

MISSISSIPPI INSURANCE DEPARTMENT
(501-00)



5-YEAR STRATEGIC PLAN

FOR THE FISCAL YEARS 2019-2023

MISSISSIPPI INSURANCE DEPARTMENT

1. Comprehensive Mission Statement

The mission of the Mississippi Insurance Department is to impartially enforce the laws and regulations enumerated in Mississippi Code Ann. Section 83-1-1 et seq., thereby creating an environment conducive to a competitive marketplace for the sale of insurance products and services while providing the State's citizens with the maximum amount of consumer protection. Our aim is to create the highest degree of economic security, quality of life, public safety and fire protection for the State's citizens at the lowest possible cost. To accomplish this mission, we are committed to providing assistance to our customers in a timely, caring and ethical fashion.

2. Agency Philosophy

The Mississippi Insurance Department (MID) has a commitment to service in the public interest. This agency regulates the state's insurance industry and performs all the duties of the State Fire Marshal's Office. MID has a commitment to service in the public interest. The philosophy of the Commission is to set a standard of excellence for insurance regulation through quality leadership, experience and innovation and also to adhere to the highest professional standards, quality of public service and for the rights of the consumers. MID recognizes that the department exists to serve the citizens of the state. As public servants, we want to ensure that the insurance consumer is treated with respect and courtesy and are provided with a wealth of information through consumer product safety education and awareness programs.

3. Relevant Statewide Goals and Benchmarks

The Department will assess the impact of state legislation over the next 5 fiscal years with a goal of adopting the appropriate strategies to maximize the effective regulation of the insurance industry in the State of Mississippi.

Statewide Goal #1: To execute all Licensing and Regulation relative to insurance companies, corporations, associations, agents and other entities involved in the insurance business within the State of Mississippi.

Relevant Benchmarks #1

- Implement clear standards
- Ensure compliance with state regulations
- Investigate the origin of every fire that may be incendiary in origin

Relevant Benchmarks #2

- Establish market based solutions
- Reduce the regulatory burden on people and businesses
- Percentage of new and renewed professional licenses issued online.

4. Overview of the Agency 5-year Strategic Plan

The agency will continue to expand in many areas over the next five years. Public demand is an external factor which will continue to impact our agency. The Mississippi Insurance Department's *FY 2018-2022 Strategic Plan* is the first step of the State's Strategic Planning and Budgeting System and serves as the foundation for appropriations request and budget structure. The regulatory philosophy of the department recognizes that the department exists to serve the citizens of the state. The Mississippi Insurance Department (MID) believes that it has a responsibility to the insurance industry and the people working in the insurance industry that serve Mississippi. The Mississippi Insurance Department supports a fair, efficient, and productive industry dedicated to the long-term concept of insurance and its contributions to society. MID believes that each employee of the department is an integral part of its team effort to serve the people of the state of Mississippi. To accomplish the agency's mission and goals, MID must employ sufficient personnel with technical, functional and legal expertise. The agency currently has 13 divisions.

5. Agency's External / Internal Assessment

INTERNAL

MID has developed and maintained an excellent reputation with its customers and stakeholders. The insurance industry recognizes and appreciates the quality of services that MID delivers, and the expertise that MID brings to the table. MID has experienced, knowledgeable employees who deliver excellent service to agency customers and stakeholders.

The strategic planning process provides state agencies an opportunity to evaluate trends and issues that affect operations and provides context for agencies to evaluate their vision, mission, objectives and strategies. The Mississippi Insurance Department has an in-house strategic plan to establish the direction of the agency. Through a process of monthly meetings, the Commissioner determines how well the needs of the Mississippians served have been met. Management policies are in place to address deficiencies in the process. Budgetary constraints are considered when new or expanded projects are requested.

All inquiries are investigated, with the premise that it is the duty and responsibility of this agency to serve the citizens of Mississippi. MID closely monitors a range of issues affecting Mississippi insurance policyholders through the cooperation of the insurance committees of the Mississippi Senate and House of Representatives, and the agency's membership in the National Association of Insurance Commissioners (NAIC), the National Conference of Insurance Legislators (NCOIL) and other national associations serving the insurance industry.

The success of the various initiatives proposed by the Licensing Division, including automation of the agent's continuing education program and implementation of the NAIC Producer Information Network (PIN) application, will be measured by a survey form distributed to continuing education providers and insurance companies, respectively.

EXTERNAL

A variety of current and changing external forces influence MID's ability to fulfill our mission and satisfy our customers' and stakeholders' needs and expectations. External factors that may affect the performance of Mississippi Insurance Department can be broken down into five areas: Industry Trends, State Policy and Economic Trends, Federal Policy Trends, Socio-Economic and Demographic Trends and Natural Disasters.

Industry Trends:

Consolidation in the insurance industry through the involvement of banking and the introduction of managed care in the delivery of health care services and other insurance products is likely the most significant trend affecting the insurance industry. Additionally, increased use of technology by the insurance industry, exhibited by trends such as sales of insurance over the Internet, presents new regulatory challenges for the Department.

State Policy Trends:

State policies that would impact the Department's regulatory duties include the mandated regulation of bank employees, implementation of compulsory auto liability, the expansion of the Department's regulatory oversight of employee-leasing organizations, viatical settlements, and mandated changes in pre-licensing and continuing education programs for agents.

Federal Policy Trends:

The primary changes in federal laws affecting the Department include those changes that promote greater penetration of the banking and other financial industries into the insurance industry. Underlying this issue is the long-term trend of continued exertion of federal control over the regulation of insurance.

Socio-Economic and Demographic Trends:

The continued expansion of Mississippi's economy, and the possibility of an increase in the state's population base, will increase all facets of the Department's workload, particularly regulation and consumer assistance. As the amount of activity and the health of Mississippi's economy increases, it is likely the number of companies doing business in Mississippi will increase and the amount of competition within the state will intensify, requiring additional insurance regulation.

Natural Disasters:

External factors that affect the agency's operations include natural disasters such as tornadoes and hurricanes. The Consumer Services Division is capable of setting up a temporary on-site claims assistance office in the aftermath of major natural disasters to expedite claims services. The State Fire Marshal's Division also works in conjunction with the Mississippi Emergency Management Agency (MEMA) to conduct on-site inspections for manufactured housing damage caused by tornadoes, hurricanes and other natural disasters.

National Association of Insurance Commissioners (NAIC):

The NAIC was established in 1871 and represents the insurance commissioners from the 50 states, the District of Columbia and five U.S. territories. NAIC goals include enhancing the uniformity and consistency of the state-based system of insurance regulation. MID's

participation and leadership in the NAIC allows the agency to establish standards and best practices, conduct peer review and coordinate their regulatory oversight.

6. Agency Goals, Objectives, Strategies and Measures by Program

Mississippi Insurance Department strives to meet all the operational efficiency goals of providing services within its budget while meeting all regulatory requirements set by the state. The agency has various broad goals with supporting objectives and strategies that help facilitate the achievement of the agency's mission. The agency currently has 2 programs:

PROGRAM 1: Licensing and Regulation Mississippi Companies & Agents



Mike Chaney, the Commissioner of Insurance, is elected to a four-year term and may be re-elected. Miss. Code Ann. § 83-1-1 et seq. The Commissioner is charged with execution of all laws relative to insurance companies, corporations, associations and fraternal orders, their agents and adjusters. The Commissioner licenses and regulates the practices of all insurance companies, agents, burial associations, fraternal societies, bail bondsmen, and other entities engaged in the business of insurance. The Commissioner, as State Fire Marshal, acting through the State Chief Deputy Fire Marshal, investigates all fires called to his attention occurring in the state, licenses manufacturers, installers/transporters and dealers of mobile homes and regulates their practices. The Commissioner, through the State Fire Marshal Division, administers the Mississippi Fire Prevention Code. The Commissioner, through the Fire Service Development Division, establishes guidelines, use and accountability for municipal and county fire protection funds. The Commissioner administers the Liquefied Compressed Gas Equipment Law (Miss. Code Ann. § 75-57-1 et seq.) and enforces the National Fire Protection Association Code, Books 54 and 58. The Commissioner encourages and supports all employees to attain and maintain professional designations in their career fields.

Program 1 consists of 13 Divisions:

Administrative Services Division (1)

The Administrative Services Division is responsible for providing the operational support to the agency in the most professional and efficient manner possible. The Division continues to perform in an exemplary manner by developing, implementing, and enhancing administrative services, human resource planning and budgetary support to the agency. This division consists of Accounting and Finance, Human Resources, and Administrative Support. The daily functions also include: purchasing, centralized document processing, mail services, vehicle management, inventory control, payroll, cash receipts, equipment management and communications services.

Legal Division (2)

The Legal Division provides legal support and services for the Agency. It represents the Department and Commissioner of Insurance in various proceedings such as receiverships, liquidations and insolvencies of insurance companies, administrative hearings and appeals. They ensure compliance with the Mississippi Insurance Code by all insurers and licensees and assist with legislative and regulatory initiatives.

Investigations and Consumer Protection Division (3)

The Investigations and Consumer Protection Division reports directly to the Deputy Commissioner and is responsible for maintaining order in the Mississippi insurance market by reducing fraud and ensuring consumer protection for all citizens. They investigate criminal and regulatory violations. The Division confronts suspected insurance fraud through prevention initiatives and the investigation of fraudulent insurance acts in an effort to reduce the amount spent in premiums by Mississippi consumers.

Life and Health Actuarial Division (4)

The Life and Health Actuarial Division is responsible for reviewing and analyzing all individual/group forms and rates for life, health and accident and annuity insurance in Mississippi. The Division also closely regulates premium rate changes in order to ensure that they comply with state law. In addition, the Division is tasked with implementing and enforcing provisions that relate to health insurance.

Statutory Compliance Division (5)

The Statutory Compliance Division is responsible for the licensing and annual renewal of all types of insurance companies. The Division reviews and processes insurance company corporate and license amendment applications. The corporate documents of the foreign insurer admission applications are reviewed for compliance and licensure.

Financial and Market Regulation Division (6)

The Financial and Market Regulation Division assists the Commissioner in the execution of his duties by monitoring entities' compliance with Mississippi insurance laws. For the protection of the policyholders, the Regulation Division regulates insurance products, monitors entities' activities, operations, financial conditions, accounting practices, consumer complaints, producer licensing, policies, rates, marketing, advertising, sales, claims, and policyholder service.

Licensing Division (7)

The Licensing Division is responsible for licensing insurance producers, agents and business entities. The Division ensures that all applicants have complied with the licensing laws prior to receiving a license to engage in the business of insurance in the State of Mississippi. The

Division's primary goals are to provide prompt and efficient customer service, attain uniformity with other states and comply with the provisions of the Gramm-Leach-Bliley Act.

Property and Casualty Rating Division (8)

The Property and Casualty (P&C) Rating Division (Division) is responsible for the review of rates, rules and forms of property and casualty products sold by licensed insurance companies in the State, other than lines excepted by statutory reference.

Consumer Services Division (9)

The Consumer Services Division (CSD) assists insurance consumers with complaints and inquiries regarding insurance companies, producers, and adjusters. The CSD investigates all complaints, working with the insurance company and the consumer to determine the appropriate course of action. CSD representatives travel statewide to provide educational information and materials regarding insurance issues. In the event of significant storm damage or disasters, they also travel to the damaged areas to assist homeowners with filing claims and obtaining emergency living expenses.

Information Technology Division (10)

The Information Technology Division (IT) provides technological support to MID. IT is responsible for serving as a strategic planning partner and proactive participant with the other divisions of the Mississippi Insurance Department, other state agencies and other state's Insurance Commissioners (through the National Association of Insurance Commissioners – NAIC). IT continues to evaluate and use the most appropriate and cost effective technological hardware, software and processes that can be implemented.

Public Relations Division (11)

The Public Relations Division serves as the agency's primary media contact and is responsible for coordinating a public information program to publicize and advance Department objectives and consumer-related issues. This division coordinates and disseminates MID's messages and objectives to consumers, the industry, the media and MID staff.

Elevator Conveyance Safety Division (12)

During the 2013 Regular Legislative Session, the Mississippi Legislature passed House Bill 817, the Mississippi Conveyance Safety Act, which provides for the safety of conveyance equipment and personnel by requiring minimum standards for conveyance personnel and services. The Act charges the Department with establishing these minimum standards and with also establishing a licensing program to license elevator mechanics, inspectors and contractors.

State Fire Marshal's Division (13)

The State Fire Marshal Division is responsible for fostering, promoting and developing ways and means of protecting life and property losses from fire and related perils through investigations, inspections, code enforcement and fire prevention programs in coordination with Mississippi fire and law enforcement services.

The Commissioner of Insurance, by virtue of his office, is also the State Fire Marshal and appoints the State Chief Deputy Fire Marshal. The Chief Deputy Fire Marshal along with other members of his staff have the primary duties of investigating the origin of fires occurring within

this State to which his attention is called by the Chief of the Fire Department or other local law enforcement authority of any county or municipality. It is the duty of the Chief Deputy Fire Marshal to investigate or have investigated any fire requested by any party in interest, whenever in his judgment, there is sufficient evidence or circumstances indicating that such fire may be of an intentional or incendiary origin, **Miss. Code Ann. § 45-11-1**.

The State Fire Marshal's Division's functional areas are divided into seven main areas: Fire Investigations; Fire Code Enforcement; Factory-Built Homes Law; Fire Services Development; Fire Safety Education Division; the Mississippi Electronic Protection Licensing Act (REP); and the Liquefied Compressed Gas Division (L. C. Gas) which is a separate program.

PROGRAM 1: Licensing and Regulation Mississippi Companies & Agents

6.1 GOALS:

Goal A: Provide consumers with access to affordable insurance while increasing the efficiency and effectiveness of MID's regulation of the insurance industry

6.2 Objective A.1: Effectively regulate the insurance industry

Outcome 1: Provide quality customer service

Outcome 2: Enhance the agency's ability to protect insurance consumers ensure their fair treatment

Strategy A.1: Create a competitive marketplace for the sale of insurance licenses, products and services while providing consumers with the maximum amount of consumer protection

Output - Number of Licenses Issued

Output Number of Agent's C/A's issued

Output: Number of background checks

Efficiency - Average Cost per License

Efficiency - Average Cost per C/A

Explanatory: Percent of premiums expended to insurer

6.2 Objective A.2: Reduce unfair and illegal insurer practices

Outcome 1: Number of enforcement cases investigated

Outcome 2: Percent of insurer fraud cases referred to federal and state prosecutors

6.3 Strategy A.2: Respond promptly to complaints

Output: Number of complaints resolved

Output: Amount returned to consumers as a result of complaints resolved

Efficiency: Average response time to complaints

Efficiency – Average Cost per Customer Inquiry

Goal B: Reduce the number of cases of loss of life and property due to fire

6.2 Objective B.1: Protect the public from loss of life and property due to fire

Outcome 1: Number of Fire Marshal Investigations

Outcome 2: Number of Fire Marshal Inspections

6.3 Strategy B.1: Provide fire prevention through education and engineering

Output 1: Number of seminars conducted

Output 2: Number of seminars attended

Output 3: Number of smoke alarms installed

Efficiency: Average cost per seminar

Efficiency: Average cost per smoke alarm

6.3 Strategy B.2: Provide fire prevention through enforcement

Output 1: Number of Fire Marshal investigations completed

Output 2: Number of Fire Marshal inspections resulting in prosecution

Efficiency: Average cost per Fire Marshal inspection

Efficiency: Average cost per Fire Marshal fire investigated

6.3 Strategy B.3: Increase the number of fire investigations in order to reduce the increased filings of fraud-related insurance claims.

Output – Number of Claims Processed

Efficiency – Average Cost per Claim

PROGRAM 2: Liquefied Compressed Gas



The mission of Liquefied Compressed Gas is to enforce the laws and regulations regarding the manufacturing of liquefied compressed gases located within Mississippi, which include butane, propane and anhydrous ammonia. The Division is empowered to make inspections at all domestic, commercial and industrial premises or buildings where liquefied compressed gases may be received, stored, transported, sold, offered or exposed for sale, manufactured, refined, distilled, compounded or blended, as well as any liquefied compressed gas container, system, pump, equipment, tank car, storage tank, or other vehicle in which any liquefied compressed gas is stored, will be subject to regular inspections under this program.

The Liquefied Compressed Gas Division of the Mississippi Insurance Department is responsible for administering and enforcing the Liquefied Compressed Gas Equipment Inspection Law of Mississippi, Miss. Code Ann., § 75-57-1 through 75-57-63. The State Liquefied Compressed Gas Board is vested with the power to regulate matters pertaining to liquefied compressed gas, according to Miss. Code Ann., § 75-57-101. The Board also is charged with promoting the growth and development of the propane industry in Mississippi through the Propane Education and Research Program, Miss. Code Ann., § 75-57-119.

1. Comprehensive Mission Statement

The mission of Liquefied Compressed Gas is to enforce the laws and regulations regarding the manufacturing of liquefied compressed gases located within Mississippi. All domestic, commercial and industrial premises or buildings where liquefied compressed gases may be received, stored, transported, sold, offered or exposed for sale, manufactured, refined, distilled, compounded or blended, as well as any liquefied compressed gas container, system, pump, equipment, tank car, storage tank, or other vehicle in which any liquefied compressed gas is stored, will be subject to regular inspections under this program.

2. Agency Philosophy

MID has a commitment to service in the public interest. The philosophy of the Commission is to set a standard of excellence for insurance regulation through quality leadership, experience and innovation and also to adhere to the highest professional standards, quality of public service and for the rights of the consumers. MID recognizes that the department exists to serve the citizens of the state. As public servants, we want to ensure that the insurance consumer is treated with respect and courtesy and are provided with a wealth of information through consumer product safety education and awareness programs.

3. Relevant Statewide Goals and Benchmarks

The Department will assess the impact of state legislation over the next 5 fiscal years with a goal of adopting the appropriate strategies to maximize the effective regulation of the liquefied compressed gas industry in the State of Mississippi.

Liquefied Compressed Gas inspectors have the responsibility of inspecting any liquefied compressed gas container, system, pump, equipment, tank car, storage tank, and other vehicles in which any liquefied compressed gas may be present. All domestic, commercial and industrial installations of liquefied compressed gas systems are subject to inspection.

Statewide Goal #1: To regulate and enforce all matters pertaining to Liquefied Compressed Gas.

Relevant Benchmarks #1

- Inspecting all liquefied compressed gas containers containing liquefied compressed gas
- Establishing and enforcing liquefied compressed gas regulations for the safe use and handling of butane, propane and anhydrous ammonia
- Inspect all propane bulk plants, cylinder dispensing plants and cargo vehicles

4. Overview of the Agency 5-year Strategic Plan

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5. Agency's External / Internal Assessment

INTERNAL

MID has developed and maintained an excellent reputation with its customers and stakeholders. The insurance industry recognizes and appreciates the quality of services that MID delivers, and the expertise that MID brings to the table. MID has experienced, knowledgeable employees who deliver excellent service to agency customers and stakeholders.

EXTERNAL

The Mississippi Insurance Department (MID) will continue to expand in many areas over the next five years. Public demand is an external factor which will continue to impact our agency. To accomplish these priorities MID must employ sufficient personnel with technical and legal expertise.

6. Agency Goals, Objectives, Strategies and Measures by Program

Liquefied Compressed Gas inspectors have the responsibility of inspecting any liquefied compressed gas container, system, pump, equipment, tank car, storage tank, and other vehicles in which any liquefied compressed gas may be present. All domestic, commercial and industrial installations of liquefied compressed gas systems are subject to inspection.

Mississippi Insurance Department strives to meet all the operational efficiency goals of providing services within its budget while meeting all regulatory requirements set by the state. The agency has various broad goals with supporting objectives and strategies that help facilitate the achievement of the agency's mission.

PROGRAM 2: Liquefied Compressed Gas

6.1 GOALS:

GOAL A: Provide proper training and enforce all laws and regulations pertaining to liquefied compressed gases

6.2 Objective A.1: Effectively manage and increase the training and education of the Liquefied Compressed Gas industry

Outcome 1: Safety Training Schools (Increase Safety and Code Training Seminars)

Outcome 2: Number of Inspections (Increase Inspections)

6.3 Strategy A.1: Properly inspect all containers, systems, factories, cargo vehicles, equipment, tanks schools and public places in which any liquefied compressed gas containers are present

Output - Number of Inspections

Efficiency - Average Cost per Inspection

6.3 Strategy A.1: Conduct safety and code training seminars throughout the year

Output – Number of Safety Training Courses Offered

Efficiency – Average Cost per Safety / Training course

6.2 Objective A.2: Reduce the numbers of deaths caused by liquefied compressed gases

Outcome A.2: Number of Accidents Investigated (Decrease Accidents Investigated)

6.3 Strategy A.2: Increase industry and consumer product safety awareness while decreasing liquefied compressed gas accidents, deaths, injuries and property loss

Output – Number of Accidents Investigated

Efficiency – Average Cost per Accident Investigated