

**FY 2024 Budget Performance Review**

**385 Oklahoma Insurance Department**

Lead Administrator: Commissioner Glen Mulready

Lead Financial Officer: Sherry Marczewski

**Agency Mission**

The Oklahoma Insurance Department will provide competent and trustworthy employees who will protect Oklahoma consumers by providing timely assistance and information and efficiently regulate the insurance industry's market behavior and financial solvency, while fostering a competitive insurance marketplace.

**Division and Program Descriptions**

*Note: Please define any acronyms used in program descriptions.*

**Administration (01)**

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

**Regulatory (10)**

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

**Medicare Assistance Program (20)**

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

**ISD Data Processing (88)**

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

**FY'23 Budgeted Department Funding By Source**

Dept. #	Department Name	Appropriations	Federal	Revolving	Local <sup>1</sup>	Other <sup>2</sup>	Total
01	Administration	\$0	\$0	\$4,453,689	\$0	\$0	\$4,453,689
10	Regulatory	\$0	\$0	\$10,298,899	\$0	\$0	\$10,298,899
20	Medicare Assistance Program	\$0	\$1,455,307	\$0	\$0	\$0	\$1,455,307
88	ISD Data Processing	\$0	\$0	\$4,680,307	\$0	\$0	\$4,680,307
<b>Total</b>		<b>\$0</b>	<b>\$1,455,307</b>	<b>\$19,432,895</b>	<b>\$0</b>	<b>\$0</b>	<b>\$20,888,202</b>

1. Please describe source of Local funding not included in other categories:

2. Please describe source(s) and % of total of "Other" funding if applicable for each department:

**FY'22 Carryover by Funding Source**

Class Fund #	Carryover Class Fund Name	Appropriations	Federal	Revolving	Local <sup>1</sup>	Other <sup>2</sup>	Total
200	Revolving	\$0	\$0	\$5,831,863			\$5,831,863
							\$0
							\$0

1. Please describe source of Local funding not included in other categories:

2. Please describe source(s) and % of total of "Other" funding if applicable:

**What changes did the agency make between FY'22 and FY'23?**

1.) Are there any services no longer provided because of budget cuts?

None.

2.) What services are provided at a higher cost to the user?

None.

3.) What services are still provided but with a slower response rate?

None.

4.) Did the agency provide any pay raises that were not legislatively/statutorily required?

In accordance with the State Employee Compensation Program, 74 O.S. § 840-2.15A, the agency implemented year two of a three salary survey plan with the goal to attract, retain, and reward OID staff with salaries that are competitive with public and private sectors in Oklahoma, and, to the extent reasonably possible, reach the legislative goal of compensating state employees at 90% of the private market.

**FY'24 Requested Funding By Department and Source**

Dept. #	Department Name	Appropriations	Federal	Revolving	Other <sup>1</sup>	Total	% Change
01	Administration	\$0	\$0	\$4,453,689	\$0	\$4,453,689	0.00%
10	Regulatory	\$0	\$0	\$10,298,899	\$0	\$10,298,899	0.00%
20	Medicare Assistance Program	\$0	\$1,455,307	\$0	\$0	\$1,455,307	0.00%
88	ISD Data Processing	\$0	\$0	\$4,680,307	\$0	\$4,680,307	0.00%
<b>Total</b>		<b>\$0</b>	<b>\$1,455,307</b>	<b>\$19,432,895</b>	<b>\$0</b>	<b>\$20,888,202</b>	<b>0.00%</b>

1. Please describe source(s) and % of total of "Other" funding for each department:

FY'24 Top Five Operational Appropriation Funding Requests		
Request by Priority	Request Description	Appropriation Request Amount (\$)
Request 1: N/A		
Request 2:		
Request 3:		
Request 4:		
Request 5:		
<b>Top Five Request Subtotal:</b>		\$0
<b>Total Increase above FY-23 Budget (including all requests)</b>		\$ -
Difference between Top Five requests and total requests:		\$0

Does the agency have any costs associated with the Pathfinder retirement system and federal employees?	
Approximately \$5,000/year for Medicare Assistance Program staff	

  

How would the agency be affected by receiving the same appropriation for FY '24 as was received in FY '23? (Flat/ 0% change)	
N/A	

  

How would the agency handle a 2% appropriation reduction in FY '24?	
N/A	

Is the agency seeking any fee increases for FY '24?		
	Fee Increase Request (\$)	Statutory change required? (Yes/No)
Increase 1		
Increase 2		
Increase 3		

What are the agency's top 2-3 capital or technology (one-time) requests, if applicable?		
Description of request in order of priority	Appropriated Amount (\$)	Submitted to LRPC? (Yes/No)
Priority 1 Replacement of our current Revenue Tracking system- The System is used to record payments (Premium Tax, EFT, checks, etc.), upload data to	\$0	Yes
Priority 2 Implementation of SLAS (Surplus Lines Automation Suite)	\$0	Yes
Priority 3 Implementation of software for analysis and comparison of insurance policies in our Rate and From Division.	\$0	Yes

Federal Funds							
CFDA	Federal Program Name	Agency Dept. #	FY 23 budgeted	FY 22	FY 21	FY 20	FY 19
93.324	Senior Health Insurance Counseling Program	20-01	741,907	604,626	677,654	662,581	551,629
93.048	Senior Medicare Patrol Program	20-02	437,780	235,609	289,311	229,254	254,883
93.071	Medicare Improvements for Patients & Providers Act	20-03	275,620	207,281	125,677	189,386	236,320

Federal Government Impact	
<b>1.) How much federal money received by the agency is tied to a mandate by the Federal Government?</b>	
None.	
<b>2.) Are any of those funds inadequate to pay for the federal mandate?</b>	
N/A	
<b>3.) What would the consequences be of ending all of the federal funded programs for your agency?</b>	
Agency services to the senior population and other Medicare beneficiaries in the state would be suspended.	
<b>4.) How will your agency be affected by federal budget cuts in the coming fiscal year?</b>	
We do not anticipate any detrimental changes in our federal grant funding for the coming fiscal year.	
<b>5.) Has the agency requested any additional federal earmarks or increases?</b>	
No.	

FY'23 Budgeted FTE							
Division #	Division Name	Supervisors	Non-Supervisors	\$0 - \$35 K	\$35 K - \$70 K	\$70 K - \$100K	\$100K+
01	Administration	8	15	2	16	5	3
10	Regulatory	23	80	3	70	20	7
20	Medicare Assistance Program	1	4	0	4	1	0
88	ISD Data Processing	0	0	0	0	0	0
<b>Total</b>		<b>32</b>	<b>99</b>	<b>5</b>	<b>90</b>	<b>26</b>	<b>10</b>

FTE History						
Division #	Division Name	2023 Budgeted	2022	2021	2019	2014
01	Administration	23.0	22.0	22.0	24.0	22.0
10	Regulatory	103.0	84.0	81.0	88.0	90.0
20	Medicare Assistance Program	5.0	4.0	6.0	5.0	7.0
88	ISD Data Processing	0.0	3.0	3.0	3.0	3.0
<b>Total</b>		<b>131.0</b>	<b>113.0</b>	<b>112.0</b>	<b>120.0</b>	<b>122.0</b>

Performance Measure Review					
	FY 22	FY 21	FY 20	FY 19	FY 18
<b>Financial Examinations Conducted</b>	45	51	76	62	119
Financial examinations adopted on domestic insurers, captives and funeral home/special purpose entities					
<b>Consumer premium dollars recovered</b>	\$ 5,656,720.00	\$6,736,697	\$3,117,171	\$9,749,517	\$3,565,523
Note: Consumer Assistance money recovered by calendar year					
<b>Number of Domestic Insurance Companies</b>	86	83	76	77	77
<b>Producer Licenses Issued</b>	307,690	255,760	252,678	215,309	
Resident	34,417	30,187	33,820	32,135	
Non-Resident	273,273	225,573	218,858	183,174	
<b>Number of Client Contacts for the Medicare Assistance Program</b>	20,785	19,753	24,164	21,257	23,027

Revolving Funds (200 Series Funds)			
<i>Please provide fund number, fund name, description, and revenue source</i>	FY'20-22 Avg. Revenues	FY'20-22 Avg. Expenditures	June '22 Balance
<b>200 - Commissioner's Revolving Fund</b>			
Operating fund for the agency	\$24,631,129	\$13,063,300	\$15,672,966
<b>225 - Real Estate Appraisal Board</b>			
Operating fund for the Real Estate Appraisal Board	\$654,566	\$636,279	\$748,803
<b>230 - Anti-Fraud Fund</b>			
Funds used for anti-fraud related expenses by the agency's Anti-Fraud unit.	\$2,508	\$140,887	\$141,634
<b>240 - PBM Revolving Fund</b>			
Insurance Department Pharmacy Benefits Manager Revolving Fund designated for the purpose of licensing, regulating and investigating abuse, negligence, criminal conduct, or other violations of insurance laws and regulations, and ensuring compliance with the same.	\$72,176	\$0	\$216,529

FY 2023 Current Employee Telework Summary						
<i>List each agency location, then report the number of employees associated with that location in the teleworking categories indicated. Use "No specified location" to account for remote employees not associated with a site. Use actual current employees, not budgeted or actual FTE.</i>			<b>Full-time and Part-time Employees (#)</b>			
Agency Location / Address	City	County	Onsite (5 days onsite, rarely remote)	Hybrid (2-4 days onsite weekly)	Remote (1 day or less weekly onsite)	Total Employees
Oklahoma City/400 NE 50th Street, Oklahoma City, OK 73105	Oklahoma City	Oklahoma	10	97	2	109
Tulsa/7645 East 63rd Street, Ste 102, Tulsa OK 74133	Tulsa	Tulsa	3	5		8
<b>Total Agency Employees</b>						<b>117</b>