



# State of Your Health:

## How the Louisiana Department of Insurance Can Help You

**Are you having trouble with your health coverage?** The Department of Insurance protects consumers by oversight of the insurance industry. For example, extreme delays in response to a prior authorization request or surprise billing from your insurer.

**Why is it important to contact the Department?** The Department learns about insurance problems because of consumer complaints. If you have any questions about actions by your insurance company, the Department can be a resource for you!

### MEET THE INSURANCE COMMISSIONER

James J. Donelon was first appointed as Insurance Commissioner in February 2006. He has been re-elected to three consecutive full terms of Insurance. Donelon served as the President of the National Association of Insurance Commissioners (NAIC) in 2013 and currently serves as Chairman of the Surplus Lines Task Force of the NAIC.

### WHY SHOULD YOU CONTACT THE DEPARTMENT OF INSURANCE?

- ▼ You've already talked with your insurance company and aren't satisfied with the results.
  - Remember when you talk with your insurance company, document your phone calls by noting the name of the person you speak to, the date of the call and a brief summary of the conversation.
- ▼ The Department of Insurance wants to hear from you, the consumer. They can be extremely helpful if you are having trouble filing an appeal with your insurance company or experiencing a prior authorization that is taking too long.
  - You can file a complaint online <https://www.lidi.la.gov/onlineservices/ConsumerComplaintForm>
  - You can also contact the Department:
    - By mail to Louisiana Department of Insurance, P.O. Box 94214, Baton Rouge, LA 70804
    - Keep your originals and send only copies of information. For a printed copy of the Department's complaint form, contact (800) 259-5300.
- ▼ By receiving consumer complaints, the Department will investigate and make sure that insurance companies are obeying state insurance laws\*. If they don't receive written consumer complaints, they are not able to act.

### WHAT HAPPENS WHEN YOUR COMPLAINT IS RECEIVED?

- ▼ When your complaint is received, a file number and a compliance examiner in charge of investigating your complaint will be assigned, and you will be sent written notification of that number. Please refer to the complaint file number when you call or write to the Department.
- ▼ The complaint is then sent to the insurance company requesting an explanation of its position. Your examiner will then review their response and send you a letter containing the results of their investigation. The process usually takes 45 days to fully complete.
- ▼ For more information on the complaint process, visit: <https://www.lidi.la.gov/online-services>

### HOW TO REQUEST MORE INFORMATION

- ▼ Call the Louisiana Department of Insurance Customer Assistance Hotline at (800) 259-5300 or visit <https://www.lidi.la.gov/home>

### HOW TO ENSURE YOUR VOICE IS BEING HEARD

- ▼ Get involved with the Arthritis Foundation's Advocacy Program. For more information, visit: [arthritis.org/advocate](http://arthritis.org/advocate) or email [advocacy@arthritis.org](mailto:advocacy@arthritis.org).

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\*Please note: The Department does not have jurisdiction over self-insured employers and health & welfare benefit plans, Medicare or Medicaid. If you are unsure of the type of plan that you have, please refer to your member handbook on how to file an appeal.