



## LOUISIANA DEPARTMENT OF INSURANCE

TIMOTHY J. TEMPLE

COMMISSIONER

### DIRECTIVE 227

**TO: ALL HEALTH INSURANCE ISSUERS INCLUDING HEALTH MAINTENANCE ORGANIZATIONS AUTHORIZED TO DELIVER OR ISSUE FOR DELIVERY IN THE STATE OF LOUISIANA MEDICARE SUPPLEMENT POLICIES OR CERTIFICATES**

**FROM: TIMOTHY J. TEMPLE, COMMISSIONER OF INSURANCE**

**RE: FILING EXHIBITS FOR MEDICARE SUPPLEMENT REFUND SUBMISSIONS**

**DATE: APRIL 21, 2025**

The Louisiana Department of Insurance (LDI) hereby issues Directive 227 to provide notice of the "Refund Filing Template" to ensure compliance with the filing requirements of Regulation 33, in accordance with [La. R.S. 22:1111](#), regarding Medicare Supplement policies issued or delivered in the state of Louisiana.

Directive 227 provides guidelines to establish a standardized process, simplifying filings for health insurance issuers including health maintenance organizations, while enhancing processing efficiency and reducing follow-up requests.

The LDI shall require all health insurance issuers including health maintenance organizations submitting a Medicare Supplement annual refund filing to utilize the excel template entitled "Refund Filing Template". The Refund Filing Template can be found at <https://ldi.la.gov/industry/form-and-rate-filing/medicare-supplement-filing-template/>.

The information requested relative to these guidelines must be submitted in SERFF via the existing filing process utilizing existing filing timelines, as outlined in Regulation 33, in accordance with [La. R.S. 22:1111](#). All Medicare Supplement filings submitted after April 30, 2025, will be required to utilize the guidelines herein.

If there are any questions or concerns regarding Directive 227, please contact the Deputy Commissioner for the Office of Health, Life and Annuity at (225) 342-1355 or electronically at [public@ldi.la.gov](mailto:public@ldi.la.gov), or contact Actuarial Services at (225) 342-4690 or electronically at [L.H.Actuarial@ldi.la.gov](mailto:L.H.Actuarial@ldi.la.gov).

Please be governed accordingly.

Baton Rouge, Louisiana, this 21st day of April 2025.

A handwritten signature in blue ink, appearing to read 'T. J. Temple', written over a horizontal line.

TIMOTHY J. TEMPLE