

State	States' Office of Consumer Assistance Individual	Office of Consumer Assistance Office of Ombudsman* Group Business
AL	<p>Alabama Department of Insurance Consumer Services Division Myra Frick, Division Manager Telephone: (334) 241-4141 Fax: (334) 240-4409 E-mail: ConsumerServices@insurance.alabama.gov</p> <p>Địa chỉ bưu tín tại Hoa kỳ: P.O. Box 303351 Montgomery, AL 36130-3351</p> <p>Địa chỉ gửi thư cấp tốc trong vòng 24 giờ: 201 Monroe Street, Suite 502 Montgomery, AL 36104</p> <p>Đối với Thủ tục cứu xét từ cơ quan bên ngoài sau khi khiếu nại đã được giải quyết nội bộ: Office of Consumer Information and Insurance Oversight Department of Health and Human Services P.O. Box 791 Washington, DC 20044 Toll-free telephone: 1-877-549-8152 Fax: (202) 606-0036 E-mail: disputedclaim@opm.gov</p>	<p>Alabama Department of Insurance Consumer Services Division Myra Frick, Division Manager Telephone: (334) 241-4141 Fax: (334) 240-4409 E-mail: ConsumerServices@insurance.alabama.gov</p> <p>Địa chỉ bưu tín tại Hoa kỳ: P.O. Box 303351 Montgomery, AL 36130-3351</p> <p>Địa chỉ gửi thư cấp tốc trong vòng 24 giờ: 201 Monroe Street, Suite 502 Montgomery, AL 36104</p> <p>Đối với Thủ tục cứu xét từ cơ quan bên ngoài sau khi khiếu nại đã được giải quyết nội bộ: Office of Consumer Information and Insurance Oversight Department of Health and Human Services P.O. Box 791 Washington, DC 20044 Toll-free telephone: 1-877-549-8152 Fax: (202) 606-0036 E-mail: disputedclaim@opm.gov</p>
AK	<p>Alaska Division of Insurance Consumer Services Robert B. Atwood Building 550 W. 7th Avenue, Suite 1560 Anchorage, AK 99501-3567 Telephone: (907) 269-7900 Fax: (907) 269-7910 Toll-free telephone: 1-800-467-8725 (Within Alaska) E-mail: Insurance@alaska.gov</p>	<p>Office of Ombudsman Box 101140 Anchorage, AK 99510-1140 E-mail: ombudsman@legis.state.ak.us Telephone: 269-5290 (In Anchorage) Telephone: 465-4970 (In Juneau) Telephone: 1-800-478-2624 (Elsewhere in Alaska) Telephone: (907) 269-5290 (Out of state)</p> <p>Office Locations: Anchorage: 333 W.Fourth Ave., Suite 305 Juneau: Court Plaza Building (Spam Can), 240 Main St., Suite 202</p> <p>Consumer Services, Alaska Division of Insurance Toll-free telephone: 1-800-467-8725 or 1-800) INSURAK (Within Alaska) Telephone: 269-7900 (Anchorage area)</p> <p>Juneau Office 9th Floor State Office Bldg., 333 Willoughby Avenue 99801 P.O. Box 110805 Juneau, AK 99811-0805 Telephone: (907) 465-2515 Fax: (907) 465-3422 TDD: (907) 465-5437</p> <p>Anchorage Office Robert B. Atwood Building 550 W. 7th Avenue, Suite 1560 Anchorage, AK 99501-3567 Telephone: (907) 269-7900 Fax: (907) 269-7910 TDD: (907) 465-5437</p>

State	States' Office of Consumer Assistance Individual	Office of Consumer Assistance Office of Ombudsman* Group Business
AZ	<p>Arizona Department of Insurance Consumer Affairs Division 2910 N. 44th Street, Suite 210 Phoenix, AZ 85018-7269 Toll-free telephone: 1-800-325-2548 (in Arizona but outside Phoenix) Telephone: (602) 364-2499 Fax: (602) 364-2505 E-mail: consumers@azinsurance.gov</p>	<p>Arizona Ombudsman-Citizens' Aide 3737 N. 7th Street, Suite 209 Phoenix, AZ 85014 Telephone: (602) 277-7292 Toll-free telephone: 1-800-872-2879 (Arizona outside Phoenix metro area) Fax: (602) 277-7312 E-mail: ombuds@azoca.gov</p> <p>All INS and HMO products Consumer Affairs Division Arizona Department of Insurance 2910 N. 44th Street, Suite 210 (2nd Floor) Phoenix, AZ 85018-7269 Toll-free telephone: 1-800-325-2548 (In Arizona but outside Phoenix) Telephone: (602) 364-2499 Telephone: (602) 364-2977 (Spanish) Fax: (602) 364-2505 E-mail: consumers@azinsurance.gov Web page: www.id.state.az.us/consumerassistance.html</p>
AR**	<p>Arkansas Insurance Department Consumer Services Division Jackie Smith, Director 1200 West Third Street Little Rock, AR 72201-1904 Toll-free telephone: 1-800-852-5494 Telephone: (501) 371-2640 Fax: (501) 371-2749 E-mail: insurance.consumers@arkansas.gov</p>	<p>Arkansas Insurance Department Consumer Services Division 1200 West Third Street Little Rock, AR 72201-1904 Toll-free telephone: 1-800-852-5494 Telephone: (501) 371-2640 Fax: (501) 371-2749 E-mail: insurance.consumers@arkansas.gov</p>

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CA**	<p>Consumer Inquiries and Assistance Consumer Communications Bureau California Department of Insurance 300 South Spring Street, South Tower Los Angeles, CA 90013 Toll-free telephone: 1-800-927-HELP (4357) Telephone: (213) 897-8921 (Out of state) TDD: 1-800-482-4833</p>	<p>Consumer Inquiries and Assistance Consumer Communications Bureau 300 South Spring Street, South Tower Los Angeles, CA 90013 Toll-free telephone: 1-800-927-HELP (4357) Telephone: (213) 897-8921 (Out of state) TDD: 1-800-482-4833</p> <p>California Department of Insurance Ombudsman's Office 300 Capitol Mall, Suite 1600 Sacramento, CA 95814 Telephone: (916) 492-3545 Fax: (916) 445-6552 E-mail: Ombudsman@insurance.ca.gov</p> <p>California Office of the Patient Advocate Toll-free telephone: 1-866-466-8900 TTY: 1-866-499-0858 980 9th Street, Suite 500 Sacramento, CA 95814 Telephone: (916) 324-6407 Web site: www.opa.ca.gov</p> <p>Department of Managed Health Care California Help Center 980 9th Street, Suite 500 Sacramento, CA 95814-2725</p> <p>Consumer Complaints Toll-free telephone: 1-866-466-2219 Fax: (916) 255-5241</p>
CO	<p>Colorado Division of Insurance Consumer Assistance Section 1560 Broadway, Suite 850 Denver, CO 80202 Toll-free telephone: 1-800-930-3745 Telephone: (303) 894-7499 Fax: (303) 894-7455</p>	<p>Consumer Assistance Section, Colorado Division of Insurance 1560 Broadway, Suite 850 Denver, CO 80202 Telephone: (303) 894-7499 Fax: (303) 894-7455 Telephone: (303) 894-7490 (Consumer Information) Toll-free telephone: 1-800-930-3745 (outside Denver) E-mail: insurance@dora.state.co.us</p>
CT**	<p>Connecticut Office of the Healthcare Advocate P.O. Box 1543 Hartford, CT 06144 Toll-free telephone: 1-866-466-4446 Fax: (860) 297-3992 E-mail: healthcare.advocate@ct.gov</p>	<p>Office of the Healthcare Advocate P.O. Box 1543 Hartford, CT 06144 Toll-free telephone: 1-866-466-4446 Fax: (860) 297-3992 E-mail: Healthcare.advocate@ct.gov</p> <p>Consumer Affairs Unit, Connecticut Insurance Department P.O. Box 816 Hartford, CT 06142-0816 Toll-free telephone: 1-800-203-3447 Telephone: (860) 297-3900 Fax: (860) 297-3872 E-mail: cid.ca@ct.gov</p>

State	States' Office of Consumer Assistance Individual	Office of Consumer Assistance Office of Ombudsman* Group Business
DE**	Delaware Department of Insurance Consumer Services 841 Silver Lake Blvd. Dover, DE 19904 Toll-free telephone: 1-800-282-8611 (in Delaware) Telephone: (302) 674-7310 E-mail: consumer@state.de.us	Insurance Commissioner's Consumer Services Division 841 Silverlake Blvd Dover, DE 19904 Toll-free telephone: 1-800-282-8611 Telephone: (302) 674-7310 (Delaware residents) Fax: (302) 739-6278 E-mail: consumer@state.de.us
DC**	<p>Đối với các trường hợp cần thiết về mặt y tế:</p> District of Columbia Department of Health Care Finance Office of the Health Care Ombudsman And Bill of Rights 825 North Capital Street 6th floor, NE Washington, DC 20002 Toll-free telephone: 1-877-685-6391 Fax: (202) 478-1397	<p>Đối với các trường hợp cần thiết về mặt y tế:</p> District of Columbia Department of Health Care Finance Office of the Health Care Ombudsman And Bill of Rights 825 North Capital Street 6th floor, NE Washington, DC 20002 Toll-free telephone: 1-877-685-6391 Fax: (202) 478-1397
FL	Florida Department of Financial Services Division of Consumer Services 200 East Gaines Street Tallahassee, FL 32399-4288 Toll-free telephone: 1-877-693-5236 (State wide) Telephone: (850) 413-3089 (Out of state)	<p>Note: The Agency for Health Care Administration has responsibility for HMO and EPO issues. The Department of Financial Services has responsibility for all other types of insurance.</p> Agency for Health Care Administration Consumer Affairs 2727 Mahan Drive Tallahassee, FL 32308 Toll-free telephone: 1-888-419-3456 Web site: www.AHCA.MyFlorida.com
	<p>Đối với các trường hợp không cần thiết về mặt y tế:</p> District of Columbia Department of Insurance, Securities and Banking Consumer Services Division 810 First Street NE, Suite 701 Washington, DC 20002 Telephone: (202) 727-8000 Fax: 202-535-1197	<p>Đối với các trường hợp không cần thiết về mặt y tế:</p> District of Columbia Department of Insurance, Securities and Banking Consumer Services Division 810 First Street NE, Suite 701 Washington, DC 20002 Telephone: (202) 727-8000 Fax: 202-535-1197

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GA**	<p>Georgia Insurance and Safety Fire Agency Consumer Services Division 2 Martin Luther King, Jr., Drive West Tower, Suite 716 Atlanta, GA 30334 Toll-free telephone: 1-800-656-2298 Telephone: (404) 656-2070 E-mail: Consumer@oci.ga.gov</p> <p>Thông tin liên lạc dành cho thủ tục cứu xét bên ngoài: Attention: Independent Review Requests Georgia Department of Community Health Office of General Counsel Division of Health Planning 5th Floor 2 Peachtree St., NW Atlanta, GA 30303-3142 Telephone: (404) 656-0409 (Vấn đề về Quyền của bệnh nhân trong chương trình chăm sóc y tế có quản lý)</p>	<p>Consumer Services Division, Georgia Office of Insurance 2 Martin Luther King, Jr., Drive, Ste 716 Atlanta, GA 30334 Attention: Consumer Services Division Toll-free telephone: 1-800-656-2298 Telephone: (404) 656-2070 (local)</p> <p>Giúp đỡ dân cư tại Georgia khi có vấn đề hoặc thắc mắc về bảo hiểm qua 51 địa điểm trong to àn tiểu bang Georgia.</p> <p>Governor's Office of Consumer Protection 2 Martin Luther King Jr. Drive, Suite 356 Atlanta, GA 30334 Toll-free telephone: 1-800-869-1123 (Trong tiểu bang Georgia, ngoài khu vực đường dây điện thoại của khu đô thị Atlanta) Telephone: (404) 651-8600 Fax: (404) 651-9018</p>
HI	<p>Hawaii Insurance Division Health Insurance Branch P.O. Box 3614 Honolulu, HI 96811 Telephone: (808) 586-2790 Fax: (808) 587-5379 (Complaints)</p>	<p>Hawaii Insurance Division Health Insurance Branch 335 Merchant St., Room 213 Honolulu, HI 96813</p> <p>Hawaii Insurance Division Health Insurance Branch P. O. Box 3614 Honolulu, HI 96811</p> <p>Fax: (808) 587-5379 Telephone: (808) 586-2790</p> <p>Dân cư tại các đảo lân cận có thể gọi những số sau đây, v à bắt tiếp theo số 6-2790, hoặc 6-2799, v à dấu #: 274-3141 (Kauai) 984-2400 (Maui) 974-4000 (Hawaii) Toll-free telephone: 1-800-468-4644 (Lanai & Molokai) E-mail: ihealth@dcca.hawaii.gov</p>
ID	<p>Idaho Department of Insurance Attention: Consumer Assistance P.O. Box 83720 Boise, ID 83720-0043 Toll-free telephone: 1-800-721-3272 (Within Idaho) Telephone: (208) 334-4250 (In Boise and the surrounding area) Telephone: (208) 236-6411 (Pocatello) Telephone: (208) 666-6850 (Coeur d'Alene) Fax: (208) 334-4398</p>	<p>Consumer Assistance, Idaho Department of Insurance 700 W. State Street, 3rd Floor P. O. Box 83720 Boise, ID 83702-0043 Toll-free telephone: 1-800-721-3272 (Within Idaho) Telephone: (208) 334-4250 (Boise and surrounding area) Web site: www.doi.state.id.us</p>

State	States' Office of Consumer Assistance Individual	Office of Consumer Assistance Office of Ombudsman* Group Business
IL**	Illinois Department of Insurance Office of Consumer Health Insurance 320 W. Washington Street Springfield, IL 62767-0001 Toll-free telephone: 1-877-527-9431 Telephone: (217) 782-4515 (Main) Fax: (217) 782-5020 (Main) Fax: (217) 558-2083 (Consumer Complaints) TDD: (217) 524-4872	Illinois Department of Insurance Office of Consumer Health Insurance 320 W. Washington Street Springfield, IL 62767-0001 Toll-free telephone: 1-877-527-9431 Telephone: (217) 782-4515 (Main) Fax: (217) 782-5020 (Main) Fax: (217) 558-2083 (Consumer Complaints) TDD: (217) 524-4872
IN	Indiana Department of Insurance Consumer Services Department 311 W. Washington Street, Suite 300 Indianapolis, IN 46204-2787 Toll-free telephone: 1-800-622-4461 (Within Indiana) Telephone: (317) 232-2395 E-mail: consumerservices@idoi.gov (general questions only)	Indiana Department of Insurance Consumer Services Department 311 West Washington Street, Suite 300 Indianapolis, IN 46204 Telephone: (317) 232-2395 Toll-free telephone: 1-800-622-4461 (Within Indiana) E-mail: consumerservices@idoi.in.gov (general questions only) Web site: www.in.gov/idoi
IA**	Consumer Advocate Bureau Iowa Insurance Division Attn: Consumer Advocate 330 Maple Street Des Moines, IA 50319-0065 Toll-free telephone: 1-877-955-1212 (Within Iowa) Telephone: (515) 281-6348 Fax: (515) 281-3059 E-mail: insuranceca@iid.iowa.gov	Iowa Insurance Division Consumer Advocate Bureau Attn: Consumer Advocate 330 Maple Street Des Moines, IA 50319-0065 Telephone: (515) 281-6348 Toll-free telephone: 1-877-955-1212 (Within Iowa) Fax: 515-281-3059 E-mail: insurance@iid.iowa.gov
KS**	Cindy Hermes Health Care Ombudsman and Director of Public Outreach Kansas Withinsurance Department 420 SW 9th Street Topeka, KS 66612 Telephone: (785) 296-7803 Fax: (785) 296-7805 chermes@ksinsurance.org Consumer Assistance Division Kansas Withinsurance Department 420 SW 9th Street Topeka, KS 66612-1678 Toll-free telephone: 1-800-432-2484 (in Kansas only) Telephone: (785) 296-3071 Fax: (785) 296-7805	Consumer Assistance Division, Kansas Withinsurance Department 420 SW 9th Street Topeka, Kansas 66612-1678 Mailing address: P.O. Box 517 Frankfort, KY 40602-0517 E-mail: commissioner@ksinsurance.org Telephone: (785) 296-3071 Toll-free telephone: 1-800-432-2484 (in Kansas only) TTD: 1-800-648-6056 Fax: 785-296-7805 Web site: http://insurance.ky.gov/
KY**	Kentucky Department of Withinsurance Consumer Protection Division P.O. Box 517 Frankfort, KY 40602-0517 Toll-free telephone: 1-800-595-6053 (Within Kentucky) Telephone: (502) 564-6034 Fax: (502) 564-6090	Consumer Protection Kentucky Department of Insurance Telephone: (502) 564-6034 Fax: (502) 564-6090 Toll-free telephone: 1-800-595-6053 (option 1) (Within Kentucky)

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LA	<p>Louisiana Department of Insurance Office of Health Insurance HIPAA Quality Management Division Quality Management Consumer Affairs Unit 1702 N. Third Street P.O. Box 94214 Baton Rouge, LA 70802 Telephone: (225) 342-5900</p> <p>Tom Portier, Director Telephone: (225) 342-6191 E-mail: tportier@ldi.state.la.us</p> <p>Tangela Byrd, Assistant Director Telephone: (225) 219-4773 E-mail: tbyrd@ldi.state.la.us</p>	<p>Louisiana Department of Insurance Office of Health Insurance HIPAA Quality Management Division Quality Management Consumer Affairs Unit 1702 N. Third Street P.O. Box 94214 Baton Rouge, LA 70802 Telephone: (225) 342-5900</p> <p>Tom Portier, Director Telephone: (225) 342-6191 E-mail: tportier@ldi.state.la.us</p> <p>Tangela Byrd, Assistant Director Telephone: (225) 219-4773 E-mail: tbyrd@ldi.state.la.us</p>
ME**		<p>Maine Bureau of Withinsurance, Consumer Health Care Division 34 State House Station Augusta, ME 04333 Toll-free telephone: 1-800-300-5000 (Within Maine) Telephone: (207) 624-8475 TTY: 1-888-577-6690 Fax: (207) 624-8599 Web site: www.maine.gov/insurance</p>
MD**	<p>Office of Attorney General Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202 Telephone: (410) 576-6550 Telephone: (410) 528-8662 (Consumer Mediation Unit hotline) Telephone: (410) 528-1840 (Medical billing complaints hotline) Toll-free telephone: 1-877-261-8807 (Health plan decision appeals hotline) Toll-free telephone: 1-888-743-0023 (Attorney General's main switchboard) E-mail: consumer@oag.state.md.us</p>	<p>Office of the Attorney General Healthcare Advocacy Unit Consumer Protection Division 200 St. Paul Place, 16th Floor Baltimore, MD 21202 Telephone: (410) 528-1840 Toll-free telephone: 1-877-261-8807 E-mail: heau@oag.state.md.us</p> <p>Nếu không hài lòng với quyết định của cuộc kháng kiện, họ có thể gửi đơn khiếu nại lên:</p> <p>Maryland Insurance Commissioner Maryland Insurance Administration Appeals and Grievance Decision Unit 200 St. Paul Place, Suite 2700 Baltimore, MD 21202 Telephone: (410) 468-2000 Toll-free telephone: 1-800-492-6166 Fax: (410) 468-2270 TTY: (866) 735-2258</p>

State	States' Office of Consumer Assistance Individual	Office of Consumer Assistance Office of Ombudsman* Group Business
MA**	<p>Office of Patient Protection Massachusetts Health and Human Services 99 Chauncy Street Boston, MA 02111 Toll-free telephone: 1-800-436-7757 Fax: (617) 624-5046 E-mail: opp.opp@dph.state.ma.us</p>	<p>Commonwealth of Massachusetts Office of Consumer Affairs and Business Regulation Division of Insurance 1000 Washington Street, Suite 810 Boston, MA 02118-6200 Telephone: (617) 521-7794 Telephone: (617) 521-7777 (Consumer Hotline) Fax: (617) 753-8828</p> <p>Office of Patient Protection Massachusetts Health and Human Services 99 Chauncy Street Boston, MA 02111 Toll-free telephone: 1-800-436-7757 Fax: (617) 624-5046 E-mail: opp.opp@dph.state.ma.us</p>
MI**	<p>Michigan Office of Financial and Insurance Regulations Consumer Services P.O. Box 30220 Lansing, MI 48909-7720 Toll-free telephone: 1-877-999-6442 E-mail: ofir-info@michigan.gov</p>	<p>Michigan Office of Financial and Insurance Regulations Consumer Services Division P.O. Box 30220 Lansing, MI 48909-7720 Toll-free telephone: 1-877-999-6442 Web site: www.michigan.gov/ofir</p>
MN	<p>Minnesota Department of Commerce Market Assurance Division 85 7th Place East, Suite 500 St. Paul, MN 55101 Telephone: (651) 296-2488 (Twin Cities) Toll-free telephone: 1-800-657-3602 (Minnesota only - outside Twin Cities) Web site: www.market.assurance@state.mn.us</p>	<p>Office of the Ombudsman for State Managed Health Care Programs (MHCP) P.O. Box 64249 St. Paul, MN 55164-0249 Toll-free telephone: 1-800-657-3729 Telephone: (651) 431-2660 TTY: 711</p> <p>Lưu ý: Ngoài ra còn có các văn phòng bảo vệ quyền cho người được chăm sóc dài hạn, chăm sóc sức khỏe tâm thần và có khuyết tật về phát triển tâm thần.</p> <p>Minnesota Department of Commerce Market Assurance Division Telephone: (651) 295-2488 (Twin Cities) Toll-free telephone: 1-800-657-3602 (Outside Twin Cities) Fax: (651) 296-4328 Web site: www.market_assurance@state.mn.us</p>

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MS**	<p>Mississippi Department of Insurance Consumer Services Division</p> <p>Mailing Address: P.O. Box 79 Jackson, MS 39205-0079</p> <p>Street Address: 1001 Woolfolk State Office Building 501 N. West St. Jackson, MS 39201</p> <p>Telephone: (601) 359-3569 Toll-free telephone: 1-800-562-2957 (Consumers only; Statewide) Fax: (601) 359-1077 Andy Case, Director of Consumer Services E-mail: consumer@mid.state.ms.us</p> <p><u>Đối với Thủ tục cứu xét từ cơ quan bên ngoài sau khi khiếu nại đã được giải quyết nội bộ:</u></p> <p>Office of Consumer Information and Insurance Oversight Department of Health and Human Services P.O. Box 791 Washington, DC 20044 Toll-free telephone: 1-877- 549-8152 Fax: (202) 606-0036 E-mail: disputedclaim@opm.gov</p>	<p>Mississippi Department of Insurance Consumer Services Division</p> <p>Mailing Address: P.O. Box 79 Jackson, MS 39205-0079</p> <p>Street Address: 1001 Woolfolk State Office Building 501 N. West St. Jackson, MS 39201</p> <p>Telephone: (601) 359-3569 Toll-free telephone: 1-800-562-2957 (Consumers only; statewide) Fax: (601) 359-1077 Andy Case, Director of Consumer Services E-mail: consumer@mid.state.ms.us</p> <p><u>Đối với Thủ tục cứu xét từ cơ quan bên ngoài sau khi khiếu nại đã được giải quyết nội bộ:</u></p> <p>Office of Consumer Information and Insurance Oversight Department of Health and Human Services P.O. Box 791 Washington, DC 20044 Toll-free telephone: 1-877-549-8152 Fax: (202) 606-0036 E-mail: disputedclaim@opm.gov</p>
MO**	<p>Angela L. Nelson, Director Division of Consumer Affairs Department of Insurance Financial Institutions and Professional Registration P.O. Box 690 Jefferson City, MO 65102-0690 Telephone: (573) 751-2640 E-mail: Angela.Nelson@insurance.mo.gov</p>	<p>Missouri DIFP Attn: Consumer Affairs P.O. Box 690 Jefferson City, MO 65102-0690 Toll-free telephone: 1-800-726-7390 (Consumer Hotline) Telephone: (573) 751-2640 Complaint forms may also be faxed to (573) 526-4898</p>
MT**	<p>Commissioner of Securities and Insurance Office of the Montana State Auditor 840 Helena Avenue Helena, MT 59601 Toll-free telephone: 1-800-332-6148 Telephone: (406) 444-2040 Fax: (406) 444-3497 (Main fax) E-mail: stateauditor@state.mt.us</p>	<p>Commissioner of Securities and Insurance 840 Helena Avenue Helena, MT 59601 Toll-free telephone: 1-800-332-6148 Telephone: (406) 444-2040 Fax: (406) 444-5558 Web site: www.sao.mt.gov/database/complaint.asp</p>

State	States' Office of Consumer Assistance Individual	Office of Consumer Assistance Office of Ombudsman* Group Business
NE	<p>For External Review Process after Internal appeal upheld only:</p> <p>Office of Consumer Information and Insurance Oversight Department of Health and Human Services P.O. Box 791 Washington, DC 20044 Toll-free telephone: 1-877-549-8152 Fax: (202) 606-0036 E-mail: disputedclaim@opm.gov</p>	<p>Consumer Affairs Division, Nebraska Department of Insurance Terminal Building 941 O Street, Suite 400 Lincoln, NE 68508 Telephone: (402) 471-2201 Toll-free telephone: 1-877-564-7323 (Consumer Hotline) TDD: 1-800-833-7352 Fax: (402) 471-4610 E-mail: insurance@iid.iowa.gov</p>
NV**	<p>Nevada Governor's Office for Consumer Health Assistance 555 E. Washington Ave, Ste. 4800 Las Vegas, NV 89101 Toll-free telephone: 1-888- 333-1597 Telephone: (702) 486-3587 Fax: (702) 486-3586 E-mail: cha@govcha.state.nv.us</p> <p>Nevada Division of Insurance</p> <p>Carson City office: 1818 E. College Pkwy., Suite 103 Carson City, NV 89706 Telephone: (775) 687-0700 Fax: (775) 687-0787</p> <p>Las Vegas office: 2501 East Sahara Ave., Suite 302 Las Vegas, NV 89104 Telephone: (702) 486-4009 Fax: (702) 486-4007</p> <p>Người tiêu dùng có thể liên lạc với Văn phòng phụ trách Bảo hiểm bất cứ nơi nào trong Nevada bằng cách gọi cho Sở Thương mại và Kỹ nghệ tại số điện thoại miễn phí 1-800-992-0900, và bấm số 2 sau lời chào trong điện thoại.</p>	<p>Consumer Services, Nevada Division of Insurance All INS and HMO products 2501 E. Sahara Ave #302 Las Vegas, NV 89104 Toll-free telephone: 1-800-992-0900 (State of Nevada) Telephone: (702) 486-4009 Fax: (702) 486-4007</p> <p>Northern Nevada: Telephone: (775) 687-0700 E-mail csc@doi.state.nv.us</p> <p>Southern Nevada: Telephone: (702) 486-4009 E-mail cnsmsv@doi.state.nv.us</p>
NH**	<p>New Hampshire Insurance Department Consumer Services 21 South Fruit Street, Suite 14 Concord, NH 03301 Toll-free telephone: 1-800-852-3416 telephone: (603) 271-2261 Fax: (603) 271-1406 E-mail: consumerservices@ins.nh.gov</p>	<p>New Hampshire Insurance Department 21 South Fruit Street, Suite 14 Concord, NH 03301 Telephone: (603) 271-2261 Fax: (603) 271-1406 TTD Access: Relay NH 1-800-735-2964</p>
NJ**	<p>The Office of Insurance Claims Ombudsman New Jersey Department of Banking and Insurance P.O. Box 472 Trenton, NJ 08625-0472 Toll-free telephone: 1-800-446-7467 Fax: (609) 292-2431 E-mail: ombudsman@dobi.state.nj.us</p>	<p>The Office of Insurance Claims Ombudsman New Jersey Department of Banking and Insurance P.O. Box 472 Trenton, NJ 08625-0472 Toll-free telephone: 1-800-446-7467 Fax: (609) 292-2431 E-mail: ombudsman@dobi.state.nj.us</p>

State	States' Office of Consumer Assistance Individual	Office of Consumer Assistance Office of Ombudsman* Group Business
NM**	Public Regulation Commission New Mexico Division of Insurance Managed Health Care Bureau P.O. Box 1269 Santa Fe, NM 87504-1269 Toll-free telephone: 1-888-427-5772 Telephone: (505) 827-4592 Fax: (505) 827-4463	Public Regulation Commission P.E.R.A. Building 1120 Paseo De Peralta Santa Fe, NM 87501 Toll-free telephone: 1-888-4ASK-PRC (1-888-427-5772) Web site: www.nmprc.state.nm.us/id.htm Formal Complaint Form: http://nmprc.state.nm.us/insurance/managedhealthcare/pdf/mhpcpcompltfm.pdf Secure Online Form: https://www.nmprc.state.nm.us/mhconlineform.htm
NY**	New York Insurance Department Consumer Services 25 Beaver Street New York, NY 10004-2319 Toll-free telephone: 1-800-342-3736 Telephone: (212) 480-6400 (New York City) Telephone: (518) 474-6400 (Albany)	New York Department of Health Office of Managed Care Bureau of Certification & Surveillance Empire State Plaza Corning Tower – Room 1911 Albany, NY 12237 Toll-free telephone: 1-800-206-8125 Web site: www.health.state.ny.us New York Insurance Department Consumer Services Bureau 25 Beaver Street New York, NY 10004-2319 Toll-free telephone: 1-800-342-3736 Web site: www.ins.state.ny.us
NC**	Consumer Services Division North Carolina Department of Insurance Dobbs Building: 430 N. Salisbury St. Raleigh, NC 27603-5926 Toll-free telephone: 1-800-546-5664 Telephone: (919) 807-6750 Managed Care Patient Assistance Program North Carolina Department of Justice 114 W. Edenton Street Raleigh, NC 27602 Telephone: (919) 733-6272 Toll-free telephone: 1-866-867-6272 (Within North Carolina) E-mail: MCPA@ncdoj.com Web site: www.ncdoj.gov/Consumer/Health/asp . Giúp đỡ những người tiêu dùng là hội viên của các chương trình bảo hiểm y tế có quản lý.	Consumer Services Division North Carolina Department of Insurance 1201 Mail Service Center Raleigh, NC 27699-1201 Toll-free telephone: 1-800-546-5664 (Within North Carolina) Telephone: (919) 807-6750 Web site: www.ncdoi.com/Consumer/Complaint.asp Managed Care Patient Assistance Program North Carolina Department of Justice 9001 Mail Service Center Raleigh, NC 27699-9001 Toll-free telephone: 1-866-867-6272 (Within North Carolina) Telephone: (919) 733-6272 E-mail: MCPA@ncdoj.gov Web site: www.ncdoj.gov/Consumer/Health/2-0-5-1-Health-Insurance.aspx Giúp đỡ những người tiêu dùng là hội viên của các chương trình bảo hiểm y tế có quản lý.
ND	Consumer Services North Dakota Insurance Department State Capitol, Fifth floor 600 E. Boulevard Ave. Bismarck, ND 58505-0320 Toll-free telephone: 1-800-247-0560 E-mail: insurance@nd.gov	None

State	States' Office of Consumer Assistance Individual	Office of Consumer Assistance Office of Ombudsman* Group Business
OH**	<p>Ohio Department of Insurance Consumer Affairs 50 W. Town Street, Third Floor - Suite 300 Columbus, OH 43215 Toll-free telephone: 1-800-686-1526 (Consumer Hotline)</p> <p>Ohio Department of Insurance Regulatory Ombudsman E-mail: ombudsman@insurance.ohio.gov Telephone: (614) 644-2651</p>	<p>Ohio Department of Insurance Regulatory Ombudsman 50 W. Town Street, Third Floor - Suite 300 Columbus, OH 43215 E-mail: ombudsman@insurance.ohio.gov Toll-free telephone: 1-800-686-1526</p>
OK**	<p>The Consumer Assistance/Claims Division can be reached toll free at 1-800-522-0071 (in state only) or (405) 521-2991.</p> <p>Khi cuộc tranh chấp không được giải quyết ổn thỏa, quý vị có thể liên lạc với Sở Bảo hiểm Oklahoma để được giúp đỡ thêm bằng một trong những phương cách sau đây:</p> <p>Mailing address (include supportive documentation) Oklahoma Insurance Department Five Corporate Plaza 3625 NW 56th Suite 100 Oklahoma City, OK 73112</p> <p>Fax number: (405) 521-6652 (include supportive documentation)</p>	<p>Consumer Assistance, Oklahoma Insurance Department Oklahoma City Location: Five Corporate Plaza 3625 NW 56th, Ste. 100 Oklahoma City, OK 73112</p> <p>Mailing Address: Oklahoma Insurance Department P.O. Box 53408 Oklahoma City, OK 73152-3408 Toll-free telephone: 1-800-522-0071 Telephone: (405) 521-2828 Fax: (405) 521-6635</p>
OR**	<p>Oregon Insurance Division Consumer Advocate P.O. Box 14480 Salem, OR 97309-0405 Telephone: (503) 947-7984 Toll-free telephone: 1-888-877-4894 E-mail: cp.ins@state.or.us</p>	<p>Consumer Advocate, Oregon Insurance Division Speak to a Consumer Advocate: Toll-free telephone: 1-888-877-4894 Telephone: (503) 947-7984 E-mail: cp.ins@state.or.us</p> <p>Mailing Address: Oregon Insurance Division P.O. Box 14480 Salem, OR 97309-0405</p> <p>Street Address: 350 Winter Street NE Salem, OR 97301-3883</p>
PA**	<p>Pennsylvania Insurance Department Consumer Services 1209 Strawberry Square Harrisburg, PA 17120 Toll-free telephone: 1-877-881-6388 Telephone: (717) 787-2317 TTY/TDD: (717) 783-3898 Fax: (717) 787-8585 E-mail: ra-in-consumer@state.pa.us</p>	<p>Toll-free telephone: 1-877-881-6388 (Automated Consumer Hotline)</p> <p>Vào trang mạng của Sở Bảo hiểm để sử dụng các dịch vụ trực tuyến</p>
PR**	<p>Office of the Patient's Advocate State Insurance Commissioners Office Puerto Rico Department of Insurance Cobian's Plaza Building 1607 Ponce de Leon Avenue Santurce, PR 00909 Telephone: 1-787-722-8686</p>	N/A

State	States' Office of Consumer Assistance Individual	Office of Consumer Assistance Office of Ombudsman* Group Business
RI**	<p>Department of Business Regulation Insurance Division 1511 Pontiac Avenue, Building 69-2 Cranston, RI 02920 Telephone: (401) 462-9520 Fax: (401) 462-9602 E-mail: InsuranceInquiry@dbr.state.ri.us</p> <p>Khiếu nại qua thủ tục UR: Rhode Island Department of Health Cannon Building Three Capitol Hill Providence, RI 02908-5097 Telephone: (401) 222-6015</p>	<p>Rhode Island Department of Attorney General Office of Health Care Advocate 150 South Main Street Providence, RI 02903 Telephone: (401) 274-4400</p>
SC**	<p>South Carolina Department of Insurance Consumer Services Division</p> <p>Địa chỉ bưu tín: P.O. Box 100105 Columbia, SC 29202-3105</p> <p>Địa chỉ văn phòng: 1201 Main Street, Suite 1000 Columbia, SC 29201</p> <p>Toll-free telephone: 1-800-768-3467 (Within South Carolina) Telephone: (803) 737-6180 E-mail: consumers@doi.sc.gov</p>	<p>South Carolina Department of Insurance Consumer Services Division</p> <p>Mailing Address: Consumer Services Division P.O. Box 100105 Columbia, SC 29202-3105</p> <p>Street Address: Consumer Services Division 1201 Main Street, Suite 1000 Columbia, SC 29201</p> <p>Telephone: (803) 737-6180 Toll-free telephone: 1-800-768-3467 (Within South Carolina) E-mail: consumers@doi.sc.gov</p>
SD	<p>South Dakota Division of Insurance 445 E. Capitol Avenue Pierre, SD 57501 Telephone: (605) 773-3563 Fax: (605) 773-5369 E-mail: insurance@state.sd.us</p>	None
TN**	<p>Tennessee Department of Commerce and Insurance Consumer Insurance Services Vickie Trice, Director Davy Crockett Tower 500 James Robertson Parkway Nashville, TN 37243-0565 Toll-free telephone: 1-800-342-4029 (Within Tennessee) Telephone: (615) 741-2218 E-mail: Insurance.info@tn.gov</p>	<p>Tennessee Department of Commerce and Insurance Consumer Insurance Services Tennessee Department of Commerce and Insurance Insurance Division 500 James Robertson Parkway Nashville, TN 37243</p> <p>Telephone: (615) 741-2218 Toll-free telephone: 1-800-342-4029 (Within Tennessee) E-mail: CIS.Complaints@tn.gov</p>

State	States' Office of Consumer Assistance Individual	Office of Consumer Assistance Office of Ombudsman* Group Business
TX	Texas Department of Insurance Mail Code 111-1A P.O. Box 149091 Austin, TX 78714-9091 Telephone: 1-855-TEX-CHAP (1-855-839-2427) E-mail: chap@tdi.state.tx.us	Texas Department of Insurance Mail Code 111-1A P.O. Box 149091 Austin, TX 78714-9091 Telephone: 1-855-TEX-CHAP (1-855-839-2427) E-mail: chap@tdi.state.tx.us
UT	Utah Insurance Department Office of Consumer Health Assistance 3110 State Office Building Salt Lake City, UT 84114 Toll-Free: 1-800-439-3805 (Within Utah) Telephone: (801) 538-3077 Telephone: (801) 538-3805 (Salt Lake City area) Fax: (801) 538-3829 E-mail: health.uid@utah.gov	Office of Consumer Health Assistance, Utah Insurance Department 3110 State Office Building Salt Lake City, UT 84114 Health: Telephone: (801) 538-3077 Toll-free telephone: 1-800-439-3805 (Within Utah) E-mail: health.uid@utah.gov Life: Telephone: (801) 538-3066 Toll-free telephone: 1-800-439-3805 (Within Utah) E-mail: life.uid@utah.gov
VT**	Office of Health Care Ombudsman To contact an HCO advocate directly call toll-free at 1-800-917-7787 Note: Various office locations around Vermont Vermont Division of Health Care Administration Department of Banking, Insurance, Securities and Health Care Administration Attn: Consumer Services Specialist 89 Main Street Montpelier, VT 05620-3101 Toll-free telephone: 1-800-631-7788 Telephone: (802) 828-2900	Consumer Services Unit Department of Banking, Insurance, Securities and Health Care Administration 89 Main Street, 3rd Floor Montpelier, VT 05620-3101 Toll-free telephone: 1-800-631-7788 Telephone: (802) 828-2900 Fax: (802) 828-1446z
VI*	Office of the Lieutenant Governor Virgin Islands	
VA**	State Corporation Commission Virginia Bureau of Insurance P.O. Box 1157 Richmond, VA 23218 Ombudsman and Consumer Service Hotline: Toll-free telephone: 1-877-310-6560 (Nationwide) E-mail: bureauofinsurance@scc.virginia.gov	Office of the Managed Care Ombudsman Bureau of Insurance P.O. Box 1157 Richmond, VA 23218 Toll-free telephone: 1-877-310-6560 E-mail: ombudsman@scc.virginia.gov Web site: www.scc.virginia.gov The Virginia Office of Consumer Affairs (OCA) Consumer Protection Hotline Toll-free telephone: 1-800-552-9963 (Within Virginia) Telephone: (804) 786-2042 (Richmond and outside Virginia)

State	States' Office of Consumer Assistance Individual	Office of Consumer Assistance Office of Ombudsman* Group Business
WA**	Washington State Office of the Insurance Commissioner Consumer Protection/Advocacy P.O. Box 40256 Olympia, WA 98504-0256 Toll-free telephone: 1-800-562-6900 (Consumer Hotline) Telephone: (360) 725-7080 (Olympia) Fax: (360) 586-2018 E-mail: cap@oic.wa.gov	Consumer Assistance Hotline Toll-free telephone: 1-800-562-6900 Telephone: (360) 725-7080 Fax: (360) 586-2018 E-mail: www.insurance.wa.gov Mailing Address: P. O. Box 40256 Olympia, WA 98504-0256
WV**	Consumer Service Division West Virginia Offices of the Insurance Commissioner P.O. Box 50540 Charleston, WV 25305-0540 Toll-free telephone: 1-888-879-9842 Fax: (304) 558-4965 E-mail: consumer.service@wvinsurance.gov	The Office of the Consumer Advocate Division Toll-free telephone: 1-888-TRY WVIC (888-879-9842), ext. 3864 Fax: (304) 558-2381 TTY: 1-800-435-7381 E-mail: Consumer.Advocate@wvinsurance.gov Địa chỉ bưu tín: West Virginia Offices of the Insurance Commissioner Attn: Consumer Advocate Division P.O. Box 11685 Charleston, WV 25339-1685 Địa chỉ văn phòng: One Players Club Drive, Third Floor Charleston, West Virginia 25301
WI**	State of Wisconsin Office of the Commissioner of Insurance 125 South Webster Street Madison, WI 53703-3474 Toll-free telephone: 1-800-236-8517 (Statewide) Telephone: (608) 236-8517 (Madison) E-mail: ocicomplaints@wisconsin.gov	Office of the Commissioner of Insurance 125 South Webster Madison, WI 53703-3474 Toll-free telephone: 1-800-236-8517 (Statewide) Telephone: (608) 236-8517 (Madison) ocicomplaints@wisconsin.gov
WY	Wyoming Insurance Department Consumer Affairs Section 106 East 6th Avenue Cheyenne, WY 82002 Toll-free telephone: 1-800-438-5768 Telephone: (307) 777-7402 Fax: (307) 777-2446	Consumer Affairs Section Wyoming Insurance Department 106 East 6th Avenue Cheyenne, WY 82002 Telephone: (307) 777-7402 Toll-free telephone: 1-800-438-5768 (Within Wyoming) Fax: (307) 777-2446 Web site: http://insurance.state.wy.us Đối với thủ tục xử lý bên ngoài cho các trường hợp cần thiết về mặt y tế: Wyoming Department of Insurance Attn: External Review 106 E. 6th Avenue Cheyenne, WY 82001 Telephone: (307) 777-7401 Fax: (307) 777-2446

*Vui lòng lưu ý là mặc dù sở bảo hiểm của nhiều tiểu bang có thể có đường dây nóng hoặc địa chỉ email chuyên giúp đỡ người tiêu dùng, chỉ có những đường dây nóng và địa chỉ email có văn phòng hoặc ban phụ trách thực thụ mới được liệt kê bên trên.

**Đã nhận tài trợ cho chương trình trợ giúp người tiêu dùng từ HHS