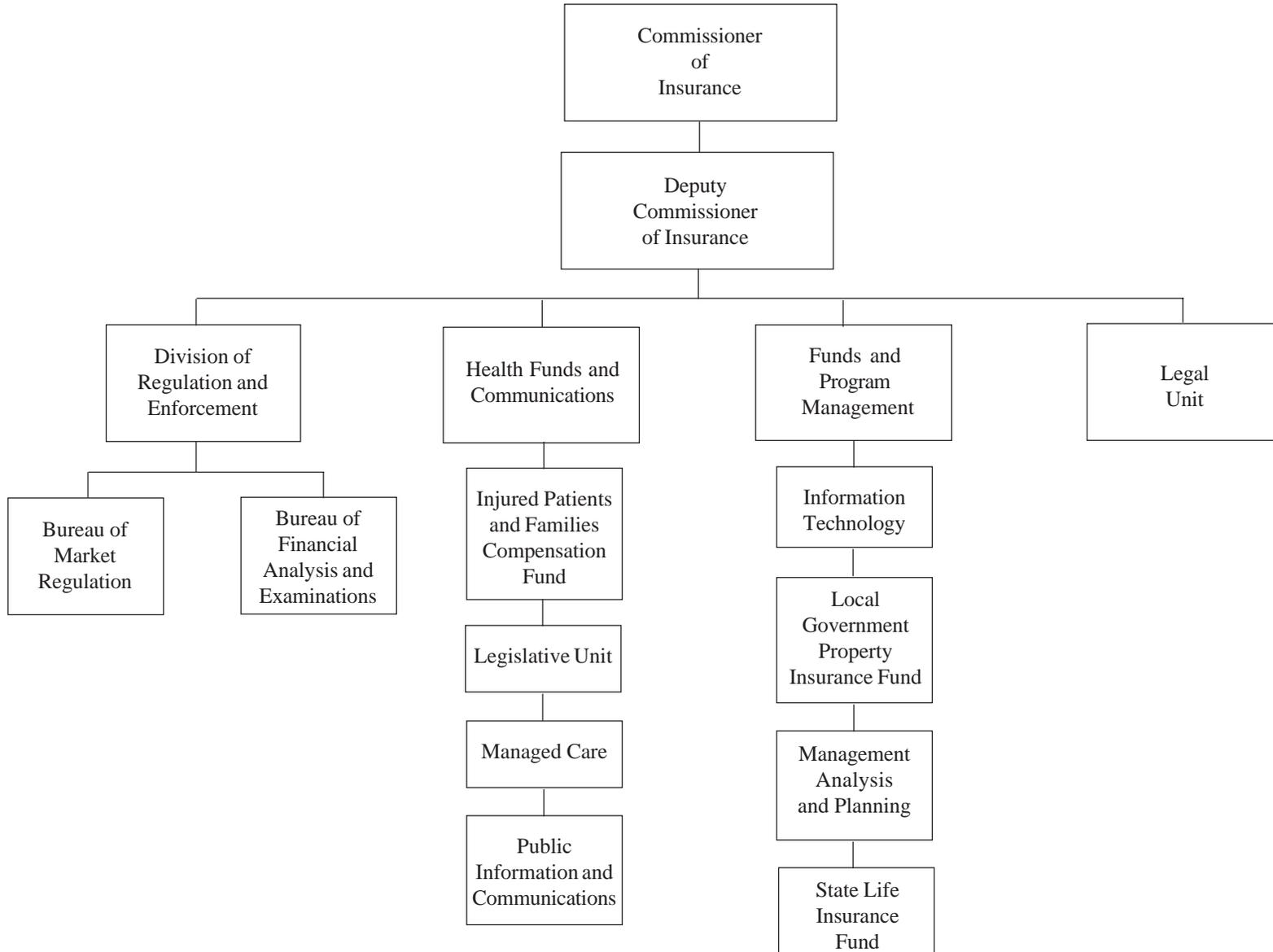


I. Administration of the Office



Organization and Staffing of the Office of the Commissioner of Insurance



Organizational Structure

The office is divided into the Legal Unit, Health Funds and Communications, Funds and Program Management, and the Division of Regulation and Enforcement.

Legal Unit

The Legal Unit represents the office in administrative proceedings, provides legal advice to staff, represents or supervises representation of the office in litigation and insurance company receiverships, provides legal services for the Injured Patients and Families Compensation Fund, Wisconsin Health Care Liability Insurance Plan, Local Government Property Insurance Fund and State Life Insurance Fund, and develops legislative proposals and administrative rules.

Health Funds and Communication

This unit provides advice on executive matters affecting the office's goals and initiatives, directs the office's legislative initiatives and communications activities, and provides advice on technical insurance-related issues.

The OCI managed care specialist, who serves as an ombudsman for consumers who have questions or problems with their managed care plans, is assigned to this unit. The managed care specialist investigates complex managed care complaints received by OCI and educates consumers on their rights under managed care plans. Administering the state's independent review program is the responsibility of the managed care specialist.

This unit also has administrative responsibilities for the Injured Patients and Families Compensation Fund (Fund). The Fund provides medical malpractice protection to health care providers for claims in excess of \$1,000,000 per claim or \$3,000,000 annual aggregate for each policy year.

Funds and Program Management

This unit is responsible for all general administrative functions of the agency including information technology, project management, budget, accounting, facilities management, and support services. This area acts as liaison between the agency and the Department of Administration for procurement, staff development and human resource services.

This unit also has program responsibilities for the Local Government Property Insurance Fund and the State Life Insurance Fund.

- The Local Government Property Insurance Fund offers property insurance protection to participating Wisconsin local government units.
- The State Life Insurance Fund offers life insurance to Wisconsin residents in amounts not exceeding \$10,000 per person.

Division of Regulation and Enforcement

The division is responsible for carrying out the office's insurance regulatory and enforcement responsibilities. In addition, it assists with the office's consumer education program by providing technical expertise in the development and publication of the office's insurance consumer education materials. The division is also responsible for the development and promulgation of administrative rules interpreting insurance statutes. Finally, the division has a major role in the office's participation in the National Association of Insurance Commissioners, a trade association made up of the country's chief insurance regulators.

The division fulfills its regulatory responsibilities primarily through its two bureaus, described below.

Bureau of Financial Analysis and Examinations. This bureau monitors the financial solvency of insurers licensed to do business in Wisconsin. It conducts on-site financial examinations of domestic insurer operations, administers insurer rehabilitations and liquidations, audits and collects insurer premium taxes and fees, licenses insurance companies, reviews holding company transactions, reviews change of control transactions, and collects funds from insurers under the fire department dues program.

Bureau of Market Regulation. This bureau conducts market conduct examinations and market analysis of licensed insurers, determines compliance with applicable laws and rules, handles consumer contacts and consumer complaints about licensees, processes rate and policy form filings, initiates administrative actions against licensees who violate Wisconsin's insurance laws, staffs several risk-sharing plans, disseminates information to the public, investigates agent activities, and administers the insurance intermediary licensing and continuing education program.

Office Personnel

Anne Debevoise Ostby	Attorney
Kelli Banks	Executive Staff Assistant
Mary Reines	Executive Staff Assistant
Alice Shuman-Johnson	Attorney
Jennifer Stegall	Policy Initiatives Advisor-Administrator

Legal Unit

Fred Nepple	General Counsel
Sheila Becker	Legal Secretary
James Harris	Attorney
Robert Luck	Attorney
Holly Strop	Insurance Examiner
Julie Walsh	Attorney
Lynn Welsh-Steinmeyer	Paralegal

Health Funds and Communications

Eileen Mallow	Insurance Administrator
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Injured Patients and Families Compensation Fund

Theresa Wedekind	Insurance Program Officer
Audrey Hawk	Office Operations Associate
Jeffrey Kohlmann	Insurance Program Specialist
Mary Moore	Financial Specialist
Andrea Nelson	Insurance Program Specialist
Rodney Orr	Regulatory Specialist
Thomas Raymakers	Accountant

Legislative Unit

Roger Frings	Policy Advisor
James Guidry	Legislative Liaison

Managed Care

Barbara Belling	Managed Care Specialist
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Public Information and Communications

Marcia Elliott	IS Comprehensive Services Senior
Betsey Rewey	Office Operations Associate
Inger Williams	Office Operations Associate

Funds and Program Management

Gina Frank	Insurance Administrator
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Information Services Section

Amit Trivedi	Management Information Chief
James Angus	IS Network Services Specialist
Steve Bartholow	IS Comprehensive Consultant
Scott Bradach	IS Auditor
Theresa Daggett	IS Systems Development Services Senior
Jefferey DuFrane	IS Systems Development Specialist
Jackson Ellis	IS Data Services Specialist
Cindy Gramann	IS Systems Development Services Consultant/Administrator
Peter Howe	IS Systems Development Services Senior
Kathleen Keleher	IS Business Automation Senior
Erik Mickelson	IS Business Automation Senior
Steve Nickell	IS Systems Development Services Consultant/Administrator
Mark Sawicki	IS Business Automation Specialist
Benjamin Schilling	IS Comprehensive Services Senior
Shawn Vang	IS Systems Development Services Specialist
Kaz Wojtkow	IS Systems Development Services Senior

Angela Romaker
Amanda Schroeder
Yvonne Sherry
Frederick Thornton
Timothy VandeHey
Elena Vetrina
Julie Wipperfurth

Insurance Financial Examiner
Insurance Financial Examiner
Records Management Supervisor
Insurance Financial Examiner
Insurance Financial Examiner
Insurance Financial Examiner
Operations Program Associate

Bureau of Market Regulation

Susan Ezalarab
Jo LeDuc
Stephanie Cook
William Genne
Deborah Hamele
Ashley Natysin

Director
Administrative Manager
Insurance Examiner
Insurance Examiner
Operations Program Associate
Insurance Examiner

Complaints Unit

Annette Byrnes
Monica Hale
Jennifer Harris
Shasta Hoffhein
Cindy Lawton
Mary Richardson
Lae Thompson

Insurance Supervisor
Consumer Complaint Program Associate
Consumer Complaint Program Associate
Operations Program Associate
Office Operations Associate
Office Operations Associate
Office Operations Associate

Property and Casualty Unit

Rhonda Peterson
Karen Becker
Ronnie Demergian
Barry Haney
Drew Hunkins
Gary Morris
Katherine Otis
Rebecca Rebholz
Ellen Schwartz

Insurance Examiner Chief
Insurance Examiner
Insurance Examiner

Life and Health Unit

Michael Honeck
Janelle Dvorak
Renee Fabry
John Kitslaar
Erin Mirza
Glen Navis
John Pegelow
Marcia Zimmer

Insurance Examiner Chief
Insurance Examiner
Insurance Examiner
Insurance Examiner
Insurance Examiner
Insurance Examiner
Insurance Examiner
Insurance Examiner

Accident and Health Unit

Diane Dambach
Marshall Dixon
Linda Low
Darcy Paskey
Nitza Pfaff
Lynn Pink
Moua Yang
Kevin Zwart

Insurance Examiner Chief
Insurance Examiner
Insurance Examiner
Insurance Examiner
Insurance Examiner
Insurance Examiner
Insurance Examiner
Insurance Examiner

Agent Licensing Section

Laurna Landphier
Laura Adkins
Melody Esquivel
Linda Goad
Donald Peckham

Insurance Program Officer
License Permit Program Associate
Consumer Protection Investigator
License Permit Program Associate
Office Associate

Office of the Commissioner of Insurance—Office Finances
General Fund—Supervision of the Insurance Industry
Fiscal Year 2010 (Amounts in \$000s)

	Total Revenue	Retained by Office of the Commissioner of Insurance	Transferred to State's General Purpose & Other Revenue Funds ¹
Premium Taxes	\$ 130,718	\$	\$ 130,718
Fire Department Dues	16,167		16,167
Liquidation Account Interest	10		10
Forfeitures	478		478
Insurance Company Examination Charges	6,250	5,637	613
Resident Appointment Billings and Renewals	8,598	7,738	860
Nonresident Appointment Billings and Renewals	17,913	16,122	1,791
Agent Continuing Education Fees	131	118	13
Resident Producer License Issuance	1,483	1,335	148
Nonresident Producer License Issuance	2,540	2,286	254
Resident Biennial License Renewals	681	613	68
Nonresident Biennial License Renewals	1,583	1,425	158
Reinstatements	8	7	1
Other Licensing Fees	36	32	4
Company Licenses, Admissions, and Renewals	439	395	44
Miscellaneous ²	195	194	1
Total Revenue	<u>\$187,230</u>	35,902	<u>\$151,328</u>
Less Total Operating Expenditures		<u>15,107</u>	
Net Operating Revenue/(Loss)		20,795	
Cash Lapse to State's General Fund (Transfer Out)		<u>(20,757)</u>	
Net Change in Fund Equity		<u>\$ 38</u>	

¹ The Office of the Commissioner of Insurance retains 90% of licenses, services, and various other revenues. Taxes plus 10% of licenses, services, and various other revenues are remitted to the State of Wisconsin General Purpose Revenue Fund. Fire Department Dues are remitted to Wisconsin fire departments. Liquidation Account Interest accrues to liquidation account bank balances. Forfeitures are remitted to the Common School Fund.

² Miscellaneous collections include: 1) photocopying, 2) service of process, 3) publications, and 4) segregated fund chargeback.

Office of the Commissioner of Insurance—Office Finances
Segregated Funds
Fiscal Year 2010 (Amounts in \$000s)

	Total Revenue	Operating Revenue	Net Revenue
Injured Patients and Families Compensation Fund	\$97,717	\$58,520	\$39,197
Local Government Property Insurance Fund	16,712	25,671	(8,959) ³
State Life Insurance Fund	15,672	5,955	9,717

³ In 2010, the Fund declared a dividend of \$12M which resulted in the net loss shown above.