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 and 85 percent of Property and Casualty (P&C) form filings within 30 working days after receipt of initial filing.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Total form filings received (L&H, P&C)	11,261	13,129	10,440	10,289	8,669	8,978	9,302
Percentage of form filings reviewed within established guidelines	96.8%	98.6%	97.9%	95.6%	95.1%	95.2%	95.3%

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 80 percent of Tier 1, 2 and 3 private passenger automobile (PPA) and General complaints within 90 days from receipt of complaint.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
L&H medical necessity complaints resolved	791	868	879	1,087	1,226	1,340	1,450
L&H medical necessity complaints resolved in 60 days	99.1%	100.0%	99.8%	99.1%	98.1%	98.1%	98.1%
L&H non-medical necessity complaints resolved	2,058	2,484	2,827	3,130	3,731	3,938	4,128
L&H non-medical necessity complaints resolved within 90 days	83.4%	81.9%	86.3%	91.0%	90.0%	88.0%	87.0%
Tier 1, 2 and 3 PPA and General complaints received	4,584	4,835	6,337	7,099	7,171	7,171	7,171
Percent of Tier 1, 2 and 3 PPA and General complaints resolved within 90 days	77.2%	81.7%	48.0%	36.0%	44.0%	44.0%	44.0%

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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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Number of investigations and examinations initiated	171	166	116	275	270	200	200
Percentage of investigations and examinations completed with no more than a 25 percent variance of budgeted time	N/A	N/A	N/A	76%	74%	75%	75%
Number of investigations and examinations resulting in the issuance of orders against insurance companies	N/A	N/A	N/A	20	20	20	20

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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
L&H Division: Number of orders and determinations issued	41	38	34	17	14	26	24
L&H Division: Percentage of orders and determinations that provide for restitution	0%	0%	3%	0%	14%	12%	13%
Total L&H Division restitution ordered	0	0	57,357	0	34,113	25,000	31,500
P&C Division: Number of orders and determinations issued	N/A	N/A	N/A	5101	8,659	8,659	8,659
P&C Division: Percentage of orders and determinations that provide for restitution	N/A	N/A	N/A	17%	13%	13%	13%
Total P&C Division restitution ordered	7,340,926	4,855,509	2,144,700	2,361,722	3,729,455	3,729,455	3,729,455
Market Regulation (MR) Division: Number of orders issued	24	34	15	19	20	20	20
MR Division: Percentage of orders that provide for restitution	12%	17%	0%	32%	0.35	35%	35%
Total MR restitution ordered	8,509,951	8,929,271	2,144,700	15,623,459	10,555,651	5,000,000	5,000,000
Fraud and Enforcement (F&E) Division: Number of orders	91	49	73	51	50	70	80
F&E Division: Percentage of orders that provide for restitution	4%	4%	18%	7%	8%	10%	10%
Total F&E restitution ordered	122,455	260,461	461,146	522,915	19,195,108	600,000	700,000
Total restitution ordered by the Agency	8,632,406	9,189,732	2,605,846	16,146,374	29,750,759	5,600,000	5,700,000
Total Penalties ordered by the Agency (paid to the General Fund)	1,130,559	1,664,832	1,471,550	911,800	142,200	200,000	240,000

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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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Number of examinations initiated	12	5	11	9	22	6	12
Percentage of examinations completed with no more than a 15 percent variance of budgeted time	100%	100%	100%	100%	100%	100%	100%

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

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

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Number of opened referrals investigated and referred for civil and/or criminal prosecution within the Fiscal Year	N/A	N/A	45	47	40	55	60
Number of opened referrals investigated and charged criminally and/or civilly within the Fiscal Year	N/A	N/A	53	43	37	50	55
Number of Civil Fraud cases opened and closed with a Civil Fraud Order within 270 days.	N/A	N/A	N/A	28	1	10	15
Total restitution ordered for civil prosecution.	N/A	N/A	N/A	16,813	4,457	10,000	15,000

Obj. 6.2 Engage with other law enforcement and industry on education and training assignments.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Number of training assignments executed with other law enforcement or industry.	N/A	N/A	N/A	8	21	25	28

Obj. 6.3 Assist other law enforcement bodies with insurance fraud cases/investigations.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Number of cases the MIA Fraud & Enforcement Unit assisted other law enforcement with.	N/A	N/A	N/A	24	43	45	50

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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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Company licensing applications received	22	30	29	31	23	28	27
Percentage of complete domestic company licensing applications	100%	100%	100%	100%	100%	100%	100%
Domestic company applications reviewed and approved within 90 Days	2	2	1	1	1	1	1
Percentage of complete foreign company licensing applications reviewed and approved within 60 days	100%	100%	100%	100%	100%	100%	100%
Total Certificates of Authority issued to domestic and foreign companies	24	18	28	20	21	23	21
Number of applications withdrawn	N/A	N/A	N/A	3	6	4	4
Number of applications pending at end of fiscal year	N/A	N/A	N/A	18	14	15	17

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

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Producer licensing applications received	N/A	N/A	127,862	135,655	143,156	145,000	150,000
Producer licensing applications reviewed and approved	N/A	N/A	125,303	133,493	141,452	143,000	148,000
Producer licensing applications received late	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total number of producers licensed in Maryland	239,944	267,075	281,473	288,612	304,954	310,000	320,000
Annual percentage change	7%	11%	6%	3%	6%	3%	5%

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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Percentage of counties contacted annually	100%	100%	100%	100%	100%	100%	100%
Number of in-person outreach events	14	191	541	555	488	430	430
Number of virtual outreach events	161	165	165	166	66	100	100
Total number of outreach events conducted	175	356	706	721	554	530	530
Annual percentage change	58%	103%	98%	2%	-23%	-4%	-15%

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

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Total number of virtual newsletters distributed	11,400	104,100	266,630	519,264	563,158	500,000	500,000
Total number of printed informational materials distributed	3,571	18,423	57,092	59,297	50,722	50,000	50,000
Total number of printed informational materials in Spanish	13	720	5,300	4,475	4,791	4,000	4,000
Total number of printed informational materials in Korean	0	84	205	132	133	100	100

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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Number of hearings requested	202	203	230	167	188	200	210
Number of evidentiary hearings held	193	131	104	72	108	100	105
Number of orders issued	148	150	80	50	82	85	90
Number of cases dismissed/withdrawn	113	100	49	31	59	65	70

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

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Number of complaints filed with the Administration	58	85	90	37	50	55	60
Number of complaints where a decision was issued	40	60	86	32	34	45	50
Number of complaints dismissed/withdrawn	18	26	4	4	20	25	30
Annual percentage change	52%	32%	6%	-28%	12%	6%	5%