

Office of Public Insurance Counsel Quarterly Report – January 2014

Public Outreach

OPIC continues to promote better consumer understanding of insurance products and the importance of regularly shopping for insurance. In late 2013 OPIC expanded its consumer outreach campaign to include the use of Twitter (@TXOPIC) and Facebook (www.facebook.com/txopic). The agency already has almost 100 individuals and groups following its social media posts. These efforts continue to drive traffic to the OPIC website (over 266,000 pages viewed last quarter). OPIC also released its annual HMO reports *Comparing Texas HMOs 2013* and *Guide to Texas HMO Quality: 2013*. The reports provide new and seasoned consumers the kind of detailed information essential to choosing a health plan that meets their needs. The reports are available in English and Spanish on OPIC's website: www.opic.state.tx.us.

Consumer Advocacy

OPIC staff reviewed 353 insurance rules, policy forms, endorsements, and rate filings filed with the Department of Insurance last quarter. Additionally, OPIC staff attended the Texas Windstorm Insurance Association Board meeting, the Texas FAIR Plan Association Governing Committee meeting, the Texas Auto Insurance Plan Association Governing Committee meeting, and the Texas Health Insurance Pool Board meeting. OPIC staff also attended public meetings at the Department of Insurance concerning the development of rules to implement SB 1795 relating to navigators for health benefit exchanges, and the implementation of SB 1567 relating to named driver auto insurance policies.