Appendix to Technical Release 2011-01

States with Consumer Assistance Programs under PHS Act Section 2793

** Current as of January 3, 2018 **

<table>
<thead>
<tr>
<th>State</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Alabama</td>
<td>No program</td>
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<tr>
<td>Alaska</td>
<td>No program</td>
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<tr>
<td>American Samoa</td>
<td>No program</td>
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<tr>
<td>Arizona</td>
<td>Arkansas Insurance Department, Consumer Services Division</td>
</tr>
<tr>
<td></td>
<td>1200 West Third Street</td>
</tr>
<tr>
<td></td>
<td>Little Rock, AR 72201</td>
</tr>
<tr>
<td></td>
<td>(800) 852-5494</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Insurance.consumers@arkansas.gov">Insurance.consumers@arkansas.gov</a> (email)</td>
</tr>
<tr>
<td>California</td>
<td>California Consumer Assistance Program</td>
</tr>
<tr>
<td></td>
<td>Operated by the California Department of Managed Health Care and</td>
</tr>
<tr>
<td></td>
<td>Department of Insurance</td>
</tr>
<tr>
<td></td>
<td>980 9th Street, Suite #500</td>
</tr>
<tr>
<td></td>
<td>Sacramento, CA 95814</td>
</tr>
<tr>
<td></td>
<td>(888) 466-2219</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.healthhelp.ca.gov">http://www.healthhelp.ca.gov</a> (website)</td>
</tr>
<tr>
<td>Colorado</td>
<td>No program</td>
</tr>
<tr>
<td>Commonwealth of Northern</td>
<td>No program</td>
</tr>
<tr>
<td>Mariana Islands</td>
<td>No program</td>
</tr>
<tr>
<td>Connecticut</td>
<td>Connecticut Office of the Healthcare Advocate</td>
</tr>
<tr>
<td></td>
<td>P.O. Box 1543</td>
</tr>
<tr>
<td></td>
<td>Hartford, CT 06144</td>
</tr>
<tr>
<td></td>
<td>(866) 466-4446</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:healthcare.advocate@ct.gov">healthcare.advocate@ct.gov</a> (email)</td>
</tr>
<tr>
<td>Delaware</td>
<td>Delaware Department of Insurance</td>
</tr>
<tr>
<td></td>
<td>841 Silver Lake Boulevard</td>
</tr>
<tr>
<td></td>
<td>Dover, DE 19904</td>
</tr>
<tr>
<td></td>
<td>(302) 674-7310</td>
</tr>
<tr>
<td></td>
<td><a href="https://insurance.delaware.gov/">https://insurance.delaware.gov/</a> (website)</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:consumer@state.de.us">consumer@state.de.us</a> (email)</td>
</tr>
<tr>
<td>State</td>
<td>Contact Information</td>
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<tr>
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<td>-------------------------------------------------------------------------------------</td>
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</tbody>
</table>
| 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  
|                | 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  
| 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](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](http://www.ksinsurance.org) (website)  
<p>|                | <a href="mailto:kid.commissioner@ks.gov">kid.commissioner@ks.gov</a> (email) |</p>
<table>
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<tr>
<th>State</th>
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</table>
| Kentucky      | Kentucky Department of Insurance Division of Consumer Protection  
P.O. Box 517  
Frankfort, KY 40602-0517  
(800) 595-6053  
[http://insurance.ky.gov](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.mainecahc.org](http://www.mainecahc.org) (website)  
consumerhealth@mainecahc.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](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](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](http://www.michigan.gov/difs) (website)  
difs-HICAP@michigan.gov (email) |
<p>| Minnesota     | No program                                                                                                                                          |</p>
<table>
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<tr>
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<th>Contact Information</th>
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| Mississippi   | Health Help Mississippi  
800 North President Street  
Jackson, MS 39202  
(877) 314-3843  
[http://www.healthhelpms.org](http://www.healthhelpms.org) (website)  
[healthhelpms@mhap.org](mailto: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](https://insurance.mo.gov/consumers) (website)  
[consumeraffairs@insurance.mo.gov](mailto: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](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](http://dhhs.nv.gov/Programs/CHA) (website)  
[cha@govcha.nv.gov](mailto: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](https://nh/gov/insurance/consumers/health.htm) (website)  
[consumerservices@ins.nh.gov](mailto:consumerservices@ins.nh.gov) (email) |
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<tr>
<th>State</th>
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</table>
| 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](http://www.state.nj.us/dobi/consumer.htm) (website)  
                ombudsman@doi.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](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  
                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.aspx](http://www.ncdoi.com/Consumers/Health/Smart_NC.aspx) (website)  
                Eastern Regional Office:  
                North Carolina Department of Insurance  
                Health Insurance Smart NC  
                1316 Unit A Commerce Drive  
                New Bern, NC 28562  
                Western Regional Office:  
                North Carolina Department of Insurance  
                Health Insurance Smart NC  
                537 College Street  
                Asheville, NC 28801 |
<p>| North Dakota  | No program |
| Ohio          | No program |</p>
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<thead>
<tr>
<th>State</th>
<th>Contact Information</th>
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| 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/](https://www.ok.gov/oid/Consumers/Consumer_Assistance/) (website) |
| Oregon       | Oregon Health Connect  
1435 NE 81st Avenue, Suite 500  
Portland, OR 97213-6759  
(866) 698-6155  
[http://211info.org/health/](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](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  
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](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  
consumers@doi.sc.gov (email) |
<p>| South Dakota | No program |</p>
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<tr>
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| 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](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](http://www.texashealthoptions.com) (website)  
[ConsumerProtection@tdi.texas.gov](mailto: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](http://www.vtlegalaid.org) (website) |
| Virginia      | Virginia State Corporation Commission  
Bureau of Insurance  
P.O. Box 1157  
Richmond, VA 23218  
(804) 371-9741  
[bureauofinsurance@scc.virginia.gov](mailto: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  
| Washington    | Washington State Office of the Insurance Commissioner  
5000 Capitol Blvd, SE  
Tumwater, WA 98501  
(800) 562-6900  
[https://www.insurance.wa.gov/](https://www.insurance.wa.gov/) (website)  
[cap@oic.wa.gov](mailto:cap@oic.wa.gov) (email) |
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<th>Contact Information</th>
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| West Virginia| West Virginia Offices of the Insurance Commissioner  
|              | Consumer Service Division  
|              | P.O. Box 50540  
|              | Charleston, WV 25305-0540  
|              | (888) 879-9842  
| Wisconsin    | No program                                                                           |
| Wyoming      | No program                                                                           |