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PRESS RELEASE

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Arizona Department of Insurance Releases Health Insurer Report Card *Report Shows 50% of Denials Overturned*

PHOENIX - The Arizona Department of Insurance (ADOI) just released the latest edition of its popular publication, **Report on Arizona Health Insurers**. This easy to read consumer pamphlet provides information on the latest complaint, health care appeals, market share and enforcement actions for the largest health insurance companies doing business in Arizona. It includes those insurers with at least 2,500 Arizona enrollees, representing approximately 80% of Arizona's health insurance market.

ADOI designed this consumer tool to help individuals and small businesses make more informed decisions about their health insurance needs. "With so many variables involved in selecting coverage and purchasing health insurance, comparison shopping can be challenging," said Insurance Director Christina Urias. "This **Report** helps consumers evaluate their healthcare insurance choices by offering objective, comparative information about Arizona's major health insurers."

The **Report** also underscores Arizona's valuable health care appeal rights and the importance of exercising your appeal rights when a health care insurer denies a claim or medical service. The 26 health care insurers in the **Report** reported receiving 12,482 appeals on claim and service denials (7/1/06 through 6/30/07) and, following a policyholder's appeal, the insurers overturned an average of 50% of those prior claim/service denials.

The **Report on Arizona Health Insurers** includes other important consumer resources (insurer check ups, financial ratings, etc.) and is available electronically and in print by visiting or calling ADOI at (602) 364-2499 or (800) 325-2548 (outside Phoenix) or www.id.state.az.us.

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