



DEPARTMENT OF HEALTH & HUMAN SERVICES

Office of Consumer Information and
Insurance Oversight

200 Independence Avenue SW
Washington, DC 20201

DATE: September 24, 2010

TO: Issuers of Health Insurance

FROM: Teresa DeCaro
Web Portal Team Lead, Office of Consumer Support

SUBJECT: Failed Denial and Up-rate Reporting Requirement

This notice informs you that your organization's plans that were reported for display on the HealthCare.gov Web Portal, and that are linked to products reported in HIOS for which denial and up-rate data were not provided, will not be displayed on HealthCare.gov on October 1, 2010.

You are in receipt of this notice because your organization did not successfully report to the HIOS system the required data elements outlined in a notice sent September 2, 2010, including:

- # of applications received
- # of applications denied
- # of up-rated applications

As provided in the September 2, 2010 notice, entitled "Monthly Update Window for the Health Insurance Oversight System," these data were required to be reported by September 10, 2010. Furthermore, the notice indicates that organizations whose plan benefits and denial data are otherwise acceptable for display will be suppressed if the denial and up-rate data are not reported.

Your organization's denial and up-rate data can be submitted to HIOS during the next submission period, the exact dates of which will be communicated soon.

If you have any questions about the regulation or data collection requirements, you may contact Beth Liu at beth.liu@hhs.gov.

For technical assistance regarding HIOS, please contact the HIOS Help Desk at either 1-877-343-6507 or insuranceoversight@hhs.gov.