

Draft: 8/1/22

Antifraud (D) Task Force
Virtual Meeting (*in lieu of meeting at the Summer National Meeting*)
June 30, 2022

The Antifraud (D) Task Force conducted an e-vote that concluded June 30, 2021. The following Task Force members participated: Trinidad Navarro, Chair, (DE); John F. King, Vice Chair, represented by Martin Sullivan (GA); Lori K. Wing-Heier represented by Alex Romero (AK); Alan McClain represented by Crystal Phelps (AZ); Evan G. Daniels represented by Paul Hill (AZ); Ricardo Lara represented by George Mueller (CA); Michael Conway represented by Damion Hughes (CO); Andrew N. Mais represented by Kurt Swan (CT); Karima M. Woods represented by Brian Bressman (DC); David Altmaier represented by Simon Blank (FL); Vicki Schmidt represented by John Eichkorn (KS); Sharon P. Clark represented by Juna Garret (KY); James J. Donelon represented by Matthew Stewart (LA); Kathleen A. Birrane represented by Jeff Gross and Steve Wright (MD); Anita G. Fox represented by Michele Riddering and Randall Gregg (MI); Grace Arnold represented by Paul Hansen (MN); Chlora Lindley-Myers (MO); Mike Chaney represented by Sharon Womack (MS); Mike Causey represented by Angela Hatchet and Tracy Biehn (NC); Eric Dunning and Martin Swanson (NE); Chris Nicolopoulos represented by Heather Silverstein (NH); Russel Toal represented by Devin Chapman (NM); Glen Mulready represented by Rick Wagnon (OK); Jon Pike represented by Armand Glick (UT); Scott A. White represented by James Young (VA); and Kevin Gaffney represented by Isabelle Keiser (WV).

1. Adopted the Antifraud Plan Repository Workflow Recommendation

Commissioner Navarro said the purpose of today's call is to review NAIC Antifraud Plan Repository Workflow Recommendations provided from the Antifraud Technology (D) Working Group. Commissioner Navarro said the Working Group's charge was to: *Review and provide recommendations for the development of an Antifraud Plan Repository to be used by insurers to create and store an electronic fraud plan for distribution among the states/jurisdictions.* Commissioner said the Working Group used the newly updated Antifraud Plan Guideline to create the recommendations and workflow document. Commissioner Navarro said the draft workflow document was exposed for comment by the Task Force however, to date no comments have been received.

Ms. Rafeld said the Working Group finalized the revisions of the antifraud plan repository option in 2020. The repository possibility was introduced to the Task Force following an industry representative explanation of how cumbersome it is to stay in compliance with all state law requirements and the fact that insurance companies have had to create manually antifraud plans and submit into the states. Ms. Rafeld said to assist with the industry concerns and to promote uniformity the Task Force determined it would be beneficial to create a NAIC Antifraud Plan Repository. A charge was given to the Working Group to create a recommendation. Ms. Rafeld said, and the Working Group used the revised the NAIC's Antifraud Plan Guideline which included the key elements that insurance companies needed to consider for developing an antifraud plan. Ms. Rafeld finalized their charge and provided a recommendation for the creation of an Antifraud Plan Repository. Ms. Rafeld said the Working Group created a workflow document to assist with finalizing this charge. Ms. Rafeld said it was adopted by the Working Group in May and presented to the Task Force for review.

Mr. Blank made a motion, seconded by Ms. Rafeld, to adopt the Antifraud Plan Repository Workflow Document (*see NAIC Proceedings – Fall National Meeting 2022, Antifraud (D) Task Force*). The motion passed unanimously.

Having no further business, the Antifraud (D) Task Force adjourned.

[AFTF 6.30.22 Minutes](#)

Adopted by the Executive (EX) Committee and Plenary, Aug. 13, 2022

Adopted by the Market Regulation and Consumer Affairs (D) Committee, April 7, 2022

Adopted by the Antifraud (D) Task Force, March 28, 2022

2022 Amended Charges

ANTIFRAUD (D) TASK FORCE

The mission of the Antifraud (D) Task Force is to serve the public interest by assisting the state insurance supervisory officials, individually and collectively, through the detection, monitoring, and appropriate referral for the investigation of insurance crime, both by and against consumers. The Task Force will assist the insurance regulatory community by conducting the following activities: 1) maintaining and improving electronic databases regarding fraudulent insurance activities; 2) disseminating the results of research and analysis of insurance fraud trends, as well as case-specific analysis, to the insurance regulatory community; and 3) providing a liaison function between state insurance regulators, law enforcement (federal, state, local, and international), and other specific antifraud organizations. The Task Force will also serve as a liaison with the NAIC Information Technology Group (ITG) and other NAIC committees, task forces, and/or working groups to develop technological solutions for data collection and information sharing. The Task Force will monitor all aspects of antifraud activities by its working groups on the following charges.

Ongoing Support of NAIC Programs, Products or Services

1. The **Antifraud (D) Task Force** will:

- A. Work with NAIC committees, task forces, and working groups (e.g., Title Insurance (C) Task Force, etc.) to review issues and concerns related to fraud activities and schemes related to insurance fraud.
- B. Coordinate efforts to address national concerns related to agent fraud and activities of unauthorized agents related to insurance sales.
- C. Coordinate the enforcement and investigation efforts of state and federal securities regulators with state insurance fraud bureaus.
- D. Coordinate with state, federal, and international law enforcement agencies in addressing antifraud issues relating to the insurance industry.
- E. Review and provide comments to the International Association of Insurance Supervisors (IAIS) on its Insurance CorePrinciples (ICPs) related to insurance fraud.
- F. Coordinate activities and information from national antifraud organizations and provide information to state insurance fraud bureaus.
- G. Coordinate activities and information with state and federal fraud divisions to determine guidelines that will assist with reciprocal involvement concerning antifraud issues resulting from natural disasters and catastrophes.
- H. Coordinate efforts with the insurance industry to address antifraud issues and concerns.
- I. Evaluate and recommend methods to track national fraud trends.
- J. Develop seminars, trainings, and webinars regarding insurance fraud. Provide three webinars by the 2022 Fall National Meeting.

2. The **Antifraud Technology (D) Working Group** will:

- A. Work with the NAIC to develop an Antifraud Plan Repository to be used by insurers to create and store an electronic fraud plan for distribution among the states/jurisdictions. Complete by 2022 Fall National Meeting.
- B. Evaluate sources of antifraud data and propose methods for enhancing the utilization and exchange of information among state insurance regulators, fraud investigative divisions, law enforcement officials, insurers, and antifraud organizations. Complete by the 2022 Fall National Meeting.

ANTIFRAUD (D) TASK FORCE *(Continued)*

3. The **Improper Marketing of Health Insurance (D) Working Group** will:
 - A. Coordinate with state insurance regulators, both on a state and federal level, to provide assistance and guidance monitoring the improper marketing of health plans, and coordinate appropriate enforcement actions, as needed, with other NAIC committees, task forces, and working groups.
 - B. Review existing NAIC models and guidelines that address the use of lead generators for sales of health insurance products, and identify models and guidelines that need to be updated or developed to address current marketplace activities.

NAIC Support Staff: Greg Welker/Lois E. Alexander