

**States with Consumer Assistance Programs
As of October 2011**

State	Contact Information
Alabama	No program
Alaska	No program
American Samoa	No yet operational
Arizona	No program
Arkansas	Arkansas Insurance Department, Consumer Services Division 1200 West Third St. Little Rock, AR 72201 (855) 332-2227 Insurance.consumers@arkansas.gov
California	California Department of Managed Health Care Help Center 980 9th Street, Suite 500 Sacramento, CA 95814 (888) 466-2219 http://www.healthhelp.ca.gov helpline@dmhc.ca.gov
Colorado	No program
Connecticut	Connecticut Office of the Healthcare Advocate P.O. Box 1543 Hartford, CT 06144 (866) 466-4446 www.ct.gov/oha healthcare.advocate@ct.gov
Delaware	Delaware Department of Insurance 841 Silver Lake Blvd Dover, DE 19904 (800) 282-8611 consumer@state.de.us
District of Columbia	DC Office of the Health Care Ombudsman and Bill of Rights 899 North Capitol Street, NE, 6th Floor, Room 6037 Washington, DC 20002 (877) 685-6391 healthcareombudsman@dc.gov
Florida	No program

State	Contact Information
Georgia	Georgia Office of Insurance and Safety Fire Commissioner Consumer Services Division 2 Martin Luther King, Jr. Drive West Tower, Suite 716 Atlanta, Georgia 30334 (800) 656-2298 http://www.oci.ga.gov/ConsumerService/Home.aspx
Guam	Guam Department of Revenue and Taxation 1240 Army Drive Barrigada, Guam 96921 (671) 635-1844
Hawaii	No program
Idaho	No program
Illinois	Illinois Department of Insurance 320 W. Washington St, 4 th Floor Springfield, IL 62767 (877) 527-9431 http://www.insurance.illinois.gov DOI.Director@illinois.gov
Indiana	No program
Iowa	Iowa Consumer Advocate Bureau 330 Maple St Des Moines, IA 50319 (877) 955-1212 http://insuranceca.iowa.gov/ consumer.advocate@iid.iowa.gov
Kansas	Kansas Insurance Department Consumer Assistance Division 420 SW 9 th Street Topeka, KS 66612 (800) 432-2484 http://www.ksinsurance.org CAP@ksinsurance.org
Kentucky	Kentucky Department of Insurance, Consumer Protection Division P.O. Box 517 Frankfort, KY 40602 (877) 587-7222 http://healthinsurancehelp.ky.gov DOI.CAPOmbudsman@ky.gov
Louisiana	No program

State	Contact Information
Maine	Consumer for Affordable Health Care 12 Church Street, PO Box 2490 Augusta, ME 04338-2490 (800) 965-7476 www.maine cahc.org consumerhealth@maine cahc.org
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://www.oag.state.md.us/Consumer.HEAU.htm heau@oag.state.md.us
Massachusetts	Health Care for All 30 Winter Street, Suite 1004 Boston, MA 02108 (800) 272-4232 www.massconsumerassistance.org
Michigan	Michigan Health Insurance Consumer Assistance Program (HICAP) Michigan Office of Financial and Insurance Regulation P.O. Box 30220 Lansing, MI 48909 (877) 999-6442 http://michigan.gov/ofir Ofir-hicap@michigan.gov
Minnesota	No program
Mississippi	Health Help Mississippi 800 North President Street Jackson, MS 39202 (877) 314-3843 www.healthhelpms.org healthhelpms@mhap.org
Missouri	Missouri Department of Insurance 301 W. High Street, Room 830 Harry S. Truman State Office Building Jefferson City, MO 65101 (800) 726-7390 www.insurance.mo.gov consumeraffairs@insurance.mo.gov

State	Contact Information
Montana	Montana Consumer Assistance Program 840 Helena Ave Helena, MT 59601 (800) 332-6148 http://www.csi.mt.gov
Nebraska	No program
Nevada	Office of Consumer Health Assistance Governor's Consumer Health Advocate 555 East Washington Ave #4800 Las Vegas, NV 89101 (702) 486-3587 (888) 333-1597 http://www.govcha.nv.gov cha@govcha.nv.gov
New Hampshire	New Hampshire Department of Insurance 21 South Fruit Street, Suite 14 Concord, NH 03301 (800) 852-3416 www.nh.gov/insurance consumerservices@ins.nh.gov
New Jersey	New Jersey Department of Banking and Insurance 20 West State Street, PO Box 329 Trenton, NJ 08625 (800) 446-7467 (888) 393-1062 (appeals) http://www.state.nj.us/dobi/consumer.htm ombudsman@dobi.state.nj.us
New Mexico	New Mexico Public Regulation Commission Division of Insurance 1120 Paseo De Peralta Santa Fe, NM 87504 (888) 427-5772 http://nmprc.state.nm.us/id.htm mchb.grievance@state.nm.us
New York	Community Service Society of New York, Community Health Advocates 105 East 22nd Street, 8th floor New York, NY 10010 (888) 614-5400 http://www.communityhealthadvocates.org/

State	Contact Information
North Carolina	North Carolina Department of Insurance Health Insurance Smart NC 430 N. Salisbury Street Raleigh, NC 27603 (877) 885-0231 www.ncdoi.com
North Dakota	No program
Northern Marianas Islands	No program
Ohio	No program
Oklahoma	Oklahoma Insurance Department Five Corporate Plaza 3625 Northwest 56th Street, Suite 100 Oklahoma City, OK 73112 (800) 522-0071 (in-state only) (405) 521-2991 http://www.ok.gov/oid/Consumers/Consumer_Assistance/index.html
Oregon	Oregon Insurance Division P.O. Box 14480 Salem, OR 97309-0405 (503) 947-7984 http://www.cbs.state.or.us/ins/index.html cp.ins@state.or.us
Pennsylvania	Pennsylvania Department of Insurance 1209 Strawberry Square Harrisburg, PA 17111 (877) 881-6388 www.insurance.pa.gov
Puerto Rico	Puerto Rico Oficina de la Procuradora del Paciente 1215 Ponce de Leon PDA 18 Santurce, PR 00907 (800) 981-0031 www.pacientes.gobierno.pr querellas@opp.gobierno.pr
Rhode Island	Rhode Island Department of Business Regulation 1511 Pontiac Avenue, Bldg 69-2 Cranston, RI 02920 (401) 462-9520 www.dbr.state.ri.us and www.ohic.ri.gov InsuranceInquiry@dbr.ri.gov and HealthInsInquiry@ohic.ri.gov

State	Contact Information
South Carolina	South Carolina Department of Insurance Consumer and Individual Licensing Services Division P.O. Box 100105 Columbia, SC 29202 (800) 768-3467 http://www.doi.sc.gov consumers@doi.sc.gov
South Dakota	No program
Tennessee	Tennessee Department of Commerce and Insurance 500 James Robertson Pkwy Davy Crockett Tower, 4th floor Nashville, TN 37243-0574 (615) 741-2218 (800) 342-4029 (615) 532-7389 (Fax) www.tn.gov/commerce/insurance
Texas	Texas Consumer Health Assistance Program Texas Department of Insurance Mail Code 111-1A 333 Guadalupe P.O. Box 149091 Austin, TX 78714 (855) 839-2427 (855-TEX-CHAP) www.texashealthoptions.com chap@tdi.state.tx.us
Utah	No program
Vermont	Vermont Legal Aid 264 North Winooski Ave. Burlington, VT 05402 (800) 917-7787 www.vtlegalaid.org
Virginia	Virginia State Corporation Commission Life & Health Division, Bureau of Insurance P.O. Box 1157 Richmond, VA 23218 (877) 310-6560 http://www.scc.virginia.gov/boi bureauofinsurance@scc.virginia.gov

State	Contact Information
Virgin Islands	U.S. Virgin Islands Division of Banking and Insurance 1131 King Street Suite 101 Christiansted St. Croix, VI 00820 (340) 773-6459 www.ltg.gov.vi
Washington	Washington Consumer Assistance Program 5000 Capitol Blvd Tumwater, WA 98501 (800) 562-6900 http://www.insurance.wa.gov cap@oic.wa.gov
West Virginia	West Virginia Office of the Insurance Commissioner Consumer Service Division P.O. Box 50540 Charleston, WV 25305 (888) 879-9842 http://www.wvinsurance.gov
Wisconsin	No program
Wyoming	No program