



Missouri Department of Commerce & Insurance

DCI

DEPARTMENT OVERVIEW

dci.mo.gov

The Department of Commerce & Insurance (DCI) protects Missouri consumers through oversight of the insurance industry, banks, credit unions, utilities and various professional licensees operating in the state.

DCI's strategic priority is to educate and advocate for Missourians as well as regulate fairly and impartially the industries and professionals under our purview.

DCI is organized into the director's office, which oversees the department, and nine divisions:

INSURANCE CONSUMER AFFAIRS DIVISION

- Acts as a liaison between the consumer and the insurance industry by receiving complaints against insurance companies, insurance producers (agents) and other licensees.
- Investigates complaints to ensure consumers are being treated fairly under the law.
- Conducts education and outreach to Missouri consumers about insurance topics.

Interesting STAT: The division has nearly 40,000 consumer contacts and obtains an average of nearly \$10.9 million in consumer recoveries annually.

INSURANCE MARKET REGULATION DIVISION

- Reviews insurance policy forms and materials to ensure compliance with Missouri laws and regulations.
- Conducts market analysis and market conduct examinations of insurance companies to protect policy holders and ensure laws are followed.
- Monitors Missouri's insurance market through the collection and compilation of industry financial and claim data.

Interesting STAT: The division reviews over 700,000 pages of insurance policy documents annually.

INSURANCE COMPANY REGULATION DIVISION

- Monitors and analyzes the financial solvency of insurance companies licensed in Missouri to ensure consumer claims can be paid.
- Licenses and regulates captive insurance companies, authorized reinsurance companies and other insurance-related entities.
- Reviews all premium tax, surplus lines tax and captive premium tax filings.

Interesting STAT: Premium tax filings generate over \$371.5 million in tax revenue for Missouri.

DIVISION OF CREDIT UNIONS

- Examines and oversees Missouri's 97 state-chartered credit unions.
- Responds to consumer complaints concerning credit union services or operations.

Interesting STAT: Missouri ranks seventh in the nation in the number of state-chartered credit unions and has approximately 1.51 million members with assets of approximately \$14.6 billion.

DIVISION OF FINANCE

- Examines and oversees Missouri's 235 state-chartered banks, 4 non-deposit trust companies and 3 savings and loan associations to ensure their safety and soundness so consumers' deposits are safe and the public is confident in Missouri's financial system.
- Licenses and regulates consumer credit companies, credit services organizations, money order companies, mortgage broker companies and mortgage loan originators.

Interesting STAT: Missouri ranks third in the nation in the number of state-chartered banks with assets of approximately \$137.2 billion.

DIVISION OF PROFESSIONAL REGISTRATION

- Supports 41 professional licensing boards, commissions, committees and offices in licensing and regulating the activities of Missouri professionals.
- The boards, commissions, committees and offices process applications, administer examinations and, when warranted, conduct investigations into possible professional misconduct and may take disciplinary action against the practitioner.

Interesting STAT: The division licenses nearly 493,000 Missourians representing approximately 254 different trades and professions.

ADMINISTRATION DIVISION

- Provides general operational support within DCI including preparation of DCI's annual budget, fiscal management of state insurance funds and federal grants, oversight of human resources and information technology coordination.
- Licenses insurance producers (agents and agencies) operating within Missouri as well as licenses and registers various other insurance-related entities.
- Oversees the CLAIM program, which provides free counseling for Missouri Medicare recipients and their caregivers.

Interesting STAT: CLAIM reaches over 36,000 Missourians annually.

PUBLIC SERVICE COMMISSION

- Independently governed commission that regulates investor-owned electric, natural gas, steam, water and sewer utilities in Missouri.

Interesting STAT: The commission regulates 764 utilities.

OFFICE OF THE PUBLIC COUNSEL

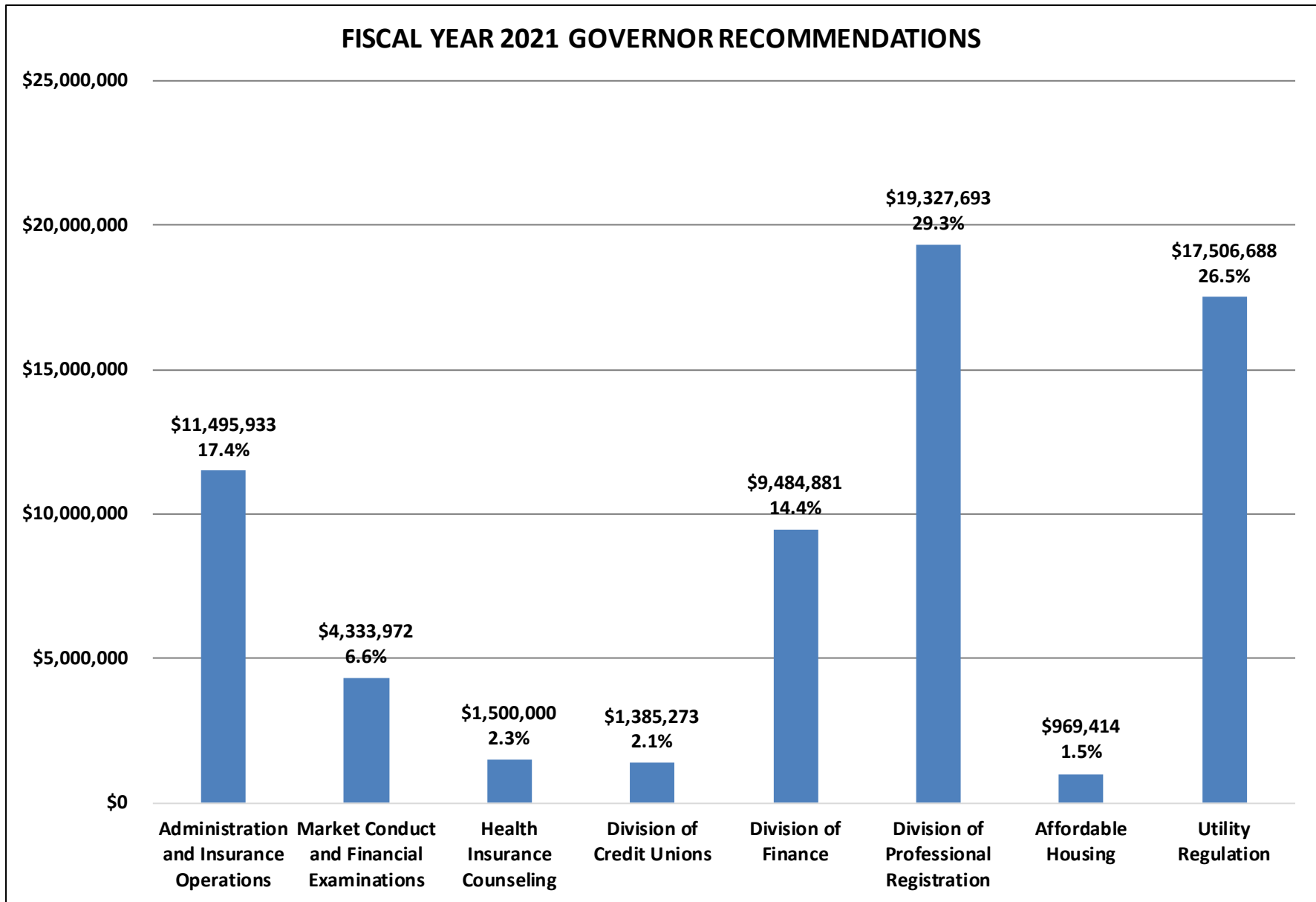
- Represents the public and the interests of utility customers in proceedings before the Missouri Public Service Commission and in appeals of Public Service Commission decisions.

Interesting STAT: Ratepayers save on average over \$100 million annually because of the office's efforts.

DEPARTMENT OF COMMERCE & INSURANCE

FINANCIAL SUMMARY

	FY 2019 EXPENDITURE	FY 2020 APPROPRIATION	FY 2021 REQUEST	FY 2021 GOVERNOR RECOMMENDS
Administration and Insurance Operations	\$ 9,284,567	\$ 11,268,948	\$ 11,292,191	\$ 11,495,933
Market Conduct and Financial Examinations	3,183,087	4,301,700	4,302,284	4,333,972
Health Insurance Counseling	1,419,840	1,450,000	1,450,000	1,500,000
Division of Credit Unions	1,138,552	1,351,028	1,377,178	1,385,273
Division of Finance	7,934,954	9,252,504	9,425,287	9,484,881
Division of Professional Registration	14,082,864	19,071,032	19,233,745	19,327,693
Affordable Housing	0	948,175	965,548	969,414
Utility Regulation	0	17,199,878	17,473,864	17,506,688
DEPARTMENTAL TOTAL	\$ 37,043,864	\$ 64,843,265	\$ 65,520,097	\$ 66,003,854
General Revenue Fund	0	1,059,868	1,134,190	1,055,672
Federal Funds	1,219,840	1,250,000	1,250,000	1,300,000
Other Funds	35,824,024	62,533,397	63,135,907	63,648,182
Total Full-time Equivalent Employees	521.42	776.08	771.08	771.08
General Revenue Fund	0.00	16.00	16.00	16.00
Other Funds	521.42	760.08	755.08	755.08



**DEPARTMENT OF COMMERCE & INSURANCE
ADMINISTRATION AND INSURANCE OPERATIONS**

FINANCIAL SUMMARY

	FY 2019 EXPENDITURE	FY 2020 APPROPRIATION	FY 2021 GOVERNOR RECOMMENDS
Administration	\$ 165,792	\$ 261,668	\$ 299,228
Insurance Operations	9,118,775	11,007,280	11,196,705
TOTAL	\$ 9,284,567	\$ 11,268,948	\$ 11,495,933
General Revenue Fund	0	40,000	12,314
Other Funds	9,284,567	11,228,948	11,483,619
Total Full-time Equivalent Employees	146.14	163.63	163.63

ADMINISTRATION

Certain administrative functions such as policy development, legislative coordination, communications (public information), research, and accounting are centralized to provide more efficient services. Staff provides these functions centrally with the costs allocated to the appropriate divisions within the department based on usage.

INSURANCE OPERATIONS

Insurance staff is responsible for overseeing the insurance industry’s compliance with Missouri insurance laws and regulations, and protecting the interests of Missouri insurance-buying consumers. Examples of specific duties include licensing insurance producers (agents and agencies), investigating consumer complaints, collecting premium taxes paid by insurance companies, and providing information to consumers each year through the complaint process, the Insurance Consumer Hotline, the department’s website and outreach events.

Fiscal Year 2021 Governor’s Recommendations

- \$113,238 for performance incentives for high-achieving department employees, including \$2,314 general revenue.
- \$92,793 other funds for pay plan.
- \$134,582 other funds for the remaining pay periods of the Fiscal Year 2020 approved pay plan.
- \$38,163 other funds for the remaining pay periods of the Fiscal Year 2020 approved pay plan associated with the recently completed compensation study to move to market-based minimums.
- (\$105,000) core reduction from the Fiscal Year 2020 appropriation level, including (\$30,000) general revenue.
- (\$46,791) Division of Finance Fund reallocated to various divisions for mileage reimbursement costs.

**DEPARTMENT OF COMMERCE & INSURANCE
MARKET CONDUCT AND FINANCIAL EXAMINATIONS**

FINANCIAL SUMMARY

	FY 2019 EXPENDITURE	FY 2020 APPROPRIATION	FY 2021 GOVERNOR RECOMMENDS
Market Conduct and Financial Examinations			
TOTAL	\$ 3,183,087	\$ 4,301,700	\$ 4,333,972
Other Funds	3,183,087	4,301,700	4,333,972
Total Full-time Equivalent Employees	38.87	43.30	43.30

The department performs both financial and market conduct examinations. Financial examinations ensure that insurance companies have sufficient reserves to pay consumer claims. Market conduct examinations of insurance companies serve to verify that policyholders and beneficiaries receive the full benefits from the contracts by which they and the insurer have agreed.

Fiscal Year 2021 Governor’s Recommendations

- \$35,865 Insurance Examiners Fund for pay plan.
- \$52,230 Insurance Examiners Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan.
- \$4,177 Insurance Examiners Fund reallocated from Insurance Administration for mileage reimbursement costs.
- (\$60,000) Insurance Examiners Fund core reduction from the Fiscal Year 2020 appropriation level.

**DEPARTMENT OF COMMERCE & INSURANCE
HEALTH INSURANCE COUNSELING**

FINANCIAL SUMMARY

	FY 2019 EXPENDITURE	FY 2020 APPROPRIATION	FY 2021 GOVERNOR RECOMMENDS
Health Insurance Counseling			
TOTAL	\$ 1,419,840	\$ 1,450,000	\$ 1,500,000
Federal Funds	1,219,840	1,250,000	1,300,000
Other Funds	200,000	200,000	200,000
Total Full-time Equivalent Employees	0.00	0.00	0.00

The department sponsors the Missouri State Health Insurance Assistance Program, commonly known as CLAIM. Trained counselors provide free, unbiased advocacy, education, and assistance to people with Medicare and those who help them to make informed decisions about Medicare and related health insurance needs.

Fiscal Year 2021 Governor's Recommendations

- \$50,000 federal funds for the Community Leaders Assisting the Insured of Missouri (CLAIM) program.

**DEPARTMENT OF COMMERCE & INSURANCE
DIVISION OF CREDIT UNIONS**

FINANCIAL SUMMARY

	FY 2019 EXPENDITURE	FY 2020 APPROPRIATION	FY 2021 GOVERNOR RECOMMENDS
Division of Credit Unions			
TOTAL	\$ 1,138,552	\$ 1,351,028	\$ 1,385,273
Other Funds	1,138,552	1,351,028	1,385,273
Total Full-time Equivalent Employees	13.79	15.50	15.50

The Division of Credit Unions is responsible for the examination, supervision, chartering, merger, and liquidation of Missouri’s state-chartered credit unions. The division also responds to consumer complaints against credit union services or operations.

Fiscal Year 2021 Governor’s Recommendations

- \$12,250 Division of Credit Unions Fund for pay plan.
- \$17,840 Division of Credit Unions Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan.
- \$4,155 Division of Credit Unions Fund reallocated from Insurance Administration for mileage reimbursement costs.

**DEPARTMENT OF COMMERCE & INSURANCE
DIVISION OF FINANCE**

FINANCIAL SUMMARY

	FY 2019 EXPENDITURE	FY 2020 APPROPRIATION	FY 2021 GOVERNOR RECOMMENDS
Division of Finance			
TOTAL	\$ 7,934,954	\$ 9,252,504	\$ 9,484,881
Other Funds	7,934,954	9,252,504	9,484,881
Total Full-time Equivalent Employees	99.75	112.15	107.15

The Division of Finance is responsible for the incorporation and regulation of Missouri’s state-chartered banks, non-deposit trust companies, and savings and loan associations. The division also licenses and regulates consumer credit companies, credit services organizations, money order companies, mortgage broker companies, and mortgage loan originators. Primary objectives include ensuring the safety and soundness of these institutions and the monitoring of compliance with laws and regulations, thereby safeguarding the funds of depositors and maintaining public confidence in Missouri’s financial system.

Fiscal Year 2021 Governor’s Recommendations

- \$84,474 Division of Finance Fund for pay plan.
- \$123,023 Division of Finance Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan.
- \$24,880 Division of Finance Fund reallocated from Insurance Administration for mileage reimbursement costs.
- (Five) staff core reduction from the Fiscal Year 2020 appropriation level.

**DEPARTMENT OF COMMERCE & INSURANCE
DIVISION OF PROFESSIONAL REGISTRATION**

FINANCIAL SUMMARY

	FY 2019 EXPENDITURE	FY 2020 APPROPRIATION	FY 2021 GOVERNOR RECOMMENDS
Administration	\$ 4,431,678	\$ 5,897,991	\$ 6,006,974
State Board of Accountancy	532,954	555,442	567,336
State Board for Architects, Professional Engineers, Land Surveyors and Landscape Architects	585,037	683,075	693,589
State Board of Chiropractic Examiners	45,533	131,820	131,983
Missouri Dental Board	365,265	610,976	620,728
State Board of Embalmers and Funeral Directors	117,236	164,200	164,518
State Board of Registration for the Healing Arts	2,362,900	2,707,234	2,774,434
State Board of Nursing	2,621,518	3,891,739	3,931,180
State Board of Optometry	8,150	34,726	34,957
State Board of Pharmacy	1,779,821	2,644,612	2,675,607
State Board of Podiatric Medicine	4,507	13,734	13,747
Missouri Real Estate Commission	1,001,570	1,263,574	1,288,666
Missouri Veterinary Medical Board	31,123	107,975	108,317
State Board of Cosmetology and Barber Examiners	195,572	363,934	315,657
TOTAL	\$ 14,082,864	\$ 19,071,032	\$ 19,327,693
Other Funds	14,082,864	19,071,032	19,327,693
Total Full-time Equivalent Employees	222.87	226.50	226.50

The Division of Professional Registration is responsible for supporting professional licensing boards and commissions in licensing and regulating the activities of Missourians. The division serves and protects the public by providing an accessible, responsible, and accountable regulatory system to ensure that Missouri consumers benefit from competent practitioners. Each licensing entity licenses qualified professionals by ensuring that minimum requirements have been met. In addition, each entity must appropriately enforce standards through the inspection of facilities and the investigation of complaints.

Fiscal Year 2021 Governor's Recommendations

ADMINISTRATION

- \$38,921 Professional Registration Fees Fund for pay plan.
- \$56,562 Professional Registration Fees Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan.
- \$8,234 Professional Registration Fees Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan associated with the recently completed compensation study to move to market-based minimums.
- \$5,266 Professional Registration Fees Fund reallocated from Insurance Administration for mileage reimbursement costs.

STATE BOARD OF ACCOUNTANCY

- \$3,128 State Board of Accountancy Fund for pay plan.
- \$4,507 State Board of Accountancy Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan.
- \$3,442 State Board of Accountancy Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan associated with the recently completed compensation study to move to market-based minimums.
- \$817 State Board of Accountancy Fund reallocated from Insurance Administration for mileage reimbursement costs.

**DEPARTMENT OF COMMERCE & INSURANCE
DIVISION OF PROFESSIONAL REGISTRATION**

STATE BOARD FOR ARCHITECTS, PROFESSIONAL ENGINEERS, LAND SURVEYORS AND LANDSCAPE ARCHITECTS

- \$3,874 State Board for Architects, Professional Engineers, Professional Land Surveyors and Professional Landscape Architects Fund for pay plan.
- \$5,641 State Board for Architects, Professional Engineers, Professional Land Surveyors and Professional Landscape Architects Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan.
- \$999 State Board for Architects, Professional Engineers, Professional Land Surveyors and Professional Landscape Architects Fund reallocated from Insurance Administration for mileage reimbursement costs.

STATE BOARD OF CHIROPRACTIC EXAMINERS

- \$163 State Board of Chiropractic Examiners' Fund reallocated from Insurance Administration for mileage reimbursement costs.

MISSOURI DENTAL BOARD

- \$3,790 Dental Board Fund for pay plan.
- \$5,519 Dental Board Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan.
- \$443 Dental Board Fund reallocated from Insurance Administration for mileage reimbursement costs.

STATE BOARD OF EMBALMERS AND FUNERAL DIRECTORS

- \$318 Board of Embalmers and Funeral Directors Fund reallocated from Insurance Administration for mileage reimbursement costs.

STATE BOARD OF REGISTRATION FOR THE HEALING ARTS

- \$19,827 Board of Registration for the Healing Arts Fund for pay plan.
- \$28,609 Board of Registration for the Healing Arts Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan.
- \$18,242 Board of Registration for the Healing Arts Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan associated with the recently completed compensation study to move to market-based minimums.
- \$522 Board of Registration for the Healing Arts Fund reallocated from Insurance Administration for mileage reimbursement costs.

STATE BOARD OF NURSING

- \$13,336 State Board of Nursing Fund for pay plan.
- \$19,331 State Board of Nursing Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan.
- \$6,277 State Board of Nursing Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan associated with the recently completed compensation study to move to market-based minimums.
- \$497 State Board of Nursing Fund reallocated from Insurance Administration for mileage reimbursement costs.

STATE BOARD OF OPTOMETRY

- \$231 Optometry Fund reallocated from Insurance Administration for mileage reimbursement costs.

**DEPARTMENT OF COMMERCE & INSURANCE
DIVISION OF PROFESSIONAL REGISTRATION**

STATE BOARD OF PHARMACY

- \$12,392 Board of Pharmacy Fund for pay plan.
- \$18,047 Board of Pharmacy Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan.
- \$556 Board of Pharmacy Fund reallocated from Insurance Administration for mileage reimbursement costs.

STATE BOARD OF PODIATRIC MEDICINE

- \$13 State Board of Podiatric Medicine Fund reallocated from Insurance Administration for mileage reimbursement costs.

MISSOURI REAL ESTATE COMMISSION

- \$10,015 Real Estate Commission Fund for pay plan.
- \$14,586 Real Estate Commission Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan.
- \$491 Real Estate Commission Fund reallocated from Insurance Administration for mileage reimbursement costs.

MISSOURI VETERINARY MEDICAL BOARD

- \$342 Veterinary Medical Board Fund reallocated from Insurance Administration for mileage reimbursement costs.

STATE BOARD OF COSMETOLOGY AND BARBER EXAMINERS

- \$677 Board of Cosmetology and Barber Examiners Fund reallocated from Insurance Administration for mileage reimbursement costs.
- (\$48,954) Board of Cosmetology and Barber Examiners Fund core reduction for one-time expenditures.

**DEPARTMENT OF COMMERCE & INSURANCE
AFFORDABLE HOUSING**

FINANCIAL SUMMARY

	FY 2019 EXPENDITURE	FY 2020 APPROPRIATION	FY 2021 GOVERNOR RECOMMENDS
Manufactured Housing Program			
TOTAL	\$ 0	\$ 948,175	\$ 969,414
Other Funds	0	948,175	969,414
Total Full-time Equivalent Employees	0.00	8.00	8.00

MANUFACTURED HOUSING PROGRAM

Under the jurisdiction of the Public Service Commission, the staff of the Manufactured Housing Program oversees the annual registration of home installers, dealers, and manufacturers of new manufactured homes and modular units. Program staff also enforces construction and safety standards, conducts code inspections, addresses consumer complaints, and enforces home set-up and tie-down requirements.

Fiscal Year 2021 Governor’s Recommendations

- \$3,872 Manufactured Housing Fund for pay plan.
- \$5,464 Manufactured Housing Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan.
- \$11,897 Manufactured Housing Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan associated with the recently completed compensation study to move to market-based minimums.
- \$6 Manufactured Housing Fund reallocated from Insurance Administration for mileage reimbursement costs.

**DEPARTMENT OF COMMERCE & INSURANCE
UTILITY REGULATION**

FINANCIAL SUMMARY

	FY 2019 EXPENDITURE	FY 2020 APPROPRIATION	FY 2021 GOVERNOR RECOMMENDS
Office of Public Counsel	\$ 0	\$ 1,019,868	\$ 1,043,358
Public Service Commission	0	16,180,010	16,463,330
TOTAL	\$ 0	\$ 17,199,878	\$ 17,506,688
General Revenue Fund	0	1,019,868	1,043,358
Other Funds	0	16,180,010	16,463,330
Total Full-time Equivalent Employees	0.00	207.00	207.00

OFFICE OF PUBLIC COUNSEL

The Office of Public Counsel is the state’s consumer advocate in matters of utility ratemaking and regulation. Attorneys and technical staff analyze utility rate cases and provide testimony and cross-examination in hearings held before the Public Service Commission. The Public Counsel also has the right to appeal Public Service Commission cases through the court system. Through the Ombudsman for Property Rights, the Public Counsel provides guidance to citizens regarding the condemnation process and procedures.

Fiscal Year 2021 Governor’s Recommendations

- \$9,392 for pay plan.
- \$13,672 for the remaining pay periods of the Fiscal Year 2020 approved pay plan.
- \$426 for the remaining pay periods of the Fiscal Year 2020 approved pay plan associated with the recently completed compensation study to move to market-based minimums.

PUBLIC SERVICE COMMISSION

The Public Service Commission (PSC) regulates the rates and practices of investor-owned natural gas, electric, steam, water, and sewer utilities. The commission has limited regulatory authority over investor-owned telephone companies. The PSC also administers safety standards for the rural electric cooperatives and municipal natural gas systems, maintains a registry of state video service providers, and registers Voice over Internet Protocol (VoIP) service providers. In addition, the PSC administers the Relay Missouri service, which gives hearing-impaired citizens access to the telephone network.

Fiscal Year 2021 Governor’s Recommendations

- \$115,670 Public Service Commission Fund for pay plan.
- \$165,412 Public Service Commission Fund for the remaining pay periods of the Fiscal Year 2020 approved pay plan.
- \$2,238 other funds reallocated from Insurance Administration for mileage reimbursement costs.