

**States with Consumer Assistance Programs  
As of October 2011**

| State                | Contact Information  |
|----------------------|--|
| Alabama              | No program   |
| Alaska               | No program   |
| American Samoa       | No yet operational   |
| Arizona              | No program   |
| Arkansas             | Arkansas Insurance Department, Consumer Services Division<br>1200 West Third St.<br>Little Rock, AR 72201<br>(855) 332-2227<br><a href="mailto:Insurance.consumers@arkansas.gov">Insurance.consumers@arkansas.gov</a>  |
| California           | California Department of Managed Health Care Help Center<br>980 9th Street, Suite 500<br>Sacramento, CA 95814<br>(888) 466-2219<br><a href="http://www.healthhelp.ca.gov">http://www.healthhelp.ca.gov</a><br><a href="mailto:helpline@dmhc.ca.gov">helpline@dmhc.ca.gov</a> |
| Colorado             | No program   |
| Connecticut          | Connecticut Office of the Healthcare Advocate<br>P.O. Box 1543<br>Hartford, CT 06144<br>(866) 466-4446<br><a href="http://www.ct.gov/oha">www.ct.gov/oha</a><br><a href="mailto:healthcare.advocate@ct.gov">healthcare.advocate@ct.gov</a>                                   |
| Delaware             | Delaware Department of Insurance<br>841 Silver Lake Blvd<br>Dover, DE 19904<br>(800) 282-8611<br><a href="mailto:consumer@state.de.us">consumer@state.de.us</a>  |
| District of Columbia | DC Office of the Health Care Ombudsman and Bill of Rights<br>899 North Capitol Street, NE, 6th Floor, Room 6037<br>Washington, DC 20002<br>(877) 685-6391<br><a href="mailto:healthcareombudsman@dc.gov">healthcareombudsman@dc.gov</a>                                      |
| Florida              | No program   |

| State     | Contact Information   |
|-----------|---|
| Georgia   | Georgia Office of Insurance and Safety Fire Commissioner<br>Consumer Services Division<br>2 Martin Luther King, Jr. Drive<br>West Tower, Suite 716<br>Atlanta, Georgia 30334<br>(800) 656-2298<br><a href="http://www.oci.ga.gov/ConsumerService/Home.aspx">http://www.oci.ga.gov/ConsumerService/Home.aspx</a> |
| Guam      | Guam Department of Revenue and Taxation<br>1240 Army Drive<br>Barrigada, Guam 96921<br>(671) 635-1844   |
| Hawaii    | No program  |
| Idaho     | No program  |
| Illinois  | Illinois Department of Insurance<br>320 W. Washington St, 4 <sup>th</sup> Floor<br>Springfield, IL 62767<br>(877) 527-9431<br><a href="http://www.insurance.illinois.gov">http://www.insurance.illinois.gov</a><br><a href="mailto:DOI.Director@illinois.gov">DOI.Director@illinois.gov</a>                     |
| Indiana   | No program  |
| Iowa      | Iowa Consumer Advocate Bureau<br>330 Maple St<br>Des Moines, IA 50319<br>(877) 955-1212<br><a href="http://insuranceca.iowa.gov/">http://insuranceca.iowa.gov/</a><br><a href="mailto:consumer.advocate@iid.iowa.gov">consumer.advocate@iid.iowa.gov</a>  |
| Kansas    | Kansas Insurance Department<br>Consumer Assistance Division<br>420 SW 9 <sup>th</sup> Street<br>Topeka, KS 66612<br>(800) 432-2484<br><a href="http://www.ksinsurance.org">http://www.ksinsurance.org</a><br><a href="mailto:CAP@ksinsurance.org">CAP@ksinsurance.org</a>                                       |
| Kentucky  | Kentucky Department of Insurance, Consumer Protection Division<br>P.O. Box 517<br>Frankfort, KY 40602<br>(877) 587-7222<br><a href="http://healthinsurancehelp.ky.gov">http://healthinsurancehelp.ky.gov</a><br><a href="mailto:DOI.CAPOmbudsman@ky.gov">DOI.CAPOmbudsman@ky.gov</a>                            |
| Louisiana | No program  |

| State         | Contact Information   |
|---------------|---|
| Maine         | Consumer for Affordable Health Care<br>12 Church Street, PO Box 2490<br>Augusta, ME 04338-2490<br>(800) 965-7476<br><a href="http://www.maine cahc.org">www.maine cahc.org</a><br><a href="mailto:consumerhealth@maine cahc.org">consumerhealth@maine cahc.org</a>  |
| Maryland      | Maryland Office of the Attorney General<br>Health Education and Advocacy Unit<br>200 St. Paul Place, 16th Floor<br>Baltimore, MD 21202<br>(877) 261-8807<br><a href="http://www.oag.state.md.us/Consumer.HEAU.htm">http://www.oag.state.md.us/Consumer.HEAU.htm</a><br><a href="mailto:heau@oag.state.md.us">heau@oag.state.md.us</a> |
| Massachusetts | Health Care for All<br>30 Winter Street, Suite 1004<br>Boston, MA 02108<br>(800) 272-4232<br><a href="http://www.massconsumerassistance.org">www.massconsumerassistance.org</a>   |
| Michigan      | Michigan Health Insurance Consumer Assistance Program (HICAP)<br>Michigan Office of Financial and Insurance Regulation<br>P.O. Box 30220<br>Lansing, MI 48909<br>(877) 999-6442<br><a href="http://michigan.gov/ofir">http://michigan.gov/ofir</a><br><a href="mailto:Ofir-hicap@michigan.gov">Ofir-hicap@michigan.gov</a>            |
| Minnesota     | No program  |
| Mississippi   | Health Help Mississippi<br>800 North President Street<br>Jackson, MS 39202<br>(877) 314-3843<br><a href="http://www.healthhelpms.org">www.healthhelpms.org</a><br><a href="mailto:healthhelpms@mhap.org">healthhelpms@mhap.org</a>  |
| Missouri      | Missouri Department of Insurance<br>301 W. High Street, Room 830<br>Harry S. Truman State Office Building<br>Jefferson City, MO 65101<br>(800) 726-7390<br><a href="http://www.insurance.mo.gov">www.insurance.mo.gov</a><br><a href="mailto:consumeraffairs@insurance.mo.gov">consumeraffairs@insurance.mo.gov</a>                   |

| State         | Contact Information  |
|---------------|--|
| Montana       | Montana Consumer Assistance Program<br>840 Helena Ave<br>Helena, MT 59601<br>(800) 332-6148<br><a href="http://www.csi.mt.gov">http://www.csi.mt.gov</a>   |
| Nebraska      | No program   |
| Nevada        | Office of Consumer Health Assistance<br>Governor's Consumer Health Advocate<br>555 East Washington Ave #4800<br>Las Vegas, NV 89101<br>(702) 486-3587<br>(888) 333-1597<br><a href="http://www.govcha.nv.gov">http://www.govcha.nv.gov</a><br>cha@govcha.nv.gov  |
| New Hampshire | New Hampshire Department of Insurance<br>21 South Fruit Street, Suite 14<br>Concord, NH 03301<br>(800) 852-3416<br><a href="http://www.nh.gov/insurance">www.nh.gov/insurance</a><br><a href="mailto:consumerservices@ins.nh.gov">consumerservices@ins.nh.gov</a>  |
| New Jersey    | New Jersey Department of Banking and Insurance<br>20 West State Street, PO Box 329<br>Trenton, NJ 08625<br>(800) 446-7467<br>(888) 393-1062 (appeals)<br><a href="http://www.state.nj.us/dobi/consumer.htm">http://www.state.nj.us/dobi/consumer.htm</a><br><a href="mailto:ombudsman@dobi.state.nj.us">ombudsman@dobi.state.nj.us</a> |
| New Mexico    | New Mexico Public Regulation Commission<br>Division of Insurance<br>1120 Paseo De Peralta<br>Santa Fe, NM 87504<br>(888) 427-5772<br><a href="http://nmprc.state.nm.us/id.htm">http://nmprc.state.nm.us/id.htm</a><br><a href="mailto:mchb.grievance@state.nm.us">mchb.grievance@state.nm.us</a>                                       |
| New York      | Community Service Society of New York, Community Health<br>Advocates<br>105 East 22nd Street, 8th floor<br>New York, NY 10010<br>(888) 614-5400<br><a href="http://www.communityhealthadvocates.org/">http://www.communityhealthadvocates.org/</a>   |

| State                     | Contact Information  |
|---------------------------|--|
| North Carolina            | North Carolina Department of Insurance<br>Health Insurance Smart NC<br>430 N. Salisbury Street<br>Raleigh, NC 27603<br>(877) 885-0231<br><a href="http://www.ncdoi.com">www.ncdoi.com</a>  |
| North Dakota              | No program   |
| Northern Marianas Islands | No program   |
| Ohio                      | No program   |
| Oklahoma                  | Oklahoma Insurance Department<br>Five Corporate Plaza<br>3625 Northwest 56th Street, Suite 100<br>Oklahoma City, OK 73112<br>(800) 522-0071 (in-state only)<br>(405) 521-2991<br><a href="http://www.ok.gov/oid/Consumers/Consumer_Assistance/index.html">http://www.ok.gov/oid/Consumers/Consumer_Assistance/index.html</a>   |
| Oregon                    | Oregon Insurance Division<br>P.O. Box 14480<br>Salem, OR 97309-0405<br>(503) 947-7984<br><a href="http://www.cbs.state.or.us/ins/index.html">http://www.cbs.state.or.us/ins/index.html</a><br><a href="mailto:cp.ins@state.or.us">cp.ins@state.or.us</a>   |
| Pennsylvania              | Pennsylvania Department of Insurance<br>1209 Strawberry Square<br>Harrisburg, PA 17111<br>(877) 881-6388<br><a href="http://www.insurance.pa.gov">www.insurance.pa.gov</a>   |
| Puerto Rico               | Puerto Rico Oficina de la Procuradora del Paciente<br>1215 Ponce de Leon<br>PDA 18<br>Santurce, PR 00907<br>(800) 981-0031<br><a href="http://www.pacientes.gobierno.pr">www.pacientes.gobierno.pr</a><br><a href="mailto:querellas@opp.gobierno.pr">querellas@opp.gobierno.pr</a>   |
| Rhode Island              | Rhode Island Department of Business Regulation<br>1511 Pontiac Avenue, Bldg 69-2<br>Cranston, RI 02920<br>(401) 462-9520<br><a href="http://www.dbr.state.ri.us">www.dbr.state.ri.us</a> and <a href="http://www.ohic.ri.gov">www.ohic.ri.gov</a><br><a href="mailto:InsuranceInquiry@dbr.ri.gov">InsuranceInquiry@dbr.ri.gov</a> and <a href="mailto:HealthInsInquiry@ohic.ri.gov">HealthInsInquiry@ohic.ri.gov</a> |

| State          | Contact Information  |
|----------------|--|
| South Carolina | South Carolina Department of Insurance<br>Consumer and Individual Licensing Services Division<br>P.O. Box 100105<br>Columbia, SC 29202<br>(800) 768-3467<br><a href="http://www.doi.sc.gov">http://www.doi.sc.gov</a><br><a href="mailto:consumers@doi.sc.gov">consumers@doi.sc.gov</a>  |
| South Dakota   | No program   |
| Tennessee      | Tennessee Department of Commerce and Insurance<br>500 James Robertson Pkwy<br>Davy Crockett Tower, 4th floor<br>Nashville, TN 37243-0574<br>(615) 741-2218<br>(800) 342-4029<br>(615) 532-7389 (Fax)<br><a href="http://www.tn.gov/commerce/insurance">www.tn.gov/commerce/insurance</a>   |
| Texas          | Texas Consumer Health Assistance Program<br>Texas Department of Insurance<br>Mail Code 111-1A<br>333 Guadalupe<br>P.O. Box 149091<br>Austin, TX 78714<br>(855) 839-2427 (855-TEX-CHAP)<br><a href="http://www.texashealthoptions.com">www.texashealthoptions.com</a><br><a href="mailto:chap@tdi.state.tx.us">chap@tdi.state.tx.us</a> |
| Utah           | No program   |
| Vermont        | Vermont Legal Aid<br>264 North Winooski Ave.<br>Burlington, VT 05402<br>(800) 917-7787<br><a href="http://www.vtlegalaid.org">www.vtlegalaid.org</a>   |
| Virginia       | Virginia State Corporation Commission<br>Life & Health Division, Bureau of Insurance<br>P.O. Box 1157<br>Richmond, VA 23218<br>(877) 310-6560<br><a href="http://www.scc.virginia.gov/boi">http://www.scc.virginia.gov/boi</a><br><a href="mailto:bureauofinsurance@scc.virginia.gov">bureauofinsurance@scc.virginia.gov</a>           |

| State          | Contact Information  |
|----------------|--|
| Virgin Islands | U.S. Virgin Islands Division of Banking and Insurance<br>1131 King Street<br>Suite 101<br>Christiansted<br>St. Croix, VI 00820<br>(340) 773-6459<br><a href="http://www.ltg.gov.vi">www.ltg.gov.vi</a>                             |
| Washington     | Washington Consumer Assistance Program<br>5000 Capitol Blvd<br>Tumwater, WA 98501<br>(800) 562-6900<br><a href="http://www.insurance.wa.gov">http://www.insurance.wa.gov</a><br><a href="mailto:cap@oic.wa.gov">cap@oic.wa.gov</a> |
| West Virginia  | West Virginia Office of the Insurance Commissioner<br>Consumer Service Division<br>P.O. Box 50540<br>Charleston, WV 25305<br>(888) 879-9842<br><a href="http://www.wvinsurance.gov">http://www.wvinsurance.gov</a>                 |
| Wisconsin      | No program   |
| Wyoming        | No program   |