



North Dakota
Insurance Department
Jon Godfread, Commissioner

Consumer Assistance,
Enforcement Action
and Fraud Report
2018

Table of Contents

Summary of Total Relief for Consumer Assistance and Enforcement Actions	1
2018 Agent and Company Complaints	2
2007-2018 Agent and Company Complaints	3
Consumer Assistance Hotline	4
State Health Insurance Counseling (SHIC) Program	5
Prescription Connection	6
Agent and Companies Actions and Fines	7
Fraud Actions	8

Summary of Total Relief for Consumer Assistance and Enforcement Actions

Source	Relief
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2018	
Company Complaints	\$188,317
Agent Complaints	\$30,536
SHIC and Prescription Connection	\$1,849,720
Consumer Assistance Inquiry	\$923,068
2018 Total	\$2,991,641

2017	
Company Complaints	\$1,363,812.68
Agent Complaints	\$267,556.64
SHIC and Prescription Connection	\$1,254,337
Consumer Assistance Inquiry	\$415,058
2017 Total	\$3,300,764

Combined 2017-2018 Total	\$6,292,405
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2018 Combined Company and Agent Complaints

Year	Complaints Closed	Relief
2018	163	\$218,854

Complaints are further categorized into 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.

2018 Company Complaints

Type	Complaints Closed	Relief
Auto	64	\$49,037
Fire, Allied/CMP	7	\$26,573
Homeowners	43	\$40,373
Life/Annuity	5	\$1,571
Accident/Health	13	\$60,284
Liability	10	\$8,620
Miscellaneous	2	\$1,860
Total	144	\$188,318

2018 Agent Complaints

Type	Complaints Closed	Relief
Auto	5	\$0
Fire, Allied/CMP	1	\$0
Homeowners	2	\$5,184
Life/Annuity	5	\$25,352
Accident/Health	4	\$0
Liability	0	\$0
Miscellaneous	2	\$0
Total	19	\$30,536

Agent Complaints 2007 – 2018

Year	Complaints Closed	Relief
2007	32	\$32,647.98
2008	34	\$44,778.30
2009	28	\$34,294.31
2010	24	\$0
2011	17	\$104,783
2012	25	\$224,381.98
2013	26	\$7,282.91
2014	31	\$31,042.40
2015	32	\$77,402.29
2016	12	\$666,322.46
2017	31	\$267,556.64
2018	19	\$30,536
Total	310	\$1,521,028

Company Complaints 2007 – 2018

Year	Complaints Closed	Relief
2007	201	\$422,665.85
2008	241	\$521,251.11
2009	236	\$656,361.44
2010	211	\$565,938.69
2011	197	\$1,150,882.61
2012	180	\$626,162.86
2013	169	\$2,560,183.84
2014	141	\$757,964.28
2015	118	\$815,135.27
2016	117	\$2,492,692.86
2017	115	\$1,363,812.68
2018	144	\$188,318
Total	2,110	\$12,121,369

Consumer Assistance Hotline Statistics

Year	Walk-ins	Incoming Calls	Outgoing Calls	Total Calls	Relief
2007	183	1,785	8,298	10,083	\$581,652.38
2008	132	1,556	7,214	8,902	\$295,098.38
2009	157	1,813	6,680	8,493	\$659,519.08
2010	110	2,046	6,251	8,297	\$101,205.11
2011	115	2,050	5,165	7,215	\$702,117.47
2012	119	2,093	6,196	8,289	\$294,301.79
2013	212	4,092	11,011	15,103	\$4,118,807.71
2014	161	3,534	10,121	13,655	\$714,034.48
2015	257	3,308	9,635	12,943	\$395,559.20
2016	502	2,574	8,394	10,968	\$380,139.56
2017	497	277	8,416	11,193	\$415,058
2018	521	2,947	7,405	10,352	\$923,068

State Health Insurance Counseling Program (SHIC)

Year	Number of Cases	Relief
2007	9,484	\$2,397,363
2008	15,907	\$4,034,031
2009	18,529	\$4,541,977
2010	13,194	\$3,068,776
2011	12,270	\$3,006,150
2012	11,372	\$2,739,387
2013	9,758	\$2,336,943
2014	9,694	\$2,275,030
2015	8,716	\$1,433,024
2016	9,359	\$1,619,720
2017	2,495	\$409,990
2018	5,521	\$1,324,357

Notes:

- An increase in calls in 2005 and 2006 was due to the introduction of Medicare Part D drug benefit.
- 2007–2009: relief is an estimate based upon national averages provided by Centers for Medicare & Medicaid Services (CMS).
- 2010–2013: relief is an estimate based upon prior three years' average.
- Sept. 2018: the NDID computer system database was upgraded to a different platforms and the transition is reflected in the 2017 data as the Department was unable pull all data; therefore, the data presented for 2017 is not a complete look.

Prescription Connection

Prescription Connection relief is based on national averages for prescription costs.

2018	
Persons Assisted*	100
Total Estimated Relief	\$525,363

2017	
Persons Assisted*	43
Total Estimated Relief	\$262,274

*Assisted means applicant was eligible for at least one assistance program.

Agent Enforcement Actions – Fines

	2014	2015	2016	2017	2018
Cease and Desist	2	4	4	0	0
Fines	38	66	107	31	26
Probations	22	31	30	13	34
Revocations	26	31	31	14	6
Suspensions	0	0	0	1	0
Other	94	67	30	33	22
Total Actions*	182	184	175	92	88
Total Fines	\$75,000	\$48,950	\$229,550	\$22,400	\$13,600

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

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

Company Enforcement Actions – Fines

	2014	2015	2016	2017	2018
Cease and Desist	0	0	0	0	0
Fines	11	8	11	10	4
Probations	2	3	0	0	0
Revocations	2	2	3	9	0
Suspensions	26	16	1	2	0
Other	41	13	8	2	1
Total Actions*	41	13	18	23	5
Total Fines	\$729,852	\$489,605	\$255,704	\$72,602	\$10,200

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

Fraud Actions

	2013	2014	2015	2016	2017	2018
Insurance Fraud Cases	159	192	190	228	235	265
Investigative Criteria Not Met	46	48	57	87	105	86
Jurisdiction	31	20	32	33	22	44
No Evidence of a Crime	12	19	15	37	22	33
Declined by Prosecutor	4	0	1	0	1	0
Prosecuted	10	18	9	14	8	18
For Information Only	-	-	-	21	31	36
Prosecution Not Appropriate	9	29	13	6	17	20
Statute of Limitations	7	10	2	4	6	6
Unable to Prove Beyond a Reasonable Doubt	19	26	31	26	24	22
Open	0	0	1	0	0	0
Amount of Actual Loss	\$321,915.65	\$818,865.88	\$1,045,515.10	\$545,728.96	\$148,616.86	\$140,473.66