



## **News for Immediate Release**

**Feb. 21, 2012**

### **New Health Insurance Unit Offers Help to Pennsylvania Consumers**

New Brochures, Factsheets also Available Online

**Harrisburg** – The Pennsylvania Insurance Department has formed a new consumer unit to respond to questions about health insurance.

“This new unit supplements our health insurance complaint-handling functions,” said Insurance Commissioner Mike Considine. “The unit will also allow us to track and identify complaint trends market-wide and by company.”

This health insurance assistance unit, using the current call center referrals and online resources, will:

- Educate consumers with billing and claims problems about their rights and responsibilities with respect to their group or individual health insurance plan;
- Provide information on the internal and external grievance process;
- Assist consumers in making informed enrollment and health plan choices by educating consumers on the various types of options; and
- Distribute factsheets on health insurance options.

The new unit will allow the department to work directly with health plans and healthcare providers to better target areas for improvement. It is funded through a federal grant.

Consumers are encouraged to call the consumer assistance unit at 1-877-881-6388 or visit [www.pahealthoptions.com](http://www.pahealthoptions.com) to access the new materials and view information on other federal grants awarded to the department.

**Media contacts:** Rosanne Placey or Melissa Fox, 717-787-3289

###