

MAINE STATE LEGISLATURE

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2018 ANNUAL REPORT
FROM THE SUPERINTENDENT
OF THE MAINE BUREAU OF INSURANCE
TO THE LEGISLATURE

Prepared by the Maine Bureau of Insurance
June 2019

Janet T. Mills
Governor

Anne L. Head
Commissioner

Eric A. Cioppa
Superintendent

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I. INTRODUCTION

States are the primary regulators of the insurance industry in the United States. The Maine Bureau of Insurance (the Bureau) regulates insurance companies, producers and agents, as well as other entities engaged in the business of insurance in the State. The Bureau enforces solvency standards, as well as consumer protections, under the Maine Insurance Code.

The Bureau primarily serves a regulatory function; however, consumer assistance and education are a large part of the agency's mission. Staff members in both the Consumer Health Care Division and the Property and Casualty Division respond to consumer calls and written inquiries and investigate written complaints, to ensure compliance with Maine law. If staff determine that there may be serious violations or a pattern of possible violations, the issue may then be turned over to the Bureau's Market Regulation Unit for further investigation or to the Bureau's legal staff for possible enforcement action.

In 2018, there were 1,329 insurance carriers doing business in Maine. The 17 carriers domiciled in the state received more than \$7.5 billion in premiums, whereas total Maine premiums for both domestic and foreign insurers was more than \$8.1 billion. Penalties and settlement payments to the State by insurance carriers and producers in 2018 totaled \$500,478. Restitution paid to insured Maine individuals and businesses by carriers, following investigations and hearings conducted by the Bureau, totaled \$1,576,724.

In 2018, Bureau staff continued to play an active role in regulating the evolving health insurance Marketplace established by the federal government's Affordable Care Act (ACA). In 2018, the Bureau received approval of its proposed federal 1332 Waiver under the ACA, which allowed for the relaunch of the Maine Guarantee Access Reinsurance Association (MGARA) and positively impacted premium rates in Maine's 2019 Individual Health Insurance Market.

Interstate cooperation and information-sharing are key elements of regulating the national insurance market in a state-based system. The National Association of Insurance Commissioners (NAIC) facilitates this process. The forums and tools offered by the NAIC provide information that is critical to the Bureau's regulatory responsibilities. The NAIC also conducts accreditations of state insurance departments, ensuring that each state's financial regulation is sufficient to oversee its domestic market. The Bureau has been accredited by the NAIC since 1993 and has been an active participant in various NAIC events and working groups. Currently, Bureau Superintendent Eric Cioppa serves as President of the NAIC, having previously served as President Elect in 2018, Vice President in 2017, and Secretary in 2016. He is also Chair of the NAIC's Executive, Government Relations, and State Government Liaison committees and, in September 2018, he was appointed by his peers at the NAIC to serve a two-year term as the state insurance commissioner representative on the Financial Stability Oversight Council (FSOC). The Superintendent is also a member of the Maine State Employee Health Commission.

The Bureau also participates in supervisory colleges held by insurer groups' domiciliary states. Regulators whose states are responsible for affiliates of the group and international regulators participate in these colleges, which allow regulators to assess the risks borne by the subject insurance group and the risk mitigation strategies employed. Participation in both the NAIC forums and supervisory colleges enhances the Bureau's ability to monitor and proactively address regulatory issues.

II. BUREAU OF INSURANCE DIVISIONS AND UNITS

CONSUMER HEALTH CARE DIVISION

The CHCD is responsible for regulation related to health, Medicare Supplement, disability, long-term care, annuities, and life insurance. Its responsibilities are detailed as follows:

- Investigates and resolves consumer complaints;
- Responds to consumer inquiries;
- Assists consumers in understanding their rights and responsibilities;
- Reviews and approves forms, such as certificates of coverage or summaries of benefits;
- Licenses medical utilization review entities (UREs);
- Provides oversight of the external review process and contracting with independent medical review entities;
- Drafts and reviews regulations;
- Brings enforcement actions against licensed entities when violations occur;
- Reviews managed health care plans for compliance with Maine's provider network adequacy standards;
- Reviews and approves registrations for preferred provider arrangements (PPAs);
- Develops outreach and educational materials;
- Coordinates compliance with the federal Affordable Care Act (ACA), as it pertains to the commercial health insurance market;
- Drafts legislative reports;
- Reviews complaints that include determinations of medically necessary care and complex health questions;
- Conducts outreach to a variety of public and private groups;
- Participates in public-private efforts to improve health payment policy.

CHCD staff answered 2,746 telephone and written inquiries during 2018 as well as 32 requests for constituent assistance from state and federal officials. The most frequent inquiries related to individual health insurance, Medicare Supplement, and claim denials. Staff also responded to 422 written health, Medicare Supplement, disability, annuity, and life insurance complaints.

As part of the complaint investigation process, CHCD staff works to obtain restitution for consumers who have suffered a financial loss due to improperly denied claims, or due to claims which were not paid in accordance with the policy. In 2018, the CHCD obtained restitution of \$1,233,821 for complainants.

In 2018 CHCD reviewed 1,395 insurance contract form filings: 567 were filed for information only; 28 were approved as submitted; 689 were approved subject to modifications; and the balance were either disapproved, withdrawn, or in process at year's end.

CHCD TOTALS	2014	2015	2016	2017	2018
Consumer Complaints Received	586	534	636	514	422
Consumer Inquiries Received	4,287	3,205	3,213	2,974	2,746
Restitution to Consumers	\$2,432,187	\$1,228,971	\$705,727	\$1,238,371	\$1,233,821
Rate and Form Filings Received	1,820	1,752	1,607	1,467	1,395

In 2018, CHCD drafted a revision to one new rule and held a stakeholder meeting on another and assisted in issuing 6 bulletins providing industry guidance on a range of topics. (The Bureau's rules and bulletins can be viewed online at maine.gov/insurance/legal/index.html.)

EXTERNAL REVIEWS

External reviews are available as a third level of review for consumers who have exhausted their insurance carrier's internal appeals for denial of benefits in a fully insured medical plan. The Bureau contracted with three independent external review organizations in 2018: National Medical Review, Maximus Federal Services, Inc., and Island Peer Review Organization.

In 2018, the CHCD received a total of 55 requests for external review:

- 17 were not completed because the consumer did not return the necessary signed releases to continue the process;
- 8 requests did not qualify for external review (they either did not utilize the internal appeal process prior to requesting external review or the denial was based on issues other than the validity of the carrier's medical decisions);
- Of the 30 remaining requests, 26 were completed by January 1, 2019;
- Of the 26 completed requests, 15 overturned the carrier's prior decision, 8 upheld the carrier's decision, and 3 were withdrawn.

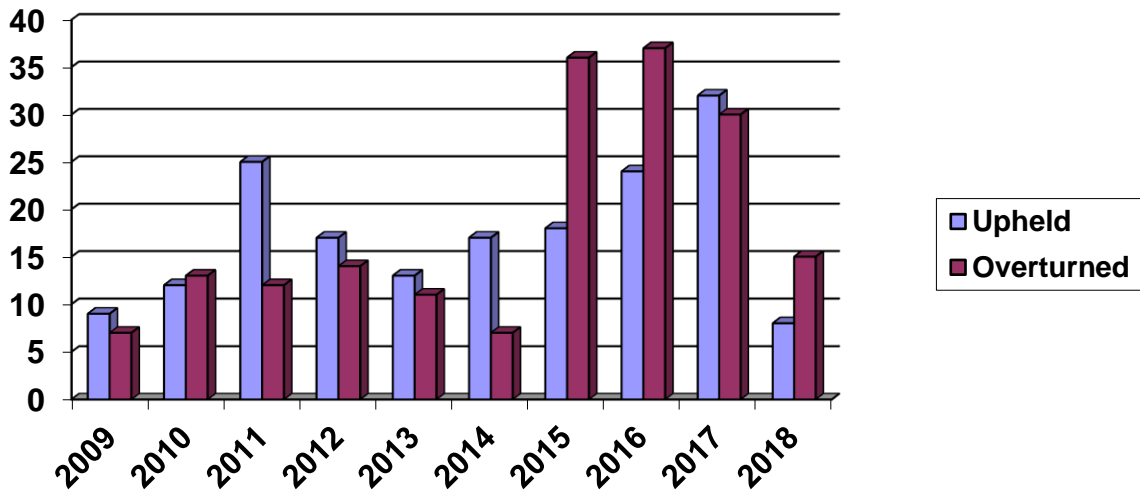
Twenty cases were heard regarding medical necessity of treatment:

- 4 mental/behavioral health or substance abuse treatment;
- 4 medical device or equipment;
- 3 medication therapy;
- 2 lab tests;
- 3 air ambulance; and
- 4 general treatment decisions.

Ten decisions were related to whether the treatment provided was experimental or investigational:

- 6 lab tests; and
- 4 general treatment decisions.

Medical External Review Outcomes



NOTE: The increases in external reviews and overturned decisions between 2015 and 2017 was due to increases in review requests for denials of certain labs that are considered experimental or investigational by some carriers.

LIFE & HEALTH ACTUARIAL UNIT

The Life & Health Actuarial Unit provides actuarial and technical services to Bureau staff involving life and health insurance. Tasks performed by the Unit are outlined below.

- Reviewing and taking appropriate action on rate filings, primarily for individual health, small group health, credit life and health, group and individual Medicare Supplement, and long-term care.
- Providing reserve analysis review of life and health insurance companies.
- Providing technical assistance to insureds, consumers, state agencies, and others on insurance matters.
- Studying proposed mandated benefit legislation as requested by the Legislature to determine the social impact, the financial impact, and the medical efficacy of the proposed mandate.
- Estimating the impact on health insurance premiums of proposed expansions of health care services requiring a certificate of need from the Maine Department of Health and Human Services.
- Assisting the Research and Statistical Unit with the collection of health insurance data:
 - Annual reports on mandated benefits claims experience;
 - Annual supplemental premium reports from health insurers;
 - Annual reports on insured demographics for small group and individual health insurance;
 - Annual reports on claims paid by third-party administrators and by insurers administering employers' self-funded health plans; and
 - Preparation of quarterly "market snapshots" for the small group and individual health insurance markets.

PROPERTY AND CASUALTY DIVISION

The Property and Casualty Division (P&C) performs three separate functions: review of insurer rate, rule, and form filings; resolution of consumer complaints; and administration of cancellation/nonrenewal hearings.

In 2018, P&C staff answered 2,240, telephone and written inquiries, responded to 236 written complaints, and obtained restitution of \$342,903 for consumers who suffered a financial loss due to improperly denied claims or claims that were not paid in accordance with the policy.

The P&C Division received 2,829 rate and form filings from insurance companies during 2018.

Property & Casualty Totals	2014	2015	2016	2017	2018
Consumer Complaints Received	295	274	254	262	236
Consumer Inquiries Received	3,800	3,209	2,794	2,754	2,240
Restitution to Consumers	\$963,110	\$261,586	\$264,048	\$538,924	\$342,903
Rate and Form Filings Received	3,877	3,757	3,444	3,587	2,829

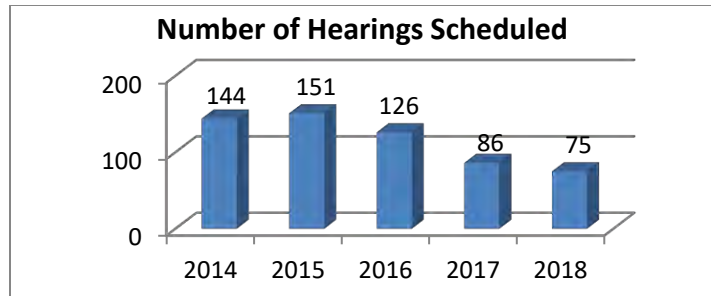
The NAIC released two reports¹ in 2018 ranking Maine's personal auto and homeowners lines of insurance as 2nd and 10th most affordable, respectively, in the nation. The reports, based on data from 2016 (the most recent year for which cumulative data was available to the NAIC), indicate that Maine consumers pay less for these types of insurance than do consumers in most other states.

HEARINGS

When an insurance company issues a notice of cancellation or nonrenewal of a homeowners or personal auto policy, the company must advise the insured of the right to request a hearing contesting the action. There is also a statutory right to request a hearing when a commercial property or liability policy is cancelled prior to its expiration date.

The hearing provides a forum to dispute the reason(s) and requires the Bureau to determine whether the cancellation or nonrenewal was done in accordance with Maine law. The following graph and table show the number of hearings scheduled and those resulting in decisions. In some cases, the insurance company or the insured may cancel the proceeding prior to hearing, which results in no issued decision. The policy will continue if the insurer cancels the hearing and the policyholder chooses to keep the policy. The policy ends if the policyholder cancels the hearing. The reason a policyholder usually cancels is because the policy has been replaced.

¹ The two NAIC reports are titled *2016 Homeowners Insurance Report* and *2014/2015 Auto Insurance Database Report*.



Hearing Results	2014	2015	2016	2017	2018
Number of Decisions Issued	77	69	55	32	34
Findings for the Policyholder	26	19	11	13	12

WORKERS' COMPENSATION

The Property and Casualty Division is also responsible for processing all rate, rule, and form filings presented to the Bureau involving workers' compensation insurance, reinsurance for self-insurers, and occupational disability policies. In addition to these filings, the Division assists the actuarial staff with workers' compensation loss cost filings.

The Division also responds to general inquiries regarding workers' compensation premiums and policies, handles complaints regarding workers' compensation insurance rates, rules, and policy cancellations, and conducts research and special projects related to workers' compensation matters. Complaints regarding specific workers' compensation claims are under the jurisdiction of the Workers' Compensation Board. If the Workers' Compensation Board finds a pattern of improper claims handling practices, however, it can refer the matter to the Bureau.

PROPERTY AND CASUALTY ACTUARIAL UNIT

The Property and Casualty Actuarial Work Unit reviews and approves or disapproves rate filings made by licensed insurance companies and by advisory organizations. The unit's responsibilities are outlined below.

- Reviews rate and rating rule filings;
- Reviews and analyzes loss cost filings by industry advisory organizations that gather experience and file expected loss figures that insurers use to establish rates and rating rules;
- Provides technical assistance to insureds, consumers, state agencies, and others on insurance-related matters;
- Reviews funding and reserves of workers' compensation self-insurance trusts;
- Provides reserve analysis of property/casualty insurance companies; and
- Provides technical assistance to the Superintendent in all aspects of property/casualty and workers' compensation matters.

LICENSING DIVISION

The Licensing Division is responsible for processing and maintaining license records on insurance producers and business entities (agencies), including issuing and terminating licenses. Additional responsibilities include overseeing the licensing examination process and supervising the continuing education program. Electronic processing of producer appointments, appointment terminations, and non-resident license applications, as well as participation in the national producer database, have made the licensing process more efficient, timely and uniform.

The Licensing Division processed 23,437 new licenses during 2018 for producers, consultants, adjusters, and business entities.

NUMBER OF NEW INDIVIDUAL LICENSES, 2018

	Producers	Consultants	Adjusters
Resident	644	2	49
Non-Resident	18,469	0	3,658
Total	19,113	2	3,707

NUMBER OF ACTIVE INDIVIDUAL LICENSES, 2018 (AS OF 12/31/2018)

	Producers	Consultants	Adjusters
Resident	7,541	36	709
Non-Resident	136,582	11	15,163
Total	144,123	47	15,872

ALTERNATIVE RISK MARKETS WORK UNIT

The Alternative Risk Markets Work Unit reviews and evaluates applications for workers' compensation self-insurance authority, captive entities, multiple employer welfare arrangements, group self-insurance reinsurance accounts, and the Maine Self-Insurance Guaranty Association. Its mission is to apply the rules and regulations governing these entities in a fair, consistent, and timely manner to assure that these entities remain solvent and that the Maine businesses utilizing alternative risk mechanisms do so effectively and responsibly.

Number of Self-Insurers for Workers' Compensation	2014	2015	2016	2017	2018
Individual Self-Insurers	61	60	59	56	58
Group Self-Insurers ¹	19	19	18	18	18

¹ As of March 14, 2019, this represents 1,249 employers.

FINANCIAL ANALYSIS DIVISION

The Financial Analysis Division is responsible for the financial regulation of domestic and foreign insurance companies, captive Risk Retention Groups, Health Maintenance Organizations, and surplus lines companies. The responsibilities include ongoing financial review of domestic companies; review of applications for licensure and surplus lines eligibility; review of amendments to certificates of authority, mergers, change of control, redemptions, and name changes. The Division is also responsible for regulating Managing General Agents, Third Party Administrators, Risk Retention Groups, Risk Purchasing Groups, Reinsurance Intermediaries, Viatical and Life Settlement Providers, Service Contract Providers and approved reinsurers in Maine.

NUMBER OF INSURANCE COMPANIES LICENSED IN MAINE

Company Type	2014	2015	2016	2017	2018
Property and Casualty Companies	693	697	689	702	713
Life & Health and HMOs	346	346	345	346	348
Fraternal Companies	13	13	13	12	12
Surplus Lines Companies	157	160	159	162	170
Private Purchasing Alliance	1	1	1	1	1
Multiple Employer Welfare Arrangement (MEWA)	2	2	2	2	3
Captive	3	3	3	3	3
Risk Retention Groups	73	74	76	75	74
Non-Profit	2	2	2	2	2
Fire Assessment Company	4	3	3	3	3
Total	1,294	1,301	1,293	1,308	1329

NON-MAINE HEALTH MAINTENANCE ORGANIZATIONS 2018 (MAINE ONLY PREMIUMS)¹

HMOs (State of Domicile)	12/31/18 Premium	12/31/18 Assets
Arcadian Health Plan, Inc. (WA)	\$67,099,616	\$834,259,468
Empire Healthchoice HMO Inc. (NY)	\$57,994,916	\$434,637,489
Harvard Pilgrim Health Care, Inc. (MA)	\$480,876,867	\$970,728,081
Meridian Health Plan of Michigan, Inc. (MI)	No Data Available	\$423,196,163
Total	\$605,971,399	\$2,662,821,201

¹ Financial statements for HMOs operating in Maine are available at:
http://www.maine.gov/pfr/insurance/regulated/insurance_companies/financial_statements/hmo/financial.html

DOMESTIC INSURANCE COMPANIES, 2018 (DOMICILED IN MAINE)

Maine Domestic	12/31/18 Premium¹	12/31/18 Assets
Aetna Health, Inc.	\$67,115,396	\$37,243,971
Anthem Health Plans of Maine, Inc.	\$988,919,994	\$493,935,763
Casco Indemnity Company	\$12,464,353	\$35,423,347
Great Falls Insurance Company	\$1,242,249	\$10,626,640
Maine Community Health Options	\$381,321,778	\$170,659,367
Maine Dental Service Corp	\$65,404,287	\$56,596,460
Maine Employers' Mutual Insurance Company	\$167,186,999	\$911,443,632
Martin's Point Generations Advantage, Inc.	\$400,639,765	\$120,737,731
Medical Mutual Insurance Company of Maine	\$42,049,315	\$309,676,450
MMG Insurance Company	\$201,463,139	\$291,003,931
Patriot Insurance Company	\$52,518,457	\$141,941,455
Patrons Oxford Insurance Company	\$48,156,009	\$24,826,589
Starmount Insurance Company	\$215,841,674	\$94,040,314
State Mutual Insurance Company	\$1,596,455	\$13,578,986
Unum Insurance Company	\$6,445,382	\$60,898,479
Unum Life Insurance Company of America	\$4,899,362,115	\$22,014,593,283
WellCare of Maine, Inc.	\$0	\$5,162,353
Total	\$7,551,727,367	\$24,792,388,751

TOTAL 2018 MAINE PREMIUM (ALL LINES, BOTH DOMESTIC AND FOREIGN)

Lines	12/31/18 Premium	12/31/17 Premium
Life/Annuities	\$1,815,821,095	\$1,597,773,750
Health	\$3,972,842,887	\$3,513,075,349
Property/Casualty	\$2,275,693,055	\$2,192,126,615
Title	\$37,258,176	\$38,625,821
Risk Retention Group	\$5,187,479	\$5,120,125
Captive	\$500,000	\$300,000
Total	\$8,107,302,692	\$7,347,021,660

Note: Above totals do not include written premium of non-admitted excess and surplus lines.

¹ Year-end direct written premium totals are reported on a **national** basis.

NEW COMPANY LICENSES ISSUED IN 2018 (32 TOTAL)

Health Maintenance Organizations	
WELLCARE OF MAINE, INC.	
Life and Health Insurance Companies	
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	WESTERN-SOUTHERN LIFE ASSURANCE COMPANY
Property and Casualty Insurance Companies	
ASSOCIATED EMPLOYERS INSURANCE COMPANY	MMIC INSURANCE INC.
ASSOCIATED INDUSTRIES OF MASSACHUSETTS MUTUAL INSURANCE COMPANY	NEW HAMPSHIRE EMPLOYERS INSURANCE COMPANY
CLERMONT INSURANCE COMPANY	PEAK PROPERTY AND CASUALTY INSURANCE CORPORATION
ISMIE MUTUAL INSURANCE COMPANY	SFM MUTUAL INSURANCE COMPANY
KINGSTONE INSURANCE COMPANY	WEST BEND MUTUAL INSURANCE COMPANY
LIBERTY MUTUAL PERSONAL INSURANCE COMPANY	WFG NATIONAL TITLE INSURANCE COMPANY
MEMIC CASUALTY COMPANY	WORK FIRST CASUALTY COMPANY
Captive	
ARBOR RE LLC	
Risk Retention Groups	
CUSA RISK RETENTION GROUP, INC.	NCMIC RISK RETENTION GROUP, INC.
Eligible Surplus Lines Insurance Companies	
AIOI NISSAY DOWA INSURANCE COMPANY OF AMERICA	FITCHBURG MUTUAL INSURANCE COMPANY
ALLIANZ GLOBAL CORPORATE & SPECIALTY SE	GOLDEN BEAR INSURANCE COMPANY
AMERICAN INTERNATIONAL GROUP UK LIMITED	OKLAHOMA SPECIALTY INSURANCE COMPANY
AVIVA INSURANCE LIMITED	THIRD COAST INSURANCE COMPANY
CRYSTAL RIDGE SPECIALTY INSURANCE COMPANY INC.	TRISURA SPECIALTY INSURANCE COMPANY
FALLS LAKE FIRE AND CASUALTY COMPANY	VAULT E&S INSURANCE COMPANY

FINANCIAL EXAMINATION DIVISION

The Financial Examination Division examines domestic insurers at least once every five years to ensure soundness of the insurance companies' financial position. All reports of examination are public and can be found on the Bureau's website.¹ Financial statements for Maine-licensed insurance companies can also be found online.²

FINANCIAL EXAMINATIONS COMMENCED IN 2018

Company	Report Issued
Aetna Health, Inc. (a Maine corporation)	Examination in progress
Anthem Health Plans of Maine, Inc.	Examination in progress
Maine Community Health Options	Examination in progress

FINANCIAL EXAMINATIONS SCHEDULED FOR 2019

Company	Financial Period Ending
Starmount Life Insurance Company	December 31, 2017 and 2018 ³
Martin's Point Generations Advantage, Inc.	December 31, 2018
Unum Insurance Company	December 31, 2018
Unum Life Insurance Company of America	December 31, 2018

MARKET REGULATION UNIT

The Market Regulation Unit is responsible for establishing and monitoring a compliance program for all licensees. This program includes both in-house analysis and on-site examination of licensees. The Market Regulation Unit uses the information available from a variety of sources and performs analysis on selected companies to determine which companies are deemed to be market outliers. Once a company is identified as a market outlier, the Market Regulation staff determines the most effective process for obtaining information from the company in order to identify why the company's results are outside the expected results for the Maine marketplace. The information gathering process could encompass many forms, including a meeting with the company, a data call, interrogatories, or – in select circumstances – a targeted or full scope market conduct examination.

¹ http://www.maine.gov/pfr/insurance/publications_reports/exam_rpts/exams_alpha.html

² http://www.maine.gov/pfr/insurance/regulated/insurance_companies/financial_statements/domestic/index.html

³ Starmount Life Insurance Company, a subsidiary of Unum Group, re-domesticated to Maine on December 20, 2018. Its last examination was for the period ending December 31, 2012. Therefore, an examination of the period ending December 31, 2017 will be conducted to meet statutory requirements. The financial period ending December 31, 2018 will also be examined in conjunction with the examinations of related companies within the group.

The examination process typically focuses on the following areas: (1) company operations/management; (2) complaint handling; (3) marketing and sales; (4) producer licensing; (5) policyholder service; (6) underwriting; and (7) claims. Although the unit does not handle individual complaints, it does use complaint data to analyze licensee trends and business practices or patterns. This analysis is often a key factor in determining that a company is a market outlier and requires additional review.

2018 MARKET CONDUCT EXAMINATIONS COMPLETED

COMPANY
CIGNA Health and Life Insurance Company
Harvard Pilgrim Healthcare Inc.
HPHC Insurance Company, Inc.

In addition to conducting investigations, market analysis and onsite examinations, the Unit participates in multi-state examinations on behalf of the State of Maine. The State of Maine received payments in 2018 relating to Regulatory Settlement Agreements (RSAs) arising from multi-state examinations of certain companies’ practices relating to life insurance policies and annuities, force-placed insurance,¹ short-term medical plans, and travel insurance.

The lead states’ examinations and resulting RSAs call for the life/annuity companies to implement business reforms that will promote timely and efficient searches for beneficiaries of their in-force life insurance policies and annuities and lapsed policies, through regular matches of their insureds and annuitants against the Social Security Administration’s Death Master File. (Lapsed policy match attempts are required for 18 months.)

The force-placed insurers were required to implement reforms to ensure rates are actuarially appropriate; such insurers must also refrain from paying commissions and expense reimbursements other than implementation expenses as inducements for force-placement insurance. The travel insurers have adopted or will adopt a number of business reforms relating to proper licensure of distribution participants, sales and advertising practices, third party oversight, rating filings, disclosure of coverage details, and fees. The short-term medical carrier was required to abstain from sale of short-term medical plans for five years and submit to ongoing audits and regulatory oversight.

¹ Forced-place insurance, also known as creditor-placed, lender-placed or collateral protection insurance is an insurance policy placed by a lender, bank or loan servicer on a home or other real property when the property owner’s own insurance has been cancelled, lapsed or where the creditor deems the insurance insufficient. The cost of the insurance is typically added to the loan.

During 2018, the State of Maine received \$180,977.63 in payments from these RSAs. The companies examined and the payment amounts were as follows:

2018 Multi-State Market Conduct Settlement Payments

Company	2018 Payment
American Family Life Assurance Company (AFLAC)*	\$1,088.00
American Modern Home Insurance Company	\$642.01
Arch Insurance Company	\$6,835.55
BCS Insurance Company	\$1,517.27
Generali U.S. Branch and all affiliated entities	\$1,434.13
HCC Life Insurance Company	\$63,878.42
Jefferson Insurance Company	\$13,324.42
Nationwide Mutual Insurance Company	\$1,887.34
QBE Insurance Company**	\$73,567.00
State Farm***	\$607.00
Transamerica Casualty Insurance Company	\$11,993.73
United States Fire Insurance Company	\$4,169.76
Total	\$180,977.63

*AFLAC includes Continental American Insurance Company.

**QBE includes QBE Specialty Insurance Company and Praetorian Insurance Company

***State Farm Group includes State Farm Life Insurance Company, State Farm Life and Accident Assurance Company, and State Farm Annuity and Life Insurance Company (now known as State Farm Health Insurance Company).

Enforcement action was also taken in 2018 against the following companies:

2018 Bureau of Insurance Issued Consent Agreements and Settlement Amounts Received

Company	2018 Payment
Aetna Life Insurance Company & Aetna Health Inc.*	\$115,500
CIGNA Health and Life Insurance Company	\$81,000
Harvard Pilgrim Healthcare Inc. and HPHC Insurance Company	\$62,250
United Healthcare Insurance Company*	\$45,750
York Risk Services Group, Inc.**	\$15,000
Total	\$319,500

*These exams were completed in 2017, but the payments were due in 2018.

**This payment was required pursuant to the terms of a 2015 consent agreement.

In 2018, the Unit continued to audit claims-handling information of three companies – both insurers and third-party administrators (TPAs) – previously referred to the Bureau by the Workers’ Compensation Board, due to questionable claims-handling practices. These companies were identified through the Board’s monitoring, audit and enforcement program. To fulfill its statutory responsibility, the Bureau entered into consent agreements with these companies to end those practices. These agreements require the companies, among other obligations, to self-audit claims on a quarterly basis for up to two years and report those findings to the Bureau. The Unit completed auditing these reports in late 2018.

WORKERS’ COMPENSATION INSURERS AND TPAs WITH PENDING CONSENT AGREEMENTS

Licensee
Sentry, A Mutual Company

RESEARCH AND STATISTICS UNIT

The Research and Statistics Division has the overall responsibility of creating, maintaining, and monitoring databases used by the Bureau. The objective of the unit is to collect, interpret, and provide data from regulated entities to Bureau divisions and units, other governmental agencies, and the public. Additionally, the unit researches issues for other Bureau divisions and units, serves as liaison between the Bureau and NAIC online applications, and maintains the Bureau’s website.

ADMINISTRATIVE SERVICES UNIT

The Administrative Services Unit provides support for all divisions and units within the Bureau. Responsibilities include purchasing, new employee orientation and communication with human resources, travel arrangements and training registrations, copying and distribution of bound and electronic reports, processing and accounting of all Bureau revenue, and consumer outreach support.

III. APPENDICES

APPENDIX A – 2018 OUTREACH EVENTS

The Bureau’s consumer outreach efforts aim to educate Maine individuals and businesses about their rights and responsibilities under Maine’s insurance laws and the federal Affordable Care Act. The Superintendent and other Bureau staff members participate in public forums and events to provide this information, and to ensure that consumers are aware of the services the Bureau offers. The Superintendent and staff also make presentations to industry groups, to help keep them up to date on recent regulations and legislation.

Public speaking and other outreach events in which the Bureau participated in 2018 included:

- Bureau’s *Public Informational Meeting regarding Federal ACA 1332 Waiver/MGARA*, Bangor
- Bureau’s *Public Informational Meeting regarding Federal ACA 1332 Waiver/MGARA*, Portland
- Annual Small & Rural Hospital Conference, Newry
- Maine State Chamber *Healthcare Forum*, Augusta
- Association of Government Accountants, Augusta
- Southern Maine Agency on Aging *Volunteer Medicare Supplement Training*, Westbrook
- Eastern Area Agency on Aging *Volunteer Medicare Supplement Training*, Bangor (via Skype)
- University of Maine Senior College, *Life, Health & Long-Term Care Insurance 101*, Presque Isle
- Maine Council for Elder Abuse Prevention *Elder Abuse Summit*, Augusta
- JumpStart *Fostering Financial Education in Maine Schools Conference*, Augusta
- Aroostook Area Agency on Aging *Aging Well Living Well Expo*, Presque Isle
- Eastern Area Agency on Aging *Senior Expo*, Bangor
- Seniors Plus *Volunteer Medicare Supplement Training*, Lewiston
- Maine Association of Retirees *Annual Meeting*, Augusta
- Senior Spectrum *Healthy Aging Expo*, Hallowell
- New England Assoc. of Insurance Compliance Professionals *Annual Conference*, Sturbridge MA
- Maine Employees Benefit Council, Portland
- Stop-Loss Stakeholder Meeting, Gardiner
- Southern Maine Area Agency on Aging *Volunteer Medicare Supplement Training*, Westbrook
- University of New England *Maine Geriatrics Conference*, Bar Harbor
- Maine Life & Health Guarantee Association, Boothbay
- Potato Blossom Festival, Presque Isle
- Mollycokett Day, Bethel
- Bureau's *Public Informational Meeting regarding 2019 ACA Rates*, Bangor
- Bureau's *Public Informational Meeting regarding 2019 ACA Rates*, Portland
- MGARA Board Meeting, Portland
- Winter Harbor Lobster Festival, Winter Harbor

- Maine Insurance Agents Association, Hallowell
- Machias Wild Blueberry Festival, Machias
- AARP Local Chapter, Health, *Life & Long-Term Care Insurance 101*, Hallowell
- Maine Council on Aging *Wisdom Summit*, Augusta
- Senior Spectrum/People Plus *Senior Expo*, Brunswick
- Maine Association of Health Underwriters, Portland
- Chartered Property Casualty Underwriters, *Annual Meeting*, Portland
- Common Ground Festival, Unity
- Health Care for ME (HC4ME) *Training for Marketplace Navigators/Assistors*, Augusta
- Seniors Plus *Aging Well Living Well Expo*, Newry
- Maine Primary Care Association *Annual Conference*, Bar Harbor
- UNE Osteopathic School, *Role of State in Health Policy*, Biddeford
- Maine Public's *Maine Calling* (ACA Open Enrollment/Individual Marketplace), on air/Statewide
- Division of Disease Control *Annual Infectious Diseases Conference*, Augusta
- State Farm, *Public Policy Briefing*, Portland

APPENDIX B – PUBLICATIONS AND ONLINE TOOLS

The Bureau publishes reports on a variety of insurance topics, as required by statute or upon request by members of the Legislature. These are available on the Bureau's website at www.maine.gov/pfr/insurance/publications_reports/index.html.

To help educate the public on insurance matters that can affect their daily lives, the Bureau publishes, distributes, and posts consumer brochures and online tools in multiple formats.

The Bureau's publications and online tools include:

Auto Insurance

Auto Insurance, A Consumer's Guide
 Auto Insurance, Making the Claims Process Easier
 Cancellation or Nonrenewal of Personal Automobile and Property Insurance
 Credit Information - Understanding How Insurers Use
 Personal Auto Insurance Complaint Comparison
 Youthful Drivers Guide
 Maine Driving Dynamics
 Ten Things You Should Know About Buying Auto Insurance
 Policy Forms Used by the 10 Largest Auto Insurance Groups in Maine

Commercial Insurance

Insuring Your Farm-The Basics of Property & Liability Coverage
 Insuring Your Business-The Basics of Property & Liability Coverage

Disability Insurance

Disability Insurance Guide

Health Insurance

A Consumer's Guide to Individual Health Insurance in Maine (and Important Renewal Information)
External Review Guide: When Your Health Insurance Carrier Denies Benefits for Health Care Services
External Review Summary
Health, Disability and Long-Term Care Insurance Complaint Comparison
Health Insurance Appeals Process Guide
Health Savings Accounts (HSAs) link to information from the US Department of the Treasury
Mandated Health Insurance Benefits, History of
Market snapshot - comparison of individual medical insurers in Maine
Market snapshot - comparison of small group health insurers in Maine

Homeowners/Renters Brochures

Cancellation or Nonrenewal of Personal Automobile and Property Insurance
A Homeowner's Insurance Guide to Natural Disasters link to Federal Alliance for Safe Homes
Credit Information - Understanding How Insurers Use
Child Care Liability, Consumer Guide to
Homeowner Insurance Complaint Comparison
Homeowners' Insurance, A Consumer's Guide
Homeowners Insurance, Making the Claims Process Easier
Homeowners' Inventory Checklist
From Homeowner to Renter
Insuring Your Home Business
Ten Things You Should Know About Purchasing Home Insurance
Policy Forms Used by the 10 Largest Homeowners Insurance Groups in Maine
Renewing Your Individual Health Care Plan
Short-Term Health Insurance Plans
Small Business Health Insurance Plans Offered in Maine, A Consumer's Guide

Life Insurance

Life Insurance Information for Military Personnel
Ten Things You Should Know Before Purchasing Life Insurance
Ten Things You Should Know About Buying Annuities
What you Should Know about Viatical and Life Settlements
Life Settlement Brochure For producers
Alternative Life Settlement Brochure For producers

Long-Term Care Insurance

Long-Term Care Insurance Claim Denial Appeals Process

Long Term Care Insurance and Maine's Long-Term Care Partnership Program, A Consumer's Guide

Long Term Care (LTC) Insurance - Maine Tax Qualified and Tax Certified Policies (Internet only)

Long Term Care Partnership Program Approved Policies

Long Term Care Policies Certified for Income Tax Purposes in Tax Years Ending 12/31/1999

Long Term Care Policies Certified for Income Tax Incentives in Tax Years Beginning 1/1/2002

Long Term Care Shopper's Guide (NAIC publication)

Medicare/Medicare Supplement

Are You Eligible for or Do You Have Medicare? (Aggressive Sales Practices)

Medicare Supplement Insurance, A Consumer's Guide (for plans issued beginning June 2010)

Understanding Medicare Enrollment Periods link to Dept. of Health and Human Services

Choosing a Medigap Policy link to Medicare publication

Workers' Compensation

Workers' Compensation Insurance in Maine, An Employers' Guide to

Opting Out: A Workers' Compensation Insurance Summary for Executive Officers of Corporations

Other

Pet Insurance

Consumer Tools

- File a complaint
- Glossary of terms
- Cancellation/Nonrenewal Hearing Notices
- Helpful links
- Affordable Care Act Rate and Form Filings/Rate Hearings
- Individual Health Insurance Rate Calculator
- E-news subscriber system (GovDelivery)
- Online and printable information on
 - property/casualty insurance
 - health/life insurance

Employer Tools

- Rural Medical Access Program
- E-news subscriber system (GovDelivery)
- Online and printable information on
 - workers' compensation
 - commercial/professional liability
 - health insurance

Industry Tools

- Physician Tiering Program Reporting
- Online Company Data Reporting System
- Company licensing forms and information
- Producer and Business Entity licensing forms and information
- Cancellation/Nonrenewal Hearing Notices
- Request for proposal
- E-news subscriber system (GovDelivery)
- Domestic Insurance Company Annual Statement