

PRESS RELEASE

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Comparison Shopping Made Easier by New Health Insurance Report Card

Insurance Director Christina Urias announces the release of the 2005 **Report on Arizona Health Insurers**, a new consumer publication to assist Arizonans in comparing complaints, health care appeals, market share and enforcement actions involving the largest health insurers doing business in Arizona.

Governor Janet Napolitano applauded the new publication, saying "Arizona consumers deserve as much information as possible to help them make complex and important decisions about health insurance for their families."

"Comparison shopping for health insurance can be challenging," Urias said. "The Insurance Department receives more consumer inquiries about health insurance than any other kind of insurance. This consumer guide offers objective, comparative information about Arizona's major health insurers and HMOs and will help consumers evaluate their choices more critically. Whether the consumer is a first time shopper, or is changing carriers, this publication will help individuals and small businesses make more informed decisions about their health insurance needs."

The 27 insurers in the guide all have at least 2,500 enrollees in Arizona and represent about 75% of the Arizona health insurance market.

The Report also describes many common rights that Arizonans have regarding their health insurance policies, including the right to appeal when an insurer denies a claim or service and emphasizes the benefit of those appeals, by delineating the total number of appeals received (12,162), and the number overturned in the enrollee's favor (6,729). The publication also contains a list of resources for researching other information about health insurers, including financial ratings and quality assurance "check ups."

The new publication is available electronically and in print by visiting or calling the Arizona Department of Insurance at (602) 912-8444 or (800) 325-2548 or www.id.state.az.us.

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