



PAT QUINN
Governor
ANDREW BORON
Director

NEWS

Illinois Department of Insurance

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CONTACT:

Kimberly Parker: 312-814-1577

State Receives a Federal CAPP Grant for Consumer Health Insurance Portal

HHS awarded \$1 Million Consumer Assistance & Patient Protection Project Grant to the Department of Insurance under the Affordable Care Act

SPRINGFIELD – August 30, 2012. The Illinois Department of Insurance (DOI) Director Andrew Boron today announced the Department was awarded \$1,141, 954 by the U.S Department of Health and Human Services for a Consumer Assistance and Patient Protection Project (CAPP) grant under the Affordable Care Act. The grant will enable DOI to build a consumer health insurance portal on the Department’s website that will serve as a central point of contact for consumer assistance services.

The grant, which runs from August 24, 2012 until August 23, 2013, will also be used to improve consumer assistance services provided by the Department’s Office of Consumer Health Insurance and the Life, Accident and Health Complaint units, such as the assistance provided for filing appeals and external reviews for denied claims.

“We’re pleased to receive this grant. In addition to supporting our hands on assistance services , the grant will help upgrade our technology so more individuals, families and businesses in Illinois will have access to the department’s services and information,” said Director Boron. “I commend department staff and everyone for their hard work that went into this process of submitting a quality application.”

DOI received notification of the award this past Friday.

“Staff of Office of Consumer Health Insurance helps consumers who have questions about their health insurance.” said Michele Oshman, chief deputy director. “We were so excited to receive word that the Department had received the grant. Assisting consumers is a central part of our mission.

The Department’s mission is to protect consumers by providing assistance and information, by efficiently regulating the insurance industry’s market behavior and financial solvency, and by fostering a competitive insurance marketplace. The Department assists consumers with all insurance complaints, including health, auto, life, and homeowner. For more information or assistance, visit the Department’s web site at insurance.illinois.gov or call our toll-free hotline at (866) 445-5364.

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