

# Office of Health Care Consumer Assistance, Advocacy and Information

HF3649 / SF3286

---

## Description

This bill will remove the reference to the Office of Health Care Consumer Assistance, Advocacy and Information from statutes.

## Background

The Office of Health Care Consumer Assistance, Advocacy and Information was created in 1998 and abolished by the legislature in 1999. Therefore this language should be deleted from 62Q.69 subd. 2(a)(1). Consumer services are currently being provided through the Information Clearinghouse as required by Minnesota Statutes, sec. 62J.2930.

The Information Clearinghouse assists consumers in understanding their rights as health plan company enrollees. The system achieves this by explaining and assisting in the use of available complaint and appeal systems within the consumer's health plan company, as well as at the Department of Health or Commerce. It also provides information to consumers about coverage options that are available in a specific geographic area. When updates on federal and state health reform activities and cost containment initiatives are made, the Information Clearinghouse makes this information available. The system also refers callers to sources of further information or assistance such as MinnesotaCare or Minnesota Comprehensive Health Association (MCHA) when appropriate.

## Proposal

We propose deleting the phrase "the Office of Health Care Consumer Assistance, Advocacy and Information" from 62Q.69, subd.2(a). It is confusing and misleading to retain this reference to an entity that no longer exists.



Compliance Monitoring Division/Managed Care Section  
85 E. Seventh Place  
P.O. Box 64900  
St. Paul, MN 55164-0900  
(651) 201-5166  
[www.health.state.mn.us](http://www.health.state.mn.us)