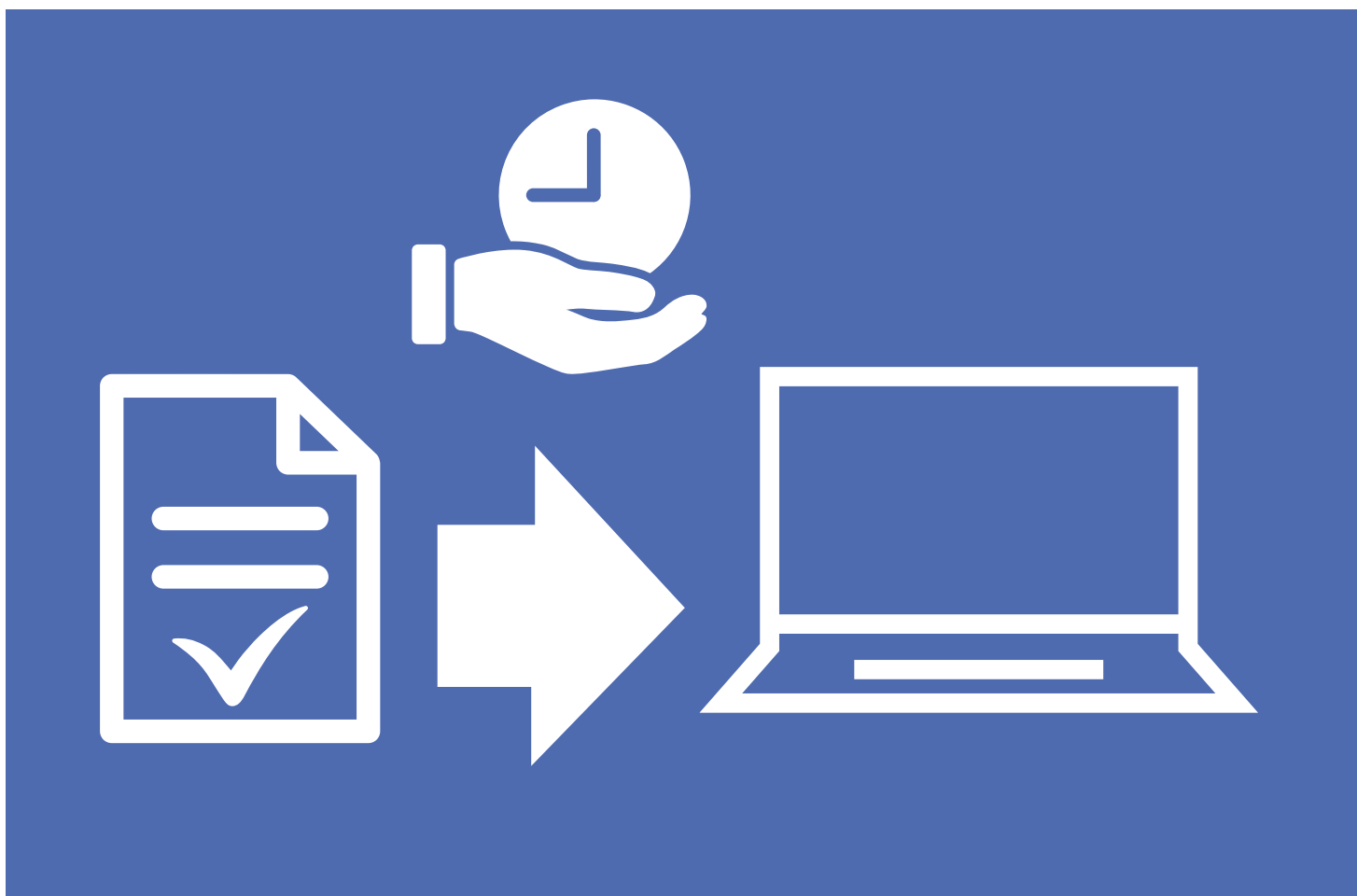


ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

DEPARTMENT OF INSURANCE

Insurance Creates Online Portal for Health Care Appeals



The Department of Insurance created a secure, encrypted online portal to enable health insurance companies and independent review organizations to submit documentation related to health care insurance appeals.

Formerly, whenever a health plan enrollee appealed an insurer's decision to deny coverage, the insurer had to submit documentation on paper or CD/DVD to the department for use in reviewing the decision. The process was inconvenient, time-consuming, and expensive for both the insurer and the department. The process improvement also benefited the department by enabling authorized staff to readily view the documents and prevented them from having to spend time not having to manually entering data into a database.