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Interim Final Rules for Group Health Plans and Health Insurance Issuers Relating to Internal Claims and Appeals and External Review Processes Under the Patient Protection and Affordable Care Act

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General Comment

As a strong supporter of the Patient Protection and Affordable Health Care Act and an enrollee in a group health insurance plan (United Healthcare), I urge you to make the claims and appeals and external review processes as transparent and as patient-friendly as possible. For far too long, private for-profit health insurance companies have made it difficult for patients to file claims and appeal decisions, and have resisted the transparency upon which effective external reviews depend. This needs to stop. That is one reason why our Congress enacted the Patient Protection and Affordable Health Care Act. Please ensure that this legislation's intent is carried out so that patients will have the voice to which they are entitled in their health care decisions.
