

HOW TO CONTACT US:

Consumer Assistance and Publications:

- Phoenix: (602) 364-2499
 - In-state and Outside Phoenix area: (1-800) 325-2548;
 - Market Assistance for Liability Insurance: (1-800) 544-9208 outside Phoenix area
- FAX: (602) 364-2505

Email: consumers@azinsurance.gov

Website: www.id.state.az.us

Fraud Unit:

- (602) 912-8418
- ### Licensing:
- Phoenix area: (602) 364-4457
 - Toll-free for callers in Arizona but outside the Phoenix area: (1-877) 660-0964

Office location:

2910 N. 44th Street, Suite 210
Phoenix, Arizona 85018

WEBSITE: www.id.state.az.us

Visitors will find the Arizona Department of Insurance publications on line, plus answers to frequently asked questions, and other insurance-related resources. There is also a "look up" feature to verify licensure of insurance agents and insurance companies.

Persons with disabilities may request materials be presented in an alternative format by contacting the ADA Coordinator at (602) 364-3100. Requests should be made as early as possible to allow time to procure the materials in an alternative format.

State of Arizona

A CONSUMER GUIDE TO

THE ARIZONA DEPARTMENT OF INSURANCE



Christina Urias
Director of Insurance

Janice K. Brewer
Governor

January 2009

Arizona Department of Insurance

~ **Mission Statement** ~

To faithfully execute the state insurance laws in a manner that protects insurance consumers and encourages economic development.

Questions, complaints and requests for publications about insurance can be made in person, by mail, or by phone, fax or email:

The Arizona Department of Insurance
Consumer Affairs Division
2910 N. 44th Street, Ste. 210

Phoenix, AZ 85018

Phone: (602) 364-2499 or

(1-800) 325-2548 outside Metro area

Fax: (602) 364-2505

consumers@azinsurance.gov

CONSUMER AFFAIRS

The Consumer Affairs Division provides a wide range of services and information to the insurance consuming public.

The Consumer Services Division helps consumers with insurance questions or problems on the phone, in person or by mail.

The Health Care Appeals Section administers the external appeals portion of the health care appeals process. For more information about your appeal rights, request our Consumer Guide on Health Care Appeals.

The Market Assistance Program helps consumers and businesses obtain liability insurance.

INVESTIGATIONS AND EXAMS

The Investigations Division investigates allegations of wrong-doing by insurance companies, agents and other entities licensed by the Department.

The Market Oversight Division examines insurance companies' practices regarding marketing, rating, cancellations, privacy and unfair claim-settlement practices.

FRAUD UNIT

The Fraud Unit investigates complaints of attempted fraud by individuals against insurance companies, and refers them to the Attorney General for prosecution.

Fraud inflates the cost of insurance for all consumers. The most common types of insurance fraud involve false or inflated claims, misrepresentations when applying for insurance to obtain coverage or lower rates, and billings from professionals seeking reimbursement for services that were not performed.

Insurance fraud is a class 6 felony, and committing a fraudulent scheme is a class 2 felony. Penalties range from 1 1/2 years to 10 years in prison, plus restitution and fines.

LICENSING

The Licensing Section issues and renews licenses for qualified producers, bail bond agents, adjusters, surplus lines brokers and other insurance professionals.

Approximately 160,000 individuals and firms are licensed in Arizona. Licenses are issued for a four-year term.

Detailed information, licensing forms and instructions are available from the Insurance Department web site at www.id.state.az.us and by calling the Insurance Licensing Hotline: (602) 364-4457 or (1-877) 660-0964.

LIFE AND HEALTH

The Life and Health Division administers Arizona laws pertaining to life and health insurance plans and policies, as well as licensure of utilization review agents and third party administrators. The Division reviews life and health insurance policies to make sure they comply with state law.

This Division has responsibility for oversight of health care service delivery by HMOs and prepaid dental plans. The Division also administers the health care provider timely pay and grievance law.

FINANCIAL AFFAIRS

The Financial Affairs Division monitors insurance companies for solvency and soundness. The Division reviews quarterly and annual financial statements and periodically conducts detailed financial examinations of domestic insurance companies.

The Division issues certificates of authority to qualified insurance companies, granting them authority to transact insurance in Arizona.

The Division is also responsible for collecting premium taxes and annual fees, and for maintaining insurer trust deposits held for the benefit and protection of policyholders.

PROPERTY AND CASUALTY

The Property and Casualty Division administers Arizona laws related to property and casualty insurance rates and policy forms. For example, it reviews auto and homeowner policies to assure they comply with the law and are readable and understandable. The Division also licenses rating organizations, qualifies surplus lines insurers, issues service company permits, registers foreign risk retention groups and purchasing groups and monitors the property and casualty marketplace to determine whether competition exists and whether insurance is available.

RECEIVERSHIP DIVISION

The Receivership Division supervises and coordinates receiverships of insolvent insurers.

GUARANTY FUNDS

The Arizona Insurance Guaranty Funds provide a safety net to protect consumers from financial loss if an insurance company becomes insolvent. Subject to statutory limits and other conditions, the Life and Disability Insurance Guaranty Fund and the Property and Casualty Insurance Guaranty Fund pay certain claims of policyholders and other claimants owed by an insolvent insurance company.

Assessments against licensed insurers and monies recovered from the estates of insolvent insurance companies are used to pay claims.

PUBLICATIONS

Free consumer publications are available by mail or on-line:

- A Guide to Health Care Appeals
 - Report on Arizona Health Insurers
 - Medicare Supplement Premium Comparison
 - Automobile Premium Comparison
 - Consumer Guide to Automobile Insurance
 - Consumer Guide and Premium Comparison for Homeowners Insurance
 - Homeowners Insurance Check Up Checklist
 - Consumer Guide and Premium Comparison for Renters Insurance
 - Mobile Homeowners' Premium Comparison
 - Shoppers Guide to Long-term Care
 - Guide to Health Insurance for People with Medicare
 - Lists of Medicare Supplement Insurers, Long Term Care Insurers, Individual and Group Health Insurers
 - Consumer Guide to Annuities for Seniors
 - Timely Pay & Grievance Law, Information for Health Care Providers
- Plus much more on flood insurance, health insurance, business insurance, etc.