

071 - DEPARTMENT OF BUSINESS REGULATION

Program: 01071 - Central Management

Customer Satisfaction - PM7125

The figures below represent average customer satisfaction across the Department, measured through surveys that contain multiple questions to solicit ratings of 1 to 5 that aggregate to a possible perfect score of 100. [Notes: The 2015 actual has been updated to reflect more accurate data. Missing values appear as zeros in the measure.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2015	2016	2017	2018	2019
Target	95	95	95	95	95
Actual	89.3	88.0	88.2		

Business Environment Index - PM7126

This performance measure assesses the average respondent's assessment of the Rhode Island business environment, measured through surveys that contain multiple questions to solicit ratings of 1 to 5 that aggregate to a possible perfect score of 100. [Note: Missing values appear as zeros in the measure.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2015	2016	2017	2018	2019
Target	N/A	90	90	90	90
Actual	N/A	80.1	81.6		

Timeliness of Complaint Resolution - PM7127

The figures below represent the average amount of time it takes across the Department to resolve complaints. [Notes: The 2015 actual has been updated to reflect more accurate data. Missing values appear as zeros in the measure.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2015	2016	2017	2018	2019
Target	15 Days	10 Days	8 Days	8 Days	8 Days
Actual	10 Days	5 Days	7 Days		

Program: 02071 - Banking Regulation

Timeliness of Banking Division License Issuance - PM7105

The figures below represent the average amount of time it takes the Banking Division to issue a license. [Notes: The 2015 actual has been updated to reflect more accurate data. Missing values appear as zeros in the measure.]

Frequency: Monthly

Reporting Period: State Fiscal Year

	2015	2016	2017	2018	2019
Target	30 Days	30 Days	30 Days	40 Days	40 Days
Actual	49 Days	57 Days	52 Days		

Program: 06071 - Insurance Regulation

Insurance Examiner Utilization Rate - PM7124

The figures below represent the utilization rate for insurance examiners, calculated by dividing the hours billed to domestic insurance companies by the total hours examiners are available to work. This measure includes only examiner positions whose time is heavily weighted towards examinations with minimal administrative functions. [Note: Missing values appear as zeros in the measure.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2015	2016	2017	2018	2019
Target	73.0%	73.0%	73.0%	73.0%	73.0%
Actual	68.0%	61.7%	56.2%		

Program: 10071 - Boards for Design Professionals

Timeliness of Design Professionals License Issuance - PM7120

The Boards for Design Professionals examines and licenses professional engineers, land surveyors, landscape and traditional architects. The figures below represent the average amount of time it takes the Boards for Design Professionals to issue a license. [Note: Missing values appear as zeros in the measure.]

Frequency: Monthly

Reporting Period: State Fiscal Year

	2015	2016	2017	2018	2019
Target	75 Days	75 Days	75 Days	60 Days	60 Days
Actual	125 Days	94 Days	73 Days		

Program: 12071 - Office of Health Insurance Commissioner

Office of the Health Insurance Commissioner -- Small Group Premium Base Rates - PM7111

The Office of the Health Insurance Commissioner (OHIC) annually reviews and approves commercial premiums. This review supports OHIC's charge to balance insurance affordability and insurer solvency. This measure focuses on approved premiums for small groups (50 or fewer employees). Due to their size, small groups often have higher rates of increase than large employers and are more vulnerable to changes in their cost structure. OHIC has begun monitoring how closely the effective rates of increase track the approved rates, which will significantly improve future performance data monitoring. The figures below represent the average approved essential health benefits (EHB) base rate increase for small group issuers. [Note: Missing values appear as zeros in the measure.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2015	2016	2017	2018	2019
Target		4.5%	4.0%	4.0%	4.0%
Actual	4.3%	0.5%	8.5%		

OHIC -- Individual Market Premium Base Rates - PM7123

The figures below represents the average approved individual market premium essential health benefits (EHB) base rate increase. [Note: Missing values appear as zeros in the measure.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2015	2016	2017	2018	2019
Target		5.0%	4.5%	4.5%	4.5%
Actual	7.4%	-2.5%	6.5%		

OHIC -- Insurer Surplus as a Percentage of Revenue (SAPOR) - PM7130

Surplus as a Percent of Revenue (SAPOR) is the industry standard measure of health insurer financial stability. The Office of the Health Insurance Commissioner (OHIC) tracks SAPOR in support of its legislative mandate to monitor insurer solvency. The figures below represent the straight average (unweighted by membership) of insurer SAPOR. Because SAPOR targets vary by insurance company, the targets below are averages for companies operating in the Rhode Island market. [Note: Missing values appear as zeros in the measure.]

Frequency: Quarterly

Reporting Period: State Fiscal Year

	2015	2016	2017	2018	2019
Target	21.5%	21.5%	20.5%	20.5%	20.5%
Actual	17.9%	16.7%	17.6%		

OHIC -- Value-Based Alternative Payments - PM7131

The figures below represent the use of value-based alternative payment models as percent of insured medical payments. [Note: Missing values appear as zeros in the measure.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2015	2016	2017	2018	2019
Target		30.0%	40.0%	50.0%	50.0%
Actual	26.1%	31.0%	45.0%		

OHIC -- Non-Fee-for-Service Payments - PM7132

The figures below represent the use of strictly non-fee-for-service payments as percent of insured medical spend. [Note: Missing values appear as zeros in the measure.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2015	2016	2017	2018	2019
Target		3.0%	6.0%	10.0%	10.0%
Actual	1.4%	2.0%	3.0%		

OHIC -- Large Group Premium Base Rates - PM7133

The figures below represent the average approved large group premium expected overall average premium trend. [Note: Missing values appear as zeros in the measure.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2015	2016	2017	2018	2019
Target		5.0%	4.5%	4.0%	4.0%
Actual	5.3%	4.9%	9.7%		
