

2020 DELAWARE DEPARTMENT OF INSURANCE YEAR IN REVIEW

"Despite facing challenges including the COVID-19 pandemic and natural disasters, our team showed resolve and resilience in serving the residents of our great state."

- Insurance Commissioner Trinidad Navarro

OUR TEAM

92 FULL TIME EMPLOYEES,
INCLUDING 11 NEW TEAM
MEMBERS
4 PART TIME EMPLOYEES
7 INTERNAL PROMOTIONS
IN 2020

CONSUMER SERVICES

MANAGED 3,360 INQUIRIES
AND COMPLAINTS
\$941K RECOVERED FOR
POLICYHOLDERS

COVID-19 RESPONSE

COVID AND INSURANCE WEBPAGE CREATED
13 INFORMATIONAL UPDATES AND BULLETINS RELEASED
TEMPORARY POLICY CANCELLATION MORATORIUM
SUPPORTED EXPANSION OF TELEMEDICINE
\$1.5M RETURNED/SAVED IN AUTO PREMIUMS FROM 30 INSURERS
OFFERING REBATES, REFUNDS, DISCOUNTS FOR REDUCED DRIVING
CORONAVIRUS ANTI-FRAUD COALITION MEMBER
MEMBER OF VACCINE COMMITTEE

CAPTIVES CONTRIBUTE \$3.9 MILLION TO STATE IN FY20

\$21.5 MILLION IN HEALTH PREMIUMS RETURNED TO INDIVIDUALS AND SMALL BUSINESSES

2,779 BUSINESSES AND 19,273
INSURANCE MARKETPLACE
PLAN PARTICIPANTS

MEDICARE ASSISTANCE BUREAU

5,118 COUNSELING SESSIONS
\$287K SAVED FOR RESIDENTS
\$275K IN GRANTS EARNED
NEW VIRTUAL COUNSELING
AND EVENTS

OFFICE OF VALUE-BASED HEALTHCARE DELIVERY ANNUAL REPORT RELEASED

FRAUD PREVENTION

545 TOTAL CASES
JOINED HEALTHCARE
FRAUD PREVENTION
PARTNERSHIP
2 NEW POSITIONS

SPECIAL COMMITTEE AND SESSION ON RACE AND INSURANCE

ARBITRATION

\$702K EARNED FOR
RESIDENTS
511 TOTAL CASES
302 SETTLEMENTS

CAPTIVES

793 ACTIVE CAPTIVES
70 NEW CAPTIVES
67 CONDITIONAL LICENSES
FINALIST FOR
INTERNATIONAL CAPTIVE
INSURANCE DOMICILE OF
THE YEAR

TORNADO RESPONSE

SITE VISITS TO IMPACTED AREAS
BULLETIN ISSUED
7,144 INSURANCE CLAIMS SUBMITTED
\$10M IN DAMAGE ESTIMATED

MENTAL HEALTH PARITY

2 HEALTH INSURER
EXAMS COMPLETED
\$597K IN PENALTIES
ASSESSED

INSURANCE MARKETPLACE

2ND-EVER RATE DECREASE
25,260 ENROLLEES FOR
2021 PLAN YEAR
12 HEALTH PLANS AND
11 DENTAL PLANS OFFERED

136 DOMESTIC
COMPANIES
\$649B IN ASSETS
1,523 ADDITIONAL
COMPANIES
DOING BUSINESS
IN DELAWARE

5% INCREASE IN ENROLLMENT FOR 2021 INSURANCE MARKETPLACE PLANS

COMPANIES FINED \$1.1M IN MARKET CONDUCT EXAMS

12 MARKET CONDUCT EXAMINATIONS
COMPLETED
1 MULTI-STATE EXAMINATION

WORKERS' COMP

APPROVED 4TH CONSECUTIVE
RATE DECREASE
11.56% REDUCTION IN 2021
LOSS COSTS
8.8% DECREASE APPROVED
FOR RESIDUAL MARKET
\$4M IN PREMIUM SAVED IN
2020

WORKPLACE SAFETY

1,083 COMPANIES
PARTICIPATING
\$66M TOTAL PREMIUM
\$7M PREMIUM SAVINGS
19% DISCOUNT POSSIBLE FOR
PARTICIPATING COMPANIES

EARNED ACCREDITATION FROM THE NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS

LEGAL

16 BULLETINS ISSUED
6 REGULATIONS ISSUED
TWO INTERNAL
PROMOTIONS

LICENSES

220,977 TOTAL ACTIVE
RESIDENT AND
NONRESIDENT LICENSES
37,884 NEW LICENSES
ISSUED IN 2020

RATES AND FORMS

1,251 LIFE AND HEALTH
27,258 PROPERTY AND
CASUALTY

BUREAU OF EXAMINATION, REHABILITATION, AND GUARANTY

55 TOTAL EXAMS OF
INSURERS COMPLETED
56 EXAMS IN PROGRESS

\$1.45M RETURNED BY LIFE POLICY LOCATOR FROM 501 REQUESTS

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