



## Division of Financial Regulation Insurance Advisory Committee

July 27, 2021  
9:00 am-11:00 am  
Meeting notes

### **1. Call to Order: Jennifer Baker, Chair**

Chair Jennifer Baker, welcomed everyone and conducted a roll call of participants:

In attendance included:

Consumer representatives: Jim Davis and Tamara Bakewell (Jerry Cohen could not attend).

Industry representatives: Jennifer Baker and Eric Cutler. (Ryan Chieffo, David Nessler-Cass, and James Workinger could not attend.)

Industry Producers: Wendy Abel-Hatzel, Dawn Miller and Patrick O'Keefe. (Chris Boone and David Willis could not attend.)

DCBS/DFR staff: Commissioner Stolfi, TK Keen, Kristen Anderson, Alex Cheng, Jesse O'Brien, Tricia Goldsmith, Tashia Sizemore, Brian Fordham, and Nancy Yuill.

Guest: Michelle Druce.

2. Minutes to April 2021 meeting were approved.

3. Commissioner Stolfi's report:

3.1. The division honed its focus for wildfire response based on our experiences from last year. Our advocate team continues to support affected communities to rebuild, and we have gotten had gotten about 400 inquiries and 100+ complaints on the advocacy line, often calls are about the claims process and with coverage questions.

3.2. In the 2021 wildfire season, and its lead up, we have used our social media channels and media buys to focus on getting consumers to think now about their plans if they are evacuated, how they will communicate with family members and have significant documents they will need, and how they can conduct a home inventory now so that if they do suffer a loss the information they need to make a claim is readily available. We have also increased our media buys to focus on targeting affected areas with radio ads on key consumer protection topics like accessing additional living expenses to pay for a hotel or rental property and how to contact us so we can assist them with their questions. We continue to be available to be on the ground, working with local partners to inform communities affected by disasters.

- 3.3. In personnel updates, we have appointed Kirsten Anderson and Alex Cheng as deputy administrators, filling the positions held by JP Jones and TK Keen. We have appointed Haven Garber as manager of licensing and non-depository programs and Jesse O'Brien as policy manager. Members requested an updated organizational chart.
- 3.4. On the DEI front, we have been heavily involved at the agency level on DEI issues by building out a DEI Strategic Plan for 2021-23, empowering an agency DEI council to look at how we can be more inclusive in our thinking and creation of an inclusive environment for staff, how we can outreach to community partners on these topics and build relationships. Veronica Murray is our Manager of Diversity, Equity and Inclusion.
- 3.5. Climate change: We have taken the lead with the National Association of Insurance Commissioners to put forward a climate change disclosure survey to our carriers that will assess carrier strategies and practices around investment, mitigation, financial solvency, emissions/carbon footprint, and engaging consumers. Oregon will be joined by 14 other states in the disclosure survey and the survey will capture data from over 75% of the nationwide insurance market. Eric's idea is that we should use AM Best and KBRA rating. He can share a web link and material background on that. Jen shared that health can make a difference, and Providence plans to be carbon neutral by 2030.
- 3.6. Strategic planning: agency will start the strategic planning in the fall and will be seeking lots of input and direction; the IAC can provide insights.
- 3.7. Commissioner Stolfi appealed to all to get folks vaccinated, and to let DFR know if there are barriers that need to change.
4. Brief summary of legislative session: Jesse O'Brien shared a list of bills that passed and invited questions from committee members.
  - 4.1. HB 2010 public option bill, are there next steps for discussions with OHA. Jesse summarized it as the bill that directs OHA to work with DCBS to design a public health plan, based on study SB 770, universal care task force, options for public options. They are to come up with three possible designs, plus and minus, and this bill will get a concept flushed out with an implementable structure. Jen hopes OHA will take stakeholder input. Jim is very supportive of a state level public option.
  - 4.2. Network adequacy on behavioral health, mental health, HB 3046, new reporting by carriers, to measure parity. Goes into effect Jan 1, 2022, staggered operationalization dates for different pieces of it. May come in stages, with first reports due March 2022. providers are compliant.

- 4.3. HB 3272 insurance subsequent rule making, if loss is directly related to the subject of governor's emergency directive. Lots of potential for ambiguity, does not open up flood.
- 4.4. SB 844: prescription drug affordability board, at DFR, will be staffing up soon and setting up the board members. If you have ideas, please let Jesse know. It will be looking into cost of drugs, naming those with a big impact on health care, recommendations on rising drug costs.
5. Issues and advice for DFR consideration: the IAC is getting on track to advise and counsel to the DFR on insurance issues that impact consumers. Jen asked each executive committee member to contact their group to develop two questions to answer to provide counsel and feedback to the commissioner. The respective group discusses over next quarter and shares feedback in the quarter four meeting. Jen will send out instructions to guide the groups' discussions.
  - 5.1. Question 1: As the DFR works with Oregon Health Authority (OHA) on implementation of a public option health plan for the individual market, what key elements should they consider when designing a plan that will reduce premium costs, provide transparency, while maintaining broader access to quality healthcare and preventing significant market disruption?
  - 5.2. Question 2: How can the DFR address affordability, accessibility and transparency of the costs of prescription medications?
6. Update on consumer representative recruitment: Michelle Druce was appointed to the committee as a consumer representative, welcome Michelle.
7. Preparing for elections in quarter four; results are effective in quarter one 2022. Each year the executive committee is elected. A member may serve on the executive committee consecutively for 4 years, and in the same position on the executive committee for 3 consecutive terms. Jennifer will not be standing for executive committee, but will stay on the IAC.

Meeting adjourned at 11 am.