

Agency	Department Of Insurance
Program Name	Budget, Tax and Fiscal Administrative Divisions
Program Description	Oversee and manage the daily operations and administrative functions of the Department of Insurance.
Target Population	DOI staff, GOMB, State Legislature, vendors, numerous State entities and ultimately the residents of Illinois, through our collection efforts which fund the Department's various regulatory programs.
Activities	Oversee the Department's day-to-day operations, including but not limited to budgeting, HR, tax and fee collections, legislative matters, purchasing and procurement.
Goals	<ol style="list-style-type: none"> 1. Increased annual General Revenue collections and deposits. 2. NAIC accreditation, retaining the trust and confidence of our regulated entities. 3. Maintain seamless, efficient industry regulation in an effort to retain existing Illinois insurance entities, while promoting an insurance friendly, regulatory environment.
Outcome	Support Basic Functions of Government

PROGRAM FUNDING

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
1,776.6	1,722.5	1,925.2

MEASURES

Percentage increase in annual fee income through timely auditing of taxes collected

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Increase

Benchmark : 1.1% **Source :** Internal Agency and NAIC Annual Insurance Resources Report

Baseline : .15% **Baseline Date :**

Methodology : Percentage increase in current fiscal year revenues generated compared to previous year's revenues, as a direct result of increased and timely audits of tax filings.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
1.0	1.0	1.0	

Agency	Department Of Insurance
Program Name	EDP/Information Technology
Program Description	Deliver EDP/Information Technology support to DOI and provide ready access to crucial insurance information to both the Illinois insurance consumer and companies licensed to sell insurance products in this State.
Target Population	DOI, Insurance consumers and companies throughout Illinois and the Nation.
Activities	Deliver EDP/Information Technology support to DOI.
Goals	Increase use of the DOI web site by our insurance stakeholders.(Providing consumers, insurance producers and companies an alternative to mail, phone and walk-in correspondence and payment for services.)
Outcome	Support Basic Functions of Government

PROGRAM FUNDING

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
1,776.6	1,722.5	1,925.2

MEASURES

Percentage of consumer correspondence received and responded to electronically

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Increase

Benchmark : 90% **Source :** Internal Agency

Baseline : 80% **Baseline Date :** 7/1/2013

Methodology : Total consumer correspondence, received and responded to electronically, as a percentage of all consumer correspondence received by DOI.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
70	75	75	

Agency	Department Of Insurance
Program Name	Financial and Corporate Insurance Regulation
Program Description	Responsible for analyzing and monitoring the financial solvency and stability of the Illinois insurance industry and efficiently regulating the insurance industry's market behavior and financial solvency while fostering a competitive insurance marketplace.
Target Population	Domestic and foreign insurance companies, health maintenance organizations and all other regulated insurance risk-bearing entities conducting business in the State of Illinois.
Activities	The Financial-Corporate Regulation Division is responsible for analyzing and monitoring the financial condition of insurance companies, health maintenance organizations and all other regulated insurance risk-bearing entities. It accomplishes this mission by analyzing company financial data by on-site financial examinations, and by intervening when potential problems are identified. This Division also licenses authorized insurers in Illinois and investigates and takes action against unauthorized companies illegally conducting the business of insurance.
Goals	Financial solvency and stability of the Illinois insurance industry, protecting citizen's lives and property. Efficiently regulating the insurance industry's market behavior and financial solvency while fostering a competitive insurance marketplace.
Outcome	Increase Employment and Attract, Retain and Grow Businesses

PROGRAM FUNDING

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
20,487.6	20,057.5	22,933.9

MEASURES**Percentage of financial analysis issues resolved within specified timeframes**

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Increase

Benchmark : 100% **Source :** Internal Agency

Baseline : 98% **Baseline Date :** 7/1/2013

Methodology : Financial analysis issues resolved within agency established timeframe (TBD), expressed as a percentage of all financial analysis issues addressed within annual timeframe.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
100	100	100	

Agency	Department Of Insurance
Program Name	Health Insurance Products and Regulation
Program Description	The Health Products Division oversees consumer protection and education programs, registers and regulates the activities of health care, Workers Compensation, pharmaceutical provider networks, utilization review organizations, external independent review organizations, third party administrators and monitors marketplace operations of insurance companies through policy analysis and complaint tracking. Responsible for implementing the Affordable Care Act.
Target Population	Illinois insurance consumers, underinsured and uninsured consumers, future insurance consumers (Illinois youth), pharmaceutical provider networks, utilization review organizations, external independent review organizations and third party administrators.
Activities	Implementation of State-wide affordable health care coverage for all Illinoisans and their families. Disseminate pertinent, timely health care information to Illinois citizens. Provide thorough and rapid responses to consumer health care questions, concerns and complaints.
Goals	Affordable health care coverage for all Illinoisans and their families. Disseminate pertinent, timely health care information to Illinois citizens. Provide thorough and rapid responses to consumer health care questions, concerns and complaints.
Outcome	Improve Overall Health of Illinoisans

PROGRAM FUNDING

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
2,299.5	2,253.5	2,309.5

MEASURES

Percentage of consumer questions and complaints resolved within specified timeframes

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Increase

Benchmark : 90% **Source :** Internal Agency

Baseline : 85% **Baseline Date :** 7/1/2013

Methodology : Number of consumer health product inquiries and complaints resolved within established DOI timeframes, expressed as a percentage of all health product complaints received.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
96	97	98	

Agency	Department Of Insurance
Program Name	Legal Division
Program Description	This Division addresses all DOI legal issues relating to the regulation of the insurance industry in Illinois.
Target Population	Work completed within the DOI Legal Division reaches all Illinois insurance consumers, the Illinois Legislature and Illinois domestic and foreign insurance companies and producers.
Activities	Finalize Market Conduct reports; Administrative Hearings; Review, assist in writing of insurance legislation; Maintain and respond to cases within the LJAD system (electronic case management system); Review Workers' Compensation rate classification reports; Rulemaking; Responses to FOIA requests; Manage hearings; Issue opinions; Process appeals associated with IRO reports (in compliance with Health Carrier External review Act).
Goals	Promote and maintain a progressive and fair insurance regulatory environment in the State of Illinois. Provide rulings and opinions and manage insurance related legal cases enhancing consumer protection while fostering a competitive insurance marketplace.
Outcome	Support Basic Functions of Government

PROGRAM FUNDING

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
1,776.6	1,722.5	1,925.2

MEASURES

Percentage of legal opinion requests responded to and resolved

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Maintain

Benchmark : 100% **Source :** Internal Agency

Baseline : 100% **Baseline Date :**

Methodology : The total number of legal opinion requests responded to and resolved, divided by the total number of legal opinion requests received, expressed as a percentage.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
100	100	100	

Agency	Department Of Insurance
Program Name	Life and Annuity Compliance
Program Description	Reviews and approves all life and annuity policy form filings. The Section handles compliance issues related to viatical settlement provider and viatical settlement broker laws and regulations. Responsible for educating consumers on the various types of life and annuity products available in the marketplace.
Target Population	Illinois domestic and foreign insurers offering life and annuity products and every Illinois insurance consumer.
Activities	Reviews and approves all life and annuity policy form filings, handles compliance issues, and educates consumers.
Goals	Move accepted insurance products to the market as quickly as possible. Ensure and maintain the safety and soundness of insurance life and annuity products. Improve response time for consumer inquiries and complaints.
Outcome	Improve Overall Health of Illinoisans

PROGRAM FUNDING

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
498.8	470.1	491.1

MEASURES

Percentage of consumer complaints resolved

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Maintain

Benchmark : 100% **Source :** Internal Agency

Baseline : 96% **Baseline Date :** 7/1/2013

Methodology : Consumer LAH complaints resolved, within agency determined timeframe, expressed as a percentage of all consumer LAH complaints received.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
87	88	90	

Agency	Department Of Insurance
Program Name	Property and Casualty Insurance Products
Program Description	Reviews and processes new and renewal insurance producer license applications; Administers licensing exams; Conducts fiduciary financial exams of licensed insurance producers; Provides assistance and educations to Illinois Consumers through the Complaint Section and performs technical duties in reviewing and analyzing property and casualty contracts and related forms.
Target Population	Insurance producers, Illinois foreign and domiciled insurance companies and every Illinois insurance consumer.
Activities	Reviews and processes new and renewal insurance producer license applications; Administers licensing exams; Conducts fiduciary financial exams of licensed insurance producers; Provides assistance and educations to Illinois Consumers through the Complaint Section and performs technical duties in reviewing and analyzing property and casualty contracts and related forms.
Goals	Move accepted insurance products to the market as quickly as possible. Promote outreach during catastrophic weather utilizing response team. Ensure the safety and soundness of licensed insurance producers through increased producer examinations or investigations. Improve response time for all insurance producer entities seeking licensure.
Outcome	Create Safer Communities

PROGRAM FUNDING

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
17,484.4	17,308.9	17,920.3

MEASURES**Percentage of consumer complaints resolved**

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Increase

Benchmark : 90% **Source :** Internal Agency

Baseline : 85% **Baseline Date :** 7/1/2013

Methodology : Consumer P&C complaints resolved, within Agency established timeframe (TBD), expressed as a percentage of all consumer P&C complaints received.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
96	98	98	

Agency	Department Of Insurance
Program Name	Public Pension Regulation
Program Description	Provides oversight and advisory services to public pension funds in Illinois, primarily municipal police and fire department pension funds.
Target Population	Administrators and beneficiaries of suburban and downstate municipal police and fire pension funds in Illinois.
Activities	Provides oversight and advisory services to public pension funds in Illinois, primarily municipal police and fire department pension funds. Maintains records involving the membership, trustees, officers, size and growth of public pension funds within the State of Illinois. A major responsibility of the section is to conduct on-site and automated compliance audits.
Goals	Increased percentage of solvent municipal police and fire pension funds Statewide as a direct result of the Pension Divisions regulatory actions. Increased revenues generated as a direct result of increased audit function requirements.
Outcome	Support Basic Functions of Government

PROGRAM FUNDING

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
2,483.5	2,964.3	3,047

MEASURES

Percentage of public pension funds issued notices of non-compliance

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Maintain

Benchmark : 10% **Source :** Internal Agency

Baseline : .005% **Baseline Date :** 7/1/2013

Methodology : Funds issued notices expressed as a percentage of all pension funds regulated

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
14	14	14	

Agency	Department Of Insurance
Program Name	Workers' Compensation Fraud Unit (WCFU)
Program Description	Responsible for investigating incidences of worker's compensation fraud and insurance non-compliance.
Target Population	WCFU responsibilities under the Act involve investigations and referrals for prosecution. The statute requires that violations must be reported to the Attorney General or to the appropriate County State's Attorney's office for prosecution.
Activities	The Worker's Compensation Fraud Unit (WCFU) is a fraud and insurance non-compliance unit responsible for investigating incidences of worker's compensation fraud and insurance non-compliance pursuant to Section 25.5 of Public Act 94-0277.
Goals	Percentage decrease in workers' compensation fraud Statewide. Workers' compensation insurance savings for all Illinois consumers through decreased fraudulent activity.
Outcome	Improve Overall Health of Illinoisans

PROGRAM FUNDING

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
950	950	950

MEASURES

Percentage of workers' compensation fraud cases investigated that result in referrals for prosecution

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Maintain

Benchmark : 53.5% **Source :** Other State's Workers' Comp. Fraud Units

Baseline : 45% **Baseline Date :** 6/30/2014

Methodology : Percentage of cases referred for prosecution expressed as a percentage of the total number of workers compensation fraud cases investigated.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
50	45	50	