

# The Wisconsin Office of the Commissioner of Insurance

## *An Overview*

**Our mission . . .**

**Leading the way in  
informing and protecting  
the public and responding to  
their insurance needs.**



**STATE OF WISCONSIN  
OFFICE OF THE  
COMMISSIONER OF INSURANCE  
P. O. BOX 7873  
MADISON, WISCONSIN 53707-7873  
OCI's World Wide Web Home Page:  
<http://oci.wi.gov>**

The Office of the Commissioner of Insurance is responsible for overseeing a very important product—insurance. This product affects almost all Wisconsin residents. Whether we are talking about auto, home, life, or health, insurance plays an important role in most people's lives.

Because of the importance of insurance, the Office of the Commissioner of Insurance has a special challenge in meeting its public mission of protecting the welfare of insurance consumers. Below is a summary of the office's main functions:

- ◆ Reviews and approves new life, accident, health, auto, property, casualty, and other types of policies that are sold in Wisconsin.
- ◆ Examines the financial condition of insurance companies and reviews their corporate activities.
- ◆ Reviews rates filed by insurance companies doing business in the state.
- ◆ Licenses agents, certain corporations, and employee benefit plan administrators.
- ◆ Investigates and processes consumer complaints against agents, insurance companies, and employee benefit plan administrators.
- ◆ Researches special insurance problems and publishes reports.
- ◆ Drafts legislation and promulgates administrative rules.
- ◆ Takes legal actions against insurers, agents, and employee benefit plan administrators who violate Wisconsin insurance laws and regulations.
- ◆ Conducts a comprehensive program of consumer education and public information.
- ◆ Operates a state life insurance fund, a property fund for the property owned by local units of government, a health care liability insurance plan, and a patients compensation fund insuring health care providers for medical malpractice.

## **EMPLOYMENT OPPORTUNITIES**

### **Insurance Financial Examiners**

The Bureau of Financial Analysis and Examinations is responsible for overseeing the financial condition of insurance companies, including HMOs, which come under Wisconsin's jurisdiction. The bureau employs individuals with accounting, auditing, and finance backgrounds as insurance financial examiners. The bureau provides on-the-job training and also encourages examiners to receive formal career and job-related training. (The examiner position qualifies as work experience for the CPA certificate.) Examiners perform on-site audits of Wisconsin insurance company financial statements and operations. Examiners interact with a variety of insurance company management and staff, including professionals in the accounting, actuarial, investment, legal, information technology, underwriting, and claims fields. Examiners also review financial statements, audit reports, and other company documents, working part of the year in-office as financial analysts. Examiners travel throughout Wisconsin and occasionally out-of-state (the positions require about 50% travel), but they are headquartered in Madison.

### **Insurance Examiners**

The Bureau of Market Regulation is responsible for overseeing the marketing, rating, underwriting, claims, and customer service practices of insurers and agents. Within this job classification, duties can range from reviewing insurance policy forms to investigating for violations of insurance laws to conducting on-site audits. The office hires staff from a broad range of backgrounds, including claims, underwriting, business administration, economics, public administration, and systems analysis. On-site training and training outside the office are provided. An aptitude or knowledge of personal computer applications is essential. Some travel is involved when market conduct examinations of insurers are undertaken.

### **Information Services (IS)**

The Information Services section has a team of IS staff supporting the agency's regulatory functions as well as the insurance plans administered by the office. Positions include systems analysis, programming, PC support, technical support, LAN administration, training, and graphic design. IS tasks are varied and challenging. OCI has a LAN using Microsoft applications for the desktop. Applications are built around the Java and Web model using Oracle and Delphi and some include imaging and workflow.

### **Program Support**

A variety of positions provide general administrative office and program support. Tasks vary by position but all require customer service and communication skills.

### **Program Managers**

Insurance Program Officer positions oversee the insurance plans and funds operated by the office, develop agency policy, and program oversight. Administrative manager positions lead programs in meeting the goals and objectives of the agency. Good organizational skills are required for these positions regardless of level. For high-level positions, strong analytical, public speaking, and written communications skills are necessary.

### **Attorneys**

The Legal Unit initiates hearings on matters as diverse as the financial condition of insurance companies, abusive sales tactics, and fraud. The unit offers a wide range of challenging duties for attorneys interested in state government careers.

## **☐ WISCONSIN CIVIL SERVICE SYSTEM**

All positions in the Office of the Commissioner of Insurance are under the Wisconsin Civil Service System. As a part of the Wisconsin Civil Service System, all positions must be filled following the rules established by the legislature and the Office of State Employment Relations.

## **☐ PAY AND EMPLOYEE BENEFITS**

Pay rates and employee benefits are reviewed and adjusted on a regular basis so the state, as an employer, remains competitive with other major Wisconsin employers. A new employee starts at the announced hiring rate and serves a probationary period. In addition to class progression in certain job groups, and opportunities for promotions to higher paying positions, other pay increases may be gained through performance awards, general economic pay adjustments, and/or supplemental add-ons for industry-related designations.

Following is a summary of some of the employee benefits available in Wisconsin state service. An asterisk appearing by the benefit item indicates that negotiated contractual agreements contain provisions which may vary slightly from the basic benefit described in this list.

- ◆\* Holidays: 9 paid legal holidays.
- ◆\* Vacation: During the first 5 years—10 days; during the second 5 years—15 days; additional days are provided at 5-year intervals up to a maximum of 25 days after 25 years. Department heads, career executives, FLSA-exempt employees, and attorneys receive approximately one additional week each year.
- ◆ Sick Leave: 130 hours (or 16 days) per year accumulated without limit.
- ◆ Income Continuation: A contributory income insurance plan which is integrated with the sick leave program.
- ◆ Deferred Compensation Program.
- ◆ Health Insurance: In most cases, the state pays between 90%-100% of the premium cost for health care insurance. Most areas of the state have the option of participating in a health maintenance organization or approved alternate care plans.
- ◆ Life Insurance: Coverage up to 500% of the employee's annual salary is available at a low group rate. Coverage for spouse and dependent children is also available.
- ◆ Spectera: Supplemental vision care.
- ◆ Dental Blue: Supplemental dental coverage.
- ◆ Retirement: Participation in the state retirement program and social security is mandatory with the employer paying the greatest share of the state retirement portion of the program. Group health and life insurance coverages are also available for retirees.
- ◆ Employee Reimbursement Account: An optional tax-free benefit plan for eligible employees.
- ◆ Catastrophic Health and Accidental Death and Dismemberment: An optional insurance plan offered through a private insurance carrier.
- ◆ Additional Benefits and Paid Leave Time:
  - Personal Holidays
  - Electronic Deposit of Paycheck
  - Worker's Compensation
  - Military Leave
  - Jury Duty
  - Voting
  - Reimbursement for Job-Related Expenses
  - Night and Weekend Differential
  - Career and Job Related Training
  - Educational and Sabbatical Leave
  - Payroll Deductions

**☐ AFFIRMATIVE ACTION COMMITMENT**

All state agencies function under an affirmative action plan. Balancing the state work force with women, minorities, and persons with disabilities is a goal for Wisconsin state government as an employer. Employment lists are, under certain circumstances, expanded to allow more affirmative action target group persons to be interviewed.

**☐ ADDITIONAL INFORMATION**

Persons with questions not addressed in this brochure may call (608) 261-8145 or send their inquiry to:

Wisconsin Department of Administration  
Attn: Bureau of Personnel  
P. O. Box 7869  
Madison, WI 53707-7869

Deaf, hearing, or speech impaired callers may reach DOA through WI TRS. Dial 711.