



NEWS RELEASE

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Contact: Cameron Lewis, Colorado Division of Insurance, 303.894.2261
Chris Lines, DORA Public Information Officer, 303.894.7873

United Healthcare Companies Fined \$457,000 for Market Conduct Violations Affecting Consumers

Denver – Violations were found in two market conduct examinations completed by DORA's Colorado Division of Insurance, and fines totaling \$457,000 were assessed. The final market conduct orders reflected fines of \$211,000 for United Healthcare of Colorado and \$246,000 for United Healthcare Insurance Company.

"It is our job to protect consumers by making sure they receive all of the benefits for which they have paid," said Insurance Commissioner Marcy Morrison. "Market conduct examinations provide a 'check and balance' to be sure companies are fulfilling their responsibilities."

The market conduct examinations, which covered calendar year 2007, found violations on a number of issues for both companies, including: providing incomplete information in certificates of creditable coverage; failing to pay claims timely and accurately; and failing to comply with the requirement for physician review in some cases involving utilization review. The exams showed that some individual consumers -- whose coverage under a small group plan had terminated -- were not offered coverage under the state mandated basic and standard plans. United Healthcare Insurance Company also had several violations pertaining to information provided in its policy forms.

The companies have responded to the final agency orders and submitted payment of the fines.

The final agency orders issued by the Commissioner require both companies to document that they have made changes to correct the problems listed in the report within specific timeframes as directed. The companies must report back to the Division of Insurance in writing, documenting changes and improvements, by the required deadlines.

Copies of the market conduct examination reports and final agency orders are available on the Division of Insurance's website at

<http://www.dora.state.co.us/insurance/mcexam/MarketRegChron.htm>

DORA's Division of Insurance conducts market conduct examinations of insurance companies and health carriers to be sure that the companies are in compliance with Colorado insurance law and regulations with respect to rating, underwriting and claim practices. Exams can be scheduled based on consumer complaint activity, other indications of potential issues within the company, or at regular intervals. The examination attempts to identify areas where an insurer or carrier has complied with laws relating to the distribution of products to consumers and settlement of claims.

Market conduct examination reports document the findings of the Division's examiners. The reports indicate violations of the law, if any, discovered during the exam. The reports also summarize actions taken by the companies to correct any alleged non-compliant practices.

DORA is dedicated to preserving the integrity of the marketplace and is committed to promoting a fair and competitive business environment in Colorado. Consumer protection is our mission.