

Texas Department of Insurance

Mailing Address: P.O. Box 149097
Austin, TX 78714-907

Physical Location: 333 Guadalupe
William P. Hobby Building
Austin, TX 78701

Telephone: (512) 463-6169
1-800-578-4677
1-800-252-3439 (Consumer Information 800 Line)

Email Address: poi@tdi.state.tx.us

Internet Address: <http://www.tdi.state.tx.us/>

Electronic Bulletin Board: 1-800-227-8392
(Accessed through Comptroller's Windows on State Government)

Agency Mission

The Texas Department of Insurance works for the availability of quality insurance products for all Texans at reasonable prices and under reasonable terms and strives to protect the public from the adverse consequences of insurer insolvency. We will enforce solvency standards and promote competition in the industry while protecting the public from fraud, misrepresentations and unfair practices. We will educate the public about insurance so that Texans can make informed choices, and we will insist that the industry be responsible to its customers.



Description of Agency Services and Responsibilities

The Texas Department of Insurance is organizationally structured with seven functional areas: Commissioner’s Office, Consumer Protection, Administrative Operations, Legal and Compliance, Technical Analysis, Regulation and Safety and Financial. These functional areas are accountable for the following services:

Function	Program
<p>Granting authority to do business TDI exercises this regulatory authority over many insurance companies, insurance agents and some other entities. Insurers receive certificates of authority, while agents receive licenses to operate.</p>	Financial (insurers) Regulation and Safety (agents)
<p>Reviewing insurance rates and policies Most companies must file their rates with TDI, subject to various statutes. Additionally, insurance companies typically must get TDI approval for the language of their policy forms.</p>	Technical Analysis (rates) Regulation and Safety (policies)
<p>Monitoring for company solvency TDI carefully monitors insurance companies to detect financial problems before they get critical. The agency uses a variety of tools to perform this function, including on-site examination of company books and analysis of other financial information submitted to the agency. If a company gets into financial trouble, state law gives TDI a range of tools to fix the problem, including taking over a company and liquidating its assets.</p>	Financial Technical Analysis
<p>Monitoring and improving the performance of insurance markets TDI collects and analyzes a variety of data to monitor how well insurance markets are functioning. When needed, the agency actively intervenes in the market to improve its performance. TDI has a range of tools available for those interventions. Examples of possible market actions include giving better information to consumers and introducing financial incentives to encourage insurers to write in underserved areas.</p>	Technical Analysis Legal and Compliance
<p>Assisting insurance consumers TDI assists consumers in a variety of ways, from handling complaints to offering consumer education.</p>	Consumer Protection with other divisions assisting
<p>Enforcing the law The agency has authority to take disciplinary action against insurance companies, agents and other entities that break the state's insurance laws.</p>	Legal and Compliance with other divisions assisting
<p>Supporting the agency Administrative Operations is responsible for ensuring TDI is in compliance with the Appropriations Act's general provisions regarding topics such as personnel policies, salaries, purchasing, budget, planning, publications, and information resources.</p>	Human Resources Administrative Services Information Services



Agency Leadership

The commissioner is Elton Bomer, who was sworn in February 2, 1995, for a term ending February 1, 1997. The Commissioner is appointed by the Governor for a two-year term and confirmed by the Senate.

Total FTEs (June 30, 1996): 932.35

Current Organizational Issues

Agency accomplishments for FY 96:

- Improvement of agency management through establishment of agency and program area business plans;
- Streamlining regulatory processes;
- Creation of fraud program;
- Increasing insurance availability to underserved areas and high risk categories.

Challenges facing the agency in FY 97:

- Continue to assure insurance coverage is affordable and available for underserved areas and high risk categories while striving to lower insurance companies exposure to adverse losses;
- Assist insurers and consumers be prepared for natural disasters or catastrophes by developing methods that contribute to the reduction of losses, which can reduce future insurance costs and assures insurer insolvency;
- Continual changes in the delivery of health care services in Texas requires TDI to monitor and issue managed care rules to maintain quality of care, assure fairness for patients, assure fairness for providers and keep costs down for the citizens of Texas.

Agency Liaisons for the Survey of Organizational Excellence

Morris Winn
Director of Human Resources
(512) 463-6577

and

Ann Cook
Research and Development Coordinator
(512) 305-7634

