

# Maryland Insurance Administration

## MISSION

To regulate Maryland’s insurance industry and protect Maryland consumers by actively and fairly enforcing the insurance laws of Maryland and by educating and empowering insurance consumers.

## VISION

A State with competitive, stable, and viable insurance markets where necessary coverages are available and affordable, licensees comply with their legal obligations, and consumers are informed and empowered.

## KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

### Goal 1. Review insurance policy forms and other filings for compliance with applicable laws and regulations.

**Obj. 1.1** Review for compliance with insurance statutes and regulations 100 percent of Life and Health (L&H) form filings within 60 days after receipt of initial filing and 75 percent of Property and Casualty (P&C) form filings within 30 working days after receipt of initial filing.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Total form filings received (L&H, P&C)	10,223	10,297	11,261	13,129	10,440	10,997	11,191
Percentage of form filings reviewed within established guidelines	97.7%	99.0%	96.8%	98.6%	97.9%	97.7%	97.2%

### Goal 2. Resolve consumer complaints in accordance with Maryland insurance law and in a prompt and fair manner.

**Obj. 2.1** Resolve 85 percent of Life and Health (non-medical necessity) complaints within 90 days from receipt of complaint.

**Obj. 2.2** Resolve 90 percent of Property and Casualty complaints within 90 days from receipt of complaint.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
L&H medical necessity complaints resolved	859	854	791	868	879	930	970
L&H medical necessity complaints resolved in 60 days	100.0%	100.0%	99.1%	100.0%	99.8%	99.7%	99.7%
L&H non-medical necessity complaints resolved	2,570	2,720	2,058	2,484	2,827	2,977	3,127
L&H non-medical necessity complaints resolved within 90 days	84.9%	80.5%	83.4%	81.9%	86.3%	85.0%	85.0%
P&C complaints received	7,205	5,966	4,584	4,835	6,337	5,252	5,475
Percent of P&C complaints resolved within 90 days	74.8%	85.5%	77.2%	81.7%	48.0%	69.0%	66.0%

### Goal 3. Protect the public from unfair trade practices and other violations of the Insurance Code.

**Obj. 3.1** Complete 80 percent of insurance company market conduct investigations and examinations pursuant to the time frames established in the NAIC's Market Regulation and Market Conduct Examination Handbooks, with no more than 25 percent variance from the time budgeted for that investigation or examination.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Number of investigations and examinations initiated	244	636	171	166	116	151	151
Percentage of investigations and examinations completed with no more than a 25 percent variance of budgeted time	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of investigations and examinations initiated	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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**Goal 4. When the Agency finds violations of the Insurance Article, order restitution to Maryland consumers who have suffered economic loss when appropriate and as permitted by the Maryland Insurance Article.**

**Obj. 4.1 Issue orders of restitution when appropriate.**

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
L&H Division: Number of orders and determinations issued	26	32	41	38	34	35	35
L&H Division: Percentage of orders and determinations that	12%	6%	-	-	3%	3%	3%
Total L&H Division restitution ordered	4,023	9,455	-	-	57,357	5,000	5,000
P&C Division: Number of orders and determinations issued	N/A	N/A	N/A	N/A	N/A	N/A	N/A
P&C Division: Percentage of orders and determinations that provide for restitution	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total P&C Division restitution ordered	-	123,391.00	7,340,926.00	4,855,509.00	2,144,700.37	1,904,608.67	335,956.50
Market Regulation (MR) Division: Number of orders issued	27	38	24	34	15	28	28
MR Division: Percentage of orders that provide for restitution	11%	5%	12%	17%	-	9%	9%
Total MR restitution ordered	170,851	466,194	8,509,951	8,929,271	2,144,700	4,044,193	4,044,193
Fraud and Enforcement (F&E) Division: Number of orders	145	108	91	49	73	65	65
F&E Division: Percentage of orders that provide for restitution	10%	12%	4%	4%	18%	8%	8%
Total F&E restitution ordered	244,056	219,961	122,455	260,461	461,146	261,616	261,616
Total restitution ordered by the Agency	414,907	686,155	8,632,406	9,189,732	2,605,846	4,305,809	4,305,809
Total Penalties ordered by the Agency (paid to the General Fund)	196,980	2,134,313	1,130,559	1,664,832	1,471,550	1,319,647	1,319,647

**Goal 5. Ensure that insurers have the financial ability to pay claims when due.**

**Obj. 5.1 Complete 90 percent of financial examinations on domestic companies scheduled pursuant to statutory time frames, with no more than a 15 percent variance from the time budgeted for that examination.**

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Number of examinations initiated	15	19	12	5	11	10	13
Percentage of examinations completed with no more than a 15 percent variance of budgeted time	100%	100%	100%	100%	100%	100%	100%

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## Goal 6. Investigate and pursue criminal and civil insurance fraud.

**Obj. 6.1** Perform investigations on open referrals and present for prosecution in accordance with the Maryland Insurance Article.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Number of opened referrals investigated and referred for civil and/or criminal prosecution within the Fiscal Year	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of opened referrals investigated and charged criminally and/or civilly within the Fiscal Year	N/A	N/A	N/A	N/A	N/A	N/A	N/A

## Goal 7. License insurance companies and insurance producers.

**Obj. 7.1** Complete the review of 90 percent of company licensing applications received pursuant to statutory time frames, with no more than a 15 percent variance from the budgeted time for that review.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Company licensing applications received	31	31	22	30	29	29	29
Percentage of complete domestic company licensing applications	100%	100%	100%	100%	100%	100%	100%
Applications reviewed and approved within 90 Days	N/A	N/A	200%	200%	100%	100%	100%
Percentage of complete foreign company licensing applications reviewed and approved within 60 days	100%	100%	100%	100%	100%	100%	100%
Total companies licensed to conduct business in Maryland	29	31	24	18	21	21	21

**Obj. 7.2** Process producer licensing applications in accordance with the Maryland Insurance Article.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Producer licensing applications received	N/A	N/A	N/A	N/A	127,862	127,862	125,303
Producer licensing applications reviewed and approved	N/A	N/A	N/A	N/A	125,303	125,303	125,303
Total number of producers licensed in Maryland	N/A	223,881	239,944	267,075	281,473	290,000	298,700
Annual percentage change	N/A	N/A	7%	11%	6%	3%	3%

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**Goal 8. Help Maryland consumers better understand and utilize their insurance policies to improve outcomes.**

**Obj. 8.1** Conduct consumer engagement and educational outreach in 95% of Maryland counties and Baltimore City annually.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Percentage of counties contacted annually	100%	100%	100%	100%	100%	100%	100%
Number of in-person outreach events	597	415	14	191	541	550	550
Number of virtual outreach events	-	-	161	165	165	165	165
Total number of outreach events conducted	597	415	175	356	706	715	715
Annual percentage change	8%	30%	58%	103%	98%	5%	5%

**Obj. 8.2** Share insurance-related information via multiple platforms with all Marylanders, including those who speak Spanish and Korean.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Total number of virtual newsletters distributed	-	-	11,400	104,100	266,630	300,000	325,000
Total number of printed informational materials distributed	60,866	44,356	3,571	18,423	57,092	57,000	57,000
Total number of printed informational materials in Spanish	984	2,267	13	720	5,300	5,300	5,300
Total number of printed informational materials in Korean	83	48	0	84	205	205	205

**Goal 9. Fulfill the agency's statutory responsibility to provide a forum for evidentiary hearings requested in response to orders and determinations issued by the agency.**

**Obj. 9.1** Conduct evidentiary hearings for contested cases and issue written decisions.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Number of hearings requested	191	183	202	203	230	235	235
Number of evidentiary hearings held	162	111	193	131	104	110	110
Number of orders issued	116	130	148	150	80	90	90
Number of cases dismissed/withdrawn	58	25	113	100	49	50	50

**Obj. 9.2** Issue written decisions on Section 27-1001 complaints within 90 days.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Number of complaints filed with the Administration	30	28	58	85	90	94	94
Number of complaints where a decision was issued	28	19	40	60	86	90	90
Number of complaints dismissed/withdrawn	2	9	18	26	4	5	5
Annual percentage change	N/A	-7%	52%	32%	6%	5%	0%