



For Immediate Release  
October 14, 2010

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## ***Healthcare Advocate Announces \$1.36 million in Consumer Savings for Third Quarter 2010***

(Hartford, CT) – State Healthcare Advocate Kevin Lembo, announced today that the Office of the Healthcare Advocate (OHA), the independent state agency that assists consumers with health insurance issues, generated \$1.36 million in savings for Connecticut healthcare consumers in the third quarter of 2010 and a total of \$3.3 million through the first three quarters of 2010 . The savings figures represent the costs of healthcare services, procedures and claims that had been denied by health insurers, and would have been borne directly by consumers of healthcare had the agency not intervened.

Each year, OHA provides the highest level of services to Connecticut residents who are trying to access the health insurance coverage they've worked and paid for. This last year has brought extreme hardship on healthcare consumers, many of whom have lost their jobs, are uninsured or underinsured. "Our case volume for the first three quarters is on pace to exceed our case volume for 2009," Lembo said. "We opened 614 cases this quarter, an increase of 24% over the third quarter of 2009." The majority of cases OHA receives are through referrals to the office from previous clients, legislators, and healthcare providers.

OHA also experienced an increase in calls from consumers with questions about: keeping dependents on healthcare policies; accessing and navigating COBRA; and understanding federal healthcare reform.

The OHA staff is dedicated to the service of Connecticut residents. We continue to enhance our ability to handle a wide variety of complicated cases, and to advocate effectively for Connecticut residents. OHA also has emerged as a trusted resource for state policymakers and our federal delegation on healthcare and reform issues.

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