MCAS Market Conduct Annual Statement

Short-Term Limited Duration Insurance (2023)

Short-Term Limited Duration Insurance Interrogatories

		Yes No Response	Explanation
01	List the states where your STLDI products are marketed.	---	
02	Does the company offer STLDI policies/certificates with up to a 90-day duration?		---
03	Does the company offer STLDI policies/certificates with 91- to 180-day duration?		---
04	Does the company offer STLDI policies/certificates with 181- to 364-day duration?		---
05	Number of STLDI forms offered to residents in this state.	---	
06	Number of STLDI forms offered in all states.	---	
07	Number of STLDI forms filed in this state.	---	
08	Number of STLDI forms filed in all states.	---	
09	List the states where your STLDI products are filed (provide SERFF tracking number and form number, if applicable). If a company issues the product in a state that does not require a filing, please identify the product and describe the basis for not filing.	---	
10	How many policy forms have waiting periods that apply to the entire policy/certificate?	---	
11	How many policy forms have waiting periods that apply per specific benefits?	---	
12	Do any waiting periods exceed the policy/certificate term?		---
13	If the answer to #12 is yes, please explain	---	
14	Does the company issue STLDI products through associations?		---
15	If yes, list the associations.	---	
16	If yes, do you have a contractual relationship with each Association?		---
17	If yes, does the contract cover the marketing of your product?		---
18	If yes, does the contract cover the collection of dues and fees?		---
19	If yes, does the contract cover commissions?		---
20	If yes, what other operational areas are covered in the contract?	---	
21	Does the company issue STLDI products through trusts?		---
22	If is yes, how many?	---	
23	Does the company issue STLDI products through administrators?		---
24	If yes, how many?	---	
25	Does the company contract with third-party administrators for administrative services related to STLDI products?		---
26	If yes, does your delegation structure include claims related to STLDI products?		---
27	If yes, does your delegation structure include complaints related to STLDI products?		---
28	If yes, does your delegation structure include medical underwriting related to STLDI products?		
29	If yes, does your delegation structure include pricing related to STLDI products?		---
30	If yes, does your delegation structure include producer appointments related to STLDI products?		---
31	If yes, does your delegation structure include marketing, advertisement, lead generation, or enrollment related to STLDI products?		---

Copyright © 2023 National Association of Insurance Commissioners

Short-Term Limited Duration Insurance (2023)

Short-Term Limited Duration Insurance Interrogatories (Continued)

		Yes No Response	Explanation
32	Does your company audit Third parties to whom you have delegated responsibilities?		---
33	If yes, please provide frequency of audits.	---	
34	Does the company offer renewals/reissues?		---
35	Are any renewals/reissues subject to optional or mandatory underwriting?		---
36	If yes, identify the products or plans subject to underwriting upon renewal/reissue	---	
37	Are there limitations on the number renewals per individual?		---
38	Does your company offer renewal(s) without underwriting for an additional charge?		---
39	If yes, identify the products or plans subject to underwriting for an additional charge	---	
40	Are the limitations on renewals based on state, federal, or company rules?		---
41	Does your company distribute its product through independent agents?		---
42	Does your company distribute its products through captive agents?		---
43	Does your company distribute its products through its employees?		---
44	What triggers a pre-existing exclusion review (dollar, diagnosis, prescription, other)	---	
45	Additional State Specific Comments (optional)	---	

Policy/Certificate Administration

		STLDI <=90	STLDI 91 - 180	STLDI 181 - 364	STLDI Not Sitused <=90	STLDI Not Sitused 91 - 180	STLDI Not Sitused 181 - 364	STLDI Sitused <=90	STLDI Sitused 91 - 180	STLDI Sitused 181 - 364
46	Direct ~~Net~~ Written Premium. (Updated at direction of the MCAS Blanks (D) Working Group to match original intent. 10/19/22)									
47	Earned premiums for Reporting Year.									
48	Number of Policies/Certificates in Force at the Beginning of the Period.									
49	Number of Covered Lives on Policies/Certificates In Force at the Beginning of the Period.									
50	Number of new policy/certificate applications received during the period.									
51	Number of new policy/certificates issued during the period.									
52	Number of new policies/certificates denied during the period.									
53	Number of Covered Lives on New Policies/Certificates Issued During the Period.									
54	Member months for policies/certificates newly issued during the period.									
55	Number of policy/certificate renewal/reissue applications received during the period.									
56	Number of policies/certificates renewed/reissued during the period.									
57	Number of policies/certificates non-renewed or denied at the option of insurer during the period.									
58	Number of Covered Lives on Renewed/Reissued Policies/Certificates During the Period.									
59	Number of renewals/reissues allowed.									
60	Member months for policies/certificates renewed/reissued during the period.									
61	Member months for policies/certificates renewed/reissued which had an option to renew/reissue without underwriting.									
62	Number of Member Months of on Other Than New Policies/Certificates or Renewal/Reissued Policies/Certificates During the									
63	Number of policy/certificate terminations and cancellations initiated by the policyholder/certificateholder.									

Copyright © 2023 National Association of Insurance Commissioners

Short-Term Limited Duration Insurance (2023)

Policy/Certificate Administration (Continued)

		STLDI <=90	STLDI 91 - 180	STLDI 181 - 364	STLDI Not Sitused <=90	STLDI Not Sitused 91 - 180	STLDI Not Sitused 181 - 364	STLDI Sitused <=90	STLDI Sitused 91 - 180	STLDI Sitused 181 - 364
64	Number of Covered Lives on Policies/Certificates Cancelled at the Initiation of the policyholder/certificateholder During the									
65	Number of policies/certificates cancelled during the free look period.									
66	Number of Policies/Certificates Cancelled at the Initiation of the policyholder/certificateholder During the Free Look Period During the Period.									
67	Number of Covered Lives on Policies/Certificates Cancelled at the Initiation of the policyholder/certificateholder During the									
68	Number of policy/certificate terminations and cancellations due to non-payment of premium.									
69	Number of Lives on Policies/Certificates Cancelled Due to Non-Payment of Premium During the Period.									
70	Number of Policies/Certificates Cancelled by Insurer for Any Reason Other Than Non-Payment of Premium During the Period.									
71	Number of Policies/Certificates Cancelled by Insurer Following Filing of a Claim or Prior Authorization Request by the									
72	Number of Lives on Policies/Certificates Cancelled by Insurer Following Filing of a Claim or Prior Authorization Request by the									
73	Number of rescissions.									
74	Number of insured lives impacted on terminations and cancellations initiated by the policyholder/certificateholder.									
75	Number of insured lives impacted on terminations and cancellations due to nonpayment.									
76	Number of insured lives impacted by rescissions.									
77	Number of Policies/Certificates in Force at the End of the Period.									
78	Number of Covered Lives on Policies/Certificates in Force at the End of the Period.									

Prior Authorizations

		STLDI <=90	STLDI 91 - 180	STLDI 181 - 364	STLDI Not Sitused <=90	STLDI Not Sitused 91 - 180	STLDI Not Sitused 181 - 364	STLDI Sitused <=90	STLDI Sitused 91 - 180	STLDI Sitused 181 - 364
79	Number of Prior Authorization Requests Pending at the Beginning of the Period.									
80	Number of prior authorizations requested during period.									
81	Number of prior authorizations approved during period.									
82	Number of prior authorizations denied during period.									
83	Number of claims where prior authorization penalties were assessed.									
84	Number of Prior Authorization Requests Pending at the End of the Period.									
85	Median Number of Days from Receipt of Prior Authorization Request to Decision.									
86	Average Number of Days from Receipt of Prior Authorization to Decision.									

Copyright © 2023 National Association of Insurance Commissioners

Short-Term Limited Duration Insurance (2023)

Claims Administration (Including Pharmacy)

		STLDI <=90	STLDI 91 - 180	STLDI 181 - 364	STLDI Not Sitused <=90	STLDI Not Sitused 91 - 180	STLDI Not Sitused 181 - 364	STLDI Sitused <=90	STLDI Sitused 91 - 180	STLDI Sitused 181 - 364
87	Number of Claims Pending at the Beginning of the Period.									
88	Number of claims received.									
89	Total number of claims denied, rejected or returned.									
90	Number of denied, rejected, or returned due to claims submission coding error(s).									
91	Number of denied, rejected, or returned for lack of Prior Authorization.									
92	Number of denied, rejected, or returned as Non-Covered or beyond benefit limitation.									
93	Number of denied, rejected, or returned as Not medically necessary.									
94	Number of denied, rejected, or returned as Subject to pre-existing condition exclusion.									
95	Number denied, rejected, or returned due to failure to provide adequate documentation.									
96	Number denied, rejected, or returned due to being within the waiting period.									
97	Number of denied, rejected, or returned (in whole or in part) because maximum $ limit exceeded.									
98	Number of denied, rejected, or returned for Out-of-Network provider.									
99	Number of Claims Pending at End of Period.									
100	Median Number of Days from Receipt of Claim to Decision for Denied Claims.									
101	Average Number of Days from Receipt of Claim to Decision for Denied Claims.									
102	Median Number of Days from Receipt of Claim to Decision for Approved Claims.									
103	Average Number of Days from Receipt of Claim to Decision for Approved Claims.									
104	Number of Claim Decisions Appeals Pending At Beginning of Period.									
105	Number of Claim Decision Appeals Received During the Period.									
106	Number of Claim Decision Appeals Resulting in Decisions Upheld During the Period.									
107	Number of Claim Decision Appeals Resulting in Decisions Overturned or Modified During the Period.									
108	Number of Claim Decision Appeals Rejected and Not Considered for Any Reason.									
109	Number of Claim Decision Appeals Pending at End of Period.									
110	Average Number of Days from Receipt of Appeal to Decision.									
111	Number of claims paid.									

Consumer Complaints and Lawsuits

		STLDI <=90	STLDI 91 - 180	STLDI 181 - 364	STLDI Not Sitused <=90	STLDI Not Sitused 91 - 180	STLDI Not Sitused 181 - 364	STLDI Sitused <=90	STLDI Sitused 91 - 180	STLDI Sitused 181 - 364
112	Number of complaints received by Company (other than through the DOI).									
113	Number of complaints received through DOI.									
114	Number of complaints resulting in claims reprocessing.									
115	Number of Lawsuits Open at Beginning of the Period.									
116	Number of Lawsuits Opened During the Period.									
117	Number of Lawsuits Closed During the Period.									
118	Number of Lawsuits Closed During the Period with Consideration for the Consumer.									
119	Number of Lawsuits Open at End of Period.									

Copyright © 2023 National Association of Insurance Commissioners

Short-Term Limited Duration Insurance (2023)

Marketing and Sales

		STLDI <=90	STLDI 91 - 180	STLDI 181 - 364	STLDI Not Sitused <=90	STLDI Not Sitused 91 - 180	STLDI Not Sitused 181 - 364	STLDI Sitused <=90	STLDI Sitused 91 - 180	STLDI Sitused 181 - 364
120	Number of Individual Applications Pending at the Beginning of the Period.									
121	Number of applications received.									
122	Number of Renewal/Reissue Individual Applications Received During the Period.									
123	Number of New Individual Applications Denied During the Period for Any Reason.									
124	Number of New Individual Applications Denied During the Period - Health Status or Condition.									
125	Number of Renewal/Reissue Individual Applications Denied During the Period for Any Reason.									
126	Number of Renewal/Reissue Individual Applications Denied During the Period - Health Status or Condition.									
127	Number of New Individual Applications Approved During the Period.									
128	Number of Renewal/Reissue Individual Applications Approved During the Period.									
129	Number of Individual Applications Pending at the End of the Period.									
130	Number of applications initiated via phone.									
131	Number of applications completed via phone.									
132	Number of applications initiated face-to-face.									
133	Number of applications completed face-to-face.									
134	Number of applications initiated online (Electronically).									
135	Number of applications completed online (Electronically).									
136	Number of New Individual Applications initiated by Mail During the Period.									
137	Number of New Individual Applications completed by Mail During the Period.									
138	Number of New Individual Applications initiated by Any Other Method During the Period.									
139	Number of New Individual Applications completed by Any Other Method During the Period.									
140	Commissions paid during reporting period (Dollar Amount of Commissions Incurred During the Period).									
141	Unearned Commissions returned to company on policies/certificates sold during the period?									
142	Other remunerations collected during the period (Dollar Amount of Fees Charged to Applicants and Policyholders During the Period).									

Short-Term Limited Duration Attestation

		First Name	Middle Name	Last Name	Suffix	Title	Comments
143	First Attestor Information						---
144	Second Attestor Information						---
145	Overall Comments for the Filing Period	---	---	---	---	---	

Copyright © 2023 National Association of Insurance Commissioners