



North Dakota  
Insurance Department  
Jon Godfread, Commissioner

Consumer Assistance,  
Enforcement Action  
and Fraud Report  
2020

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## Summary of Total Relief for Consumer Assistance and Enforcement Actions

Source	Relief
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<b>2020</b>	
Company Complaints	\$278,758
Agent Complaints	\$0
SHIC and Prescription Connection	\$1,340,425
Consumer Assistance Inquiry	\$1,123,596
<b>2020 Total</b>	<b>\$2,742,779</b>

<b>2019</b>	
Company Complaints	\$498,134
Agent Complaints	\$22,395
SHIC and Prescription Connection	\$2,101,850
Consumer Assistance Inquiry	\$2,239,298
<b>2019 Total</b>	<b>\$4,861,677</b>

<b>Combined 2019-2020 Total</b>	<b>\$7,604,456</b>
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## 2020 Combined Company and Agent Complaints

Year	Complaints Closed	Relief
2020	83	\$278,758

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.

## 2020 Company Complaints

Type	Complaints Closed	Relief
Auto	25	\$130,865
Fire, Allied/CMP	6	\$20,919
Homeowners	28	\$126,974
Life/Annuity	1	\$0
Accident/Health	1	\$0
Liability	5	\$0
Miscellaneous	2	\$0
<b>Total</b>	<b>68</b>	<b>\$278,758</b>

## 2020 Agent Complaints

Type	Complaints Closed	Relief
Auto	3	\$0
Fire, Allied/CMP	1	\$0
Homeowners	5	\$0
Life/Annuity	1	\$0
Accident/Health	4	\$0
Liability	0	\$0
Miscellaneous	1	\$0
<b>Total</b>	<b>15</b>	<b>\$0</b>

## Agent Complaints 2007 – 2020

<b>Year</b>	<b>Complaints Closed</b>	<b>Relief</b>
2007	32	\$32,647.98
2008	34	\$44,778.30
2009	28	\$34,294.31
2010	24	\$0.00
2011	17	\$104,783.00
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
2019	14	\$22,395
2020	15	\$0
<b>Total</b>	<b>340</b>	<b>\$1,543,423.27</b>

## Company Complaints 2007 – 2020

<b>Year</b>	<b>Complaints Closed</b>	<b>Relief</b>
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
2019	128	\$498,134
2020	68	\$278,758
<b>Total</b>	<b>2,266</b>	<b>\$12,898,261.49</b>

## Consumer Assistance Hotline Statistics

<b>Year</b>	<b>Walk-ins</b>	<b>Incoming Calls</b>	<b>Outgoing Calls</b>	<b>Total Calls</b>	<b>Relief</b>
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	\$565,534.31
2018	521	2,947	7,405	10,352	\$923,068
2019	636	8,189	5,856	14,045	\$2,452,859
2020	63	8,189	5,894	14,083	\$2,337,157

## State Health Insurance Counseling Program (SHIC)

<b>Year</b>	<b>Number of Contacts</b>	<b>Relief</b>
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	5,198	\$416,250.47
2018	5,521	\$1,324,357
2019	6,513	\$1,766,582
2020	4,649	\$1,298,907

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.

<b>2020</b>	
Persons Assisted*	26
Total Estimated Relief	\$41,518

<b>2019</b>	
Persons Assisted*	54
Total Estimated Relief	\$335,268

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

## Agent Enforcement Actions – Fines

	2016	2017	2018	2019	2020
Cease and Desist	4	0	0	1	0
Fines	107	31	26	10	5
Probations	30	13	34	16	0
Revocations	31	14	6	13	4
Suspensions	0	1	0	0	0
Other	30	33	22	15	15
Total Actions*	175	92	88	55	24
Total Fines	\$229,550	\$22,400	\$13,600	\$4,800	\$1,350

\*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

	2016	2017	2018	2019	2020
Cease and Desist	0	0	0	0	0
Fines	11	10	4	7	0
Probations	0	0	0	0	0
Revocations	3	9	0	0	0
Suspensions	1	2	0	1	1
Other	8	2	1	0	10
Total Actions*	18	23	5	8	11
Total Fines	\$255,704	\$72,602	\$10,200	\$147,970	\$13,392

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

## Fraud Actions

	2015	2016	2017	2018	2019	2020
Insurance Fraud Cases	190	228	235	265	338	302
Investigative Criteria Not Met	57	87	105	86	135	135
Jurisdiction	32	33	22	44	28	39
No Evidence of a Crime	15	37	22	33	77	39
Declined by Prosecutor	1	0	1	0	0	0
Prosecuted	9	14	8	18	6	4
For Information Only	-	21	31	36	43	40
Prosecution Not Appropriate	13	6	17	20	4	4
Statute of Limitations	2	4	6	6	5	4
Unable to Prove Beyond a Reasonable Doubt	31	26	24	22	30	15
Open	1	0	0	0	10	22
Amount of Actual Loss	\$1,045,515.10	\$545,728.96	\$148,616.86	\$140,473.66	\$1,189,788.05	\$595,693.71