



# NEWS RELEASE

**JOHN OXENDINE**  
COMMISSIONER OF INSURANCE  
SAFETY FIRE COMMISSIONER  
INDUSTRIAL LOAN COMMISSIONER  
COMPTROLLER GENERAL

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## **OXENDINE FINES UNITED HEALTHCARE \$750,000**

**Atlanta** – Insurance Commissioner John W. Oxendine has signed a consent order directing United Healthcare Insurance Company, and sister companies United Healthcare of Georgia Inc., American Medical Security Life Insurance Company and Golden Rule Insurance Company, to pay a combined fine of \$750,000 for delaying payment on thousands of health claims.

“It is unfortunate that fines must be imposed to encourage compliance,” Commissioner Oxendine said. “Consumers and doctors deserve prompt payment. I will continue to aggressively pursue those companies who do not comply with the law.”

To ensure managed care plans were complying with Georgia law, Oxendine issued a directive in August 1999 that all healthcare plans licensed in Georgia would be required to submit claims data every quarter, beginning with the third quarter of 1999. Based on data submitted through March 31, 2009 by the fined companies, it was determined that the companies were in violation of O.C.G.A. 33-24-59.5 regarding prompt payment of claims.

“My office is reviewing data from other insurance companies, and we expect more fines in the near future,” Oxendine said

Consumers having difficulty with their HMO or with any insurer should contact Commissioner Oxendine’s Consumer Services Division at **404-656-2070** or **1-800-656-2298** from 8 a.m. to 7 p.m., Monday through Friday, or they may visit the Department’s Web site at [www.gainsurance.org](http://www.gainsurance.org) to obtain a complaint form and instructions for submitting it.

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