



DEPARTMENT OF HEALTH & HUMAN SERVICES

Office of Consumer Information and
Insurance Oversight

200 Independence Avenue SW
Washington, DC 20201

DATE: October 25, 2010

TO: Issuers of Health Insurance

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

SUBJECT: Failure to Provide Direct URL Links to Provider Networks for
Reporting on the Affordable Care Act Web Portal

Your organization has been identified as having either failed to provide a link to your provider networks, or having provided a non-functioning, indirect or inaccurate link, for at least one of your reported products.

Section 1103 of the Patient Protection and Affordable Care Act (ACA), P.L. 111-148, requires the establishment of an internet Web site (referred to as a Web portal) through which individuals and small businesses can obtain information about the insurance coverage options that may be available to them in their State. An Interim Final Rule with Comment (IFC) was published on May 5, 2010 that, among other things, identified the data that health insurance issuers are required to produce under this statutory authority. *See*, 75 Fed. Reg. 24470. Under those provisions, health insurance issuers are required to provide “website links to the issuer website, brochure documents and provider networks.”

The regulations for the web portal require that a URL link to a provider network be provided as specified by the Secretary. We issued further guidance on these requirements on May 5, 7 and 18 at <http://www.hhs.gov/ociio/gatheringinfo/index.html>.

Instructions: Please do not respond to the email to which this letter is attached. To provide a missing or corrected URL link you will need to revise your data according to the new procedures outlined in my notice released to your organization on July 9, 2010. Your revised data can be submitted during the next submission period, the exact dates of which will be communicated soon. If you have a question about our review of your URLs, please contact Beth Liu at beth.liu@hhs.gov. For technical assistance, please contact the HIOS Help Desk at either 1-877-343-6507 or insuranceoversight@hhs.gov.

Failure to comply will result in, at minimum, suppression of the link on the web portal and the posting of a note stating that insufficient link information was provided.