

Appendix to Technical Release 2011-01

States with Consumer Assistance Programs under PHS Act Section 2793

** Current as of January 3, 2018 **

State	Contact Information
Alabama	No program
Alaska	No program
American Samoa	No program
Arizona	No program
Arkansas	Arkansas Insurance Department, Consumer Services Division 1200 West Third Street Little Rock, AR 72201 (800) 852-5494 http://insurance.arkansas.gov/pages/consumer-services/consumer-services/ (website) Insurance.consumers@arkansas.gov (email)
California	California Consumer Assistance Program Operated by the California Department of Managed Health Care and Department of Insurance 980 9th Street, Suite #500 Sacramento, CA 95814 (888) 466-2219 http://www.healthhelp.ca.gov (website)
Colorado	No program
Commonwealth of Northern Mariana Islands	No program
Connecticut	Connecticut Office of the Healthcare Advocate P.O. Box 1543 Hartford, CT 06144 (866) 466-4446 http://www.ct.gov/oha/site/default.asp (website) healthcare.advocate@ct.gov (email)
Delaware	Delaware Department of Insurance 841 Silver Lake Boulevard Dover, DE 19904 (302) 674-7310 https://insurance.delaware.gov/ (website) consumer@state.de.us (email)

State	Contact Information
District of Columbia	DC Office of Health Care Ombudsman and Bill of Rights One Judiciary Square 441 4th Street, NW, 900 South Washington, DC 20001 (877) 685-6391 http://www.healthcareombudsman.dc.gov (website) healthcareombudsman@dc.gov (email)
Florida	No program
Georgia	Georgia Office of Insurance and Safety Fire Commissioner Consumer Services Division 2 Martin Luther King, Jr. Drive West Tower, Suite 716 Atlanta, GA 30334 (800) 656-2298 http://www.oci.ga.gov/ConsumerService/Home.aspx (website)
Guam	Guam Department of Revenue and Taxation 1240 Army Drive Barrigada, GU 96921 (671) 635-1846
Hawaii	No program
Idaho	No program
Illinois	Illinois Department of Insurance Consumer Services Section 320 W. Washington Street, 4th Floor Springfield, IL 62767 (866) 445-5364 http://insurance.illinois.gov/healthinsurance/consumerHealth.html (website) DOI.Director@illinois.gov (email)
Indiana	No program
Iowa	No program
Kansas	Kansas Insurance Department Consumer Assistance Division 420 SW 9th Street Topeka, KS 66612 (800) 432-2484 (in state) (785) 296-7829 (all others) http://www.ksinsurance.org (website) kid.commissioner@ks.gov (email)

State	Contact Information
Kentucky	Kentucky Department of Insurance Division of Consumer Protection P.O. Box 517 Frankfort, KY 40602-0517 (800) 595-6053 http://insurance.ky.gov (website) consumerservices@ky.gov (email)
Louisiana	No program
Maine	Consumers for Affordable Health Care Maine Health Insurance Consumer Assistance Program (MHICAP) 12 Church Street, P.O. Box 2490 Augusta, ME 04338-2490 (800) 965-7476 http://www.maine cahc.org (website) consumerhealth@maine cahc.org (email)
Maryland	Maryland Office of the Attorney General Health Education and Advocacy Unit 200 St. Paul Place, 16th Floor Baltimore, MD 21202 (877) 261-8807 http://marylandattorneygeneral.gov/Pages/Pages/HEAU/default.aspx (website) heau@oag.state.md.us (email)
Massachusetts	Health Policy Commission Office of Patient Protection (OPP) 50 Milk Street, 8th Floor Boston, MA 02109 (800) 436-7757 http://www.mass.gov/hpc/opp (website) HPC-OPP@state.ma.us (email)
Michigan	Michigan Health Insurance Consumer Assistance Program (HICAP) Michigan Department of Insurance and Financial Services (DIFS) P.O. Box 30220 Lansing, MI 48909-7720 (877) 999-6442 http://www.michigan.gov/difs (website) difs-HICAP@michigan.gov (email)
Minnesota	No program

State	Contact Information
Mississippi	Health Help Mississippi 800 North President Street Jackson, MS 39202 (877) 314-3843 http://www.healthhelpms.org (website) healthhelpms@mhap.org (email)
Missouri	Missouri Department of Insurance Truman State Office Building, Room 530 P.O. Box 690 Jefferson City, MO 65102 (800) 726-7390 https://insurance.mo.gov/consumers (website) consumeraffairs@insurance.mo.gov (email)
Montana	Office of the Montana State Auditor Commissioner of Securities and Insurance 840 Helena Avenue Helena, MT 59601 (800) 332-6148 (in-state only) (406) 444-2040 http://www.montanahealthanswers.com (website)
Nebraska	No program
Nevada	Nevada Department of Health and Human Services Office of Consumer Health Assistance Governor's Consumer Health Advocate 555 East Washington Avenue, Suite 4800 Las Vegas, NV 89101 (702) 486-3587 (888) 333-1597 http://dhhs.nv.gov/Programs/CHA (website) cha@govcha.nv.gov (email)
New Hampshire	New Hampshire Insurance Department 21 South Fruit Street, Suite 14 Concord, NH 03301 (800) 852-3416 https://nh.gov/insurance/consumers/health.htm (website) consumerservices@ins.nh.gov (email)

State	Contact Information
New Jersey	New Jersey Department of Banking and Insurance 20 West State Street P.O. Box 325 Trenton, NJ 08625 (800) 446-7467 (609) 292-7272 http://www.state.nj.us/dobi/consumer.htm (website) ombudsman@dobi.state.nj.us (email)
New Mexico	New Mexico Office of Superintendent of Insurance Managed Health Care Bureau Phone: (855) 427-5674 Fax: (505) 427-5674 Online submission http://osi.state.nm.us/consumer-assistance/forms/managed-healthcare.html
New York	Community Service Society of New York Community Health Advocates 633 Third Avenue, 10th Floor New York, NY 10017 (888) 614-5400 http://www.communityhealthadvocates.org/ (website) cha@cssny.org (email)
North Carolina	North Carolina Department of Insurance Health Insurance Smart NC 430 N. Salisbury Street Suite 1018 Raleigh, NC 27603 (855) 408-1212 http://www.ncdoi.com/Consumers/Health/Smart_NC.aspxh (website) <u>Eastern Regional Office:</u> North Carolina Department of Insurance Health Insurance Smart NC 1316 Unit A Commerce Drive New Bern, NC 28562 <u>Western Regional Office:</u> North Carolina Department of Insurance Health Insurance Smart NC 537 College Street Asheville, NC 28801
North Dakota	No program
Ohio	No program

State	Contact Information
Oklahoma	Oklahoma Insurance Department Five Corporate Plaza 3625 Northwest 56th Street, Suite 100 Oklahoma City, OK 73112-4511 (800) 522-0071 (in-state only) (405) 521-2828 https://www.ok.gov/oid/Consumers/Consumer_Assistance/ (website)
Oregon	Oregon Health Connect 1435 NE 81 st Avenue, Suite 500 Portland, OR 97213-6759 (866) 698-6155 http://211info.org/health/ (website) health@211info.org (email)
Pennsylvania	Pennsylvania Insurance Department 1209 Strawberry Square Harrisburg, PA 17120 (877) 881-6388 http://www.insurance.pa.gov/Consumers/Pages/default.aspx (website)
Puerto Rico	Puerto Rico Oficina de la Procuradora del Paciente Calle Recinto Sur #303 San Juan, PR 00910 (787) 979-0909 http://www.pr.gov/ (website) querellas@opp.gobierno.pr (email)
Rhode Island	Rhode Island Consumer Assistance Program Rhode Island Parent Information Network, Inc. 1210 Pontiac Avenue Cranston, RI 02920 (855) 747-3224 http://rireach.org (website) rireach@ripin.org (email)
South Carolina	South Carolina Department of Insurance Office of Consumer Services P.O. Box 100105 Columbia, SC 29202 (800) 768-3467 (803) 737-6180 http://www.doi.sc.gov/638/Health-Insurance (website) consumers@doi.sc.gov (email)
South Dakota	No program

State	Contact Information
Tennessee	Tennessee Department of Commerce & Insurance 500 James Robertson Parkway Davy Crockett Tower, 4th Floor Nashville, TN 37243-0565 (615) 741-2241 https://www.tn.gov/commerce/consumer-services.html (website)
Texas	Texas Department of Insurance Consumer Protection (111-1A) 333 Guadalupe P.O. Box 149091 Austin, TX 78714-9091 (800) 252-3439 http://www.texashealthoptions.com (website) ConsumerProtection@tdi.texas.gov (email)
Utah	No program
Vermont	Vermont Legal Aid 264 North Winooski Avenue Burlington, VT 05402 (800) 889-2047 http://www.vtlegalaid.org (website)
Virginia	Virginia State Corporation Commission Bureau of Insurance P.O. Box 1157 Richmond, VA 23218 (804) 371-9741 http://www.scc.virginia.gov/boi/index.aspxh (website) bureauofinsurance@scc.virginia.gov (email)
Virgin Islands	U.S. Virgin Islands Division of Banking and Insurance 1131 King Street Suite 101 Christiansted St. Croix, VI 00820 (340) 773-6459 http://ltg.gov.vi (website)
Washington	Washington State Office of the Insurance Commissioner 5000 Capitol Blvd, SE Tumwater, WA 98501 (800) 562-6900 https://www.insurance.wa.gov/ (website) cap@oic.wa.gov (email)

State	Contact Information
West Virginia	West Virginia Offices of the Insurance Commissioner Consumer Service Division P.O. Box 50540 Charleston, WV 25305-0540 (888) 879-9842 http://www.wvinsurance.gov/ConsumerServices/ConsumerServices.aspx <u>px</u> (website)
Wisconsin	No program
Wyoming	No program