Guidance to FFM Cali Center for making referrals to the AZDOI

CONSUMERS (COMPLAINTS AND HEALTHCARE APPEALS)

Arizona Consumers (policyholders, employees, claimants or authorized representative) with questions or problems related to actions taken by a health insurance company regarding claims, premium payments, termination of coverage, continuity of care, coordination of benefits, access to care, provider networks, etc. can be referred to the AZDOI Consumer Affairs Division as follows:

- In the Phoenix Metro area (602) 364-2499
- Outside the Phoenix Metro area (800) 325-2548
- Spanish speakers (602) 364-2977
- www.azinsurance.gov
- AZHealthInsuranceQs@azinsurance.gov

AGENTS & BROKERS

Arizona Insurance Agents/Brokers with state licensure questions [not FFM Certification/Registration Qs] can be referred to the AZDOI Licensing Unit as follows:

- In the Phoenix Metro area (602) 364-4457
- Outside Phoenix Metro area: (877) 660-0964
- www.azinsurance.gov/producers
- licensing@azinsurance.gov

MEDICAL PROVIDERS

Doctors, hospitals, chiropractors, clinics, imaging centers, etc. with questions about claims payments can be referred to our AZDOI Provider Information Unit as follows:

- (602) 364-2394
- providerinfo@azinsurance.gov

CRIMINAL ALLEGATIONS

Anyone reporting criminal activity (phony insurance, stolen premiums, identity theft or medical ID theft, provider theft, phony claims, etc.) can be referred to the AZDOI Investigations Division:

- (602) 364-2140
- investigations@azinsurance.gov
- www.azinsurance.gov/fraud

This is the number to which you can refer Arizona consumers complaining about:

- an insurance agent who lied or misrepresented the terms of a policy
- an insurance agent who stole money
- a medical provider or someone else submitted false claims to an insurance company
- an insurance product being sold by an unlicensed insurance company or agent
- any other action that would constitute fraud against (not by) a commercial insurance company

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