

Insurance Commissioner Dave Jones issues statement confirming Aetna investigation

News: 2018 Press Release

For Release: February 12, 2018

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SACRAMENTO, Calif. — "I have directed the California Department of Insurance to open an investigation of allegations regarding Aetna's practices in denying claims and requests for prior authorization for care. The department is also investigating Aetna's utilization review process. If a health insurer is making decisions to deny coverage without a physician ever reviewing medical records that is a significant concern and could be a violation of the law. The department is seeking more information from Aetna about their claims denial process and I would encourage any Californians who are concerned that they might have been affected to contact the California Department of Insurance at 1-800-927-4357."

Insurance Commissioner Dave Jones