

PA Insurance Department - How to Contact Us

Harrisburg Locations

Harrisburg Regional Office

Philadelphia Regional Office

Pittsburgh Regional Office

Offices within the Department

Commissioner's Office

Office of Children's Health Insurance Program (CHIP) and adultBasic

Office of Consumer and Producer Services

Office of Policy, Planning and Administration

Office of Insurance Product Regulation and Market Enforcement

Office of Corporate and Financial Regulation

Office of Liquidations, Rehabilitations and Special Funds

Office of Medical Care Availability and Reduction of Error (Mcare)

**Automated Consumer Hotline
(Toll Free--accessible statewide)
(877) 881-6388**

Department hours of operation are 8:30 am to 5:00 pm

| Department | Contact (Email) Phone (P) Fax (F) |
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| Commissioner's Office 1326 Strawberry Square, Harrisburg, PA 17120 | |
| <u>Insurance Commissioner</u> | <u>M. Diane Koken</u> (717) 783-0442 (P) (717) 772-1969 (F) |
| The <u>Administrative Hearings Office</u> , located at 901 N. 7th Street, Harrisburg, PA 17102, receives filings, conducts hearings and prepares adjudications in matters concerning insurance laws and regulations. Hearings are held on certain insurance policy terminations as well as many other <u>types of cases</u> . The hearings are conducted at our main office in Harrisburg, and some hearings are conducted in Pittsburgh and Philadelphia. Hearings are public. You may see a list of currently <u>open cases</u> or view a calendar of <u>upcoming hearings</u> . | <u>James A. Johnson,</u> Chief Hearing Officer (717) 783-2126 (P) (717) 787-8781 (F) |
| | <u>Melinda Fisher</u> <u>Nowak,</u> Hearing Officer (717) 783-2126 (P) (717) 787-8781 (F) |
| | <u>Jennifer Fralick,</u> |

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| | Acting Hearings Administrator (717) 787-3166(P) (717) 787-8781 (F) |
| Office of Consumer Liaison | <u>Cindy Fillman</u> , Consumer Liaison (717) 787-3166 (P) (717) 346-9423 (F) |
| Office of Children's Health Insurance Program (<u>CHIP</u>) and <u>adultBasic</u> 333 Market Street, Lobby Level, Harrisburg, PA 17120 | |
| Children's Health Insurance Program (CHIP) is Pennsylvania's program to provide quality health insurance for children of working families who otherwise could not afford it. | <u>George Hoover</u> , Deputy Commissioner (800) 986-5437 (P) (717) 705-1643 (F) |
| <u>adultBasic</u> was designed to provide health insurance for adults meeting certain <u>eligibility requirements</u> and who do not have healthcare coverage. It is administered by the Pennsylvania Insurance Department. Through contracts with four insurance <u>companies</u> throughout the state, adultBasic offers basic <u>benefits</u> including preventative care, physician services, diagnosis and treatment of illness or injury, in-patient hospitalization, out-patient hospital services, emergency accident and medical care. | <u>George Hoover</u> , Deputy Commissioner (800) 462-2742 (P) (717) 705-1643 (F) |
| Office of Consumer and Producer Services 1209 Strawberry Square, Harrisburg, PA 17120 | |
| Reporting to the insurance commissioner, the Office of Consumer and Producer Services, under the direction of a Deputy Insurance Commissioner , is responsible for researching and resolving consumer complaints; testing and licensing insurance agents, brokers, public adjusters, solicitors, surplus lines agents, motor vehicle physical damage appraisers and professional bondsman in the Commonwealth. | <u>Ron Gallagher</u> , Deputy Commissioner (717) 787-6174 (P) (717) 787-8585 (F) |
| The <u>Bureau of Consumer Services</u> is available to answer your questions and respond to your insurance related complaints. Three regional offices in <u>Harrisburg, Philadelphia and Pittsburgh</u> process more than 100,000 consumer inquiries and complaints annually that recovered over \$6 million for Pennsylvania consumers in 1999. | <u>Carolyn Morris</u> , Director (717) 783-2153 (P) (717) 787-8585 (F) |
| The <u>Bureau of Producer Licensing</u> , located on the 12th Floor (Mailing address: 1209 Strawberry Square, Harrisburg, PA 17120) manages a significant | <u>Jack Yanosky</u> , Director (717) 787-3840 (P) |

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| <p>aspect of the Department's consumer protection mission. The Bureau is responsible for <u>testing and licensing</u> those individuals who sell, solicit or negotiate contracts of insurance on behalf of a policyholder. Insurance producers, viatical settlement brokers, public adjusters, public adjuster solicitors, surplus line agents, motor vehicle physical damage appraisers and professional bondsmen licensed in the Commonwealth are required to comply with Pennsylvania laws and regulations, <u>pre-examination education</u> and <u>continuing education requirements</u> for licenses where applicable.</p> | <p>(717) 787-8553 (F)</p> |
| <p>Information Division</p> | <p><u>Vacant</u>, Chief (717) 787-3840 (P) (717) 787-8553 (F)</p> |
| <p>Application Division</p> | <p><u>Adriane Force</u>, Chief (717) 787-3840 (P) (717) 787-8553 (F)</p> |
| <p style="text-align: center;">Office of Policy, Planning and Administration 1326 Strawberry Square, Harrisburg, PA 17120</p> | |
| <p>Reporting to the insurance commissioner, the Office of Policy, Planning and Administration, under the direction of a Deputy Insurance Commissioner, is responsible for managing the development and implementation of the Department's legislative and regulatory agenda. The Office also coordinates the Department's public information effort and provides administrative support to the Department in the areas of budget and fiscal management, personnel and equal employment opportunity management, office services, and information technology management.</p> | <p><u>Sarah H. Lawhorne</u>, Deputy Commissioner (717) 787-2734 (P) (717) 772-1969 (F)</p> |
| <p>The Communications Office coordinates the Department's public information program through preparation of news releases, newsletters, speeches and printed materials.</p> | <p><u>Rosanne Placey</u>, Press Secretary (717) 787-3289 (P) (717) 772-1969 (F)</p> |
| <p>The Legislative Office serves as liaison between the legislature and the Department and monitors and analyzes legislation affecting the Department, the industry and insurance consumers.</p> | <p><u>Lesla Tressler</u>, Director (717) 783-2005 (P) (717) 772-1969 (F)</p> |
| <p>The Policy Office conducts research, gathers data and identifies trends in order to develop policy recommendations consistent</p> | <p><u>VACANT</u> (717) 783-2011 (P)</p> |

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| with the Governor's Administration goals and is responsive to the needs of the insurance industry and insurance consumers. The office develops short range goals and objectives and long range strategic plans for the Department which are consistent with priorities established by the commissioner and deputy insurance commissioners and which are current with trends in insurance regulation. | (717) 772-1969 (F) |
| The Special Projects Office researches issues and coordinates programs to develop, implement and evaluate Department policies consistent with statutes and regulations, administrative requirements and Department objectives and acts as liaison to the National Association of Insurance Commissioners. | <u>Pete Salvatore</u> , Regulatory Coordinator (717) 787-4429 (P) (717) 772-1969 (F) |
| The Bureau of Administration is responsible for budget preparation; human resources and area EEOC administration; fiscal management; procurement and contract management; and office services support. The director oversees the Department's general fund, special funds and federal fund budgets. | <u>Barbara Seiler</u> , Director (717) 787-4298 (P) (717) 705-3873 (F) |
| Budget and Office Management Division | <u>Lynn Baillie</u> , Chief (717) 787-4298 (P) (717) 705-3873 (F) |
| Human Resources and EEO Division | <u>Kathy Culbertson</u> , Director (717) 787-4298 (P) (717) 705-3873 (F) |
| The Insurance Department's Public Document Room holds records and files that include insurance rate and policy form filings and insurance company financial statements. These documents are on hand for public review. | <u>Kenneth Bradley</u> , Supervisor (717) 787-0877 (P) (717) 787-8555 (F) |
| The Bureau of Information Technology plans, directs and coordinates a program to identify the Insurance Department's short-term and long-term information technology needs, develops strategies and plans to meet those needs; directs the implementation of IT standards developed and issued by the Governor's Office of Information Technology; and participates in the Commonwealth's disaster recovery planning efforts. | <u>Joseph Knepper</u> , Director (717) 783-2636 (P) (717) 783-1059 (F) |
| Applications Development Division | <u>Cathy Malone</u> , Chief (717) 783-2636 (P) (717) 783-1059 (F) |

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| Technical Services Division | <u>Mark Green</u> , Chief (717) 783-2636 (P) (717) 783-1059 (F) |
| Office of Insurance Product Regulation and Market Enforcement 1311 Strawberry Square, Harrisburg, PA 17120 | |
| Reporting to the insurance commissioner, the Office of Insurance Product Regulation and Market Enforcement, under the direction of a Deputy Insurance Commissioner , is responsible for reviewing and regulating insurance rates charged and policy forms sold in Pennsylvania for accident and health, life, and property and casualty insurance. Rate filings are reviewed to ensure that rates are not excessive, inadequate or unfairly discriminatory. Policy forms and policies marketed in the Commonwealth are reviewed to ensure they meet all statutory requirements. (Industry Inquires Only) | <u>Randy Rohrbaugh</u> , Deputy Commissioner (717) 783-5079 (P) (717) 787-8555 (F) |
| The Bureau of Accident and Health Insurance oversees health maintenance organizations (HMOs), preferred provider organizations (PPOs), and commercial and nonprofit insurer including Blue Cross/Blue Shield plans. The Bureau also coordinates with the Department of Health on licensing of health maintenance organizations. In addition, the Bureau is responsible for ensuring that all state laws and regulations are in compliance with federal legislation dealing with health care reform. Rate and form filings are reviewed for compliance with all statutory and regulatory requirements. The Bureau reviews approximately 1,100 rate filings and 2,180 form filings each year. | <u>Geoff Dunaway</u> , Director (717) 787-4192 (P) (717) 787-8555 (F) |
| Actuarial Review Division | <u>Carol Slack</u> , Supervisor (717) 787-4192 (P) (717) 787-8555 (F) |
| Policy Review Division | <u>Yen Lucas</u> , Supervisor (717) 787-4192 (P) (717) 787-8555 (F) |
| The Bureau of Life Insurance reviews life insurance and credit rates, values, policies and forms for compliance with the Department's laws and regulations. The Bureau also provides valuation of life and accident and health insurance reserves to determine compliance with the valuation law. Rate and form filings are reviewed for compliance with all statutory and regulatory requirements. The Bureau reviews approximately 1,180 rate filings and 4,400 form filings each year. | <u>Brad Harker</u> , Director (717) 787-4192 (P) (717) 787-8555 (F) |
| Actuarial Review Division | <u>Dana Fulton</u> , Supervisor |

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| | (717) 787-4192 (P) (717) 787-8555 (F) |
| Policy Review Division | <u>Paul Makurath</u> , Supervisor (717) 787-4192 (P) (717) 787-8555 (F) |
| The Bureau of Property and Casualty Insurance is responsible for personal and commercial property and casualty lines of business such as automobile, homeowner's, workers' compensation and liability insurance. The Bureau works closely with the Department of Labor on workers' compensation issues, and with the Medical Professional Liability Catastrophic Loss Fund. Rate and form filings are reviewed for compliance with all statutory and regulatory requirements. The Bureau reviews approximately 4,700 rate filings and 4,300 form filings each year. | <u>Chuck Romberger</u> , Director (717) 783-5079 (P) (717) 787-8555 (P) |
| Actuarial Review Division | <u>Ken Creighton</u> , Supervisor (717) 787-4192 (P) (717) 787-8555 (F) |
| Policy Review Division | <u>Chuck Romberger</u> , Director (717) 787-4192 (P) (717) 787-8555 (F) |
| The Bureau of Enforcement , located in 1227 Strawberry Square, investigates alleged violations and enforces statutes and regulations pertaining to insurance agents, brokers, companies and other related persons, and performs market conduct examinations of insurers' records, files and practices. | <u>Dennis Shoop</u> , Director (717) 783-2627 (P) (717) 772-4334 (F) |
| The <u>Field Investigations Division</u> investigates insurance companies, insurance agencies and insurance producers suspected of violating Pennsylvania's insurance statutes and regulations. | <u>Vic DiCicco</u> , Chief (717) 783-2627 (P) (717) 772-4334 (F) |
| The Property and Casualty <u>Market Conduct</u> Division reviews data and other information and conducts comprehensive examinations of Property and Casualty insurance companies' records, files and practices to determine their compliance with Pennsylvania's insurance statutes and regulations in such areas like sales, advertising, claims payment, underwriting and rating. | <u>Chester Derk</u> , Chief (717) 783-2627 (P) (717) 772-4334 (F) |
| Life and Health <u>Market Conduct</u> Division reviews data and other information and conducts comprehensive examinations of Life and Health insurance companies' records, files and practices to determine their compliance with Pennsylvania's insurance | <u>Dan Stemcosky</u> , Chief (717) 783-2627 (P) (717) 772-4334 (F) |

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| statutes and regulations in such areas like sales, advertising, claims payment, underwriting and rating. | |
| The <u>Market Surveillance Division</u> , located in 1207 Strawberry Square, is responsible for educating the insurance industry about newly enacted legislation by conducting reviews and verifying compliance from the part of the industry. | <u>Dave Tressler</u> , Chief (717) 772-2383 (P) (717) 772-4334 (F) |
| The <u>Anti-Fraud Compliance Division</u> , located in 1207 Strawberry Square, was created in 1998 and funded through the Pennsylvania Insurance Fraud Prevention Authority works to increase the detection, investigation, prosecution and prevention of insurance fraud in Pennsylvania . | <u>Ralph Burnham</u> , Chief (717) 787-0166 (P) (717) 783-2101 (F) |
| <u>Office of Corporate and Financial Regulation</u> 1345 Strawberry Square, Harrisburg, PA 17120 | |
| Reporting to the insurance commissioner, the <u>Office of Corporate and Financial Regulation</u> , under the direction of a Deputy Insurance Commissioner , protects insurance consumers by requiring all insurance companies operating in Pennsylvania to maintain financial strength and stability. Currently, there are over 1,700 insurance companies licensed to conduct business in Pennsylvania. | <u>Stephen Johnson</u> , Deputy Commissioner (717) 783-2142(P) (717) 787-8557 (F) |
| Bureau of Financial Examinations | <u>David DelBiondo</u> , Director (717) 787-3952 (P) (717) 787-8557 (F) |
| Bureau of Company Licensing and Financial Analysis | <u>Willard Smith</u> , Director (717) 787-2735 (P) (717) 787-8557 (F) |
| Company Licensing Division | <u>Robert Brackbill</u> , Chief (717) 783-2143 (P) (717) 787-8557 (F) |
| Financial Analysis Division | <u>Kaushik Patel</u> , Chief (717) 787-5890 (P) (717) 787-8557 (F) |
| <u>Office of Liquidations, Rehabilitations and Special Funds</u> 901 North 7th Street, Harrisburg, PA 17102 | |
| The <u>Office of Liquidations, Rehabilitations and Special Funds</u> , under the direction of a Deputy Insurance Commissioner, plans, coordinates and directs a program to liquidate insolvent insurance companies, unlicensed insurance companies and unlicensed insurance entities, rehabilitate financially troubled insurance companies and administer special fund claims programs. | <u>Joseph DiMemmo</u> , Deputy Commissioner (717) 787-6009 (P) (717) 783-9326 (F) |

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| <u>Liquidations</u> | <u>W. Franklin Martin, Jr.</u> , Project Director (717) 787-6009 (P) (717) 772-4543 (F) |
| The <u>Bureau of Liquidations Administration</u> manages the liquidation of insolvent insurance companies and other entities pursuant to court orders and rehabilitates <u>financially troubled insurance companies</u> . | <u>Vacant</u> , Director (717) 787-6009 (P) (717) 772-4543 (F) |
| Asset Management Division and Support Operations Division | <u>Jack Mihok</u> , Chief (717) 787-6009 (P) (717) 772-4543 (F) |
| Financial Reporting Division | <u>Mark Leschik</u> , Chief (717) 787-6009 (P) (717) 772-4543 (F) |
| Takeover Management Division | <u>Bruce Daley</u> , Chief (717) 787-6009 (P) (717) 772-4543 (F) |
| The <u>Bureau of Liquidation Claims</u> evaluates claims filed by policyholders and creditors of the <u>insolvent companies</u> , responds to consumer inquiries regarding the estates and maintains the records for the estates . | <u>Vacant</u> , Director (717) 787-7823 (P) (717) 783-9326 (F) |
| Bureau of Liquidation Claims | <u>Robert Conrad</u> , Manager (717) 787-7823 (P) (717) 783-9326 (F) |
| Life, Accident & Health Division | <u>Erin Smolock</u> , Acting Chief (717) 787-7823 (P) (717) 783-9326 (F) |
| Property & Casualty Division | <u>Dennis Haag</u> , Chief (717) 787-7823 (P) (717) 783-9326 (F) |
| The <u>Bureau of Special Funds</u> administers claims and manages the revenue collection and investment activities for the <u>Catastrophic Loss Benefit Continuation Fund, Workers' Compensation Security Fund, and the Underground Storage Tank Indemnification Fund</u> . | <u>Michael Sullivan</u> , Director (717) 783-8093 (P) (717) 705-0140 (F) |
| <u>CAT Fund</u> | <u>Laura Keller</u> , Claims Manager (717) 787-4919 (P) (717) 705-0140 (F) |
| <u>Underground Storage Tank Indemnification Fund</u> | <u>Jim Miceli</u> , Claims Manager (717) 787-0763 (P) |

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| | (717) 705-0140 (F) |
| <u>Workers Compensation Fund</u> | <u>Laura Keller</u> , Claims Manager (717) 783-8093 (P) (717) 705-0140 (F) |
| <u>Office of Medical Care Availability and Reduction of Error (Mcare)</u> 30 North 3rd Street, 8th Floor, Harrisburg, PA 17101 Mailing Address: P.O. Box 102030, Harrisburg, PA 17108-2030 | |
| The Medical Care Availability and Reduction of Error Fund ("Mcare") was created by Act 13 of 2002 ("Act 13"), which was signed into law on March 20, 2002, and is a deputate of the Pennsylvania Insurance Department. Mcare is the successor to the Medical Professional Liability Catastrophe Loss Fund, better known as the "CAT Fund". | Peter Adams, Deputy Commissioner (717) 783-3770 (P) (717) 705-7341 (F) |
| Special Assistant to the Deputy | <u>Dee Ann McHugh</u> (717) 783-3770 (P) (717) 705-7341 (F) |
| Bureau of Medical Malpractice Administration | <u>Bob Waeger</u> , Director (717) 783-3770 (P) (717) 705-7341 (F) |
| Bureau of Claims Administration | <u>Beth C. Persun</u> , Director (717) 783-3770 (P) (717) 787-0651 (F) |

Harrisburg Locations

Strawberry Square Directions

CHIP and adultBasic Offices: 333 Market Place, 30 N. 3rd Street

Capital Associates Building - Directions

PA Insurance Department, 901 North 7th Street, Harrisburg, PA 17102

Regional Offices

Consumer Services - Harrisburg Regional Office - Directions

PA Insurance Department, 1209 Strawberry Square

Harrisburg, PA 17120

Phone: (717) 787-2317

Fax: (717) 787-8585

TTY/TDD: (717) 783-3898

Consumer Services - Philadelphia Regional Office - Directions

Room 1701, State Office Building
1400 Spring Garden Street, Philadelphia, PA 19130
Phone: (215) 560-2630
Fax: (215) 560-2648
TTY/TDD: (215) 560-2471

Consumer Services - Pittsburgh Regional Office - Directions

Room 304, State Office Building
300 Liberty Avenue, Pittsburgh, PA 15222
Phone: (412) 565-5020
Fax: (412) 565-7648
TTY/TDD: (412) 565-2376

**Automated Consumer Hotline
(Toll Free--accessible statewide)
(877) 881-6388**

Department hours of operation are 8:30 am to 5:00 pm