

**CONSUMER ASSISTANCE AND  
ENFORCEMENT ACTION REPORT**

**2006**

1. Summary of Total Relief (does not include fines)
2. Complaints
3. Hotline
4. SHIC
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## SUMMARY OF TOTAL RELIEF

### TOTAL RELIEF/PREVIOUS RELIEF FROM ALL SOURCES

Source	Relief	Previous Relief	Total
<b>2005</b>			
Company Complaints	\$ 437,139.32	\$117,323.05	\$ 554,462.37
Agent Complaints	386,861.77	9,003.64	395,865.41
SHIC and Prescription Connection	7,214,525.00**		7,214,525.00**
Hotline	589,114.85		589,114.85
Agent Administrative Investigation	375,887.45*		375,887.45*
Company Administrative Investigation	25,586.44*		25,586.44*
<b>TOTAL - 2005</b>	<b>\$9,029,114.83</b>	<b>\$126,326.69</b>	<b>\$9,155,441.52</b>
<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>COMBINED 2005-2006 TOTAL</b>	<b>\$14,320,264.94</b>	<b>\$683,494.39</b>	<b>\$15,003,759.33</b>

\* Does not include fines resulting from administrative actions.

\*\* SHIC relief was not reported in last year's report as it was not available. CMS estimates that SHIC assistance in 2005 resulted in savings to consumers of \$800,000. This report includes this adjustment to the 2005 figures.

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

## 2006 COMPLAINT STATISTICS

Year	Number of Complaints Received	Number of 2006 Complaints Closed	Relief*	Previous Files Closed	Previous Relief**	Total
2006	230	228	\$ 460,930.64	41	\$ 557,167.70	\$ 1,018,098.34

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

## 2006 COMPANY COMPLAINTS

Year	Number of Complaints Received	Number of 2006 Complaints Closed	Relief*	Previous Files Closed	Previous Relief**	Total
2006	205	203	\$ 434,564.99	32	\$ 59,411.59	\$ 493,976.58

## 2006 AGENT COMPLAINTS

Year	Number of Complaints Received	Number of 2006 Complaints Closed	Relief*	Previous Files Closed	Previous Relief**	Total
2006	25	25	\$ 26,365.65	9	\$ 497,756.11	\$ 524,121.76

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.

## 2006 COMPANY COMPLAINTS

Type	Number Received	Number of 2006 Complaints Closed	Relief*	Previous Files Closed	Previous Relief**	Total
Auto	83	81	\$186,153.15	9	\$ 12,997.98	\$199,151.13
Fire, Allied/CMP	9	9	25,720.22	0	0	25,720.22
Homeowners	41	41	141,084.16	10	9,323.96	150,408.12
Life/Annuity	5	5	6,812.40	1	0	6,812.40
Accident/Health	43	43	61,706.62	12	37,089.65	98,796.27
Liability	13	13	8,188.66	0	0	8,188.66
Miscellaneous	11	11	4,899.78	0	0	4,899.78
<b>Total</b>	<b>205</b>	<b>203</b>	<b>\$ 434,564.99</b>	<b>32</b>	<b>\$ 59,411.59</b>	<b>\$ 493,976.58</b>

## 2006 AGENT COMPLAINTS

Type	Number Received	Number of 2006 Complaints Closed	Relief*	Previous Files Closed	Previous Relief**	Total
Auto	1	1	0	1	\$ 2,915.00	\$ 2,915.00
Fire, Allied/CMP	3	3	0	1	1,200.00	1,200.00
Homeowners	1	1	0	1	6,602.00	6,602.00
Life/Annuity	6	6	\$ 26,257.85	2	482,841.61	509,099.46
Accident/Health	10	10	107.80	3	4,197.50	4,305.30
Liability	0	0	0	0	0	0
Miscellaneous	4	4	0	1	0	0
<b>Total</b>	<b>25</b>	<b>25</b>	<b>\$ 26,365.65</b>	<b>9</b>	<b>\$ 497,756.11</b>	<b>\$ 524,121.76</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  
1997 - 2006**

<b>Year</b>	<b>Number of Complaints</b>	<b>Relief*</b>	<b>Previous Relief**</b>	<b>Total</b>
1997	147	65,218.95	83,199.01	148,417.96
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
<b>TOTAL</b>	<b>647</b>	<b>\$940,629.89</b>	<b>\$1,041,806.24</b>	<b>\$1,982,436.13</b>

**COMPANY COMPLAINT STATISTICS  
1997- 2006**

<b>Year</b>	<b>Number of Complaints</b>	<b>Relief*</b>	<b>Previous Relief**</b>	<b>Total</b>
1997	648	730,933.58	191,941.06	922,874.64
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
<b>TOTAL</b>	<b>3,552</b>	<b>\$5,944,304.27</b>	<b>\$1,852,938.71</b>	<b>\$7,797,242.98</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.

## "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

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	2,948**	800,000.00***
2006	3,183**	2,100,000.00****
TOTAL	8,501	\$2,985,285.00

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

\*\* Increase in calls due to introduction of Medicare Part D drug benefit. Also adjusted the estimated 2005 numbers based on telephone records. Previous report was 2,700. It is corrected to 2,948.

\*\*\* SHIC relief was not reported in last year's report as it was not available. CMS estimates that SHIC assistance in 2005 resulted in savings to consumers of \$800,000. This report includes this adjustment to the 2005 figures.

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



## PRESCRIPTION CONNECTION FOR ND

<b>2005</b>	
<b>Persons Helped*</b>	
Telephone assisted	605 ***
Web assisted	9,340 ****
<b>Total persons helped</b>	<b>9,945</b>
<b>Estimated Relief (Discount) **</b>	
Telephone assisted	\$ 390,225.00
Web assisted	6,024,300.00
<b>Total estimated relief</b>	<b>\$6,414,525.00</b>

<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>

\* “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 2005 and 2006 calculations. The calculation for 2004 is \$645 per person helped.

\*\*\* The 2005 telephone assisted volume is down for Prescription Connection but with a corresponding increase in the volume of SHIC calls.

\*\*\*\* 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>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>Total</b>
Agent	\$332,140.00	0	\$375,887.45	\$ 65,715.00	\$773,742.45
Company	0	\$58,994.00	25,586.44	246,052.00	330,632.44
<b>TOTAL</b>	<b>\$332,140.00</b>	<b>\$58,994.00</b>	<b>\$401,473.89</b>	<b>\$311,767.00</b>	<b>\$1,104,374.89</b>

## AGENT ADMINISTRATIVE ACTIONS - FINES

	2003	2004	2005	2006
Cease and Desist	4	3	2	3
Fines	2	3	3	1
Probations	3	4	4	1
Revocations	7	3	3	7
Suspensions	0	1	1	0
Voluntary Surrenders	0	1	0	0
Other	3	4	5	12
<b>Total Number of Actions</b>	<b>19*</b>	<b>18*</b>	<b>18*</b>	<b>24*</b>
<b>Total Dollar Amount of Fines</b>	<b>\$3,500</b>	<b>\$1,500</b>	<b>\$11,890</b>	<b>\$2,000</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

	2003	2004	2005	2006
Cease and Desist	1	1	2	3
Fines	4	4	3	7
Other	0	2	4	3
<b>Total Number of Actions</b>	<b>5*</b>	<b>7*</b>	<b>9*</b>	<b>13*</b>
<b>Total Dollar Amount of Fines</b>	<b>\$28,259</b>	<b>\$13,000</b>	<b>\$17,078</b>	<b>\$66,600</b>

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