

#MoSummit2016



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Department of Insurance,
Financial Institutions &
Professional Registration

*Life and Health
Compliance Connections*



**2016 Director's
Regulatory Summit**

Disclaimer

This presentation is intended to provide a general educational overview of insurance regulatory topics. The materials contained herein are not intended nor should they be construed to provide specific legal or regulatory guidance. The content of this presentation and any related discussion represents the views and perspectives of the speaker(s) and do not in any way constitute official interpretations or opinions of the Missouri Department of Insurance. Legal or regulatory counsel should always be consulted to review specific questions or issues of regulatory compliance.



Panelists

Mary Mealer, Life and Health Manager, Market
Regulation Division

Jessica Schrimpf, Life and Health Manager, Consumer
Affairs Division



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Life and Health Product Filings



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What's New in Life and Health Filings?

- <http://insurance.mo.gov/industry/filings/lh/index.php>
- Deferred Annuity Template and Filing Instructions
- Medicare Supplement
 - New MS 375 worksheet and updated Checklist
 - Loss Ratio Test Demo



What's New in Life and Health Filings?

- Medicare Supplement Changes with MACRA
- New Health Codes: SERFF filing guidelines
 - H21-H24
- State Specific Field: variations
- New Filing Rule
- Dual Regulation on Health Products



Life and Health Filing Stats

<u>September</u>	<u>2015:</u>	<u>2016</u>
New	282	344
Pages:	17,697	18,478
Objections	191	355
Closed Ratio	52.6	39.69



Life and Health Consumer Complaints



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Consumer Affairs

- Initial formal response to DIFP provided to Consumers
- Follow-up responses: DIFP deadlines
- Checklist documentation: not applicable
- Working on implementing last sessions legislation. Please monitor the website for updates.



Consumer Affairs Stats

of Complaints by Year January 1 to October 1

- 2013 = 682
- 2014 = 1,146
- 2015 = 1,143
- 2016 = 1,008



Consumer Affairs Stats

Complaint Reasons

2013	2014	2015	2016
Claim Denial: 331	Claim Denial: 397	Claim Denial: 455	Claim Denial: 481
Claim Delay: 154	Delays/No Response: 217	Claim Delays: 203	Coverage Question: 256
Underwriting: 102	Premium Notice/Billing: 205	Coverage Question: 201	Claim Delays: 143
	Claim Delays: 135	Premium Notice/Billing: 165	Premium Notice/Billing: 115
	Involuntary Term by Plan: 127	Delays/No Response: 139	Medical Necessity: 108
	Premium Refund: 111	Cancellation: 122	
	Cancellation: 103	Premium Refund: 117	



Contact Information

Mary Mealer

mary.mealer@insurance.mo.gov

Jessica Schrimpf

jessica.schrimpf@insurance.mo.gov



Attendee Submitted Question

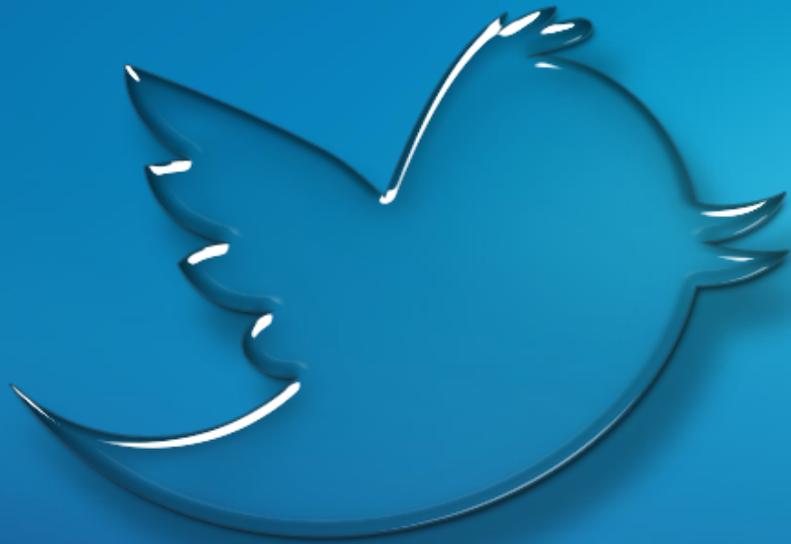
- Received one comment prior to Summit:
 - Why does MO Rate and Form require certain forms to be filed under each TOI it will be used when other states allow one filing under the “other” TOI?



Any
questions



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