.94 34.67%	0 0.00% 0.00%	223 100.00%
Hispanic/Latin American Percent Hispanic/Latin American Who Passed Percent Gender Group Who Passed	9 64.29% 2.69%	5 35.71 2.51%	0 0.00% 0.00%	14 100.00%
Indian/Als Percent Indian/Als Who Passed Percent Gender Group Who Passed	2 66.67% 0.06%	1 33.33% 0.50%	0 0.00% 0.00%	3 100.00%
Caucasian/White (Non-Hispanic) Percent Caucasians/Whites (Non-Hispanic) Who Passed Percent Gender Group Who Passed	110 51.64% 32.84%	102 47.89 51.26%	1 0.47% 0.41%	213 100.00%
Chose Not to Respond Percent Chose Not to Respond Who Passed Percent Gender Group Who Passed	51 16.50% 15.22%	15 4.86% 7.54%	243 78.64% 99.59%	309 100.00%
Totals	335	199	244	778

## APPENDIX I — LOUISIANA 101 LIFE INSURANCE EXAM RESULTS REPORT

### FIRST-TIME TAKERS BY HIGHEST LEVEL OF EDUCATION AND FAIL/PASS STATUS CALENDAR YEAR 2024

<i>Highest Level of Education</i>	<i>Fail</i>	<i>Pass</i>	<i>Total</i>	<i>Percent of Total</i>
Less Than 12th Grade Percent of This Education Level Percent of Fail or Pass	7 77.78% 0.79%	2 22.22% 0.26%	9 100.00%	0.54%
High School Diploma or Equivalent Percent of This Education Level Percent of Fail or Pass	149 64.78% 16.78%	81 35.22% 10.41%	230 100.00%	13.81%
Some College Percent of This Education Level Percent of Fail or Pass	167 53.35% 18.81%	146 46.65% 18.77%	313 100.00%	18.79%
Two-Year College Degree (Associate Degree) Percent of This Education Level Percent of Fail or Pass	57 50.44% 6.42%	56 49.56% 7.20%	113 100.00%	6.78%
Four-Year College Degree (Bachelor's Degree) Percent of This Education Level Percent of Fail or Pass	83 39.34% 9.35%	128 60.66% 16.45%	211 100.00%	12.67%
Advanced Degree (Master's Degree or Doctorate) Percent of This Education Level Percent of Fail or Pass	39 40.63% 4.39%	57 59.38% 7.33%	96 100.00%	5.76%
Chose Not to Respond Percent of Chose Not to Respond Percent of Fail or Pass	386 55.62% 43.47%	308 44.38% 39.59%	694 100.00%	41.66%
<b>Totals</b>	<b>888</b>	<b>778</b>	<b>1,666</b>	<b>100.00%</b>

### FIRST-TIME TAKERS BY PRIMARY LANGUAGE AND FAIL/PASS STATUS—CALENDAR YEAR 2024

<i>Primary Language</i>	<i>Fail</i>	<i>Pass</i>	<i>Total</i>	<i>Percent of Total</i>
English Percent of English Language Percent of Fail or Pass	516 52.07% 58.11%	475 47.93% 61.05%	991 100%	59.48%
Spanish Percent of Spanish Language Percent of Fail or Pass	13 72.22% 1.46%	5 27.78% 0.64%	18 100%	1.08%
French Percent of French Language Percent of Fail or Pass	4 57.14% 0.45%	3 42.86% 0.39%	7 100%	0.42%
Other Percent of Other Language Percent of Fail or Pass	7 58.33% 0.79%	5 41.67% 0.64%	12 100%	0.72%
Chose Not to Respond Percent of Chose Not to Respond Percent of Fail or Pass	348 54.55% 39.19%	290 45.45% 37.28%	638 100%	38.30%
<b>Totals</b>	<b>888</b>	<b>778</b>	<b>1,666</b>	<b>100.00%</b>

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# 2023-2024 ANNUAL REPORT

Louisiana Department of Insurance

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