

Attention Health Care Providers

Are You At The End Of Your Rope?

Are you experiencing problems with a health insurer or health maintenance organization in Virginia? Do you need answers to questions about Virginia's laws governing health insurance and managed care plans? The Bureau of Insurance may be able to help.

- We will provide general information concerning Virginia's laws and regulations that impact patients' rights and benefits.
- We will answer questions concerning insurers' obligations to pay claims in a timely manner.
- We will investigate complaints from providers concerning Virginia's *Ethics and Fairness in Carrier Business Practices Act*, which addresses the contractual relationship between carriers and providers and establishes certain minimum standards in the processing and payment of claims for health care services.
- With your patient's written authorization, we will provide information and assistance if your patient is experiencing difficulty with a claim or a request for preauthorization of services.

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