



STATE OF NORTH DAKOTA  
DEPARTMENT OF INSURANCE

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INSURANCE COMMISSIONER

**CONSUMER ASSISTANCE  
AND  
ENFORCEMENT ACTION REPORT  
2007**

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## SUMMARY OF TOTAL RELIEF

### TOTAL RELIEF/PREVIOUS RELIEF FROM ALL SOURCES

Source	Relief	Previous Relief	Total
<b>2006</b>			
Company Complaints	\$ 434,564.99	\$ 59,411.59	\$ 493,976.58
Agent Complaints	26,365.65	497,756.11	524,121.76
SHIC and Prescription Connection	3,889,230.00**		3,889.230.00**
Hotline	629,222.47		629,222.47
Agent Administrative Investigation	65,715.00*		65,715.00*
Company Administrative Investigation	246,052.00*		246,052.00*
<b>TOTAL - 2006</b>	<b>\$5,291,150.11</b>	<b>\$557,167.70</b>	<b>\$5,848,317.81</b>
<b>2007</b>			
Company Complaints	\$ 422,665.85	\$2,292,899.53	\$ 2,715,565.38
Agent Complaints	32,647.98		32,647.98
SHIC and Prescription Connection	4,898,673.00		4,898,673.00
Hotline	581,652.38		581,652.38
Agent Administrative Investigation	675,577.13*		675,577.13*
Company Administrative Investigation			
<b>TOTAL - 2007</b>	<b>\$6,611,216.34</b>	<b>\$2,292,899.53</b>	<b>\$8,904,115.87</b>
<b>COMBINED 2006-2007 TOTAL</b>	<b>\$11,902,366.45</b>	<b>\$2,850,067.23</b>	<b>\$14,752,433.68</b>

\* Does not include fines resulting from administrative actions.

\*\* SHIC relief for 2006 is based in part on CMS figures for a part of 2006 and estimated for the balance of the year.

## 2007 COMPLAINT STATISTICS

Year	Number of Complaints Received	Number of 2007 Complaints Closed	Relief*	Previous Files Closed	Previous Relief**	Total
2007	233	189	\$ 455,313.83	47	\$2,292,899.53	\$ 2,748,213.36

Complaints are separated into two categories--company and agent.

## 2007 COMPANY COMPLAINTS

Year	Number of Complaints Received	Number of 2007 Complaints Closed	Relief*	Previous Files Closed	Previous Relief**	Total
2007	201	172	\$ 422,665.85	44	\$2,292,899.53	\$ 2,715,565.38

## 2007 AGENT COMPLAINTS

Year	Number of Complaints Received	Number of 2007 Complaints Closed	Relief*	Previous Files Closed	Previous Relief**	Total
2007	32	17	\$ 32,647.98	3	\$ 0	\$ 32,647.98

The complaints are further categorized in seven different groups based on related types of coverage. They are: auto; fire, allied, and commercial multi-peril; homeowner; life and annuity; accident and health; liability; and miscellaneous.

### 2007 COMPANY COMPLAINTS

Type	Number Received	Number of 2007 Complaints Closed	Relief*	Previous Files Closed	Previous Relief**	Total
Auto	67	63	\$ 33,528.24	12	\$ 11,934.22	\$ 45,462.46
Fire, Allied/CMP	3	2	6,056.82	3	2,023,779.00	2,029,835.82
Homeowners	65	55	299,250.96	7	120,238.09	419,489.05
Life/Annuity	8	7	28,867.42	3	1,508.57	30,375.99
Accident/Health	38	31	53,935.41	16	126,439.65	180,375.06
Liability	10	8	163.00	2	9,000.00	9,163.00
Miscellaneous	10	6	864.00	1	0	864.00
<b>Total</b>	<b>201</b>	<b>172</b>	<b>\$ 422,665.85</b>	<b>44</b>	<b>\$2,292,899.53</b>	<b>\$2,715,565.38</b>

### 2007 AGENT COMPLAINTS

Type	Number Received	Number of 2007 Complaints Closed	Relief*	Previous Files Closed	Previous Relief**	Total
Auto	1	1	0	0	\$ 0	\$ 0
Fire, Allied/CMP	1	1	0	0	0	0
Homeowners	1	0	0	0	0	0
Life/Annuity	14	2	\$ 22,188.47	1	0	22,188.47
Accident/Health	9	9	10,459.51	1	0	10,459.51
Liability	3	3	0	0	0	0
Miscellaneous	3	1	0	1	0	0
<b>Total</b>	<b>32</b>	<b>17</b>	<b>\$ 32,647.98</b>	<b>3</b>	<b>\$ 0</b>	<b>\$ 32,647.98</b>

\* Relief equals that amount which the Department's intervention helped in getting for the consumers.

\*\* Previous relief equals relief collected in that year for a file opened in an earlier year.

**AGENT COMPLAINT STATISTICS  
1998 - 2007**

<b>Year</b>	<b>Number of Complaints</b>	<b>Relief*</b>	<b>Previous Relief**</b>	<b>Total</b>
1998	96	\$216,972.44	\$163,363.74	\$ 380,336.18
1999	81	95,890.34	58,307.00	154,197.34
2000	62	52,459.63	159,208.67	211,668.30
2001	52	4,589.82	68,923.40	73,513.22
2002	51	22,447.20	626.86	23,074.06
2003	56	14,093.10	0.00	14,093.10
2004	33	55,730.99	1,417.81	57,148.80
2005	44	386,861.77	9,003.64	395,865.41
2006	25	26,365.65	497,756.11	524,121.76
2007	32	32,647.98	0.00	32,647.98
<b>TOTAL</b>	<b>532</b>	<b>\$908,058.92</b>	<b>\$958,607.23</b>	<b>\$1,866,666.15</b>

**COMPANY COMPLAINT STATISTICS  
1998- 2007**

<b>Year</b>	<b>Number of Complaints</b>	<b>Relief*</b>	<b>Previous Relief**</b>	<b>Total</b>
1998	393	1,027,358.96	541,982.29	1,569,341.25
1999	367	280,748.94	133,440.39	414,189.33
2000	374	585,882.44	276,953.19	862,835.63
2001	379	376,501.52	32,496.90	408,998.42
2002	378	829,627.21	352,477.29	1,182,104.50
2003	310	867,895.37	91,664.79	959,560.16
2004	278	373,651.94	55,248.16	428,900.10
2005	220	437,139.32	117,323.05	554,462.37
2006	205	434,564.99	59,411.59	493,976.58
2007	201	422,665.85	2,292,899.53	2,715,565.38
<b>TOTAL</b>	<b>3,105</b>	<b>\$5,636,036.54</b>	<b>\$3,953,897.18</b>	<b>\$9,589,933.72</b>

\* Relief equals that amount which the Department's intervention helped in getting for the consumers.

\*\* Previous relief equals relief collected in that year for a file opened in an earlier year.

## "HOTLINE" POSITION STATISTICS

Year	Walk-Ins	Incoming Calls	Outgoing Calls	Total Calls	Relief
1995	329	5,965	3,520	9,485	\$ 10,634.27
1996	325	4,611	7,080	11,691	120,610.40
1997	294	1,621	11,855	13,476	19,872,158.97*
1998	237	1,577	10,797	12,374	320,550.77
1999	209	1,316	10,399	11,715	325,696.48
2000	218	1,414	9,731	11,145	260,213.63
2001	315	2,125	12,166	14,291	284,631.38
2002	283	1,449	11,423	12,872	1,047,218.54
2003	99	862	6,394	7,256	653,922.66
2004	171	1,534	8,135	9,669	1,030,267.58
2005	171	2,027	8,272	10,299	589,114.85
2006	167	1,808	8,308	10,116	629,222.47
2007	183	1,785	8,298	10,083	581,652.38

NOTE: These figures do not include correspondence/material sent to consumers by staff members in these positions.

\* This reflects \$19,348,916 that was directly related to flood/sewer.

## SENIOR HEALTH INSURANCE COUNSELORS (SHIC)

Year	Number of Contacts	Relief
2001	776	\$ 32,785.00
2002	450	52,500.00
2003	493	N/A*
2004	651	N/A*
2005***	3,198**	841,161.00
2006***	6,351**	1,607,450.00
2007	9,484	2,397,363.00****
<b>TOTAL</b>	<b>21,403</b>	<b>\$4,931,259.00</b>

\* Due to reporting system changes, relief information is not available.

\*\* Increase in calls due to introduction of Medicare Part D drug benefit.

\*\*\* Previous reports for 2005 and 2006 were based on estimates. These numbers are not estimates.

\*\*\*\* Relief is an estimate based upon national averages provided by CMS.



## PRESCRIPTION CONNECTION FOR ND

<b>2006</b>	
<b>Persons Helped*</b>	
Telephone assisted	309
Web assisted	2,465 ***
<b>Total persons helped</b>	<b>2,774</b>
<b>Estimated Relief (Discount) **</b>	
Telephone assisted	\$ 199,305.00
Web assisted	1,589,925.00
<b>Total estimated relief</b>	<b>\$1,789,230.00</b>

<b>2007</b>	
<b>Persons Helped*</b>	
Telephone assisted	707
Web assisted	3,171
<b>Total persons helped</b>	<b>3,878</b>
<b>Estimated Relief (Discount) **</b>	
Telephone assisted	\$ 465,015.00
Web assisted	2,045,295.00
<b>Total estimated relief</b>	<b>\$2,501,310.00</b>

\* “Helped” means applicant was eligible for at least one assistance program.

\*\* PhRMA uses aggregate national information for all programs to calculate a national average amount per person. Due to a lag in data availability, the most current average available is for the year 2004 which is used in both 2006 and 2007 calculations. The calculation for 2004 is \$645 per person helped.

\*\*\* Data for web assisted calls was available only for a portion of the year. The Department estimated the volume of assists for the total year by using the monthly average of calls for data available to arrive at the yearly total.

**AGENT AND COMPANY  
ADMINISTRATIVE INVESTIGATION RELIEF**

	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>Total</b>
Agent	0	\$375,887.45	\$ 65,715.00	\$675,577.13	\$1,117,179.58
Company	\$58,994.00	25,586.44	246,052.00	0	330,632.44
<b>TOTAL</b>	<b>\$58,994.00</b>	<b>\$401,473.89</b>	<b>\$311,767.00</b>	<b>\$675,577.13</b>	<b>\$1,447,812.02</b>

## AGENT ADMINISTRATIVE ACTIONS - FINES

	2004	2005	2006	2007
Cease and Desist	3	2	3	3
Fines	3	3	1	0
Probations	4	4	1	1
Revocations	3	3	7	7
Suspensions	1	1	0	0
Voluntary Surrenders	1	0	0	0
Other	4	5	12	4
<b>Total Number of Actions</b>	<b>18*</b>	<b>18*</b>	<b>24*</b>	<b>15*</b>
<b>Total Dollar Amount of Fines</b>	<b>\$1,500</b>	<b>\$11,890</b>	<b>\$2,000</b>	<b>\$0</b>

\* The total number of actions may reflect multiple penalties of an individual action.

Note: These administrative actions do not reflect the suspensions/revocations for noncompliance with continuing education requirements in the State of North Dakota.

## COMPANY ADMINISTRATIVE ACTIONS - FINES

	2004	2005	2006	2007
Cease and Desist	1	2	3	1
Fines	4	3	7	2
Other	2	4	3	1
<b>Total Number of Actions</b>	<b>7*</b>	<b>9*</b>	<b>13*</b>	<b>4*</b>
<b>Total Dollar Amount of Fines</b>	<b>\$13,000</b>	<b>\$17,078</b>	<b>\$66,600</b>	<b>\$753,978.62</b>

\* The total number of actions may reflect multiple penalties of an individual action.