



# State of Connecticut

## *Insurance Department*

THOMAS R. SULLIVAN  
COMMISSIONER

### **OFFICIAL NEWS RELEASE**

FOR IMMEDIATE RELEASE  
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## **Insurance Commissioner Orders \$1.3M In Fines And Restitution.**

### *Market Conduct examination reveals violations to state law*

Hartford — Connecticut Insurance Commissioner Thomas R. Sullivan announced today the completion of a routine market conduct examination of Health Net of Connecticut, Inc.

The commissioner ordered Health Net of Connecticut to pay fines totaling \$496,000. Health Net was also ordered to pay an additional \$60,000 to the Insurance Department Education Account, a fund that was established to further the protection of Connecticut consumers through educational programs.

Corrective actions resulting from the market conduct exam included remediating and paying improperly denied or processed claims. In addition to the market conduct fine levied by the Commissioner, Health Net has paid an additional \$750,066 to consumers whose claims were handled incorrectly.

“The Department is committed to protecting consumers by making sure insurers meet their obligations to not only comply with the laws but also to treat consumers fairly and in accordance with their contracts,” Commissioner Sullivan said.

The Insurance Department market conduct exam revealed multiple violations to Connecticut insurance laws related to instances of improper claim processing and settlements specifically related to out of network and mandated benefit claims, as well as violations concerning licensing/ appointments of agents.

The company is complying with the Order by undertaking a complete review of its practices and procedures to ensure the areas of concern align with Connecticut law. A compliance report to the Commissioner is due within 90 days of the signed order.

A copy of the stipulation can be found under [Market Conduct Examination Reports](#).

### **ABOUT THE CONNECTICUT INSURANCE DEPARTMENT**

The mission of the Connecticut Insurance Department is to serve consumers in a professional and timely manner by providing assistance and information to the public and to policy makers, by regulating the insurance industry in a fair and efficient manner which promotes a competitive and financially sound insurance market for consumers, and by enforcing the insurance laws to ensure that consumers are treated fairly and are protected from unfair practices. For more information, visit the Connecticut Insurance Department at [www.ct.gov/cid](http://www.ct.gov/cid).

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